



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 telephone. 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 12

User Portal Changes

This page lists some of the changes to your user portal. To find out the version of your portal, see [Displaying System Details](#) on page 25.

IP Office R11.1.2.2

- **Audio Source Selection** - With Chrome, Edge and Firefox browsers; you can now select which PC audio sources the user portal should use rather than using the system defaults. See [Selecting the Audio Source](#) on page 43.

Related links

[The IP Office User Portal](#) on page 12

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 you through your basic user settings.

Related links

[Logging In for the 1st Time](#) on page 13

[The Setup Wizard: Profile Menu](#) on page 14

[The Setup Wizard - Call Handling Menu](#) on page 16

[The Setup Wizard - Personal Directory](#) on page 19

[The Setup Wizard - Download menu](#) on page 20

Logging In for the 1st Time

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

Before you begin

The user portal is supported with:

- **Windows:** Chrome, Edge, and Firefox.
- **macOS:** Chrome and Safari.

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**.
 - If you have forgotten your name or password and so cannot access the portal, contact your IP Office system administrator. See [Forgotten Password](#) on page 204.
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 14. Otherwise, go to [Using the User Portal](#) on page 22.

Related links

[Getting Started](#) on page 13

The Setup Wizard: Profile Menu

This menu displays key settings for your account and lets you to change settings if required. Grayed out fields 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 16.

AVAYA IP Office User Portal

Extn801


Profile | Call Handling | Personal Contacts

Profile

Name	Full Name
Extn801	Extn801 J179
Voicemail Code *	Email
<div style="background-color: #f8d7da; padding: 2px;">Voicemail Code is required</div>	Voicemail To Email Notification
Telephone Login Code	Off
Voicemail Ringback	Deny Auto Intercom Calls
No	No
	Call Operation Mode
	Softphone

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. <ul style="list-style-type: none"> • Maximum length 31 characters. • Do not start names with a space. • Do not use punctuation characters such as @, #, ?, /, ^, > and ,. • It is recommended that you enter your name in <first name><last name> order.
Voicemail Code	A voicemail code might be required for access to your voicemail mailbox. <ul style="list-style-type: none"> • The default requirements are: <ul style="list-style-type: none"> - 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 Login Code	If set, this code is used for the following: <ul style="list-style-type: none"> • It acts as the Security PIN requested by Avaya feature phones, for example J100 and 9600 Series 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 93. • The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> - 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. The Email field is displayed only for information. Contact your system administrator if you need to update it.

Table continues...

Field	Description
Voicemail to Email Notification	<p>If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.</p> <ul style="list-style-type: none"> • 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	<p>The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.</p> <p>This does not affect page calls with still connect after a single short beep.</p>
Call Operation	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • None - The portal does not provide any controls to make and answer calls. <ul style="list-style-type: none"> - 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 can act as a softphone to make, answer and control calls. It uses your browser's speakers and microphone. <ul style="list-style-type: none"> - When using the portal as a softphone, you may still be able to also use other phones to handle calls. See Simultaneous Phones on page 46. - This option is only supported with Linux-base IP Office systems.

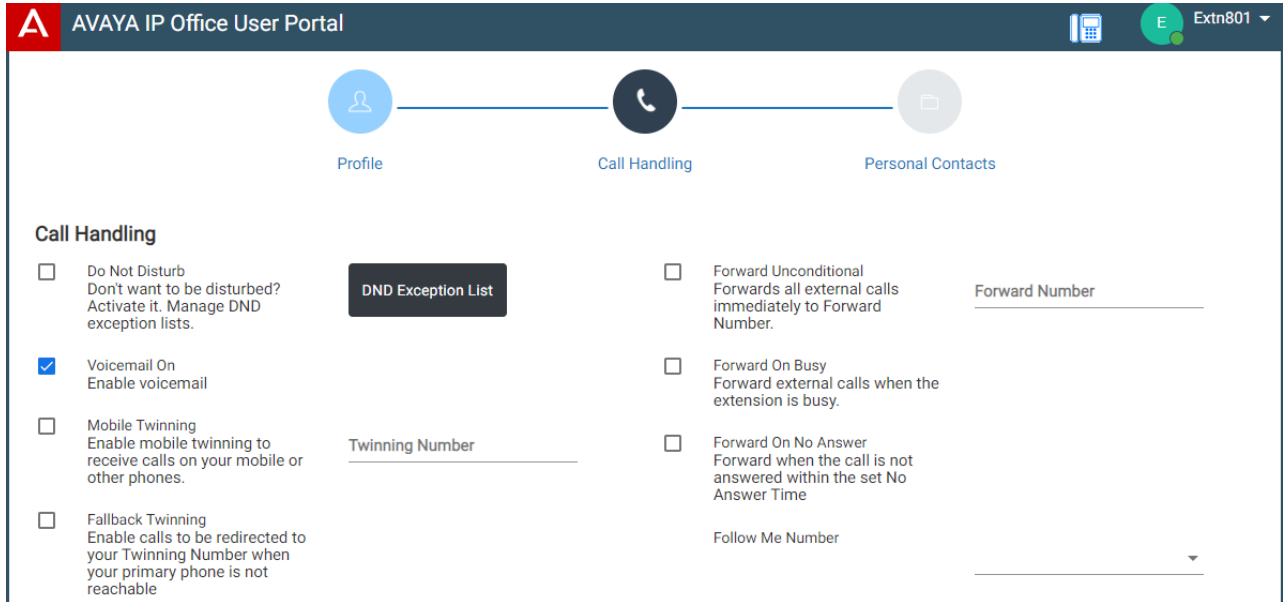
Related links

[Getting Started](#) on page 13

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 [The Setup Wizard - Personal Directory](#) on page 19.



Field	Description
Do Not Disturb	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.</p> <ul style="list-style-type: none"> • The number must match that received on your phone when that person calls. That is, it should include any prefixes the communication system adds. If possible, check the call details shown in your call history. • You can use wildcard characters. <ul style="list-style-type: none"> - 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	<p>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.</p> <p>You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:</p> <ul style="list-style-type: none"> • 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	<p>Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.</p>
Twinning Number	<p>This number sets the external number to which your calls are twinned when you have either Mobile Twinning or Fallback Twinning enabled.</p> <ul style="list-style-type: none"> • This should contain the telephone number for external calls. • It should include any prefixes required by your system for external calls.
Fallback Twinning	<p>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.</p>
Forward Unconditional	<p>Forward unconditional can be used to immediately redirect your calls.</p> <ul style="list-style-type: none"> • 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	<p>This is the destination for forwarded calls when you have Forward Unconditional is enabled.</p> <ul style="list-style-type: none"> • If external, the number should contain any prefixes required by your communication system. • If blank, then forward unconditional is disabled.
Forward on Busy	<p>Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.</p> <ul style="list-style-type: none"> • 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 47. • By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.
Forward Number	<p>This is the destination for forwarded calls when either Forward on Busy or Forward on No Answer are enabled.</p> <ul style="list-style-type: none"> • 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.

Table continues...

Field	Description
Forward on No Answer	<p>Forward on No Answer redirects calls that have alerted at your phone for too long without being answered.</p> <ul style="list-style-type: none"> 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	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> 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.

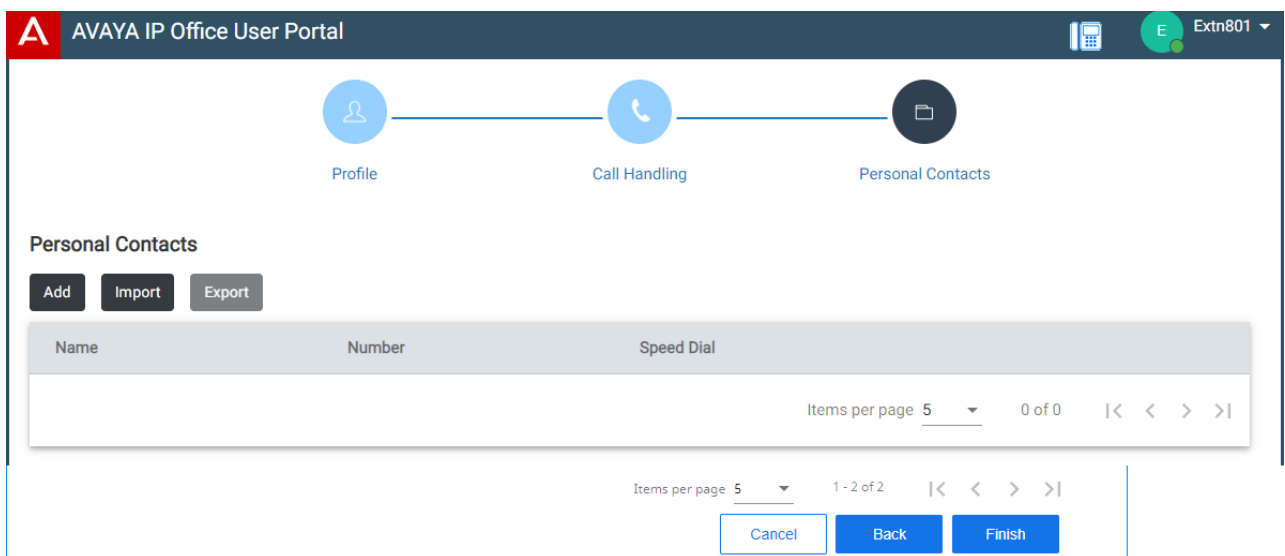
Related links

[Getting Started](#) on page 13

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 122.

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 [The Setup Wizard - Download menu](#) on page 20.



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. <ul style="list-style-type: none"> 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  icon next to the contact to edit its details.
- Click the  icon next to the contact to delete it.

Related links

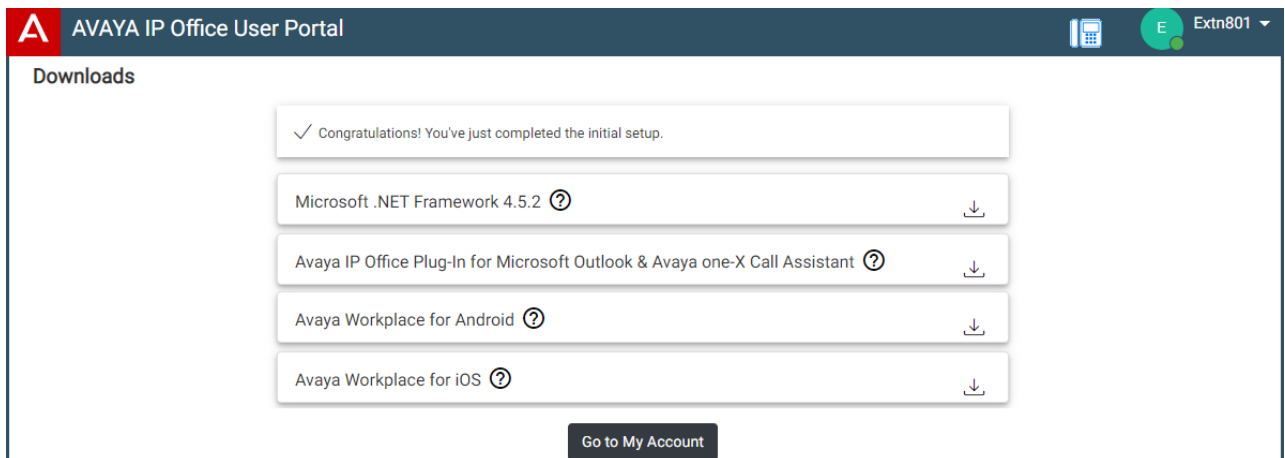
[Getting Started](#) on page 13

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.

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.

Related links

[Getting Started](#) on page 13

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 22

[Switching softphone/call control on/off](#) on page 23

[Changing Your Password](#) on page 24

[Changing Your Full Name](#) on page 24

[Changing Your Login Code](#) on page 25

[Displaying System Details](#) on page 25

[Running the Application in a Window \(Google Chrome\)](#) on page 26

[Viewing Help](#) on page 26

[Getting Help](#) on page 27

[Logging Out](#) on page 27

Logging In

If you have not logged in before, go to [Getting Started](#) on page 13.

Before you begin

The user portal is supported with:

- **Windows:** Chrome, Edge, and Firefox.
- **macOS:** Chrome and Safari.

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**.
 - If you have forgotten your name or password and so cannot access the portal, contact your IP Office system administrator. See [Forgotten Password](#) on page 204.
- 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 22

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. Click  **Settings** if no icons are shown underneath it.
2. Select  **Profile**. If not shown, click  **Settings**.
3. 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 can act as a softphone to make, answer and control calls. It uses your browser's speakers and microphone.
 - When using the portal as a softphone, you may still be able to also use other phones to handle calls. See [Simultaneous Phones](#) on page 46.
 - This option is only supported with Linux-base IP Office systems.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Using the User Portal](#) on page 22




[Controlling Your Calls](#) on page 41

Changing Your Password

You can use the following process to change your password.

- If you have forgotten your name or password and so cannot access the portal, contact your IP Office system administrator. See [Forgotten Password](#) on page 204.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Select  **Profile**. If not shown, click  **Settings**.
3. Next to the **Password** field, click on **Change Password**.
 - The requirements for this code can be adjusted by your system administrator. The default requirements are:
 - Minimum length 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.
4. Click **OK**.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.




Related links

[Using the User Portal](#) on page 22

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. Click  **Settings** if no icons are shown underneath it.
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.
 - Do not start names with a space.
 - Do not use punctuation characters such as @, #, ?, /, ^, > and ,.
 - It is recommended that you enter your name in <first name><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 22

Changing Your Login Code

If set, this code is used for the following:

- It acts as the **Security PIN** requested by Avaya feature phones, for example J100 and 9600 Series 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 93.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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 22

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 22

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 22

Viewing Help

This documentation is available within the user portal menus as help which you can access using the steps 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 22

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 24.

Related links

[Using the User Portal](#) on page 22

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 22

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 28

[Searching a List](#) on page 31

[Filtering a List](#) on page 32

[Sorting a List](#) on page 32

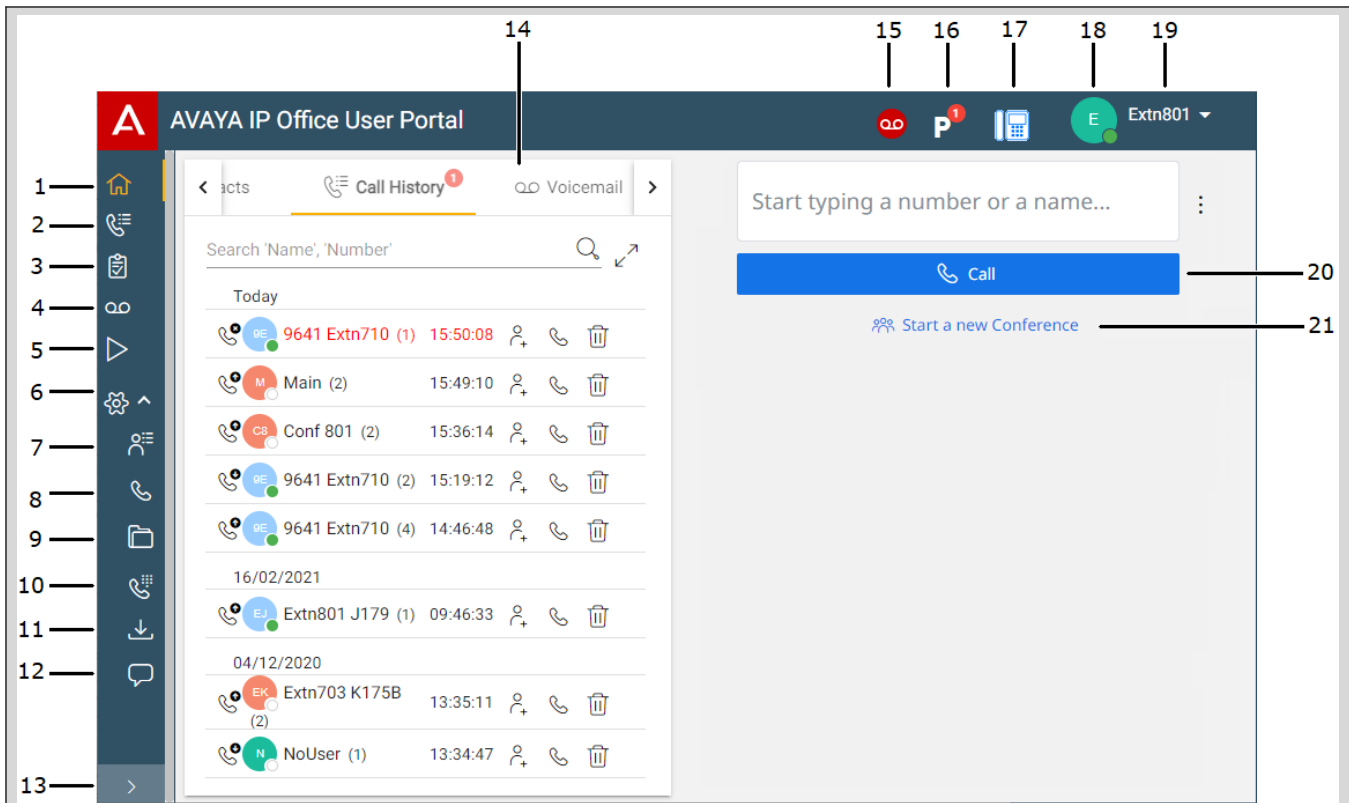
[Status Indication](#) on page 33

[Setting your presence](#) on page 34

[Icons](#) on page 34

The Portal Screen

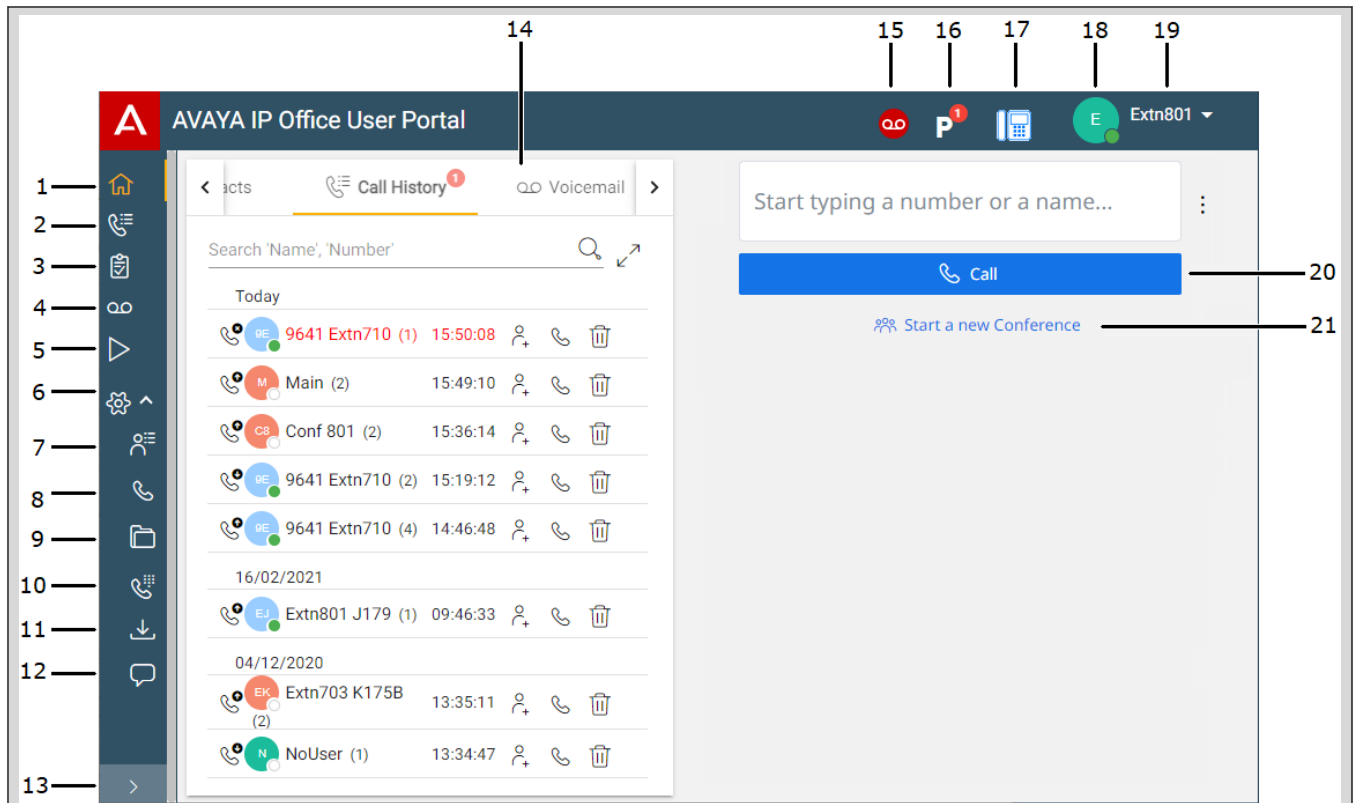
The following table provides a summary of the different parts of the portal screen.



Item	Icon	Description
1.		Dashboard - Clicking this icon displays the dashboard which displays the compact view of your contacts, call history and voicemail messages along with ongoing calls.
2.		Call History - Clicking this icon displays your incoming, outgoing and missed calls. See Your Call History on page 130.
3.		Call Reporting - Display a menu that allows you to create call reports about incoming and outgoing calls made on the system. See Call Reporting on page 137. Display of this option is controlled by your system administrator.
4.		Voicemail - Clicking this icon displays your voicemail messages. See Listening to Your Messages on page 143.
5.		Recordings - Clicking this icon displays recordings stored in your system's voice recording library. See Listening to Recordings on page 163.
6.		Settings - Clicking this icon shows/hides a set of icons for additional menus.
7.		Profile - Display a menu of key settings such as your name and email address. See Profile Menu on page 190.
8.		Call Handling - Display a menu of settings that control how calls to you are routed. See Call Handling Menu on page 193.
9.		Personal Contacts - Display a menu for managing your personal contacts. See Managing Your Personal Contacts on page 122.

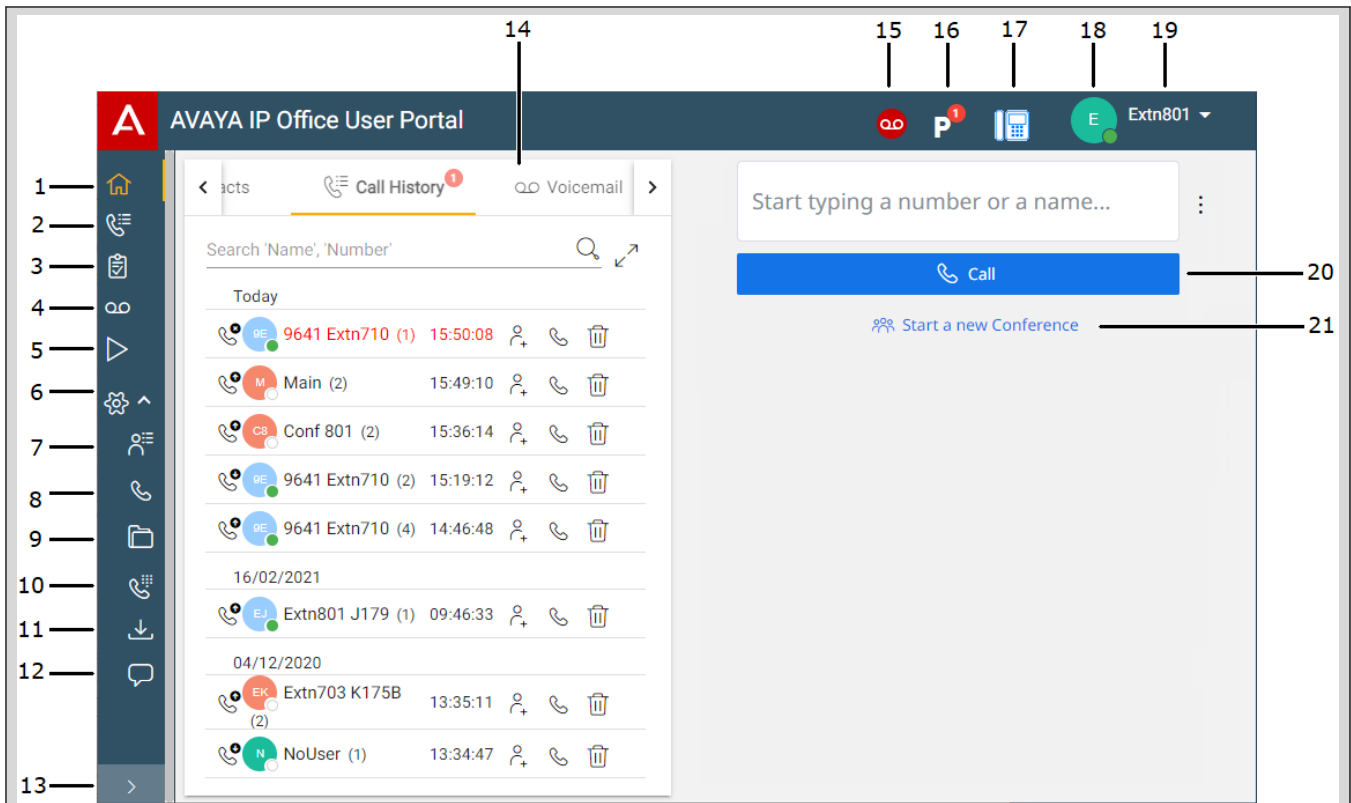
Table continues...

The Portal Screen



Item	Icon	Description
10.		Button Programming - Display a menu that allows you to customize the function of some of the buttons on Avaya 9600 and J100 Series phones. See Button Programming on page 171.
11.		Downloads - Display a menu of additional user applications supported by IP Office. See Downloads Menu on page 199.
12.		Mailbox Greetings - Display a menu for changing your voicemail mailbox greetings. See Changing Your Greetings on page 154.
13.		The < and > icons allow you to collapse and expand the side menu display.
14.		Dashboard Panes - This panel provides access to contacts and compact versions of your messages and call history.
15.		New Voicemail Message - When shown, this icon indicates that you have a new voicemail message of messages. Click the icon to access the message list.
16.		Parked Calls - This icon appears when there is a call or calls parked in one of the 16 park slots. See Parking Calls on page 59.
17.		Call Icon - This icon indicates when you have calls in progress or waiting to be answered. See Icons on page 34.
18.		Your Status Icon - This icon displays your personal status. Similar icons are shown for other users on the system. See Status Indication on page 33.

Table continues...




Item	Icon	Description
19.	–	Help Menu - This drop down menu provide access to help, details of the portal version and the log out option.
20.	–	Call Controls - This area of the dashboard can be used to make and answer calls. See Call Display on page 41.
21.	–	Conference Controls - This button allows you to display your conference settings and start conference calls. See Conferences on page 100.

Related links


[The Portal Screen](#) on page 28

Searching a List

A  icon above any list indicates that you can search the list. For example, you can search 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  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 28

Filtering a List

A  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 compact view of some 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 . 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. To remove the filter and clear the filter settings, click the  icon.


Related links

[The Portal Screen](#) on page 28

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 ↑ indicates that the list is now sorted on that column in ascending order.

Related links

[The Portal Screen](#) on page 28




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 indicates both your telephone status and personal status (presence). Hovering over the icon displays the status as text.

Telephone Status

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

Dot Color	Icon	Status
Green		Available - Telephone idle.
Orange		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 47.
White		Offline - 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 [Setting your presence](#) on page 34. These states are overridden by the telephones 'on a call' state when that is applicable.




Dot Color	Icon	Status
Green		Available - Available.
Red		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 74.

Table continues...

Dot Color	Icon	Status
Yellow		Away - Indicate when you are not going to be present to answer any calls.

Related links




[The Portal Screen](#) on page 28

Setting your presence

You can set the presence that is indicated to other users through the status icons (see [Status Indication](#) on page 33).

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		Available - Available.
Red		<p>Busy - Indicate that you are busy.</p> <p>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 74.</p>
Yellow		Away - Indicate when you are not going to be present to answer any calls.

4. Click **Save**.

Related links










[The Portal Screen](#) on page 28

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
	<p>No call management</p> <p>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 23.</p>
	<p>New Message</p> <p>You have a new voicemail message or messages. Click the icon to access the messages.</p>
	<p>Parked Calls</p> <p>There are parked calls. Parked by your or by others. See Parking Calls on page 59.</p>
	<p>Idle</p> <p>You have no calls in progress.</p>
	<p>Dialing</p> <p>You are in the process of making a call.</p>
	<p>Ringing</p> <p>You have a new incoming call. See Answering Calls on page 48.</p>
	<p>Phone not registered</p> <p>There is a problem with your phone. It has been unplugged or the system cannot detect it.</p>
	<p>On a Call</p> <p>You have a call or calls in progress.</p>
	<p>Your Status</p> <p>See Status Indication on page 33.</p>

Actions Icons

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

















Icon	Description
	<p>Search</p> <p>Enter search terms here. Matching records are displayed as you enter your search term.</p>
	<p>Full Menu</p> <p>For compact menus shown on the dashboard, click to switch to the full menu.</p>
	<p>Toggle Filters</p> <p>Show or hide the filters. Hiding the filters turns off any existing filtering.</p>
	<p>Add to Personal Contacts</p> <p>Add the caller details of the adjacent record as a personal contact.</p>

Table continues...

Icon	Description
	Call Start a call using the details of the adjacent record.
	Delete Delete the adjacent record.
	Read Message The adjacent caller left a voicemail message. Click to see details.
	Mark Favorite Mark the adjacent contact as a favorite.
	Play Play the adjacent message.
	View more options View additional options.

Contacts

Icon	Description
	Favorites These are personal contacts that you have marked as favorites by clicking the  icon.
	Personal Contacts These are contacts that you have added yourself. See Managing Your Personal Contacts on page 122. 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.
	External Contacts These are contacts added to your system's directory by your system administrator. These are shared by everybody on your system. <ul style="list-style-type: none">• These contacts are only shown in your portal directory except when you search the contacts. See Searching the Contacts on page 118.

Call History










Icon	Description
	Incoming Call This icon indicates an incoming call answered at your extension.

Table continues...

Icon	Description
	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. <ul style="list-style-type: none">• 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 Adding a Call Note on page 65). Hovering over the icon displays the note.

Messages

Icon	Description
	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.
	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.
	Read Private Message An old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.
	Saved An old message that you have marked as saved (see Saving a Message on page 147). Saved messages are not automatically deleted.

Conference Participant Icons

The following icons are shown next to conference participants.







Icon	Description
	<p>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.</p> <ul style="list-style-type: none"> • 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
	Redirect Send an incoming call to another number without answering it.
	Ignore Send an incoming call to your forward on busy destination or to voicemail. See Ignore an Incoming Call on page 49.
	End or Hang up - End the call.
	Hold Put the call on hold.
	Resume Take the call off hold.
	Digits Dial additional digits.
	Transfer Start the process of transferring the call. See Transferring Calls on page 62.
	Complete Complete the pending transfer process.

Table continues...

Icon	Description
	Add Add another user to the call.
	Record Record the call.
	Stop Recording Stop recording.
	Mute Mute the call. You can still hear the caller.
	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.

Related links

[The Portal Screen](#) on page 28

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 41
- [Switching softphone/call control on/off](#) on page 23
- [Selecting the Audio Source](#) on page 43
- [Call Icons](#) on page 44
- [Phone Operation](#) on page 46
- [Simultaneous Phones](#) on page 46
- [How Many Calls?](#) on page 47

Call Display

The portal present calls in two ways. On the  **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 44.

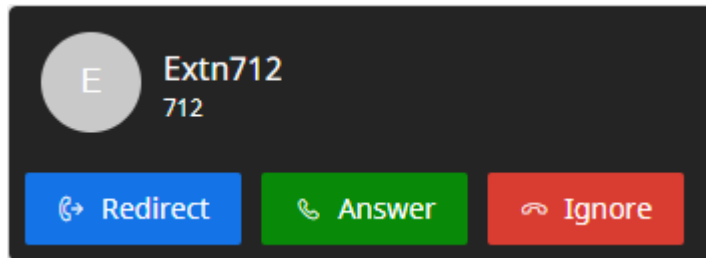


Figure 1: A new incoming call.

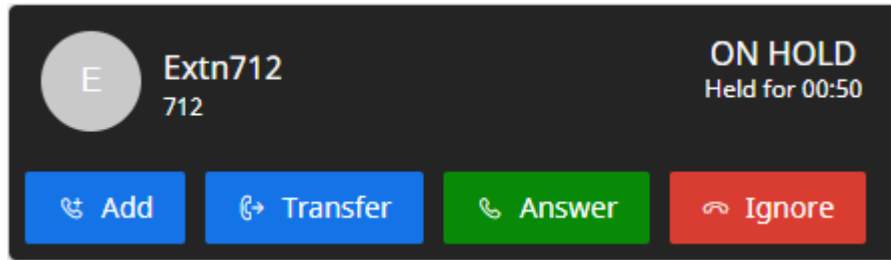


Figure 2: A held call.

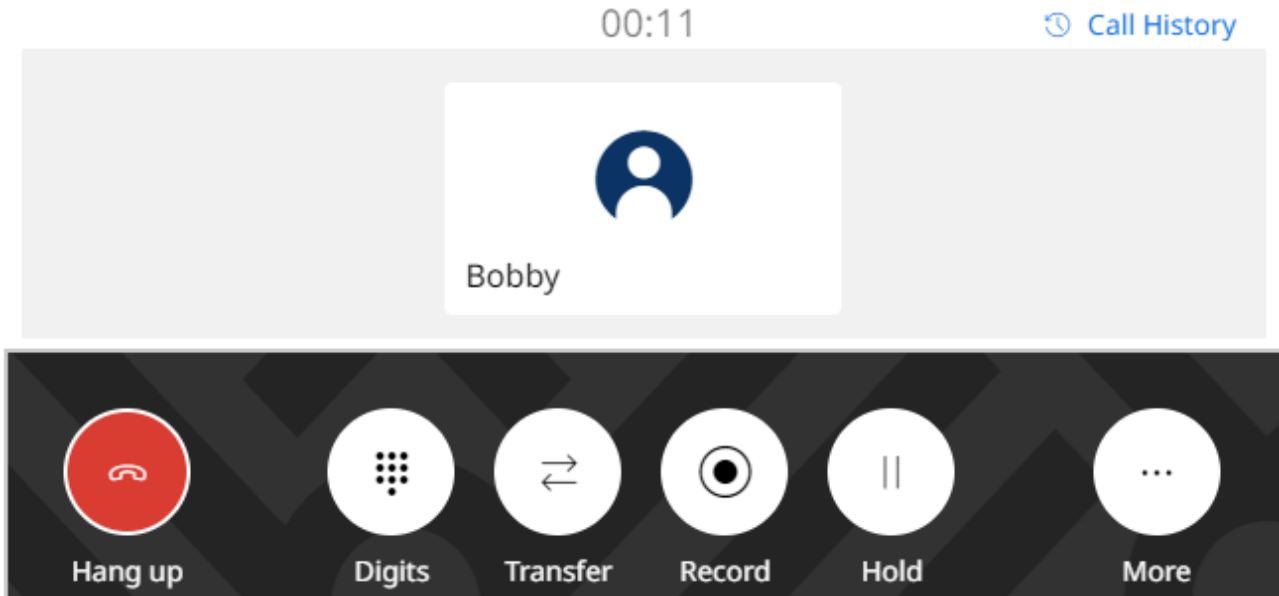


Figure 3: Your current connected call.

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 41

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. Click  **Settings** if no icons are shown underneath it.
2. Select  **Profile**. If not shown, click  **Settings**.
3. 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 can act as a softphone to make, answer and control calls. It uses your browser's speakers and microphone.
 - When using the portal as a softphone, you may still be able to also use other phones to handle calls. See [Simultaneous Phones](#) on page 46.
 - This option is only supported with Linux-base IP Office systems.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Using the User Portal](#) on page 22

[Controlling Your Calls](#) on page 41

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 44.
- 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

[Controlling Your Calls](#) on page 41

[Enabling Audio Source Selection for Firefox](#) on page 44

Enabling Audio Source Selection for Firefox

For Mozilla Firefox, the portal's audio source selection menu (see [Selecting the Audio Source](#) on page 43) 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
















[Selecting the Audio Source](#) on page 43

[Troubleshooting](#) on page 201

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
	Answer
	Redirect Send an incoming call to another number without answering it.
	Ignore Send an incoming call to your forward on busy destination or to voicemail. See Ignore an Incoming Call on page 49.
	End or Hang up - End the call.
	Hold Put the call on hold.
	Resume Take the call off hold.
	Digits Dial additional digits.
	Transfer Start the process of transferring the call. See Transferring Calls on page 62.
	Complete Complete the pending transfer process.
	Add Add another user to the call.
	Record Record the call.
	Stop Recording Stop recording.
	Mute Mute the call. You can still hear the caller.
	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.

Related links

[Controlling Your Calls](#) on page 41

Phone Operation

When using the portal in **Call Control** mode, some aspects of operation depend on whether the portal can control the telephone.

This mainly depends on whether the portal can make the phone go off-hook in order to send digits or to answer a call. That is, the equivalent of lifting or replacing the handset.

Controllable	Description
Yes	<p>The portal can control most Avaya feature phones, such as the 9600 and J100 Series phones.</p> <ul style="list-style-type: none"> • You can use the portal's to make and answer calls on the phone. • You can use the portal's auto-answer option.
No	<p>The portal cannot control the off-hook operation of analog telephones, DECT phones and non-Avaya phones.</p> <ul style="list-style-type: none"> • When you use the portal to make a call, the phone rings as the system calls you. After answering, the system makes the outgoing call. • For incoming calls, to answer the call you must answer it on the telephone. The portal does not display an Answer option. • You cannot use the portal's auto-answer option.

Related links

[Controlling Your Calls](#) on page 41

Simultaneous Phones

Your system administrator can enable more than one telephone device for you to make and answer your calls. This is called 'simultaneous' mode.

All the telephone devices will share your extension number. You can pick which one you use for each call you make and answer. You can have calls in progress on each phone at the same time.

For example, you may be able to simultaneously make and answer calls using:

- A deskphone or DECT extension.
- The user portal running in softphone mode on your PC.
- Avaya Workplace Client running on your iOS or Android mobile phone.
- Avaya Workplace Client running on a Windows or macOS PC.

When using simultaneous phones:

- If using the user portal, a Avaya Workplace Client, and/or Avaya feature phone, they will all share your centralized call history and contacts as those are stored by the IP Office system.
- When using the portal in **Call Control** mode to make and answer calls, if using simultaneous telephone devices, it is impossible to predict which of your simultaneous telephone device

calls the system will use for the call. Therefore, when doing this, Avaya recommends that you only log in on one telephone device.

Related links

[Controlling Your Calls](#) on page 41

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	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • 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


[Controlling Your Calls](#) on page 41

[Call Controls](#) on page 65

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

- [Caller Information](#) on page 48
- [Answering the Call](#) on page 49
- [Ignore an Incoming Call](#) on page 49
- [Redirecting an Incoming Call](#) on page 50
- [Unanswered/Missed Calls](#) on page 51

Caller Information

For incoming calls, the portal displays information about the caller.

Name Matching

Where possible, the IP Office system displays a name rather than a caller's number.

- For internal callers, all users and groups have names in the IP Office system configuration.
- For external callers, it tries to match the caller's number to names in the systems directory. It can also match the number to a name in your personal directory. A personal directory match overrides any system directory match.

Caller Display Text

In the table below, Caller represents the name or number of the caller.

Call Type	Phone Display
Direct Call A call that has been routed directly to you.	<i>Caller</i> For example: <i>0123456789</i> or <i>Example</i> .

Table continues...

Call Type	Phone Display
Forwarded Call A call that has been forwarded from another user's to you.	<i>Caller>Original Target</i> For example: <i>0123456789>Extn201</i> or <i>Example>Extn201</i> .
Group Call A call to a group of which you are a member.	<i>Caller>Group Name</i> For example: <i>0123456789>Main</i> or <i>Example>Main</i> .
Transferred Call A call to another user which they are now transferring to you.	<i>Caller[Transferer]</i> For example: <i>0123456789[Extn201]</i> or <i>Example[Extn201]</i> .
Returning Call A call that you answered and then left parked or on hold for too long.	<i><Caller</i> For example: <i><0123456789</i> or <i><Example</i> .


Related links

[Answering Calls](#) on page 48

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 57).

Related links



[Answering Calls](#) on page 48

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
Personal Calls	For direct calls to your number, ignoring the call causes it to either: <ul style="list-style-type: none"> • Go to your Forward on Busy destination if set and enabled. See Forward on Busy on page 86. • Otherwise, go to your voicemail if enabled. • Else, the call continues to ring. That is, ignoring it has no effect.
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).
Hold/Park Return Calls	If the call is one returning from being held or parked for too long, you cannot ignore it. The  Ignore option is not displayed.

Procedure

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

Related links


[Answering Calls](#) on page 48

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** to display 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 48

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	<p>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.</p> <ul style="list-style-type: none"> • If you have Forward on No Answer enabled (see Forward on No Answer on page 83), 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 151). <p>If neither of the above is available, the call will continue ringing.</p>
For calls to a hunt group of which you are a member	<p>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.</p>

Related links

[Answering Calls](#) on page 48

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.

- When controlling an analog, DECT or non-Avaya phone, when making a call with the portal, after dialing the number the phone will ring. After answering the call on the phone, the outgoing call to the dialed number is started. See [Phone Operation](#) on page 46.
- 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 52
- [Using Contacts to Make a Call](#) on page 53
- [Making a Return/Repeat Call](#) on page 53
- [Add a User to a Call](#) on page 54
- [Call Voicemail Directly](#) on page 54

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.
2. 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.

Table continues...

Option	Description
Add Account Code	<p>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.</p> <ul style="list-style-type: none"> Account codes are validated against a list of codes stored by the telephone system. If the code you use is not recognized, the call attempt is blocked.
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.

- To start the call attempt, click 




Related links

[Making Calls](#) on page 52

Using Contacts to Make a Call

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

Procedure

- Click  **Dashboard** and select  **Contacts**.
- Locate the contact required.
- Click the  icon.
- If you already have a connected call, that existing call is automatically put on hold (see [Auto Hold](#) on page 57).


Related links

[Making Calls](#) on page 52

Making a Return/Repeat Call

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

Procedure

- Display your call history (see [Viewing Your Call History](#) on page 131).
- Locate the previous call that you want to repeat or reply to.
- Click the  icon.

4. If you already have a connected call, that existing call is automatically put on hold (see [Auto Hold](#) on page 57).

Related links

[Making Calls](#) on page 52

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**.
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 **📞 Hang up**.

Related links

[Making Calls](#) on page 52

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 **<** **>** 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 52

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 56

[Auto Hold](#) on page 57

[Holding a Call](#) on page 57


[Retrieving a Call from Hold](#) on page 57

[Dropping a Held Call](#) on page 58

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.

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

Related links

[Holding Calls](#) on page 56

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 or switch to another call.

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

Related links



[Holding Calls](#) on page 56

[Call Controls](#) on page 65

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 56

Retrieving a Call from Hold

Use this process to resume a held call.

Procedure

1. From the call icons, click  **Resume**.
2. If you already have a connected call, that existing call is automatically put on hold (see [Auto Hold](#) on page 57).



Related links

[Holding Calls](#) on page 56

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 56

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 178.

Related links

[Automatic Park Recall](#) on page 59

[Parking a Call](#) on page 60


[Unparking a Call](#) on page 60

[Answering a Parked Call Recall](#) on page 61

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.

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


Related links


[Parking Calls](#) on page 59

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  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 [Answering a Parked Call Recall](#) on page 61.



Related links

[Parking Calls](#) on page 59

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  icon to expand the list if necessary.

4. To unpark a parked call, click on the required slot.


Related links

[Parking Calls](#) on page 59


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 as the only control is an  **Answer** icon. You cannot drop or ignore the call.
- The recalling call ignores your forwarding and do not disturb settings.

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 59

Chapter 10: Transferring Calls

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

Type	Description
Supervised Transfer	<p>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.</p> <p>Your initial call to the transfer destination is called a consultation call or enquiry call.</p> <p>This method of transferring calls allows you to confirm if the transfer target is present and wants to accept the call.</p>
Blind Transfer	<p>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.</p> <p>Use this type of transfer with caution as it may leave caller connected to a number that just rings or goes to voicemail.</p>

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 62


[Transferring Two Calls Together](#) on page 63






[Transfer an Incoming Call](#) on page 64

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  **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  **End**.


Related links

[Transferring Calls](#) on page 62

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  **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 62

Transfer an Incoming Call

You can transfer an incoming call without needing to answer 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** to display 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 62

Chapter 11: Call Controls




This section covers some additional general call controls.

Related links

- [Ending a Call](#) on page 65
- [Adding a Call Note](#) on page 65
- [Muting a Call](#) on page 66
- [Unmuting a Call](#) on page 66
- [Dialing Additional Digits](#) on page 67
- [Switching Between Calls](#) on page 67
- [Auto Hold](#) on page 57
- [How Many Calls?](#) on page 47
- [Recording a Call](#) on page 68

Ending a Call

Procedure

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

Related links

- [Call Controls](#) on page 65

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**.

Related links



[Call Controls](#) on page 65

Muting a Call

When you mute a call, you can hear the caller but they cannot hear you.

- The call mute and unmute controls are available if you are using the portal as a softphone. They are not available if you are using the portal to control calls made and answer on a phone, except for conference calls.
- The mute controls are available in conference calls if you are the moderator, shown by a  icon next to your name. You can mute other participants in the conference, including muting all other participants (see [Muting All Conference Participants](#) on page 115).
- Retrieving a parked call cancels any muting you applied to that call using the portal before you parked the call.
- Retrieving a held call cancels any muting you applied to that call using the portal before you held the call. However, if you mute a call and the other party holds the call, the muting is not canceled when they take the call off hold.

Procedure

1. Click  **Dashboard** to display the dashboard.
2. From the call icons shown for the call, click  **Mute**.



Related links

[Call Controls](#) on page 65

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  **Unmute**.


Related links

[Call Controls](#) on page 65

Dialing Additional Digits

Once a call is connected, you may need to dial additional 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 65

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 57).

Related links

[Call Controls](#) on page 65

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 or switch to another call.

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

Related links

[Holding Calls](#) on page 56

[Call Controls](#) on page 65

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	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • 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

[Controlling Your Calls](#) on page 41

[Call Controls](#) on page 65



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 106.

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 65

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)	<p>Redirect all calls to you to voicemail, if available. Otherwise, calls are redirected to a busy tone. See Using Do Not Disturb on page 74.</p> <ul style="list-style-type: none">• 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	<p>Forward calls to an internal or external number. See Forwarding Your Calls on page 78.</p> <ul style="list-style-type: none">• Forward Unconditional - Immediately forward calls. See Forward Unconditional on page 80.• 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 86.• Forward on No Answer - Forward calls if they have rung unanswered at your phone. See Forward on No Answer on page 83.
Twinning	<p>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 185. The system supports several twinning methods:</p> <ul style="list-style-type: none">• 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	<p>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.</p>

You can also redirect a call whilst it is still ringing. See [Redirecting an Incoming Call](#) on page 50.

Related links

[Which Calls are Redirected?](#) on page 72

[Where Can Calls Be Redirected?](#) on page 72

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

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

Related links

[Automatically Redirecting Your Calls](#) on page 71

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	✓	✓	–
	Forward Unconditional	✓	✓	*
Do Not Disturb		–	–	✓
Twinning	Internal	✓	–	–

Table continues...

Method		Destination		
		Internal	External	Voicemail
	Mobile	–	✓	–
	Fallback	–	✓	–

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

Related links

[Automatically Redirecting Your Calls](#) on page 71

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 [Button Programming](#) on page 171.

Related links

[Switching DND On](#) on page 74



[Switching DND Off](#) on page 75

[DND Exceptions](#) on page 75

[Other DND Controls](#) on page 76


Switching DND On

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

- The system provides broken dial tone, also known as interrupted or stutter dial tone.
- J100 Series phones, except the J129, display a  icon.
- 9600 Series phones display an **N** after your 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. 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 **Do Not Disturb**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Using Do Not Disturb](#) on page 74

Switching DND Off

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 **Do Not Disturb**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Using Do Not Disturb](#) on page 74

DND Exceptions

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

Related links




[Using Do Not Disturb](#) on page 74

[Adding a DND Exception](#) on page 75

[Deleting a DND Exception](#) on page 76

Adding a DND Exception

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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, it 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**.

Related links

[DND Exceptions](#) on page 75

Deleting a DND Exception

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Select  **Call Handling**. If not shown, click  **Settings**.
3. Click on **DND Exception List**.
4. Click on the  icon next to the number you want to delete..
5. Click **OK**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[DND Exceptions](#) on page 75

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	

Table continues...

Feature	Code	Description
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 74

Chapter 14: Forwarding Your Calls

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

Type	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. By default that is 15 seconds. <ul style="list-style-type: none">• See Forward on No Answer on page 83.
Forward on Busy	Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls (see How Many Calls? on page 47). <ul style="list-style-type: none">• See Forward on Busy on page 86.
Forward Unconditional	Forward unconditional can be used to immediately redirect your calls. <ul style="list-style-type: none">• See Forward Unconditional on page 80.

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

[Other Forwarding Controls](#) on page 78

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 78

Chapter 15: Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.
- When enabled, all calls matching the settings are forwarded to the number set as your forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls.
- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.

Related links



[Switching Forward Unconditional On](#) on page 80

[Switching Forward Unconditional Off](#) on page 81

[Changing Your Forwarding Destination](#) on page 81



Switching Forward Unconditional On

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

- The system provides broken dial tone, also known as interrupted or stutter dial tone.
- Some Avaya phones display a **D** after your name on the phone's idle display.
- J100 Series phones, except the J129, display a  icon.
- 9621/9641 phones also display a  icon to indicate that you have either do not disturb or forward unconditional enabled.

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**.
4. Check the **Forward Number** shown next to **Forward Unconditional**.
 - If external, the number should contain any prefixes required by your communication system.
 - If blank, then forward unconditional is disabled.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.




Related links

[Forward Unconditional](#) on page 80

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 80

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 80

Chapter 16: 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.



Related links


[Switch Forward on No Answer On](#) on page 83

[Switching Forward on No Answer Off](#) on page 84

[Changing Your Forwarding Destination](#) on page 84

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 83

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 83

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 83

Chapter 17: 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 47.
- By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- The **Forward on Busy** and **Forward on No Answer** options use the same forwarding destination number. If no number is set, they use the destination set for **Forward Unconditional**.
- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.
- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

Related links

[Switching Forward on Busy On](#) on page 86




[Switching Forward on BusyOff](#) on page 87

[Changing Your Forwarding Busy/No Answer Destination](#) on page 87

Switching Forward on Busy On

You can switch forward on busy on using the portal.

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 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 86

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 86

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 86

Chapter 18: Twinning Your Phone

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

Method	Description
Mobile Trinning	<p>Mobile trinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile trinning user, you can switch the use of mobile trinning on or off through the phone's menus and can also change the external number to which you are trinned.</p> <p>You can switch mobile trinning on/off using the web menus and change the destination number for calls. You can also add a trinning button to your phone to control you trinning settings and trinned calls.</p>
Fallback Trinning	<p>When enabled, this feature redirects your calls to your Trinning Number number when the system is unable to detect your normal extension connected to the system. You can use fallback trinning without having to have mobile trinning switched on.</p>
Internal Trinning	<p>This method of trinning 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.</p> <p>Your settings are applied to both phones. Similarly, message waiting indication and voicemail access from either phone go to your mailbox.</p> <p>Internal trinning can only be configured for you by your system administrator. You cannot use both internal trinning and mobile trinning.</p>

Related links

[Switching Mobile Trinning On from Your Profile](#) on page 90

[Changing Your Trinning Number](#) on page 90

[Switching Mobile Trinning Off](#) on page 91

[Adding a Trinning Button](#) on page 91




[Switching Fallback Trinning On](#) on page 91

[Switching Fallback Trinning Off](#) on page 92

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




Related links

[Twinning Your Phone](#) on page 89

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. Click  **Settings** if no icons are shown underneath it.
2. Select  **Call Handling**. If not shown, click  **Settings**.
3. Check the **Twinning Number** shown next to **Mobile Twinning**.
 - This should contain the telephone number for external calls.
 - It should include any prefixes required by your system for external calls.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.




Related links

[Twinning Your Phone](#) on page 89

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  **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 89

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 171.




Related links

[Twinning Your Phone](#) on page 89

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**.




Related links

[Twinning Your Phone](#) on page 89

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 89

Chapter 19: 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 Client device. However, users of those device can hot desk onto phones that support hot desking.

Action	Description
Logging In	<p>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.</p> <ul style="list-style-type: none">• 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	<p>When you log out from a phone, or are logged out by another user logging in, the communication system applies several actions:</p> <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">- 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 94

[Hot Desking to a Phone in Use](#) on page 94

[Hot Desking onto an Unused Phone](#) on page 95

[Logging Out of a Phone](#) on page 95




[Other Hot Desking Controls](#) on page 96

Changing Your Login Code

If set, this code is used for the following:

- It acts as the **Security PIN** requested by Avaya feature phones, for example J100 and 9600 Series 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 93.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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 93

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 93

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 93

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

Related links

[Hot Desking](#) on page 93

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 93

Chapter 20: Follow Me

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




Related links

[Switching Follow Me On/Off](#) on page 97

[Other Follow Me Controls](#) on page 97

Switching Follow Me On/Off

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Select  **Call Handling**. If not shown, click  **Settings**.
3. Click on **Follow Me Number**.
 - To switch follow me on, enter the extension number to which you want your calls redirected.
 - To switch follow me off, remove any existing number.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Follow Me](#) on page 97

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

Related links

[Follow Me](#) on page 97

Part 4: Conferencing

Chapter 21: Conferences

You can use the portal to start and manage conference calls.

Related links

- [Types of Conference](#) on page 100
- [Conference Participants](#) on page 101
- [The "Start a new Conference" Menu](#) on page 102
- [Someone is waiting on the bridge](#) on page 104
- [External Conference Callers](#) on page 104
- [Conference PIN Codes](#) on page 104
- [Adding a Conference Meet Me Button to Your Phone](#) on page 105
- [Joining Other Conferences](#) on page 105
- [Transferring Callers into a Conference](#) on page 106
- [Copying the Participant List](#) on page 106
- [Recording Conference Calls](#) on page 106
- [Holding a Conference](#) on page 107
- [Parking a Conference](#) on page 107
- [Transferring a Conference](#) on page 108
- [Other Conference Controls](#) on page 108

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	<p>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.</p> <ul style="list-style-type: none"> • 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	<p>System meet-me conferences are configured by your system administrator.</p> <ul style="list-style-type: none"> • 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


[Conferences](#) on page 100

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	<p>A  icon next to a participant's name indicates that they are a conference moderator. Moderators have special rights:</p> <ul style="list-style-type: none"> • The conference is paused if no moderator is present. • They can mute and drop other participants from a conference. • They can start/stop recording <p>Who is a moderator depends on the type of conference:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> - 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. <ul style="list-style-type: none"> • That can include external callers. Whilst they cannot mute or drop other participants, or start recording, their 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 100

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	<p>You can use the Meeting Type drop-down to display details for each of the different conferences for which you are a moderator:</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • These code is only shown if your system administrator has added a default *66* short code to your system's configuration.
Participant PIN	<p>This PIN code, if any, that other participants need to enter when prompted, in order to join the conference.</p>
Delegate PIN	
Moderator PIN	<p>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.</p>
Start Meeting	<p>Click to join the conference.</p>
Invite people	<p>If clicked, a draft email message is opened in your PC's default email application, pre-filled with conference access details.</p>

Related links

[Conferences](#) on page 100

Someone is waiting on the bridge

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

- Someone has joined your personal meet-me conference. Until you join, all they hear is hold music or repeated tones.
- Someone has joined a system conference for which you are 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 100

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 110.
- Transfer the caller into a conference. See [Transferring Callers into a Conference](#) on page 106.

Related links

[Conferences](#) on page 100

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 102.

Related links

[Conferences](#) on page 100

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 171 and [Conference Meet Me Button](#) on page 180.

Related links

[Conferences](#) on page 100

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 100

[Joining a Conference using a Conference Meet Me Button](#) on page 105

[Joining a Conference using Short Code Dialing](#) on page 105

Joining a Conference using a Conference Meet Me Button

If you have an Avaya 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 105.

- 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 105

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 "Start a new Conference" Menu](#) on page 102.

Related links

[Joining Other Conferences](#) on page 105

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 [Adding a Conference Meet Me Button to Your Phone](#) on page 105.

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 100

Copying the Participant List

You can copy the conference participant list to your PC's 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 100

Recording Conference Calls

Conference calls can be recorded using the same controls as for normal calls (see [Recording a Call](#) on page 68). 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.


Table continues...


Conference Type	Description
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.

Related links

[Conferences](#) on page 100

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 100

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 100

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:

Type	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 100

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 100

Chapter 22: 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

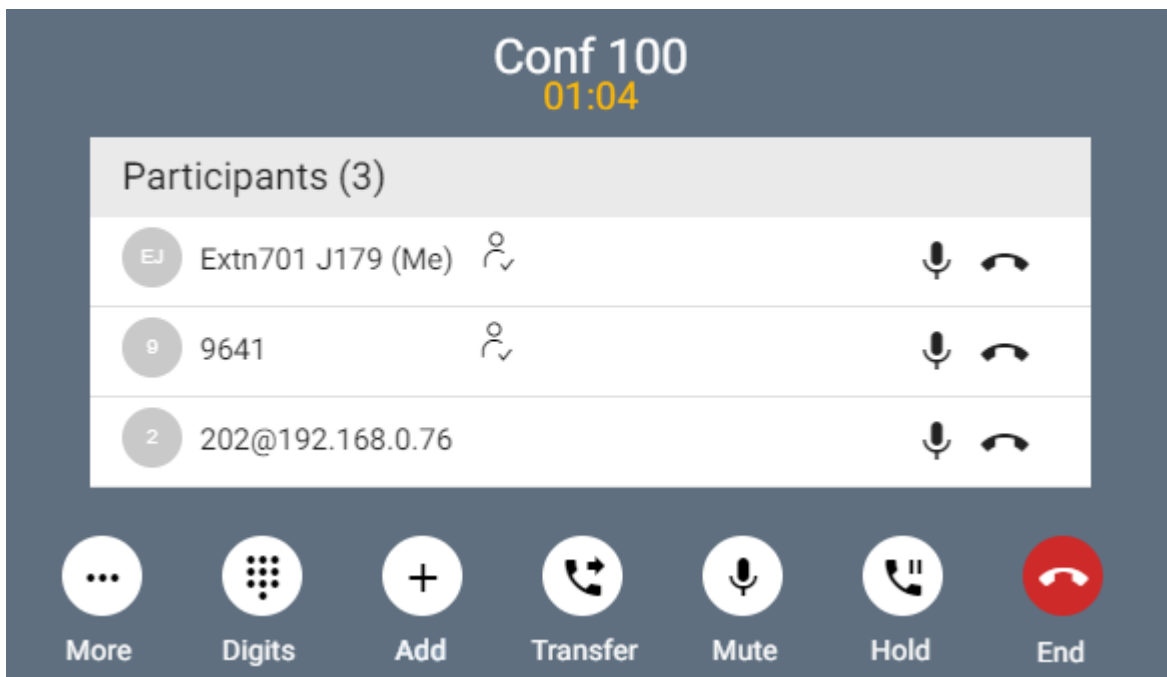
[Ad-Hoc Conference Menu](#) on page 109

[Starting an Ad-Hoc Conference](#) on page 110

[Add a User to an Ad-Hoc Conference](#) on page 111

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
	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. <ul style="list-style-type: none"> • 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 109

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 **Hang up**.

Related links

[Ad-Hoc Conferences](#) on page 109

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 📞 **Hang up**.

Related links

[Ad-Hoc Conferences](#) on page 109

Chapter 23: Meet-Me Conferences

There are 2 types of meet-me conference.

Conference	Description
Personal Meet-Me Conferences	<p>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.</p> <ul style="list-style-type: none">• 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	<p>System meet-me conferences are configured by your system administrator.</p> <ul style="list-style-type: none">• 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 112

[Starting a Meet-Me Conference](#) on page 113

[Add a User to a Meet-Me Conference](#) on page 114

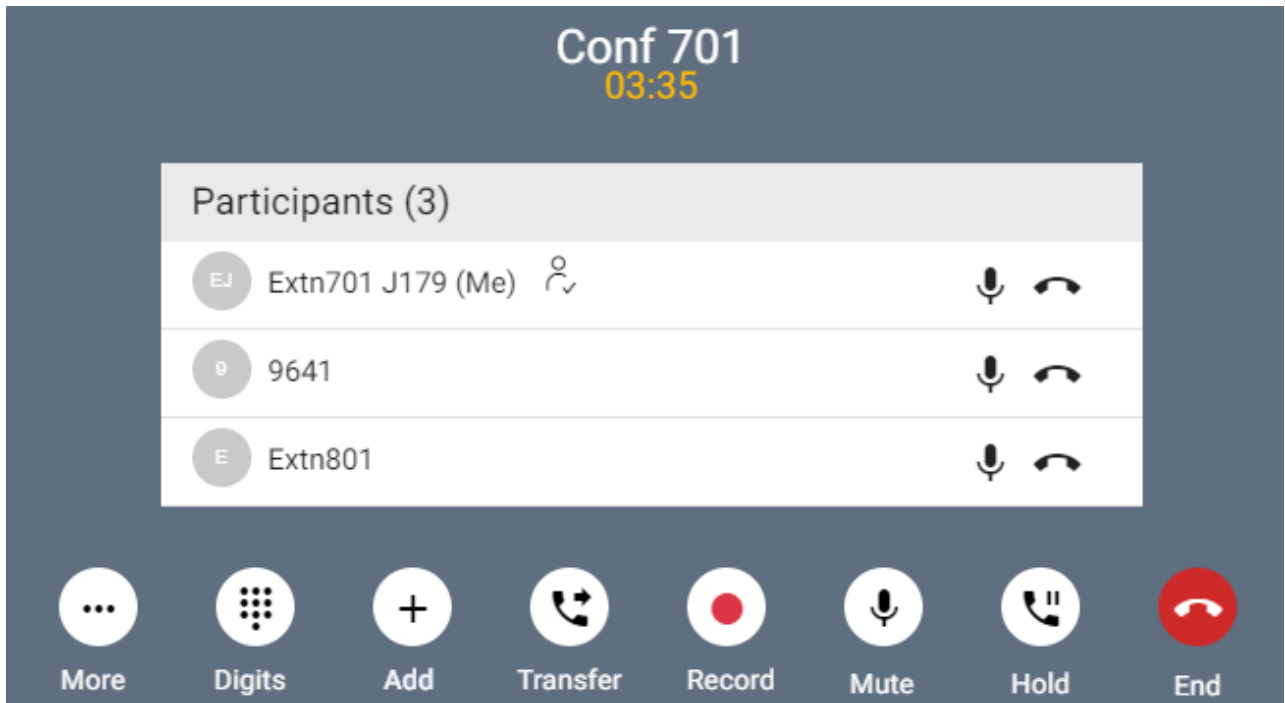
[Locking a Meet-Me Conference](#) on page 114

[Muting All Conference Participants](#) on page 115

[Dropping Everybody from a Meet-Me Conference](#) on page 115

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
	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. <ul style="list-style-type: none"> • 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

[Meet-Me Conferences](#) on page 112

Starting a 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 114.

Related links


[Meet-Me Conferences](#) on page 112

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  **Hang up**.

Related links

[Meet-Me Conferences](#) on page 112

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 112

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 individual participants, click their  icon.
 - To unmute all the other participants, repeat the process above and select **Unmute All Other Participants**.


Related links

[Meet-Me Conferences](#) on page 112

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 112

Part 5: Managing and Using Contacts

Chapter 24: Contacts

The portal includes a list of contacts. These include your own personal contacts, contacts for other users on the system and external contacts stored by the IP Office system.

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 117

[Contact Icons](#) on page 118

[Searching the Contacts](#) on page 118

[Adding an Existing Contact to Your Personal Contacts](#) on page 119

[Call a Contact](#) on page 119

[Creating Favorites](#) on page 120



[Leaving a Voicemail Message for a Contact](#) on page 120

[Viewing a Contact's Call History](#) on page 121

Displaying Your Contacts

The  **Contacts** panel allows you to view your contacts.

Procedure







1. Click  **Dashboard** to display the dashboard.
2. Click  **Contacts**.
 - If necessary, use the < and > buttons to display the required icon and then click it.

Related links





[Contacts](#) on page 117

Contact Icons

Types of Contact

Icon	Description
	<p>Favorites</p> <p>These are personal contacts that you have marked as favorites by clicking the  icon.</p>
	<p>Personal Contacts</p> <p>These are contacts that you have added yourself. See Managing Your Personal Contacts on page 122. Only you can see these contacts.</p>
	<p>System Users</p> <p>These are the names and numbers of the other users on your telephone system.</p>
	<p>Groups</p> <p>These are groups of users on your telephone system.</p>
	<p>External Contacts</p> <p>These are contacts added to your system's directory by your system administrator. These are shared by everybody on your system.</p> <ul style="list-style-type: none"> • These contacts are only shown in your portal directory except when you search the contacts. See Searching the Contacts on page 118.


Contact Actions

Icon	Description
	Add to/remove from favorites
	Add to personal contacts
	Call the contact
	More actions


Related links

[Contacts](#) on page 117

Searching the Contacts

The  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  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 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  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 117

[Managing Your Personal Contacts](#) on page 122

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 57).

Related links




[Contacts](#) on page 117

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 [Adding an Existing Contact to Your Personal Contacts](#) on page 119.

Procedure

1. Click  **Dashboard** and select  **Contacts**.
2. Locate the contact required.
3. Click the  icon.
4. To remove favorite, click the same icon again.






Related links

[Contacts](#) on page 117

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   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.

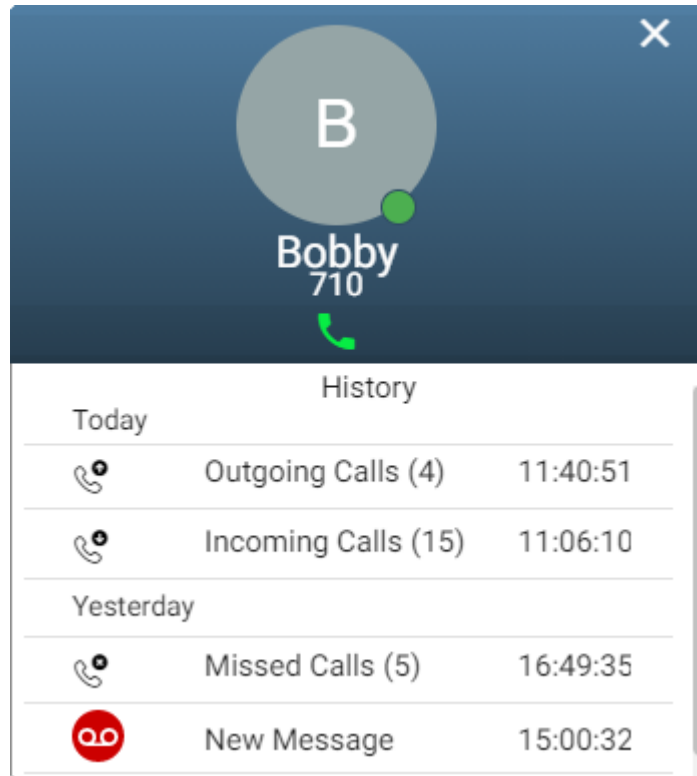
Related links

[Contacts](#) on page 117

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

[Contacts](#) on page 117

Chapter 25: 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 122

[Adding an Existing Contact to Your Personal Contacts](#) on page 119

[Adding a Call History Entry to Your Personal Contacts](#) on page 123

[Adding a Voicemail Caller to Your Personal Contacts](#) on page 124

[Sorting Your Personal Contacts](#) on page 124




[Deleting a Personal Contact](#) on page 125

[Editing a Personal Contact](#) on page 125

Adding a Personal Contact

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

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Select  **Personal Contacts**. If not shown, click  **Settings**.
3. Click **Add**.
4. Enter the details for the contact:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters. <ul style="list-style-type: none">• 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.

Table continues...

Setting	Description
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.

5. Click **Add**.

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

Related links


[Managing Your Personal Contacts](#) on page 122

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  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 117

[Managing Your Personal Contacts](#) on page 122

Adding a Call History Entry to Your Personal Contacts

When your 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  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 122

[Your Call History](#) on page 130

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  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 122

[Listening to Your Messages](#) on page 143

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  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  indicates that the list is now sorted on that column in ascending order.

Related links

[Managing Your Personal Contacts](#) on page 122

Deleting a Personal Contact

Procedure





1. Click  **Settings** if no icons are shown underneath it.
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  icon.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

[Managing Your Personal Contacts](#) on page 122

Editing a Personal Contact

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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  icon.
6. Enter the details for the contact:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters. <ul style="list-style-type: none"> • 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.

Table continues...

Setting	Description
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 122

Chapter 26: Importing Personal Contacts

You can import a set of contacts from a text file.

Related links

[Personal Contacts File Format](#) on page 127

[Exporting Your Personal Directory](#) on page 128

[Importing Directory Contacts](#) on page 128

Personal Contacts File Format

You can import contacts from a text file.

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.

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.




Related links

[Importing Personal Contacts](#) on page 127

Exporting Your Personal Directory

You can export your existing personal contacts to a file.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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 Personal Contacts](#) on page 127

Importing Directory Contacts

Having prepared a file of personal contacts (see [Exporting Your Personal Directory](#) on page 128), you can add those contacts to your personal directory.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
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 Personal Contacts](#) on page 127

Part 6: Your Call History

Chapter 27: 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.

AVAYA IP Office User Portal

Call History

Delete Call History

Search 'Name', 'Number'

<input type="checkbox"/>	Type	Name	Date and Time ↓	Duration	Number			
<input type="checkbox"/>	📞	EJ Extn801 J179 (1)	16/02/2021 09:46:33	00:00:00	801	👤	📞	🗑️
<input type="checkbox"/>	📞	EK Extn703 K175B (2)	04/12/2020 13:35:11	00:00:01	703	👤	📞	🗑️
<input type="checkbox"/>	📞	N NoUser (1)	04/12/2020 13:34:47	00:00:00		👤	📞	🗑️

Redial

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

Related links

[Missed Calls](#) on page 131

[Viewing Your Call History](#) on page 131

[Your Call History](#) on page 132

[Viewing a Contact's Call History](#) on page 133

[Sorting Your Call History](#) on page 133

[Searching Your Call History](#) on page 134


[Filtering Your Call History](#) on page 134

[Deleting Calls from the Call History](#) on page 134

[Adding a Call History Entry to Your Personal Contacts](#) on page 123

[Making a Return Call](#) on page 135

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 130

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 130

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  icon.

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. <ul style="list-style-type: none"> 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 Adding a Call Note on page 65). Hovering over the icon displays the note.

Call History Action Icons

	Description
	Add to personal contacts - See Managing Your Personal Contacts on page 122.
	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.
	Delete - Delete the record from your call history. It is also deleted from the history shown on your Avaya phone.

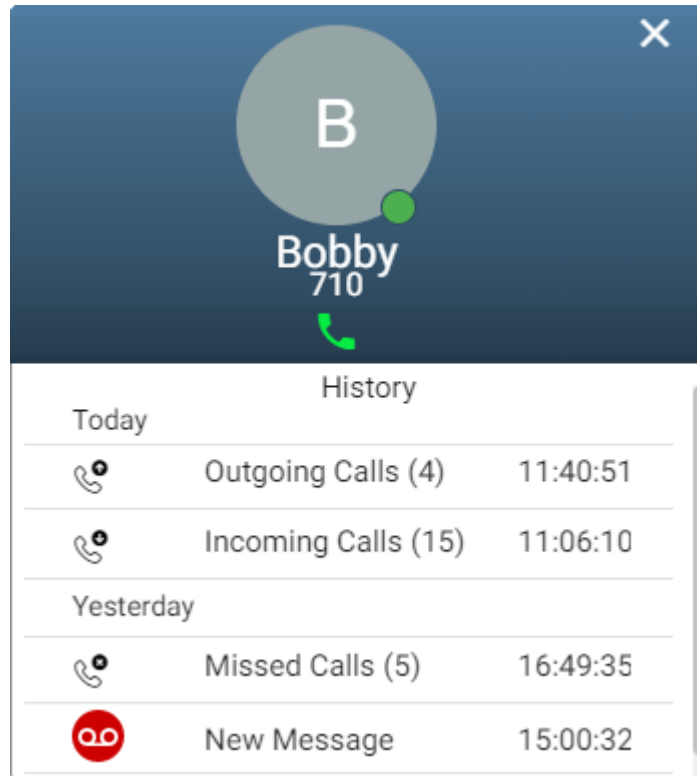
Related links

[Your Call History](#) on page 130

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 130

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 ↓ 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  indicates that the list is now sorted on that column in ascending order.


Related links

[Your Call History](#) on page 130

Searching Your Call History

The  icon allows you to search your messages for ones with details matching your search text.

Procedure

1. Next to the , 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 130

Filtering Your Call History

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

Procedure

1. Click . 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. To remove the filter and clear the filter settings, click the  icon.


Related links

[Your Call History](#) on page 130

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  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 130

Adding a Call History Entry to Your Personal Contacts

When your 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  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 122

[Your Call History](#) on page 130

Making a Return Call

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

Procedure

1. Display your call history (see [Viewing Your Call History](#) on page 131).
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 57).


Related links

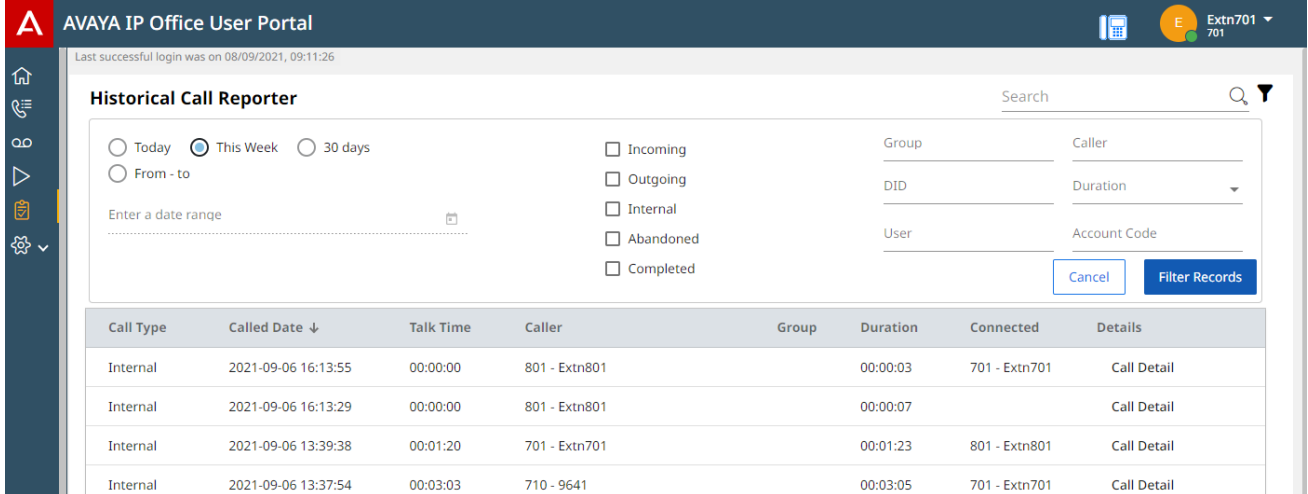
[Your Call History](#) on page 130

Part 7: Call Reports

Chapter 28: 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  **Call Reporting** icon.



The screenshot shows the 'Historical Call Reporter' interface in the AVAYA IP Office User Portal. The page title is 'AVAYA IP Office User Portal' and the user is logged in as 'Extn701'. The interface includes a search bar and filter options for date range (Today, This Week, 30 days) and call type (Incoming, Outgoing, Internal, Abandoned, Completed). Below the filters is a table of call records.


Call Type	Called Date ↓	Talk Time	Caller	Group	Duration	Connected	Details
Internal	2021-09-06 16:13:55	00:00:00	801 - Extn801		00:00:03	701 - Extn701	Call Detail
Internal	2021-09-06 16:13:29	00:00:00	801 - Extn801		00:00:07		Call Detail
Internal	2021-09-06 13:39:38	00:01:20	701 - Extn701		00:01:23	801 - Extn801	Call Detail
Internal	2021-09-06 13:37:54	00:03:03	710 - 9641		00:03:05	701 - Extn701	Call Detail

This document provides a summary of using the call reporter menu. For the full guide, refer to [Using the IP Office Historical Call Reporter](#).

Related links


- [Searching the Calls List](#) on page 138
- [Filtering by Call Type](#) on page 138
- [Filtering by Date and Time](#) on page 139
- [Filtering by Matching Specific Call Details](#) on page 139
- [View call details](#) on page 140

Searching the Calls List

A  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 , 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 137


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  icon.
2. Using the check boxes to select which types of calls to display. The  icons indicate the current selections.

Incoming	Incoming external calls that were connected.
Outgoing	Outgoing external calls that were connected.
Internal	Internal calls that were connected.
Abandoned	Calls that were not connected. Note that this can include calls such as the consultation call part of an unsupervised transfer.
Completed	Calls that were connected.

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



Related links

[Call Reporting](#) on page 137

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 displayed calls. 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  icon.


Related links

[Call Reporting](#) on page 137


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.

Procedure

1. Click the  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	Only show calls to the matching group name. To filter on a group number, use the DID field.
Caller	Only show calls from the matching name or number.
DID	Only show calls from the matching telephone number.
Duration	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	Only show calls to or from the matching user name or extension number.
Account Code	Only shown calls with the associated account code.

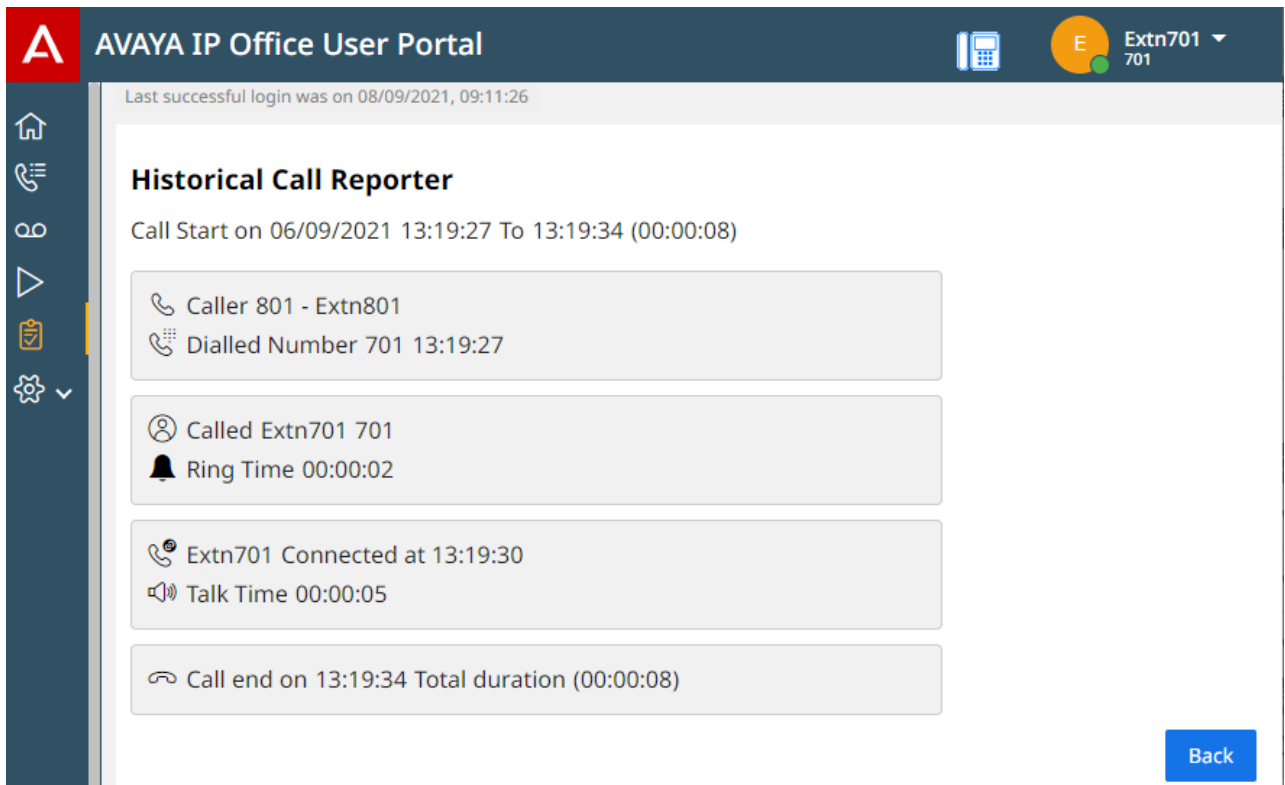
- To apply the filter, click **Filter Records**.
- To remove the filter and clear the filter settings, click the  icon.

Related links

[Call Reporting](#) on page 137

View call details

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



The screenshot shows the AVAYA IP Office User Portal interface. At the top, the header includes the AVAYA logo, the text "AVAYA IP Office User Portal", a mobile phone icon, and a user profile icon labeled "Extn701 701". Below the header, a message states "Last successful login was on 08/09/2021, 09:11:26". The main content area is titled "Historical Call Reporter" and displays the following call details:

- Call Start on 06/09/2021 13:19:27 To 13:19:34 (00:00:08)
- Caller 801 - Extn801
- Dialled Number 701 13:19:27
- Called Extn701 701
- Ring Time 00:00:02
- Extn701 Connected at 13:19:30
- Talk Time 00:00:05
- Call end on 13:19:34 Total duration (00:00:08)

A "Back" button is located in the bottom right corner of the call details panel.

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

Related links

[Call Reporting](#) on page 137

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 take 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 [Listening to Recordings](#) on page 163.
- 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 29: 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 158).

This menu covers messages that callers have left in your mailbox. To view and play call recordings, see [Listening to Recordings](#) on page 163.

AVAYA IP Office User Portal

Voicemail

Delete Messages Total: 1 New: 0

Search 'From', 'Caller Number'

<input type="checkbox"/>	Type	From	Caller Number	Date and Time	Duration (mm:ss)	
<input type="checkbox"/>	📞	Extn801 J179	801	15/02/2021 13:27:13	00:09	▶ 🗑️ ⋮
<input type="checkbox"/>	📞	Bobby	710	28/07/2021 15:00:32	00:05	▶ 🗑️ ⋮







Related links

- [Viewing Your Voicemail Messages](#) on page 144
- [Message Icons](#) on page 144
- [Playing Messages](#) on page 145
- [Searching Your Messages](#) on page 146
- [Filtering Your Messages](#) on page 146
- [Sorting Your Messages](#) on page 146
- [Deleting Messages](#) on page 147
- [Saving a Message](#) on page 147
- [Forwarding a Message to Another Mailbox](#) on page 148
- [Leave a Message in Another Mailbox](#) on page 148
- [Adding a Voicemail Caller to Your Personal Contacts](#) on page 124
- [Viewing a Caller's Call History](#) on page 149

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  **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 143

Message Icons

Message Type Icons











Icon	Description
	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.
	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.

Table continues...

Icon	Description
	Read Private Message An old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.
	Saved An old message that you have marked as saved (see Saving a Message on page 147). Saved messages are not automatically deleted.

Message Action Icons

Icon	Description
	Add to personal contacts
	Play
	Delete
	More Options


Related links

[Listening to Your Messages](#) on page 143




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.

Procedure

1. Display your voicemail messages. See [Viewing Your Voicemail Messages](#) on page 144.
2. Click on the  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  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.

- To change the playback speed, click on the  icon and select the required speed.


Related links

[Listening to Your Messages](#) on page 143

Searching Your Messages

The  icon allows you to search your messages for ones with details matching your search text.

Procedure

1. Next to the , 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 143

Filtering Your Messages

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

Procedure

1. Click . 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. To remove the filter and clear the filter settings, click the  icon.

Related links

[Listening to Your Messages](#) on page 143

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 ↓ 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 ↑ indicates that the list is now sorted on that column in ascending order.


Related links

[Listening to Your Messages](#) on page 143

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 143

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


[Listening to Your Messages](#) on page 143

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  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

[Listening to Your Messages](#) on page 143

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**.
 - Use the   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 143

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  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

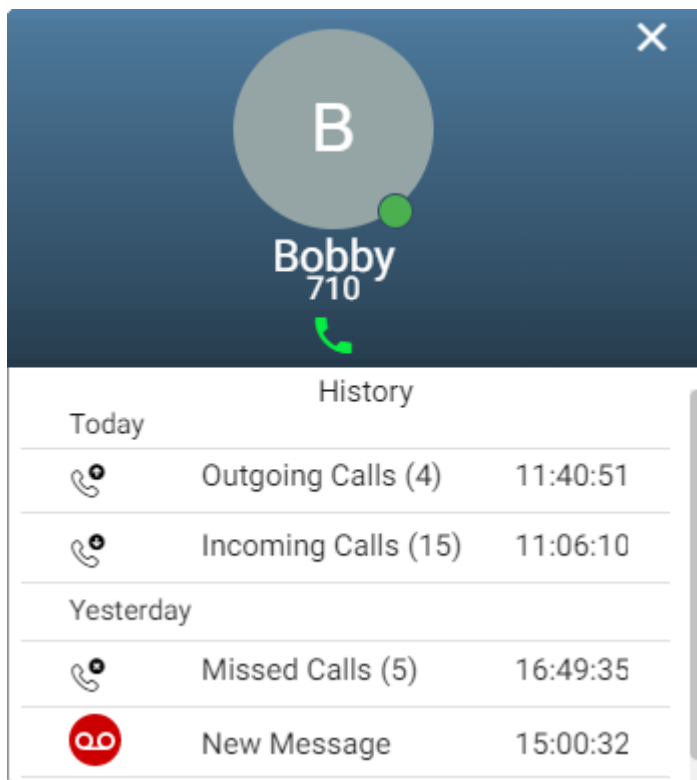
[Managing Your Personal Contacts](#) on page 122

[Listening to Your Messages](#) on page 143

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:



Listening to Your Messages

Related links

[Listening to Your Messages](#) on page 143

Chapter 30: Configuring Your Mailbox

Use the following processes to change how your voicemail operates.

Related links

[Changing Your Voicemail Code](#) on page 151

[Switch Voicemail Use Off](#) on page 152




[Switching Voicemail Use On](#) on page 152

[Setting Your Voicemail Email Mode](#) on page 152

Changing Your Voicemail Code

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

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Select  **Profile**. If not shown, click  **Settings**.
3. In the **Voicemail Code** field, enter the code that you want to use. The menu will indicate if your new code is acceptable.
 - The 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 151

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 151

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 151

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 151

Chapter 31: 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 , Temporary Greeting , or both. <ul style="list-style-type: none">• 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 158.
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 205.

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 155
- [Record a Greeting from Your PC](#) on page 155
- [Using a Text-to-Speech Greeting](#) on page 156
- [Uploading a Pre-Recorded Greeting File](#) on page 156
- [Deleting a Greeting](#) on page 157

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  **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 154

Record a Greeting from Your PC

You can record a greeting from your PC.

Procedure

1. Click  **Settings** if no icons are shown underneath it.
2. Click  **Mailbox Greetings**.
3. Click on the  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.
 - To change the playback speed, click on the  icon and select the required speed.
8. When completed, click **Save**.






Related links

[Changing Your Greetings](#) on page 154

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  **Mailbox Greetings**.
3. Click on the  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 154

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  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 154

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  **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 154

Chapter 32: Other Ways to Access Your Mailbox

In addition to playing voicemail messages through the web menus (see [Listening to Your Messages](#) on page 143), 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). <ol style="list-style-type: none">1. Either:<ul style="list-style-type: none">• Press the MESSAGES button.• Select Features > Visual Voice from the phone's menus.2. Using the options on the phone's display to see and play messages, set mailbox options, etc. See Visual Voice Options on page 158.
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 . <ol style="list-style-type: none">1. • 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 159.• Otherwise, your system is probably using IP Office mode voicemail. See IP Office Mode Voicemail on page 160.

Related links

[Visual Voice Options](#) on page 158

[Intuity Mode Voicemail](#) on page 159

[IP Office Mode Voicemail](#) on page 160

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	<p>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.</p> <ul style="list-style-type: none"> • Play - Play the message. <ul style="list-style-type: none"> - 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 158

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 [Using a Voicemail Pro Intuity Mode Mailbox](#) user guide.

Option	Description
Start Menu	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.

Table continues...

Option	Description	
1. Record Message	<ul style="list-style-type: none"> • Start/stop recording = 1 • Rewind = 2 • Replay = 5 • Advance = 6 • Playback = 23 • Delete = *3 	<ul style="list-style-type: none"> • Approve = # - Enter address and press # - Cancel address = *3 - Finish addressing = # <ul style="list-style-type: none"> • Mark as private = 1 • Mark as priority = 2 • Send = #
2. Get Messages	<ul style="list-style-type: none"> • Skip header = 0 • Reply/Forward = 1 • Restart = 2 • Skip to previous = *2 • Pause/resume = 3 • Replay header = 23 	<ul style="list-style-type: none"> • Back/restart = *5 • Advance to end = 6 • Skip message = **4 • Skip category = *# • Play next = # • Delete = *3
3. Greetings	<ul style="list-style-type: none"> • Listen to greeting = 0 • Create, change, or delete greeting = 1 • Scan all = 2 	<ul style="list-style-type: none"> • Activate = 3 • Administer call types = 4
5. Personal Options	<ul style="list-style-type: none"> • Mailing list = 1 • Password = 4 • Record name = 5 	<ul style="list-style-type: none"> • Enter mailbox address after recording = 6 • Accept call answer = 7
6. Outcalling	<ul style="list-style-type: none"> • Configure outcalling = 1 • Change number = 3 	<ul style="list-style-type: none"> • Turn outcalling off = 6 • Turn outcalling on = 9
7. Scan Messages	<ul style="list-style-type: none"> • Headers and messages = 1 • Headers only = 2 	<ul style="list-style-type: none"> • Messages only = 3

Related links

[Other Ways to Access Your Mailbox](#) on page 158

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 [Using a Voicemail Pro IP Office Mode Mailbox](#) user guide.

Menu	Sub-Menu
Mailbox Menu <ul style="list-style-type: none"> • Play old messages = 1 • Play saved messages = 2 • Edit greeting =3 • Delete current message =4 • Save current message = 5 • Forwarding options =6 • Repeat previous message = 7 • Help = 8 • Skip current message = 9 • Fast forward = # • Rewind = * • Call back sender = ** • Direct all to email = *01 • Send email notification = *02 • Turn email use off = *03 • Change mailbox access code = *04 • Record name = *05 	3. Edit Greeting (User) <ul style="list-style-type: none"> • Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8
	3. Edit Greeting (Group) <ul style="list-style-type: none"> • Review normal greeting = 1 • Review out of hours greeting = 2 • Review queued message = 3 • Review still queued message = 4
	6. Forwarding <ul style="list-style-type: none"> • Forward to email = 1 • Forward to extension(s) = 2 • Forward to extension(s) with header = 3 <p>(follow each extension number with # and then a final # to end entry)</p>


Related links

[Other Ways to Access Your Mailbox](#) on page 158

Part 9: Recordings

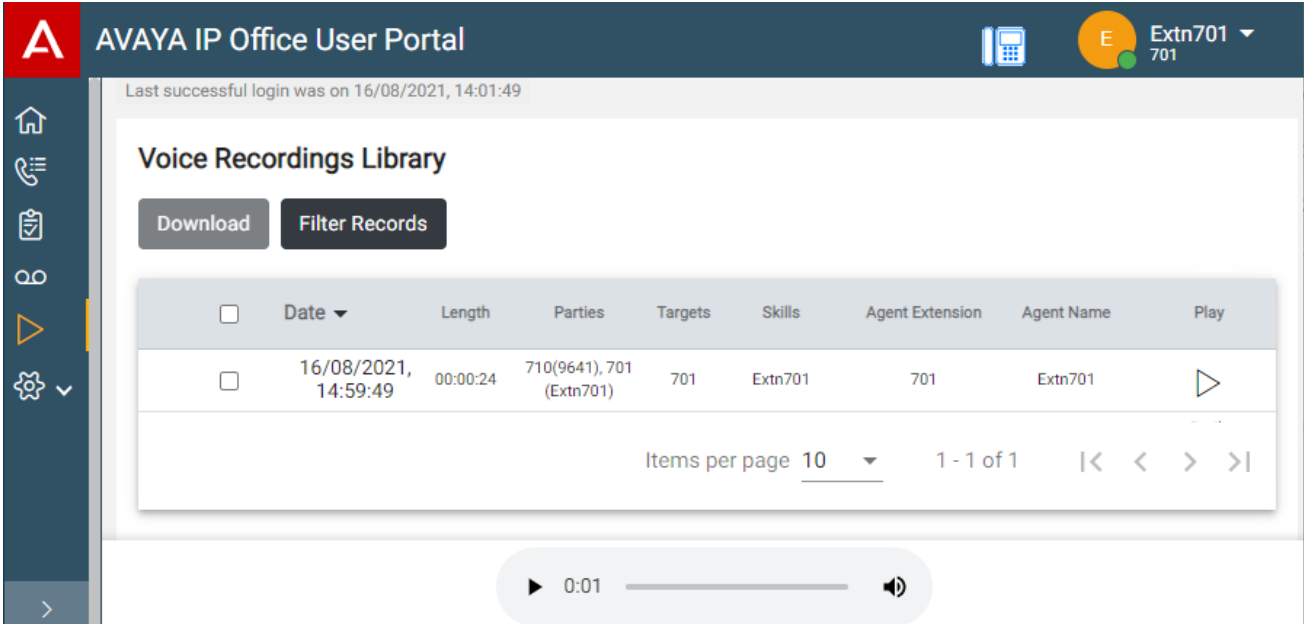
Chapter 33: Listening to Recordings

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  **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 screenshot shows the AVAYA IP Office User Portal interface. At the top, there is a navigation bar with the AVAYA logo, the text "AVAYA IP Office User Portal", and a user profile icon labeled "Extn701". Below the navigation bar, a message states "Last successful login was on 16/08/2021, 14:01:49". The main content area is titled "Voice Recordings Library" and contains two buttons: "Download" and "Filter Records". Below these buttons is a table with the following columns: "Date", "Length", "Parties", "Targets", "Skills", "Agent Extension", "Agent Name", and "Play". The table contains one row of data: a checkbox, the date "16/08/2021, 14:59:49", a length of "00:00:24", parties "710(9641), 701 (Extn701)", target "701", skill "Extn701", agent extension "701", and agent name "Extn701". A play button is visible in the "Play" column. Below the table, there is a pagination control showing "Items per page 10" and "1 - 1 of 1". At the bottom of the screenshot, there is a media player control showing "0:01" and a play button.

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.
- 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 164

[Selecting the Recordings Source](#) on page 164

[Viewing Call Details](#) on page 165

[Filtering the Recordings](#) on page 166

[Playing a Recording](#) on page 168

[Downloading Recordings](#) on page 168

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 163

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

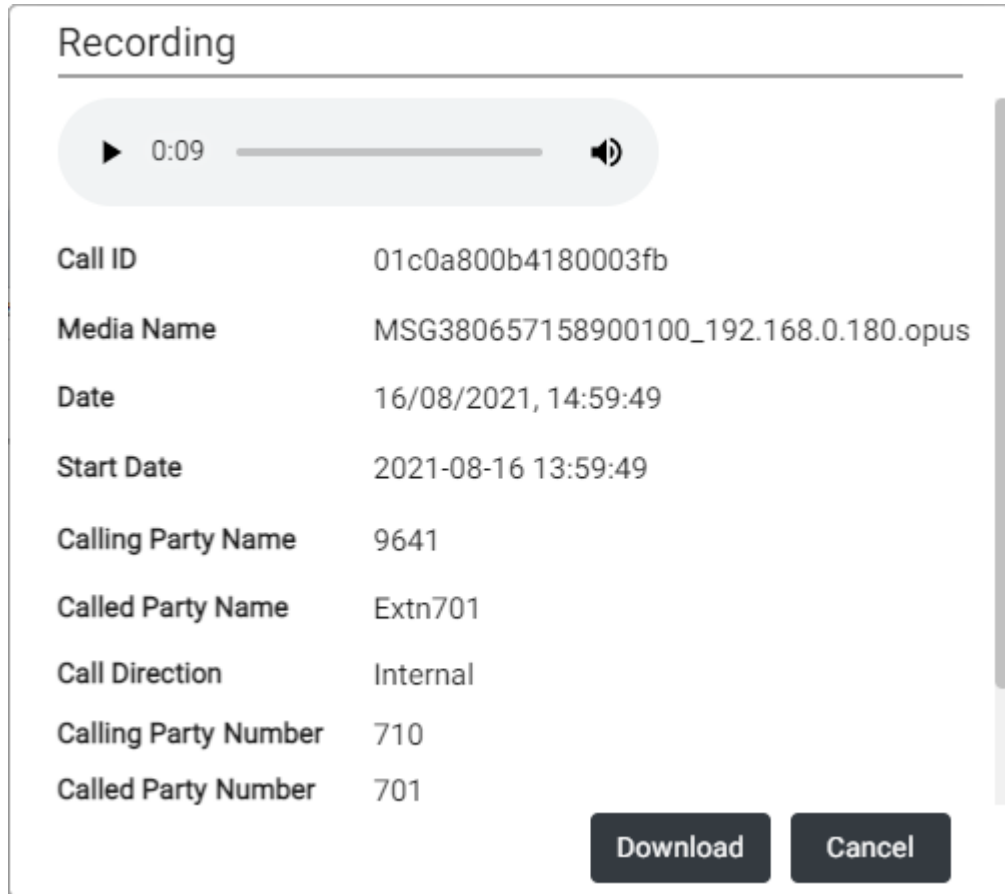
[Listening to Recordings](#) on page 163

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 166.
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 [Downloading Recordings](#) on page 168.
 - 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**.

Related links


[Listening to Recordings](#) on page 163

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 .
 - 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: <ul style="list-style-type: none"> • < - 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. <ul style="list-style-type: none"> • 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 Viewing Call Details on page 165.

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 163

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 [Filtering the Recordings](#) on page 166.
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.
- To change the playback speed, click on the ⋮ icon and select the required speed.

Related links

[Listening to Recordings](#) on page 163

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 166.

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.



VRL Recordings

Show entries
Search:

Call Date	Length	Parties	Call Direction	Users	Owner	Target Number	Target Name	Call ID	
8/16/21, 1:59:49 PM	00:00:24	710(9641) , 701 (Extn701)	Internal	701(Extn701)	701	701	Extn701	01c0a800b4180003fb	Play

Showing 1 to 1 of 1 entries
Previous **1** Next

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Related links

[Listening to Recordings](#) on page 163

Part 10: Button Programming

Chapter 34: 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

[Programming a Button](#) on page 171

[Changing a Button Label](#) on page 172






[Copying a Button](#) on page 172

[Deleting a Button](#) on page 173

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  pencil icon shown next to the button. A  padlock icon indicates that only your system administrator can change the button settings.
4. Select the settings that you want for the button:

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 174.
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 174

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






Related links

[Button Programming](#) on page 171

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  pencil icon shown next to the button. A  padlock icon indicates that only your system administrator can change the button settings.
4. Use the **Label** field to set the label to display for the button.
5. Click **OK**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.




Related links


[Button Programming](#) on page 171

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  **Button Programming**. If not shown, click  **Settings**.

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**.






Related links

[Button Programming](#) on page 171

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 171

Chapter 35: Button Actions

Through the web menus, you can select the following actions for a programmable button. See [Button Programming](#) on page 171.

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

Related links

- [Button Actions](#) on page 174
- [Abbreviated Dial Button](#) on page 176
- [Absent Message Button](#) on page 176
- [AD Suppress Button](#) on page 177
- [Call Forwarding All Button](#) on page 177
- [Call Park Button](#) on page 178
- [Call Park and Page Button](#) on page 178
- [Call Park To Other Extension Button](#) on page 179
- [Call Pickup Button](#) on page 179
- [Call Pickup Any Button](#) on page 180
- [Conference Meet Me Button](#) on page 180
- [Dial Button](#) on page 181
- [Drop Button](#) on page 181
- [Emergency View/911 View Button](#) on page 182
- [Group Button](#) on page 182
- [Group Paging Button](#) on page 182
- [Internal Auto-Answer Button](#) on page 183
- [Ringer Off Button](#) on page 183
- [Self-Administration Button](#) on page 184
- [Send All Calls Button](#) on page 184
- [Set Account Code Button](#) on page 184
- [Twinning Button](#) on page 185
- [User Button](#) on page 186

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.
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.

Table continues...

Action	Description
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.

Related links

[Button Actions](#) on page 174

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 174

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 174

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 as you prepare them for dialing. When you make the call, the digits are suppressed.

Settings

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

Related links

[Button Actions](#) on page 174

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 174

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 174

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 174

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 174

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 174

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 174

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.

Related links

[Button Actions](#) on page 174

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 174

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 174

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:** None
- **Status Indication:** Yes
 - **Flashing** - Emergency call in progress.
 - **Lit** - Previous emergency call in details.

Related links

[Button Actions](#) on page 174

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 174

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 174

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 174

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 174

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 174

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 174

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 174

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

Related links

[Button Actions](#) on page 174

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 174

Part 11: Miscellaneous

Chapter 36: 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	Description
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 37: 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 190

[Call Handling Menu](#) on page 193

[Personal Contacts Menu](#) on page 196

[Button Programming Menu](#) on page 197

[Downloads Menu](#) on page 199

[Mailbox Greetings Menu](#) on page 200

Profile Menu

 **Settings** |  **Profile**

This menu displays key settings for your account and lets you to change settings if required. Grayed out fields are for information only.

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

AVAYA IP Office User Portal | Extn801

Last successful login was on 3/2/2023, 8:26:12 AM.

Profile


Name Extn701	Full Name
Password Change Password	Email
Voicemail Code *	Voicemail To Email Notification Off
Telephone Login Code	Deny Auto Intercom Calls No
Voicemail Ringback No	Call Operation Mode Softphone

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. <ul style="list-style-type: none"> • Maximum length 31 characters. • Do not start names with a space. • Do not use punctuation characters such as @, #, ?, /, ^, > and ,. • It is recommended that you enter your name in <first name><last name> order.
Voicemail Code	A voicemail code might be required for access to your voicemail mailbox. <ul style="list-style-type: none"> • The default requirements are: <ul style="list-style-type: none"> - 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 Login Code	<p>If set, this code is used for the following:</p> <ul style="list-style-type: none"> • It acts as the Security PIN requested by Avaya feature phones, for example J100 and 9600 Series 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 93. • The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> - Numeric digits only. - Minimum length 6 digits. Maximum length 31 digits.
Email	<p>This is your email address set within the communication system. It is used for functions such as information emails to you from the system and voicemail email functions. The Email field is displayed only for information. Contact your system administrator if you need to update it.</p>
Voicemail to Email Notification	<p>If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.</p> <ul style="list-style-type: none"> • 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	<p>The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.</p> <p>This does not affect page calls with still connect after a single short beep.</p>

Table continues...

Field	Description
Call Operation	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • None - The portal does not provide any controls to make and answer calls. <ul style="list-style-type: none"> - 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 can act as a softphone to make, answer and control calls. It uses your browser's speakers and microphone. <ul style="list-style-type: none"> - When using the portal as a softphone, you may still be able to also use other phones to handle calls. See Simultaneous Phones on page 46. - This option is only supported with Linux-base IP Office systems.

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
Password	<p>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.</p> <ul style="list-style-type: none"> • The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> - 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.

Related links

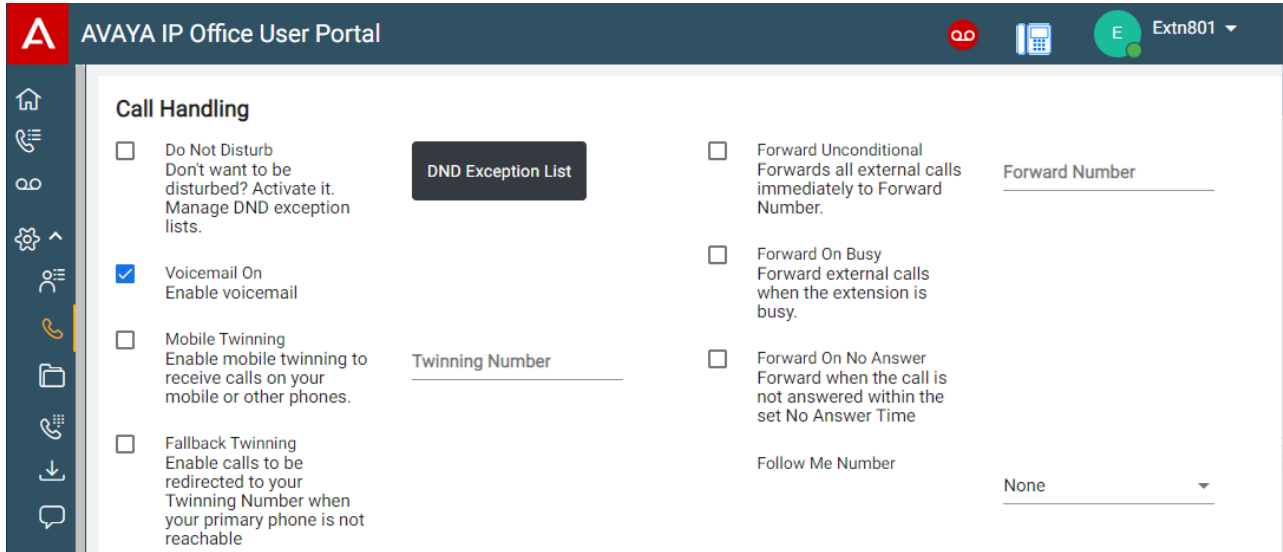
[The Settings Menus](#) on page 190

Call Handling Menu

 **Settings** |  **Call Handling**

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	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.</p> <ul style="list-style-type: none"> • The number must match that received on your phone when that person calls. That is, it should include any prefixes the communication system adds. If possible, check the call details shown in your call history. • You can use wildcard characters. <ul style="list-style-type: none"> - 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.
Voicemail On	<p>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.</p> <p>You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:</p> <ul style="list-style-type: none"> • 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.

Table continues...

Field	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.
Twinning Number	This number sets the external number to which your calls are twinned when you have either Mobile Twinning or Fallback Twinning enabled. <ul style="list-style-type: none"> • 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 Unconditional	Forward unconditional can be used to immediately redirect your calls. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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 47. • By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.
Forward Number	This is the destination for forwarded calls when either Forward on Busy or Forward on No Answer are enabled. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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.

Table continues...

Field	Description
Follow Me Number	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> • 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

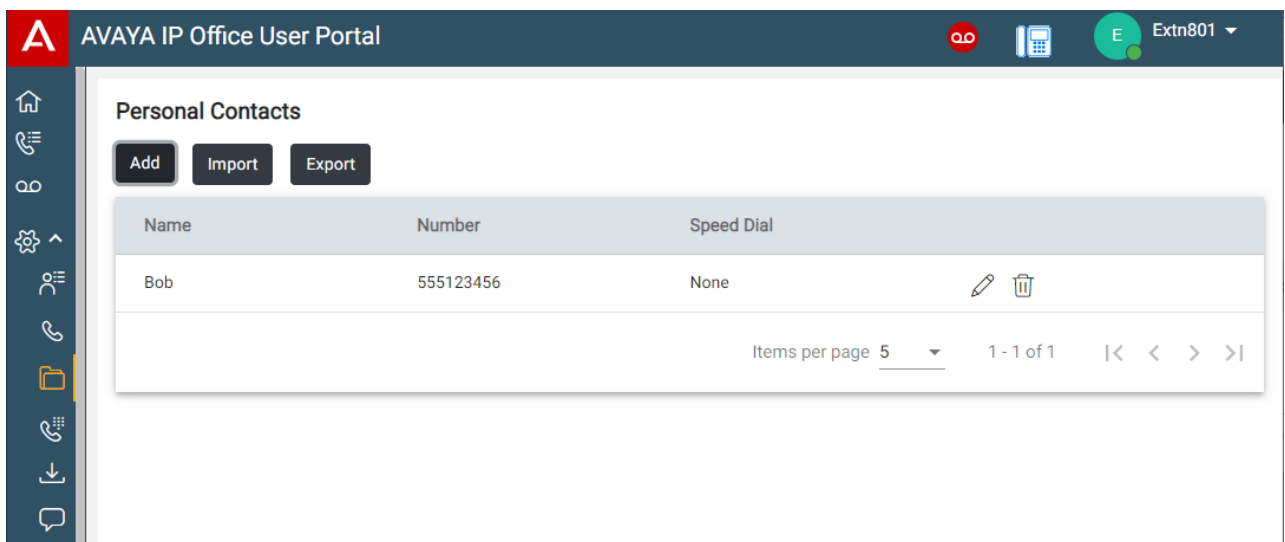
[The Settings Menus](#) on page 190

Personal Contacts Menu

 **Settings** |  **Personal Contacts**

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 122.

- 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 122.



Table continues...

Option	Description
Import	Import additional personal contacts from a text file. See Importing Directory Contacts on page 128.
Export	Export your existing personal contacts to a text file. See Exporting Your Personal Directory on page 128.

Contact Details

Each personal contact includes:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters. <ul style="list-style-type: none"> 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  icon next to the contact to edit its details.
- Click the  icon next to the contact to delete it.

Related links

[The Settings Menus](#) on page 190

Button Programming Menu

Settings | Button Programming





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 171.

- 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.

Button	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Do Not Disturb	Send All Calls	
5	My Conference	Meeting Meet Me	801
6			
7			
8			
9			
10			

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 172.
Action	This is the button action. That is, the action it will perform when pressed. <ul style="list-style-type: none"> You can only access a sub-set of the possible button actions. See Button Actions on page 174. 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.

Table continues...

Field	Description
Icons	<ul style="list-style-type: none"> •  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 Programming a Button on page 171. •  Click this icon to copy the button settings to another button or buttons. See Copying a Button on page 172. •  Click this icon to remove the programmable button's settings. See Deleting a Button on page 173.

Related links

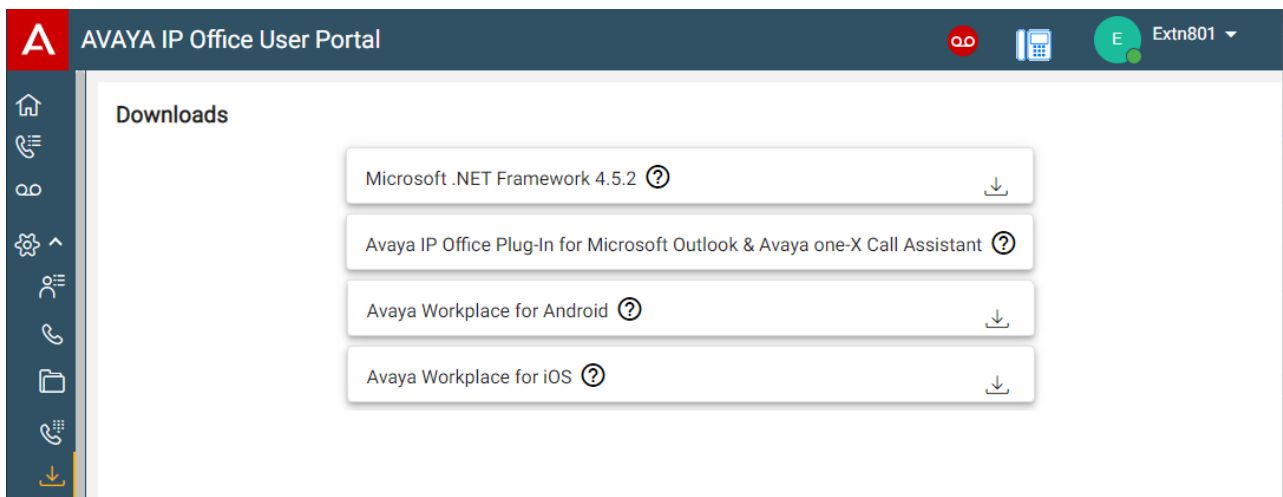
[The Settings Menus](#) on page 190

Downloads Menu

Settings | Downloads

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 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.

Related links

[The Settings Menus](#) on page 190

Mailbox Greetings Menu

 **Settings** |  **Downloads**

This menu allows you to configure your mailbox greetings. See [Changing Your Greetings](#) on page 154.

- 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.

Related links

[The Settings Menus](#) on page 190

Chapter 38: Troubleshooting

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



Related links

[Warning Icons and Messages](#) on page 201

[Enabling Audio Source Selection for Firefox](#) on page 44

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.
	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 23.
	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 201

Enabling Audio Source Selection for Firefox

For Mozilla Firefox, the portal's audio source selection menu (see [Selecting the Audio Source](#) on page 43) 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.

Troubleshooting

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

[Selecting the Audio Source](#) on page 43

[Troubleshooting](#) on page 201

Part 12: Further Help

Chapter 39: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Forgotten Password](#) on page 204

[Getting Help](#) on page 204

[Additional Documentation](#) on page 205

Forgotten Password

Some IP Office features require you to enter information such as your username, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it themselves or through a request to your Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

Related links

[Additional Help and Documentation](#) on page 204

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either themselves or through a request to your system's Avaya business partner.

While your system administrator or reseller cannot see your existing passwords, they can reset them in order to allow you to log in again and change the value.

Related links

[Additional Help and Documentation](#) on page 204

Additional Documentation

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

Phone User Guides

- [IP Office J100 Series Phone User Guide](#) | [IP Office J100 Series Quick Reference](#)
- [IP Office 9600 Series Phone User Guide](#) | [IP Office 9600 Series Quick Reference](#)
- [IP Office Analog Phone User Guide](#)

Application Guides

- [Using Avaya Workplace Client for IP Office](#)
- [Using the IP Office User Portal](#)
- [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

[Additional Help and Documentation](#) on page 204

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