



Avaya IP Office™ Platform Short Code and Button Action Reference

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Chapter 1: What's New in Release 9.1

Short Codes

The following short codes are new in release 9.1.

- Set Time Profile Timed Operation
- Set Time Profile Active Until Next Timed Inactive
- Set Time Profile Inactive Until Next Timed Active
- Set Time Profile Latch Active
- Set Time Profile Latch Inactive

The Change Login Code description now states: The login code must meet the **Login Code Complexity** requirements defined on the Manager **System | Telephony** tab.

Button Actions

The following button actions are new in release 9.1.

- Time Profile

Chapter 2: Short Code Features

Note that this document describes all existing short codes. The short codes available in the Manager application depends on the software release.

Acquire Call

See [Call Steal](#) on page 26.

AOC Previous Call

Display of advice of charge information is only supported on T3 phones and T3 IP phones. Not used for IP Office.

AOC Reset Total

Display of advice of charge information is only supported on T3 phones and T3 IP phones. Not used for IP Office.

AOC Total

Display of advice of charge information is only supported on T3 phones and T3 IP phones. Not used for IP Office.

Auto Attendant

This feature is used with Embedded Voicemail. It is not supported by Server Edition. It allows the recording of the greetings used by auto-attendant services and the transfer of calls to that auto attendant. This feature was previously called **Record Greeting**.

Details

Telephone Number: ✓

Four system short codes (***81XX**, ***82XX**, ***83XX** and ***84XX**) are automatically added for use with all auto attendants, for the morning, afternoon, evening and menu options greetings respectively. These use a telephone number of the form "**AA:" N" . Y "** where **N** is the replaced with the auto attendant number dialed and **Y** is 1, 2, 3 or 4 for the morning, afternoon, evening or menu option greeting.

- An additional short code of the form (for example) ***80XX/Auto Attendant/"AA:"N** can be added manual if internal dialed access to auto attendants is required.
- To add a short code to access a specific auto attendant, the name method should be used.
- For IP Office deployed in a Enterprise Branch environment, the short codes ***800XX**, ***801XX...** ***809XX**, ***850XX**, and ***851XX** are automatically created for recording a Page prompt.

Default Short Code: ✓ See Configuration Settings | Auto Attendant.

Programmable Button Control: ✗

Release: 2.0+.

Auto Intercom Deny Off

Details

Telephone number: ✗

Default short code: ✗

Programmable Button Control: ✓ Auto Intercom Deny On

Auto Intercom Deny On

Details

Telephone number: ✗

Default short code: ✗

Programmable Button Control: ✓ Auto Intercom Deny On

Break Out

This feature is usable within a system multi-site network. It allows a user on one system in the network to specify that the following dialing be processed by another system on the network as if the user dialed it locally on that other system. Pre-Release 5.0: This feature requires the IP Offices to have **Advanced Small Community Networking** licenses.

Details

Telephone Number: The IP Address or Name of the system, using * characters in place of . characters.

Default Short Code: ✘

Programmable Button Control: BkOut

Release: 4.0+.

Example On a system, to break out via a system called RemoteSwitch with the IP Address 192.168.42.3, either of the following short codes could be used.

Example 1

Code: *80*N#

Telephone Number: N

Feature: Break Out

Example 2

Code: *81

Telephone Number: RemoteSwitch

Feature: Break Out

Example 1 allows break out using any remote switch by dialing its IP address, for example *80*192*168*42*3#. Example 2 does this for a specific remote system by dialing just *81.

Barred

This short code feature can be used for call barring by using the short code as the call destination. This short code feature was previously called **Busy**. It has been renamed but its function has not changed.

When used in an ARS form that has been configured with an Alternate Route, for callers whose dialing has matched the short code no further routing is applied.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

Release: 1.0+.

Busy On Held

When on, busy on held returns busy to new calls when the user has an existing call on hold. This short code feature is useful when a user does not want to be distracted by an additional incoming call when they have a call on hold.

Details

Telephone Number: ✔ Y or 1 for on, N or 0 for off.

Default Short Code: ✘

Programmable Button Control: ✔ BusyH

Release: 1.0+.

Example: Turning Busy on Held on

If on, when the user has a call on hold, new calls receive busy tone (ringing if analog) or are diverted to Voicemail if enabled, rather than ringing the user.

✱ Note:

This overrides call waiting when the user has a call on hold.

Short Code: *12

Telephone Number: Y

Feature: BusyOnHeld

Example: Turning Busy on Held off

Another short code must be created to turn the Busy on Held feature off. If off, when the user has a call on hold, new calls will still get directed to the user.

Short Code: *13

Telephone Number: N

Feature: BusyOnHeld

Call Intrude

This feature allows you to intrude on the existing connected call of the specified target user. All call parties are put into a conference and can talk to and hear each other. A **Call Intrude** attempt to a user who is idle becomes a Priority Call.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

Note that this feature requires conference resources from the system for the duration of the intrusion.

Users can use privacy features that to indicate that a call cannot be intruded on. See Private Calls.

Intruding onto a user doing silent monitoring ([Call Listen](#) on page 18) is turned into a silent monitoring call.

The system support a range of other call intrusion methods in addition to this feature.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ Intru

See also: [Call Listen](#) on page 18, [Coaching Intrusion](#) on page 33, [Dial Inclusion](#) on page 41, [Whisper Page](#) on page 93.

Release: 1.0+.

Call Listen

This feature allows you to monitor another user's call without being heard. Monitoring can be accompanied by a tone heard by all parties. Use of the tone is controlled by the Beep on Listen setting on the System | Telephony | Tones & Music tab. The default for this setting is on. If enabled, this is the only indication of monitoring given to the monitored user. There is no phone display indication of monitoring.

Warning:

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

The use of call listen is dependant on:

The target being a member of the group set as the user's Monitor Group (User | Telephony | Supervisor Settings). The user does not have to be a member of the group.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

This feature uses system conference resources. If insufficient conference resource are available it will not be possible to use this feature.

A number of features are supported for call listening:

- Users can be given privacy features that allow them to indicate that a call cannot be monitored. See Private Calls.
- IP extensions can be monitored including those using direct media. Previously the monitoring of IP extensions could not be guaranteed.
- The monitoring call can be initiated even if the target user is not currently on a call and remains active until the monitoring user clears the monitoring call.
- The user who initiated the call listen can also record the call.

Intruding onto a user doing silent monitoring (Call Listen) is turned into a silent monitoring call.

1400, 1600, 9500 and 9600 Series phones with a user button can initiate listening using that button if the target user meets the criteria for listening.

The system support a range of other call intrusion methods in addition to this feature.

Details

Telephone Number: ✓ Target extension number (extension must be local).

Default Short Code: ✗

Programmable Button Control: ✓ Listn

See also: [Call Intrude](#) on page 18, [Coaching Intrusion](#) on page 33, [Dial Inclusion](#) on page 41, [Whisper Page](#) on page 93.

Release: 1.0+.

Example

User 'Extn205' wants to be able to monitor calls received by members of the Hunt Group 'Sales'.

1. For user 'Extn205', in the Monitor Group (User | Telephony | Supervisor Settings) list box select the hunt group.
2. Ensure that **Can Intrude** is checked.
3. Create a user short code to allow Extn205 to start monitoring.
 - **Short Code:** *89*N#
 - **Telephone Number:** N
 - **Line Group ID:** 0.

- **Feature:** CallListen
4. For each member of the hunt group, check that their **Cannot be Intruded** setting is unchecked.
 5. Now when a member of the 'Sales' hunt group is on a call, Extn205 can replace N in the short code with the extension number of that member and monitor their call.

Call Park

Parks the user's current call into the specified park slot number. The call can then be retrieved by other extensions (refer to the appropriate telephone user guide). While parked the caller hears music on hold if available. The 'Unpark Call' feature can be used to retrieve calls from specific park slots.

Park Timeout (System | Telephony | Telephony) controls how long a call will remain parked. When this expires the call will recall to the parking user if they are idle or when they next become idle. The recall call will continue ring and does follow any forwards or go to voicemail.

Details

Telephone Number: ✓ Park slot number. If no park slot number is specified when this short code is used, the system automatically assigns a park slot number based on the extension number of the user parking the call plus one digit 0 to 9.

Park slot IDs can be up to 9 digits in length. Names can also be used for application park slots.

Default Short Code: ✓ *37*N#

Programmable Button Control: ✓ Call Park

See also: Unpark Call.

Release: 1.0+.

Example

This short code is a default within the system configuration. This short code can be used to toggle the feature on/off. N represents the park slot number in which the call will be parked. For example, if a user wants to park a call to slot number 9, the user would dial *37*9#. The call will be parked there until retrieved by another extension or the original extension.

Short Code: *37*N#

Telephone Number: N

Feature: ParkCall

Call Park and Page

Parks the user's current call into the highest park slot number within the range specified on the **System | Telephony | Park & Page** tab, in the **Central Park Range** field. For example, if the specified **Central Park Range** is 1XX, then the Park & Page short code would attempt to Park on 199. If the range is 567XX, then the call would attempt to Park on 56799.

Call Park and Page via short code is primarily useful for phones with no display, or phones on which a Call Park operation is seldom performed. It provides a way for the user to Central Park in a pre-known location. If the highest Central Park slot is already in use, then the short code Call Park and Page attempt will not be successful.

In order to perform a Page after a successful Call Park via short code, the user must enter a valid Page short code.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ Call Park and Page

Release: 9.0+.

Call Pickup Any

Pick up the first available ringing call.

Details

Telephone Number: ✘

Default Short Code: ✔ *30

Programmable Button Control: ✔ PickA

See also: Call Pickup Extn, Call Pickup Group, Call Pickup Members, Acquire Call, Call Pickup Line, Call Pickup User.

Release: 1.0+.

Example

Below is an example of the short code setup:

- **Short Code:** *30
- **Feature:** CallPickupAny

Call Pickup Extn

Pick up a ringing call from a specific extension.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✓ *32*N#

Programmable Button Control: ✓ CpkUp

See also: Call Pickup Any, Call Pickup Group, Call Pickup Members, Acquire Call, Call Pickup Line, Call Pickup User.

Release: 1.0+.

Example

This short code is a default within the system configuration. N represents the specific extension. For example, if a user dials *32*201#, they will pick up the call coming into extension 201.

Short Code: *32*N#

Telephone Number: N

Feature: CallPickupAny

Call Pickup Group

Pick up a call ringing any hunt group of which the user is a member. The user can use this feature even if their membership of the group is currently set as disabled.

Details

Telephone Number: ✗

Default Short Code: ✓ *31

Programmable Button Control: ✓ PickG

See also: Call Pickup Any, Call Pickup Extn, Call Pickup Members, Acquire Call, Call Pickup Line, Call Pickup User.

Release: 1.0+.

Example

Below is an example of the short code setup.

Short Code: *31

Feature: CallPickupGroup

Call Pickup Line

Pick up an incoming call which is alerting, parked or held. The pickup uses the Line Appearance ID specified in Telephone Number field of the short code. It cannot be used to pickup conferenced calls. The normal user intrusion features are not applied to this pickup feature. This feature is not supported on T3 phones.

Details

Telephone Number: ✓ Target Line Appearance ID.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Call Pickup Any, Call Pickup Extn, Call Pickup Group, Call Pickup Members, Acquire Call, Call Pickup User.

Release: 4.0+ (Added in the Release 4.0 Q2 2007 maintenance release).

Example

This short code is a default within the system configuration. N represents the specific Line Appearance ID.

Short Code: *89*N#

Telephone Number: N

Feature: CallPickupLine

Call Pickup Members

This feature can be used to pick up a ringing or queuing call at an extension that is a member of the Hunt Group specified. The call picked up does not have to be a hunt group call. The function includes group members even if their membership of the group is currently disabled.

Details

Telephone Number: ✓ Group number or "Group name".

Default Short Code: ✓ *53*N#

Programmable Button Control: ✓ PickM

See also: Call Pickup Any, Call Pickup Extn, Call Pickup Group, Acquire Call, Call Pickup Line, Call Pickup User.

Release: 1.0+.

Example

Below is an example of the short code setup. N represents the extension number of the Hunt Group. For example, if a user dials *53*500#, they will pick up the call coming into extension 500 (the hunt group's extension).

Short Code: *53*N#

Telephone Number: N

Feature: CallPickupMembers

Call Pickup User

Pick up an incoming call which is alerting, parked or held. The pickup uses the user extension number specified in Telephone Number field of the short code. If there are multiple calls, priority is given to picking up alerting, then parked and then held in that order of priority. It cannot be used to pickup conferenced calls. The normal user intrusion features are not applied to this pickup feature. This feature is not supported on T3 phones.

Details

Telephone Number: ✓ Target user extension number.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Call Pickup Any, Call Pickup Extn, Call Pickup Group, Call Pickup Members, Acquire Call, Call Pickup Line.

Release: 4.0+.

Example

N represents the specific user.

Short Code: *89*N#

Telephone Number: N

Feature: CallPickupUser

Call Queue

Queue the current call to the destination phone, even when the destination phone is busy. This is the same as a transfer except it allows you to transfer to a busy phone.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✓ *33*N#

Programmable Button Control: ✓ Queue

Release: 1.0+.

Example

Below is an example of the short code setup. N represents the extension the caller wishes to queue for. For example, if a user dials *33*201# while connected to a caller, this caller will be queued for extension 201.

Short Code: *33*N#

Telephone Number: N

Feature: CallQueue

Call Record

This feature allows you to record a conversation. To use this requires Voicemail Pro. Refer to your local regulations in relation to the recording of calls.

This feature uses system conference resources. If insufficient conference resource are available it will not be possible to use this feature.

Release 4.0+: The system provides privacy features that allow users to indicate that a call should not be recorded. See Private Calls.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ Recor

Release: 1.0+.

Example: Record your own extension's call

To use this short code, the user should place the call on hold and dial *55. They will automatically be reconnected to the call when recording begins.

Short Code: *55

Telephone Number: None

Feature: CallRecord

Call Steal

This function can be used with or without a specified user target.

If the target has alerting calls, the function will connect to the longest waiting call.

If the target has no alerting calls but does have a connected call, the function will take over the connected call, disconnecting the original user. This usage is subject to the **Can Intrude** setting of the **Call Steal** user and the **Cannot Be Intruded** setting of the target.

If no target is specified, the function attempts to reclaim the user's last ringing or transferred call if it has not been answered or has been answered by voicemail.

Details

Telephone Number: ✓ Target extension number or blank for last call transferred.

Default Short Code: ✓ *45*N# and *46

Programmable Button Control: ✓ Acquire

Release: 2.1+

Example: Taking Over a Call

In this example, N represents the extension to be taken over. For example, if a user dials *45*201#, they will take over the current call on extension 201.

Short Code: *45*N#

Telephone Number: N

Feature: Call Steal

Example: Reclaiming a Call

This short code reclaims the last call from your extension. This function is useful when you want to catch a call you have just missed that has gone off to Voicemail.

Short Code: *46

Feature: Call Steal

Call Waiting On

Enables call waiting on the user's extension. When on, if the user receives a second call when already on a call, they hear a call waiting tone in the speech path.

Call waiting settings are ignored for users with multiple call appearance buttons. In this case the appearance buttons are used to indicate additional calls. Call waiting is automatically applied for users with 'internal twinned' phones.

Details

Telephone Number: ✘

Default Short Code: ✔ *15 (not on Server Edition)

Programmable Button Control: ✔ CWOn

See also: Call Waiting Off, Call Waiting Suspend.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *15

Feature: CallWaitingOn

Call Waiting Off

Disables call waiting on the user's extension. Call waiting may be applied for users with internal twinned phones regardless of their call waiting settings.

Details

Telephone Number: ✘

Default Short Code: ✔ *16 (not on Server Edition)

Programmable Button Control: ✔ CWOff

See also: Call Waiting On, Call Waiting Suspend.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *16

Feature: Call Waiting Off

Call Waiting Suspend

For phones using call waiting, this feature temporarily disables call waiting for the duration of the user's next call.

Details

Telephone Number: ✘

Default Short Code: ✓ *70 (A-Law only)

Programmable Button Control: ✓ CWSus

See also: Call Waiting On, Call Waiting Off.

Release: 1.0+.

Example

Below is a sample of the short code setup. This short code is a default within the system configuration.

Short Code: *70

Feature: CallWaitingSuspend

Cancel All Forwarding

This feature cancels all forms of forwarding on the user's extension including "Follow Me" and "Do Not Disturb".

Details

Telephone Number: ✗

Default Short Code: ✓ *00

Programmable Button Control: ✓ FwdOf

See also: Forward On Busy On, Forward On Busy Off, Forward On No Answer On, Forward On No Answer Off, Forward Unconditional On, Forward Unconditional Off, Do Not Disturb On, Do Not Disturb Off.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *00

Feature: CancelCallForwarding

Cancel Ring Back When Free

Cancels any existing ring back (also known as callback) set by the user.

Details

Telephone Number: ✗

Default Short Code: ✘

Programmable Button Control: ✔ RBak-

See also: Ring Back When Free.

Release: 1.0+.

Example: Cancel Ring Back When Free

This example Short Code will cancel Ring Back When Free on the specified extension. N represents the target extension from which you have set a ring back. For example, if Paul has set a ring back on extension 201, he must dial *84*201# to cancel that ring back request.

Short Code: *84*N#

Telephone Number: N

Feature: CancelRingBackWhenFree

Change Login Code

Allows a user to change their login code. The login code must meet the **Login Code Complexity** requirements defined on the Manager **System | Telephony** tab.

Details

Telephone Number: ✔ The user's current and new log in codes separated by a *, see the examples below.

Default Short Code: ✘

Programmable Button Control: ✘

Example

The user has a **Login Code** of **1234** and wants to change it to **5678**. To use the short code below, the user must dial ***60*1234*5678#**.

Short Code: *60*N#

Telephone Number: N

Feature: Change Login Code.

Example

For a user with no login code currently set, they can still use the short code to set a login code. For example using the short code created above to set their login code to 1234 they should dial ***60**1234#**.

Example

System phone users can also use this short code to change the login code of an other user. For example 403 is configured as a system phone with a login code of **1234**. User 410 has forgotten their login code and needs it changed. User 403 can do this by dialing the following:

***60*410*1234*<new code>#**

Clear After Call Work

This feature can be users who have been configured as CCR agents. It allows them to dial a short code to exit the After Call Work (ACW) state as reported by the Customer Call Reporter (CCR) application.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ ACWrk

See also: Start After Call Work.

Release: 4.2 4Q 2008 Maintenance release+.

Clear Call

This feature can be used to end the current call.

Details

Telephone Number: ✘

Default Short Code: ✔ *52

Programmable Button Control: ✔ Clear

Release: 1.0+.

Example

Below is a sample of the short code setup. This example could be used in a situation where you are doing a supervised transfer and the party to be transferred to does not want to take the call. In this scenario, you can put the call on hold and dial *52. This will clear the last connected call (for example the party who has just refused the transfer), and retrieve the original call or dial tone.

Short Code: *52

Feature: Deny/ClearCall

Clear CW

This feature is most commonly used to end the user's current call and answer the waiting call.

*** Note:**

Call waiting settings are ignored for users with multiple call appearance buttons.

Details

Telephone Number: ✘

Default Short Code: ✔ *26 (A-Law only) (not on Server Edition)

Programmable Button Control: ✔ ClrCW

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *26

Feature: ClearCW

Clear Hunt Group Night Service

This feature changes the specified hunt group from Night Service mode to In Service mode.

Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.

This function is currently not supported between systems in a multi-site network. It can only be used by a user currently logged onto the same system as hosting the hunt group.

Details

Telephone Number: ✔ Hunt group extension number. If left blank, the short code will affect all hunt groups of which the user is a member.

The **Set Hunt Group Night Service** and **Clear Hunt Group Night Service** short code and button features can be used to switch an SSL VPN service off or on respectively. The service is indicated by setting the service name as the telephone number or action data. Do not use quotation marks.

Default Short Code: ✔ *21*N#

Programmable Button Control: ✔ HGNS-

See also: Clear Hunt Group Out Of Service, Set Hunt Group Night Service, Set Hunt Group Out Of Service.

Release: 1.0+.

Example

Below is a sample of the short code setup. N represents the telephone number of the hunt group to be taken out of "Night Service" mode and placed into "In Service" mode. For example, when *21*201# is dialed, the hunt group associated with extension 201 will be taken out of "Night Service" mode.

Short Code: *21*N#

Telephone Number: N

Feature: ClearHuntGroupNightService

Clear Hunt Group Out Of Service

This feature changes the specified hunt group from Out of Service mode to In Service mode. This will not override a hunt group in night service due to a time profile.

Details

Telephone Number: ✓ Hunt group extension number. If left blank, the short code will affect all hunt groups of which the user is a member.

Default Short Code: ✗

Programmable Button Control: ✓ HGOS-

See also: Clear Hunt Group Night Service, Set Hunt Group Night Service, Set Hunt Group Out Of Service.

Release: 1.0+.

Example

Below is a sample short code using the Clear Hunt Group Out Of Service feature. N represents the telephone number of the hunt group to be taken out of "Out of Service" mode. For example, when *55*201# is dialed, the hunt group associated with extension 201 will be placed into "In Service" mode.

Short Code: *55*N#

Telephone Number: N

Feature: ClearHuntGroupOutOfService

Clear Quota

This feature refreshes the time quota for all services or a specific service.

Details

Telephone Number: ✓ "Service name" or "" (all services).

Default Short Code: ✗

Programmable Button Control: ✓ Quota

Release: 1.0+.

Coaching Intrusion

This feature allows the you to intrude on another user's call and to talk to them without being heard by the other call parties to which they can still talk. For example: User A is on a call with user B. When user C intrudes on user A, they can hear users A and B but can only be heard by user A.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

Warning:

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

The system support a range of other call intrusion methods in addition to this feature.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ Coach.

See also: Call Intrude, Call Listen, Dial Inclusion, Whisper Page.

Release:9.0+

Conference Add

Conference add controls can be used to place the user, their current call and any calls they have on hold into a conference. When used to start a new conference, the system automatically assigns a conference ID to the call. This is termed ad-hoc (impromptu) conferencing.

If the call on hold is an existing conference, the user and any current call are added to that conference. This can be used to add additional calls to an ad-hoc conference or to a meet-me conference. Conference add can be used to connect two parties together. After creating the conference, the user can drop from the conference and the two incoming calls remain connected.

For further details refer to the Conferencing section.

Details

Telephone Number: ✘

Default Short Code: ✔ *47

Programmable Button Control: ✔ Conf+

See also: Conference Meet Me.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *47

Feature: ConferenceAdd

Conference Meet Me

Conference meet-me refers to features that allow a user or caller to join a specific conference by using the conference's ID number (either pre-set in the control or entered at the time of joining the conference).

IP500 and IP500 V2 systems require a **Preferred Edition** license.

*** Note:**

Conference Meet Me features can create conferences that include only one or two parties. These are still conferences that are using resources from the host system's conference capacity.

Conference ID Numbers

By default, ad hoc conferences are assigned numbers starting from 100 for the first conference in progress. Therefore, for conference Meet Me features specify a number away from this range ensure that the conference joined is not an ad hoc conference started by other users. It is no longer possible to join a conference using conference Meet Me features when the conference ID is in use by an ad-hoc conference.

User Personal Conference Number Each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves

in a conference but on hold until the owner also joins. Personal conferences are always hosted on the owner's system.

*** Note:**

When a user calls from their mobile twinned number, the personal conference feature will only work if they access the conference using an FNE 18 service.

Multi-Site Network Conferencing

Meet Me conference IDs are now shared across a multi-site network. For example, if a conference with the ID 500 is started on one system, anyone else joining conference 500 on any system will join the same conference. Each conference still uses the conference resources of the system on which it was started and is limited by the available conference capacity of that system.

Previously separate conferences, each with the same conference ID, could be started on each system in a multi-site network.

Other Features

Transfer to a Conference Button A currently connected caller can be transferred into the conference by pressing **TRANSFER**, then the Conference Meet Me button and **TRANSFER** again to complete the transfer. This allows the user to place callers into the conference specified by the button without being part of the conference call themselves. This option is only supported on Avaya phones with a fixed **TRANSFER** button (excluding T3 and T3 IP phones).

Conference Button Status Indication When the conference is active, any buttons associated with the conference ID indicate the active state.

For further details refer to the Conferencing section.

Details

Telephone Number: ✓ Conference number. This can be an alphanumeric value up to 15 characters.

Default Short Code: ✗ / ✓ *66*N# on Server Edition systems.

Programmable Button Control: ✓ CnfMM

See also: Conference Add.

Release: 1.0+.

CW

Pick up the waiting call. This feature provides same functionality as pressing the **Recall** or **Hold** key on the phone. Unlike the Clear CW feature, this feature does not disconnect you from the existing call when the second call is picked up.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

Release: 1.0+.

Dial

This short code feature allows users to dial the number specified to an outside line.

Details

Telephone Number: ✔ Telephone number.

Default Short Code: ✔ Various depending on locale and system type.

Programmable Button Control: ✔ Dial

See also: Dial Direct, Dial Emergency, Dial Extn, Dial Inclusion, Dial Paging.

Release: 1.0+.

Example: Creating a Speed Dial

In this example, users entering 401 on their telephone key pad will dial the New Jersey Office on 212 555 0000.

Short Code: 401

Telephone Number: 2125550000

Example: Replace Outgoing Caller ID

This short code is useful in a "call center" environment where you do not want customers to have access to the number of your direct line; you want the general office number displayed. The sample short code below will force the outgoing caller ID to display 123.

 **Note:**

The usability of this feature is dependent upon your local service provider.

Short Code: ?

Telephone Number: .s123

Example: External Dialing Prefix

The short code is for dialing a prefix for an outside line N represents the external number you want to call.

Short Code: 9N

Telephone Number: N

Example: Blocking Caller ID

This is for blocking Caller ID for external calls. This feature can be applied to specific external numbers or to all out going calls. In most situations, the company will choose to block the caller ID for all external calls or leave it available for all external calls.

Short Code: 9N

Telephone Number: NW

Example: Maximum Call Length

The character t can be used in dialing short codes to set the maximum allowed duration of a call. For example, the following short code will dial a number but then disconnect the call after 20 minutes (plus or minus a minute).

Short Code: 9N

Telephone Number: Nt(20)

Dial 3K1

Sets the ISDN bearer capabilities to 3.1Khz audio call.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ D3K1

Release: 1.0+.

Dial 56K

Sets the ISDN bearer capabilities to 56Kbps data call.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ D56K

Release: 1.0+.

Dial 64K

Sets the ISDN bearer capabilities to 64Kbps data call.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ D64K

Release: 1.0+.

Dial CW

Call the specified extension number and force call waiting indication on if the extension is already on a call.

If the user has call appearance buttons programmed, call waiting will not get activated. The next incoming call will appear on an available call appearance button. When there are no available call appearance buttons, the next incoming call will receive busy tone.

Details

Telephone Number: ✓ Extension number.

Default Short Code: ✗

Programmable Button Control: ✓ DCW

Release: 1.0+.

Example

N represents the extension number to be dialed. For example, a user dialing *97*201# will force call waiting indication on at extension 201 if extension 201 is already on a call.

Short Code: *97*N#

Telephone Number: N

Feature: DialCW

Dial Direct

Automatic intercom functions allow you to call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they

want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available.

Details

Telephone Number: ✓ Extension number

Default Short Code: ✗

Programmable Button Control: ✓ Direct

See also: Dial Paging.

Release: 1.0+.

Example

This allows the extension specified to be automatically answered. N represents the extension that will be forced to automatically answer. For example, when a user dials *83*201#, extension 201 will be forced to automatically answer the call.

Short Code: *83*N#

Telephone Number: N

Feature: DialDirect

Dial Direct Hot Line

When the line appearance button is mapped to a short code using the DialDirectHotLine short code feature, no secondary dial tone is generated and the number is dialed directly. This feature should not be confused with the hot line feature enabled using ?D short codes.

Details

Telephone Number: ✓

Default Short Code: ✗

Programmable Button Control: ✗

Release: 3.0 to 4.0, 8.0+

Example

Below is a sample short code using the DialDirectHotLine feature. The short code *83* should then be set as the prefix for the particular line required.

Short Code: *83*

Telephone Number: .

Feature: DialDirectHotLine

Dial Emergency

Dials the number specified regardless of any call barring applicable to the user.

On all systems, regardless of locale; system and or ARS short codes using the Dial Emergency feature should be created for any required emergency service numbers. Those short codes should be usable by all users from all extensions. Those short codes should route the calls to suitable lines. If the system uses prefixes for external dialing, the dialing of emergency numbers with and without the prefix should be allowed.

The blocking of emergency calls or the rerouting of emergency calls to a intermediate destination other than the central office may be against local and nation laws.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ Emrgy

Release: 1.0+.

Dial Extn

This feature can be used to dial an internal extension number (user or hunt group).

Details

Telephone Number: ✓ Extension number.

p(x) can be added as a suffix to the **Telephone Number** to change the priority of a call. Allowable values for **x** are **1, 2** or **3** for low, medium or high priority respectively. For example **Np(1)**.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Dial Direct, Dial Paging, DialPhysicalExtensionByNumber, DialPhysicalNumberByID.

Release: 1.0+.

Example: Dial on Pick up

The following user short code dials the extension specified the moment the user's handset is picked up.

Short Code: ?D

Telephone Number: 201

Line Group ID: 0

Feature: Dial Extn

Dial Fax

This feature is used to route fax calls via Fax Relay.

Details

Telephone Number: ✓ Fax destination number.

Default Short Code: ✗

Programmable Button Control: ✗

Release: 5.0+.

Example

In this example, the line group ID matches the URI configured on a SIP line that has been configured for Fax Relay.

Short Code: 6N

Telephone Number: N"@192.16.42.5"

Line Group ID: 17

Feature: Dial Fax

Dial Inclusion

This feature allows you to intrude on another user's call to talk to them. Their current call is put on hold while you talk and automatically reconnected when you end the intrusion. The intruder and the target extension can then talk but cannot be heard by the other party. This can include intruding into a conference call, where the conference will continue without the intrusion target.

During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected. Attempting to hold a dial inclusion call simply ends the intrusion. The inclusion cannot be parked.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

The system support a range of other call intrusion methods in addition to this feature.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ Inclu.

See also: Call Intrude, Call Listen, Coaching Intrusion, Whisper Page.

Release: 1.4+.

Example

N represents the extension to be intruded upon. For example, if a user dials *97*201# while extension 201 is on a call, then the user is intruding into extn. 201's current call.

Short Code: *97*N#

Telephone Number: N

Feature: DialInclusion

Dial Paging

This feature makes a page call to an extension or group. The target extension or group members must support page calls (that is be able to auto-answer calls).

Details

Telephone Number: ✓ Extension or group number.

Default Short Code: ✗

Programmable Button Control: ✓ Page

See also: Dial Direct.

Release: 1.0+.

The maximum recommended size for paging groups is 64 parties. This applies to IP500 V2, Server Edition, and Enterprise Branch deployments.

When paging, always use only one codec (the preferred). It is the system administrator's responsibility to ensure all the phones in the paging group support the codec.

Dial Physical Extension by Number

Dial a specified extension number regardless of the current user logged in at that extension and any forwarding, follow me or do not disturb settings applied by the current extension user. Note that the extension number used is the Base Extension number set against the extension configuration settings.

Details

Telephone Number: ✓ Base Extension number.

Default Short Code: ✓ *70*N# (U-Law only) (not on Server Edition)

Programmable Button Control: ✓ PhyEx

See also: Dial Physical Extension By Id, Priority Call.

Release: 1.4+.

Example

The example below allows the extension with the base extension number 201 to be called regardless of the extension number of the user currently logged in at that extension.

Short Code: *97

Telephone Number: 201

Feature: DialPhysicalExtnByNumber

Dial Physical Extension By ID

Dial a specific extension using its system ID. This may be necessary in hot desking environments where some extensions have been created with no default extension number. Without an extension number, a call can not be made to that extension unless a short code is created.

Details

Telephone Number: ✓ Extension ID

Default Short Code: ✓ *71*N# (U-Law only)

Programmable Button Control: ✓ DialP

See also: DialPhysicalExtensionByNumber, Priority Call.

Release: 1.4+.

Example

In the above example, if the telephone at extension ID 16 is not associated with an extension number, a user can dial *97 to connect to that phone. This may be useful in hot desking environments where some extensions may not have a dedicated base extension number.

Short Code: *97

Telephone Number: 16

Feature: DialPhysicalNumberByID

Dial Speech

This feature allows a short code to be created to force the outgoing call to use the Speech bearer capability.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ DSpch

Release: 1.0+.

Dial V110

Sets the ISDN bearer capabilities to V110. The call is presented to local exchange as a "Data Call".

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ DV110

Release: 1.0+.

Dial V120

Sets the ISDN bear capabilities using V.120.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ DV120

Release: 1.0+.

Dial Video

The call is presented to the local exchange as a "Video Call".

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✗

Programmable Button Control: ✓ Dvide

Release: 1.0+.

Disable ARS Form

This feature can be used to put an ARS form out of service. It can be used with ARS forms for which an Out of Service Route has been configured in Manager. The short code feature Enable ARS Form can be used to return an ARS form to in service.

Details

Telephone Number: ARS form number.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Enable ARS Form

Release: 4.0+.

Disable Internal Forwards

This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.

Details

Telephone Number: ✗

Default Short Code: ✗

Programmable Button Control: ✗

See also: Disable Internal Forwards Unconditional, Disable Internal Forwards Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forwards Unconditional, Enable Internal Forwards Busy or No Answer.

Release: 3.2+.

Disable Internal Forward Unconditional

This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional only.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

See also: Disable Internal Forwards, Disable Internal Forwards Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forwards Unconditional, Enable Internal Forwards Busy or No Answer.

Release: 3.2+.

Disable Internal Forward Busy or No Answer

This feature turns off the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.

Telephone Number: No

Default Short Code: No

Programmable Button Control: No

See also: Disable Internal Forwards, Disable Internal Forwards Unconditional, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forwards Unconditional, Enable Internal Forwards Busy or No Answer.

Display Msg

Allows the sending of text messages to digital phones on the local system.

Telephone Number: The telephone number takes the format N";T" where:

- **N** is the target extension.
- **T** is the text message. Note that the ";" before the text and the " after the text are required.

Default Short Code: No

Programmable Button Control: Displ

Example

Below is a sample of the short code setup. When used, the target extension will hear a single ring and then see the message. If the target extension is on a call then may need to scroll the display to a free call appearance in order to see the text message.

Short Code: *78*N#

Feature: Display Msg

Telephone Number: N";Visitor in Reception"

Do Not Disturb Exception Add

This feature adds a number to the user's "Do Not Disturb Exception Numbers List". This can be an internal extension number or external ICLID. Calls from that number, except hunt group calls, will ignore the user's Do Not Disturb setting. For further details see Do Not Disturb (DND).

Telephone Number: Telephone number or ICLID. Up to 31 characters. For ICLID numbers any prefix added by the system must also be included.

Default Short Code: *10*N#

Programmable Button Control: DNDX+

See also: Do Not Disturb Exception Delete, Do Not Disturb On, Do Not Disturb Off.

Example

N represents the number to be added to the user's "Do Not Disturb Exception List". For example, when a user has DND turned on and dials *10*4085551234#, incoming calls from telephone number (408) 555-1234. All other calls, except those numbers on the exception list hear busy tones or are redirected to voicemail if available.

Short Code: *10*N#

Telephone Number: N

Feature: DoNotDisturbExceptionAdd

Example

In this example, the last number received by the user is added to their exception list.

Short Code: *89

Telephone Number: L

Feature: DoNotDisturbExceptionAdd

Do Not Disturb Exception Delete

This feature removes a number from the user's "Do Not Disturb Exception List". For further details see Do Not Disturb (DND).

Details

Telephone Number: ✓ Telephone number or ICLID.

Default Short Code: ✓ *11*N#

Programmable Button Control: ✓ DNDX-

See also: Do Not Disturb Exception Add, Do Not Disturb On, Do Not Disturb Off.

Release: 1.0+.

Example

N represents the number to be deleted from the user's "Do Not Disturb Exception List". For example, when a user has DND turned on and the telephone number (408) 555-1234 in their "Do Not Disturb Exception List", dialing *10*4085551234# will remove this phone number from the list. Incoming calls from (408) 555-1234 will no longer be allowed through; instead they will hear busy tone or be redirected to voicemail if available.

Short Code: *11*N#

Telephone Number: N

Feature: DoNotDisturbExceptionDel

Do Not Disturb On

This feature puts the user into 'Do Not Disturb' mode. When on, all calls, except those from numbers in the user's exception list hear busy tones or are redirected to voicemail if available. For further details see Do Not Disturb (DND).

Details

Telephone Number: ✗

Default Short Code: ✓ *08

Programmable Button Control: ✓ DNDOn

See also: Do Not Disturb Off, Do Not Disturb Exception Add, Do Not Disturb Exception Delete.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *08

Feature: DoNotDisturbOn

Do Not Disturb Off

Cancels the user's 'do not disturb' mode if set. For further details see Do Not Disturb (DND).

Details

Telephone Number: ✘

Default Short Code: ✔ *09

Programmable Button Control: ✔ DNDOF

See also: Do Not Disturb On, Do Not Disturb Exception Add, Do Not Disturb Exception Delete.

Release: 1.0+.

Example

This short code is a default within the system configuration. Below is a sample of the short code setup.

Short Code: *09

Feature: DoNotDisturbOff

Enable ARS Form

This feature can be used to put an ARS form in service. It can be used with ARS forms that have been put out of service through Manager or the use of a Disable ARS Form short code.

Details

Telephone Number: ARS form number.

Default Short Code: ✘

Programmable Button Control: ✘

Release: 4.0+

Enable Internal Forwards

This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

See also: Disable Internal Forwards, Disable Internal Forwards Unconditional, Disable Internal Forwards Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards Unconditional, Enable Internal Forwards Busy or No Answer.

Release: 3.2+.

Enable Internal Forward Unconditional

This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional only.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

See also: Disable Internal Forwards, Disable Internal Forwards Unconditional, Disable Internal Forwards Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forwards Busy or No Answer.

Release: 3.2+.

Enable Internal Forward Busy or No Answer

This feature turns on the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

See also: Disable Internal Forwards, Disable Internal Forwards Unconditional, Disable Internal Forwards Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forwards Unconditional.

Release: 3.2+.

Extn Login

Extn Login allows a user who has been configured with a Login Code (User | Telephony | Supervisor Settings) to take over ownership of any extension. That user's extension number becomes the extension number of the extension while they are logged.

When used, the user will be prompted to enter their extension number and then their log in code. Login codes of up to 15 digits are supported with **Extn Login** buttons. Login codes of up to 31 digits are supported with **Extn Login** short codes.

When a user logs in, as many of their user settings as possible are applied to the extension. The range of settings applied depends on the phone type and on the system configuration.

By default, on 1400 Series, 1600 Series, 9500 Series and 9600 Series phones, the user's call log and personal directory are accessible while they are logged in. This also applied to M-Series and T-Series telephones.

On other types of phone, those items such as call logs and speed dials are typically stored locally by the phone and will not change when users log in and log out.

If the user logging in was already logged in or associated with another phone, they will be automatically logged out that phone.

Details

Telephone Number: ✓ Extension Number*Login Code. If just a single number is dialed containing no * separator, the system assumes that the extension number to use is the physical extension's Base Extension number and that the number dialed is the log in code.

Default Short Code: ✓ *35*N#

Programmable Button Control: ✓ Login

See also: Extn Logout.

Release: 1.0+.

Example: Individual Hot Desking

Based on the above sample short code, Paul (extension 204) can go to another phone (even if it is already logged in by another user) and log in as extension 204 by simply dialing 299. Once Paul has logged into this phone, extension 204 is logged out at Paul's original phone. For Paul to make use of this short code, his log in code must match that configured in the above short code. When Paul logs out of the phone he has "borrowed", his original extension will automatically be logged back in.

Short Code: 299

Telephone Number: 204*1234

Feature: Extnlogin

Example: Log In

The default short code for logging into a phone is configured as shown below. N represents the users extension number followed by a * and then their log in code, for example *35*401*123#.

Short Code: *35*N#

Telephone: N

Feature: ExtnLogin

Extn Logout

This feature logs the user off the phone at which they are logged in. This feature cannot be used by a user who does not have a log in code or by the default associated user of an extension unless they are set to forced log in.

Details

Telephone Number: ✘

Default Short Code: ✔ *36

Programmable Button Control: ✔ Logof

See also: Extn Login.

Release: 1.0+.

Example

Below is a sample short code using the Extn Logout feature. This short code is a default within the system configuration.

Short Code: *36

Feature: ExtnLogout

Flash Hook

This feature sends a hook flash signal to the currently connected line if it is an analog line.

Details

Telephone Number: Optional The telephone number field can be used to set the transfer destination number for a Centrex Transfer. In this case the use of the short code Forced Account Code and Forced Authorization Code are not supported and the Line Group Id must match the outgoing line to the Centrex service provider.

Default Short Code: ✘

Programmable Button Control: ✓ Flash

Release: 1.4+.

Example

Below is a sample short code using the Flash Hook feature.

Short Code: *96

Feature: FlashHook

FNE Service

This short code feature is used for Mobile Call Control and one-X Mobile Client support.

Details

Telephone Number: ✓ This number sets the required FNE function.

Default Short Code: ✗

Programmable Button Control: ✗

Release: 4.2+.

Follow Me Here

Causes calls to the extension number specified to be redirected to the extension initiating the 'Follow Me Here'. If the redirected call receives a busy tone or is not answered, then the call behaves as though the User's extension had failed to answer. For further details see Follow Me.

Details

Telephone Number: ✓ Extension to redirect to the dialing extension.

Default Short Code: ✓ *12*N#

Programmable Button Control: ✓ Here+

See also: Follow Me Here Cancel, Follow Me To.

Release: 1.0+.

Example

This feature is used at the Follow Me destination. N represents the extension number of the user wanting their calls redirected to that destination. For example, User A's extension is 224. However they are working at extension 201 and want their calls redirected there. If the following short code is available, they can do this by dialing *12*224# at extension 201.

Short Code: *12*N#

Telephone Number: N

Feature: FollowMeHere

Follow Me Here Cancel

Cancels any Follow Me set on the specified extension. This action can only be performed at the extension to which the Follow Me Here is targeted. For further details see Follow Me.

Details

Telephone Number: ✓ Extension being redirected to the dialing extension.

Default Short Code: ✓ *13*N#

Programmable Button Control: ✓ Here-

See also: Follow Me Here, Follow Me To.

Release: 1.0+.

Example

This feature is used at the Follow Me destination. N represents the extension number of the user whose calls are being redirected to that destination. For example, User A's extension is 224. However they are working at extension 201 and so have set a Follow Me on their own extension to redirect their calls to 201. If the following short code is available, they can cancel the Follow Me by dialing *13*224# at extension 201.

Short Code: *13*N#

Telephone Number: N

Feature: FollowMeHereCancel

Follow Me To

Causes calls to the extension to be redirected to the Follow Me destination extension specified. For further details see Follow Me.

Details

Telephone Number: ✓ Target extension number or blank (cancel Follow Me To)

Default Short Code: ✓ *14*N#

Programmable Button Control: ✓ FolTo

See also: Follow Me Here, Follow Me Here Cancel.

Release: 1.0+.

Example

This feature is used at the extension that wants to be redirected. N represents the extension number to which the user wants their calls redirected. For example, User A's extension is 224. However they are working at extension 201 and want their calls redirected there. If the following short code is available, they can do this by dialing *14*201# at extension 224.

Short Code: *14*N#

Telephone Number: N

Feature: FollowMeTo

Forward Hunt Group Calls On

Forward the user's hunt group calls (internal and external) to their forward number when the user has Forward Unconditional active. For further details see Forward Unconditional.

This option is only applied for calls to **Sequential** and **Rotary** type hunt groups. Calls from other types of hunt group types are not presented to the user when they have Forward Unconditional active. Note also that hunt group calls cannot be forwarded to another hunt group.

Details

Telephone Number: ✘

Default Short Code: ✔ *50

Programmable Button Control: ✔ FwdH+

See also: Forward Hunt Group Calls Off, Forward Unconditional On, Forward Unconditional Off.

Release: 1.0+.

Example

This short code is useful if the hunt group member temporarily uses another workstation and so does not require a permanent extension change.

Short Code: *50

Feature: ForwardHuntgroupCallsOn

Forward Hunt Group Calls Off

This feature cancels the forwarding of the user's hunt group calls. For further details see Forward Unconditional.

Details

Telephone Number: ✘

Default Short Code: ✔ *51

Programmable Button Control: ✔ FwdH-

See also: Forward Hunt Group Calls On, Forward Unconditional On, Forward Unconditional Off.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *51

Feature: ForwardHuntgroupCallsOff

Forward Number

Sets the number to which the user's calls are redirected. This can be an internal or external number. The number is still subject to the user's call barring settings. For further details see Forward Unconditional.

This feature does not activate forwarding; it only sets the number for the forwarding destination.

This number is used for all forward types; Forward Unconditional, Forward on Busy and Forward on No Answer, unless the user has a separate Forward on Busy Number set for forward on busy and forward on no answer functions.

Details

Telephone Number: ✔ Telephone number.

Default Short Code: ✔ *07*N#

Programmable Button Control: ✔ FwdNo

See also: Forward On Busy Number.

Release: 1.0+.

Example

N represents the forward destination. For example, if extension 224 wants to set the forwarding number to extension 201, the user can dial *07*201#.

Short Code: *07N*#

Telephone Number: N

Feature: ForwardNumber

Forward On Busy Number

Sets the number to which the user's calls are forwarded when Forward on Busy or Forward on No Answer are on. If no Forward on Busy Number is set, those functions use the Forward Number.

This feature does not activate the forwarding, it only sets the number for the forwarding destination.

Details

Telephone Number: ✓ Telephone number.

Default Short Code: ✓ *57*N#

Programmable Button Control: ✓ FwBNo

See also: Forward Number.

Release: 1.0+.

Example

N represents the extension number to be forwarded to. For example, if Paul (whose extension is 224) wants to set the forwarding number for his 'Forward on Busy' and/or 'Forward on No Answer' feature to extension 201, Paul can dial *57*201# followed by the short code for the forwarding function.

Short Code: *57N*#

Telephone Number: N

Feature: ForwardOnBusyNumber

Forward On Busy On

This feature enables forwarding when the user's extension is busy. It uses the Forward Number destination or, if set, the Forward on Busy Number destination. If the user has call appearance buttons programmed, the system will not treat them as busy until all the call appearance buttons are in use.

Release 3.2+: Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

Details

Telephone Number: ✘

Default Short Code: ✔ *03

Programmable Button Control: ✔ FwBOn

See also: Forward On Busy Off, Cancel All Forwarding, Enable Internal Forward Busy or No Answer.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *03

Feature: ForwardOnBusyOn

Forward On Busy Off

This feature cancels forwarding when the user's extension is busy.

Details

Telephone Number: ✘

Default Short Code: ✔ *04

Programmable Button Control: ✔ FwBOF

See also: Forward On Busy On, Cancel All Forwarding.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *04

Feature: ForwardOnBusyOff

Forward On No Answer On

This feature enables forwarding when the user's extension is not answered within the period defined by their No Answer Time. It uses the Forward Number destination or, if set, the Forward on Busy Number destination.

Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

Details

Telephone Number: ✘**Default Short Code:** ✔ *05**Programmable Button Control:** ✔ FwNOn**See also:** Forward On No Answer Off, Cancel All Forwarding.**Release:** 1.0+.

Example

Below is a sample of the short code setup. Remember that the forwarding number for this feature uses the 'Forward on Busy Number'.

Short Code: *05**Feature:** ForwardOnNoAnswerOn

Forward On No Answer Off

This feature cancels forwarding when the user's extension is not answered.

Details

Telephone Number: ✘**Default Short Code:** ✔ *06**Programmable Button Control:** ✔ FwNOF**See also:** Forward On No Answer On.**Release:** 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *06**Feature:** ForwardOnNoAnswerOff

Forward Unconditional On

This feature enables forwarding of all calls, except group calls, to the Forward Number set for the user's extension. To also forward hunt group calls, Forward Hunt Group Calls On must also be used. For further details see Forward Unconditional.

Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

Details

Telephone Number: ✘

Default Short Code: ✔

Programmable Button Control: ✔ FwUOn

See also: Forward Unconditional Off.

Release: 1.0+.

Example

Remember that this feature requires having a forward number configured.

Short Code: *01

Feature: ForwardUnconditionalOn

Forward Unconditional Off

This feature cancels forwarding of all calls from the user's extension.

*** Note:**

This does not disable Forward on No Answer and or Forward on Busy if those functions are also on. For further details see Forward Unconditional.

Details

Telephone Number: ✘

Default Short Code: ✔ *02

Programmable Button Control: ✔ FwUOf

See also: Forward Unconditional On.

Release: 1.0+.

Example

Example

Below is a sample of the short code setup.

Short Code: *02

Feature: ForwardUnconditionalOff

Group Listen Off

Disables the group listen function for the user's extension. See Group Listen On.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ GroupListenOn

Release: 4.1+.

Example

Below is a sample short code using the Group Listen Off feature.

Short Code: *27

Feature: GroupListenOff

Group Listen On

Using group listen allows callers to be heard through the phone's handsfree speaker but to only hear the phone's handset microphone. When group listen is enabled, it modifies the handsfree functionality of the user's phone in the following manner

When the user's phone is placed in handsfree/speaker mode, the speech path from the connected party is broadcast on the phone speaker but the phone's base microphone is disabled.

The connected party can only hear speech delivered via the phone's handset microphone.

Group listen is not supported for IP phones or when using a phone's **HEADSET** button.

Currently connected calls are not affected by changes to this setting. If group listen is required it must be selected before the call is connected.

This enables listeners at the user's phone to hear the connected party whilst limiting the connected party to hear only what is communicated via the phone handset.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ GroupListenOn

Release: 4.1+.

Example

Below is a sample short code using the Group Listen Off feature.

Short Code: *28

Feature: GroupListenOn

Headset Toggle

Toggles between the use of a headset and the telephone handset.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ HdSet

Release: 1.4+.

Example

Below is a sample short code using the Headset Toggle feature. This short code can be used to toggle the feature on/off. If an Avaya supported headset is connected to your telephone, this short code can be used to toggle between using the headset and the telephone handset.

Short Code: *55

Feature: HeadsetToggle

Hold Call

This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold Call feature "holds" the current call to a slot. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.

Details

Telephone Number: ✔ Exchange hold slot number or blank (slot 0).

Default Short Code: ✘

Programmable Button Control: ✔ Hold

See also: Hold CW, Hold Music, Suspend Call.

Release: 1.0+.

Example

Below is a sample short code using the Hold Call feature. This short code is a default within the system configuration. N represents the exchange hold slot number you want to hold the call on. For example, while connected to a call, dialing *24*3# will hold the call onto slot 3 on the ISDN.

Short Code: *24*N#

Telephone Number: N

Feature: HoldCall

Hold CW

This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold CW feature "holds" the current call to an exchange slot and answers the call waiting. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.

Details

Telephone Number: ✓ Exchange slot number or blank (slot 0).

Default Short Code: ✓ *27*N# (A-Law only) (not on Server Edition)

Programmable Button Control: ✓ HoldCW

See also: Hold Call, Suspend Call.

Release: 1.0+.

Example

Below is a sample short code using the Hold CW feature.

Short Code: *27*N#

Feature: HoldCW

Hold Music

This feature allows the user to check the system's music on hold. See Music On Hold for more information.

Details

Telephone Number: Optional. If no number is specified, the default system source is assumed. The system supports up to 4 hold music sources, numbered 1 to 4. 1 represents the System Source. 2 to 4 represent the Alternate Sources.

Default Short Code: ✓

***34N**; where N is the number of the hold music source required.

Programmable Button Control: ✓ Music

Release: 1.0+.

Example

Below is a sample short code using the Hold Music feature. This short code is a default within the configuration.

Short Code: *34N;

Feature: HoldMusic

Hunt Group Disable

This feature disables the user's membership of the specified hunt group. They will no longer receive call to that hunt group until their membership is enabled again. To use this feature, you must already belong to the hunt group. See also Hunt Group Enable.

Details

Telephone Number: ✓ Group number.

Default Short Code: ✗

Programmable Button Control: ✓ HGDis

See also: Hunt Group Enable.

Release: 1.0+.

Example

N represents the hunt group number from which the user wants to be disabled from. For example, if Paul wants to be disabled from the Sales hunt group (extn. 500), he needs to dial *90*500#.

Short Code: *90*N#

Telephone Number: N

Feature: HuntGroupDisable

Hunt Group Enable

This feature enables the user's membership of a hunt group so they can begin to receive calls to the specified hunt group. To use this feature, the user must already belong to the hunt group. This short code can not be used to add someone to a hunt group, that must be done within Manager's Hunt Group form.

Details

Telephone Number: ✓ Group number.

Default Short Code: ✗

Programmable Button Control: ✓ HGE na

See also: Hunt Group Disable.

Release: 1.0+. Previously in Release 3.2 the **Set Hunt Group Night Service**, **Set Hunt Group Out of Service** and **Hunt Group Enable** short code features toggled. That behaviour is not supported in 4.0 and higher.

Example

This short code can be used to turn the feature on. N represents the hunt group number for which the user wants to start receiving calls. For example, if Paul is already a member of the sales hunt group (extn. 500) but has changed his availability status for that hunt group using hunt group disable, he can make himself available for receiving calls to the Sales hunt group again by dialing *91*500#.

Short Code: *91*N#

Telephone Number: N

Feature: HuntGroupEnable

Last Number Redial

This feature allows an extension to redial the last number they dialed.

Details

Telephone Number: ✗

Default Short Code: ✗

Programmable Button Control: ✗

Release: 3.0+.

MCID Activate

This feature should only be used in agreement with the ISDN service provider and the appropriate local legal authorities. It allows users with Can Trace Calls (User | Telephony | Supervisor Settings) set to trigger a malicious call trace of their previous call at the ISDN exchange. Refer to Telephone Features Malicious Call Tracing for further details.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: Advanced | Miscellaneous | MCID Activate.

Release: 4.0+.

Mobile Twinned Call Pickup

This short code feature allows the user to pickup a call ringing or connected at the destination of their mobile twinning number. This short code can only be used from the primary extension which is being used for the twinning operation.

Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

See also: Set Mobile Twinning Number, Set Mobile Twinning On, Set Mobile Twinning Off.

Release: 3.2+.

Off Hook Station

Enables or disables whether the user's extension acts as a fully handsfree unit. Typically this is used when the answering and clearing of calls is done through an application. For more details see Off Hook Station (User | Telephony | Call Settings).

Details

Telephone Number: ✔ "Y" for on or "N" for off.

Default Short Code: ✘

Programmable Button Control: ✔ OHStn

Release: 1.0+.

Example: Turning the off hook station off

Short Code: *89

Telephone Number: N

Feature: OffHookStation

Example: Turning the off hook station on

Short Code: *98

Telephone Number: Y

Feature: OffHookStation

Outgoing Call Bar Off

Allows a user to switch off their outgoing call bar status. The short code user must enter their log in code, if set, in order to be successful.

If you add a short code using this feature to a system it is recommended that you also assign a login code to the No User user to prevent the short code being used to change the status of that user.

Details

Telephone Number: ✓ The user's log in code.

System phone users can use <target user>*<system phone user's login code>.

Default Short Code: ✗

Programmable Button Control: ✗

Release: 4.1+ (Added to Release 4.1 2008Q2 Maintenance release).

Example

The user has a **Login Code** of **1234**. To use the short code below below, the user must dial ***59*1234#**.

Short Code: *59*N#

Telephone Number: N

Feature: Outgoing Call Bar Off.

Example

A user set as a system phone can also switch off the Outgoing Call Bar status of another user. This is done using their own login code. For example the system phone 401 with login code 1234 can switch off the outgoing call bar status of extension 403 as follows:

***59*403*1234**

Outgoing Call Bar On

Allows a user to switch on their outgoing call bar status.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✘

Release: 4.1+ (Added to Release 4.1 2008Q2 Maintenance release).

Example

To use the short code below below, the user must dial ***58**.

Short Code: *58

Telephone Number: <blank>

Feature: Outgoing Call Bar On.

Private Call

Not supported.

Private Call Off

Short codes using this feature turn off private call status for the user if set. The short code features Private Call and Private Call On can be used to turn private call on.

When on, any subsequent calls cannot be intruded on until the user's private call status is switched off. The exception is Whisper Page which can be used to talk to a user on a private call.

Note that use of private calls is separate from the user's intrusion settings. If the user's **Cannot be Intruded** (User | Telephony | Supervisor Settings) setting is enabled, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, **Cannot be Intruded** (User | Telephony | Supervisor Settings) should be disabled for the user.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: Advanced | Call | Private Call.

Release: 4.0+.

Private Call On

Short codes using this feature turn on the private call settings for the user regardless.

When on, any subsequent calls cannot be intruded on until the user's private call status is switched off. The exception is Whisper Page which can be used to talk to a user on a private call.

Note that use of private calls is separate from the user's intrusion settings. If the user's **Cannot be Intruded** (User | Telephony | Supervisor Settings) setting is enabled, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, **Cannot be Intruded** (User | Telephony | Supervisor Settings) should be disabled for the user.

Private call status can be switched off using a short code with the Private Call Off feature or a programmed button set to the Private Call action. To enable private call status for a single following call only the Private Call short code feature should be used.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: Advanced | Call | Private Call.

Release: 4.0+.

Priority Call

This feature allows the user to call another user even if they are set to 'do not disturb'. Priority calls to a user without DND will follow forwarding and follow me settings but will not go to voicemail.

Details

Telephone Number: ✔ Extension number.

Default Short Code: ✘

Programmable Button Control: ✔ PCall

See also: DialPhysicalExtensionByNumber, DialPhysicalNumberByID.

Release: 1.0+.

Example

N represents the extension number to be called, despite the extension being set to 'do not disturb'. For example, if extension 201 has 'do not disturb' enabled, a user can dial *71*201# and still get through. This short code is useful for companies that frequently use the 'do not disturb' feature and can be given to Managing Directors or people who may need to get through to people regardless of their 'do not disturb' status.

Short Code: *71*N#

Telephone Number: N

Feature: PriorityCall

Record Message

This short code feature is used to record hunt group announcements on Embedded Voicemail, see Hunt Group | Announcements. Release 5.0+: It is also used to record mailbox user name prompts for the auto attendant **Dial by Name** function.

Details

Telephone Number: ✓

For a hunt group queue announcement, use the hunt group extension number followed by **".1"**.

For a hunt group still queue announcement, use the hunt group extension number followed by **".2"**.

For a mailbox user name prompt, use the user extension number followed by **".3"**.

Default Short Code: ✓ *91N; and *92N; (not on Server Edition)

Programmable Button Control: ✗

Release: 4.0+.

Example

For a hunt group with extension number 300, the default short codes ***91N;/Record Message/N".1"** and ***92N;/Record Message/N".2"** can be used to allow recording of the announcements by dialing ***91300#** and ***92300#**.

To allow users to record their own name prompt, the short code ***89#/Record Message/E."3"** can be used. The **E** is replaced by the extension number of the dialing user.

Relay On

This feature closes the specified switch in the system's external output (EXT O/P) port.

This feature is not supported on Linux based systems. For Server Edition, this option is only supported on Expansion System (V2) units.

Details

Telephone Number: ✓ Switch number (1 or 2).

Default Short Code: ✓ *39 (Switch 1), *42 (Switch 2), *9000*.

Programmable Button Control: ✓ Rely+

See also: Relay Off, Relay Pulse.

Release: 1.0+.

Example

This short code is a default within the system configuration. This short code is useful for companies that have external devices, such as door controls, connected to the system. Based on this sample short code, a user dialing *42 is closing switch number 2 to activate an external device.

Short Code: *42

Telephone Number: 2

Feature: RelayOn

Analog Modem Control

On systems with an analog trunk card in the control unit, the first analog trunk can be set to answer V.32 modem calls. This is done by either selecting the Modem Enabled option on the analog line settings or using the default short code *9000* to toggle this service on or off. This short code uses the **RelayOn** feature with the Telephone Number set to "MAINTENANCE". Note that the short code method is always returned to off following a reboot or if used for accessing the system date and time menu.

IP500 ATM4 Uni Trunk Card Modem Support It is not required to switch the card's modem port on/off. The trunk card's V32 modem function can be accessed simply by routing a modem call to the RAS service's extension number. The modem call does not have to use the first analog trunk, instead the port remains available for voice calls.

Relay Off

This feature opens the specified switch in the system's external output (EXT O/P) port.

Details

Telephone Number: ✓ Switch number (1 or 2).

Default Short Code: ✓ *40 (Switch 1), *43 (Switch 2)

Programmable Button Control: ✓ Rely-

See also: Relay On, Relay Pulse.

Release: 1.0+.

Example

This short code is a default within the system configuration. This short code is useful for companies that have external devices, such as door controls, connected to the system. Based on this sample short code, a user dialing *43 is opening switch number 2 to activate an external device.

Short Code: *43

Telephone Number: 2

Feature: RelayOff

Relay Pulse

This feature closes the specified switch in the system's external output (EXT O/P) port for 5 seconds and then opens the switch.

Details

Telephone Number: ✓ Switch number (1 or 2).

Default Short Code: ✓ *41 (Switch 1), *44 (Switch 2)

Programmable Button Control: ✓ Relay

See also: Relay On, Relay Off.

Release: 1.0+.

Example

This short code is a default within the system configuration. This short code is useful for companies that have external devices, such as door controls, connected to the system. Based on this sample short code, a user dialing *44 is opening switch number 2 to activate an external device.

Short Code: *44

Telephone Number: 2

Feature: RelayPulse

Resume Call

Resume a call previously suspended to the specified ISDN exchange slot. The suspended call may be resumed from another phone/ISDN Control Unit on the same line.

Details

Telephone Number: ✓ Exchange suspend slot number.

Default Short Code: ✓ *23*N# (A-Law only) (not on Server Edition)

Programmable Button Control: ✓ Resum

See also: Suspend Call.

Release: 1.0+.

Example

Below is sample short code using the Resume Call feature. N represents the exchange slot number from which the call has been suspended. For example, if a user has suspended a call on slot number 4, this user can resume that call by dialing *23*4#.

Short Code: *23*N#

Telephone Number: N

Feature: ResumeCall

Retrieve Call

Retrieves a call previously held to a specific ISDN exchange slot.

Details

Telephone Number: ✓ Exchange hold slot number.

Default Short Code: ✓ *25*N# (A-Law only) (not on Server Edition)

Programmable Button Control: ✓ Retriv

See also: Hold Call.

Release: 1.0+.

Example

Below is sample short code using the Retrieve Call feature. N represents the exchange slot number from which the call has been placed on hold. For example, if a user has placed a call hold on slot number 4, the user can resume that call by dialing *25*4#.

Short Code: *25*N#

Telephone Number: N

Feature: RetrieveCall

Ring Back When Free

This feature sets a ringback on the specified extension. This sets a 'ringback when free' on an extension currently on a call or a 'ringback when next used' for an extension that is free but does not answer.

When the target extension is next used or ends its current call, the users is rung and when they answer a call is made to the target extension.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ RBak+

See also: Cancel Ring Back When Free.

Release: 1.0+.

Example

N represents the target extension from which you want to receive the callback. For example, if you call extension 201 but the line is busy, hang up and then dial *71*201#. When extension 201 disconnects from its current call, your phone will ring. Once you pick up the phone, extension 201's line will start ringing to indicate an incoming call.

Short Code: *71*N#

Telephone Number: N

Feature: RingBackWhenFree

Secondary Dial Tone

Secondary dial tone is a system feature to generate a secondary dial tone after the user has begun dialing an external number. This dial tone is then played until the number dialing and an external trunk seized.

Pre-Release 4.0: Secondary dial tone is triggered through the use of the secondary dial tone short code feature.

Release 4.0+: The use of this short code feature has been replaced by the Secondary Dial Tone check box option on ARS forms.

Details

Telephone Number: ✓ Digit which triggers secondary dial tone.

Default Short Code: ✓ 9 (U-Law only)

Programmable Button Control: ✗

Release: 1.0+.

Example

For pre-4.0 systems secondary dial tone works in two parts. The following system short code will trigger secondary dial tone. To use it to trigger secondary dial tone and then continue dialing, other user, user rights and system short codes should begin with [9].

Short Code: 9

Telephone Number: .

Feature: Secondary Dial Tone

Set Absent Text

This feature can be used to select the user's current absence text. This text is then displayed to internal callers who have suitable display phones or applications. It doesn't change the user's status. The absence text message is limited to 128 characters. Note however that the amount displayed will depend on the caller's device or application.

The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a multi-site network.

Details

Telephone Number: ✓ The telephone number should take the format "**y,n,text**" where:

- **y** = 0 or 1 to turn this feature on or off.
- **n** = the number of the absent statement to use, see the list below:

0 = None.	4 = Meeting until.	8 = With cust. til.
1 = On vacation until.	5 = Please call.	9 = Back soon.
2 = Will be back.	6 = Don't disturb until.	10 = Back tomorrow.
3 = At lunch until.	7 = With visitors until.	11 = Custom.

text = any text to follow the absent statement.

Default Short Code: ✗

Programmable Button Control: ✓ Absnt

Release: 1.0+.

Example

The following short code can be used to turn an absent text message on:

- **Short Code:** *88
- **Telephone Number:** "1,5,me on 208"
- **Line Group ID:** 0
- **Feature:** SetAbsentText

Example

The following short code could be used to turn this facility off. In the Telephone Number the first 0 is used to turn this facility off and the second 0 is used to select the absent statement "None".

Short Code: *89

Telephone Number: "0,0"

Line Group ID: 0

Feature: SetAbsentText

Set Account Code

This short code feature is used to allow system users to enter a valid account code prior to making a phone call. Once this short code is set up, any existing account code in the system configuration can be used in conjunction with it.

This short code feature is essential for allowing analog phone users to enter account codes as they cannot enter account code through the phone during a call or after dial a number.

Details

Telephone Number: ✓ A valid account code.

Default Short Code: ✗

Programmable Button Control: ✓ Acct.

Release: 2.1+.

Example

In this example, N represents any valid account code. For the purpose of this example, we will imagine the account code to be 1234. Once this short code is created, a user can dial 11*1234# to get a dial tone for dialing the restricted telephone number or the phone number needing to be tracked for billing purposes.

Short code: 11*N#

Telephone Number: N

Feature: SetAccountCode

Set Authorization Code

This short code feature is only available on systems configured to use authorization codes. See Authorization Codes. The feature is used to allow a user to enter a valid authorization code prior to making a phone call.

This short code feature is essential for allowing analog phone users to enter authorization codes. Note that the authorization code must be associated with the user or the user rights to which the user belongs.

Details

Telephone Number: ✓ A valid authorization code.

Default Short Code: ✗

Programmable Button Control: ✗

Release: 3.2+.

Set Hunt Group Night Service

This feature puts the specified hunt group into Night Service mode.

Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.

This function is not supported between systems in a multi-site network. It can only be used by a user currently logged onto the same system as hosting the hunt group.

Details

Telephone Number: ✓ Hunt group extension number. If left blank, the short code will affect all hunt groups of which the user is a member.

The **Set Hunt Group Night Service** and **Clear Hunt Group Night Service** short code and button features can be used to switch an SSL VPN service off or on respectively. The service is indicated by setting the service name as the telephone number or action data. Do not use quotation marks.

Default Short Code: ✓ *20*N#

Programmable Button Control: ✓ HGNS+

See also: Set Hunt Group Out Of Service, Clear Hunt Group Night Service, Clear Hunt Group Out Of Service.

Release: 1.0+.

Example

This short code is a default within the system configuration. N represents the telephone number of the hunt group to be placed into "Night Service" mode. For example, when *20*201# is dialed, the hunt group associated with extension 201 will be placed into "Night Service" mode.

Short Code: *20*N#

Telephone Number: N

Feature: SetHuntGroupNightService

Set Hunt Group Out Of Service

This feature manually puts the specified hunt group into Out of Service mode. If a time profile has also been defined to control hunt group night service, the action may vary:

Set Hunt Group Out of Service can be used to override a time profile and change a hunt group from night service to out of service.

Details

Telephone Number: ✓ Hunt group extension number. For Release 4.0+, if left blank, the short code will affect all hunt groups of which the user is a member.

Default Short Code: ✗

Programmable Button Control: ✓ HGOS+

Release: 1.0+.

Example

Below is a sample short code using the **Set Hunt Group Out Of Service** feature. N represents the telephone number of the hunt group to be placed into "Out of Service" mode. For example, when *56*201# is dialed, the hunt group associated with extension 201 will be placed into "Out of Service" mode.

Short Code: *56*N#

Telephone Number: N

Feature: SetHuntGroupOutOfService

Set Inside Call Seq

This feature allows the user to select the ringing used on their analog extension for internal calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Details

Telephone Number: ✓ Number corresponding to the desired ring pattern. See Ring Tones.

Default Short Code: ✗

Programmable Button Control: ✓ ICSeq

See also: Set Ringback Seq, Set Inside Call Seq.

Release: 1.0+.

Example

This Short Code allows a user to change their inside call pattern. N represents the number corresponding to the Call Sequence the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects Ring Normal, 2 selects RingType1, etc. For example, if a user wants to set her/his internal ring pattern to RingType1, the user would dial *80*2# because 2 corresponds to RingType1. This short code is useful for distinguishing an external call from an internal one simply by the ring tone.

Short Code: *80*N#

Telephone Number: N

Feature: SetInsideCallSeq

Set Mobile Twinning Number

This short code feature can be used to set a mobile twinning number. The destination can be any external number the user is able to dial normally. It should include any prefix if necessary.

Details

Telephone Number: ✓ Twinning destination.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Set Mobile Twinning On, Set Mobile Twinning Off, Mobile Twinned Call Pickup.

Release: 3.2+.

Set Mobile Twinning On

This short code feature turns on the user's mobile twinning. It requires a mobile twinning number to have been set for the user. That can be done through using the Set Mobile Twinning Number short code feature or through the User | Twinning tab within Manager.

Details

Telephone Number: ✗

Default Short Code: ✗

Programmable Button Control: ✗

See also: Set Mobile Twinning Off, Set Mobile Twinning Number, Mobile Twinned Call Pickup.

Release: 3.2+.

Set Mobile Twinning Off

This short code feature turns off the user's mobile twinning.

Details

Telephone Number: ✗

Default Short Code: ✘

Programmable Button Control: ✘

See also: Set Mobile Twinning On, Set Mobile Twinning Number, Mobile Twinned Call Pickup.

Release: 3.2+.

Set No Answer Time

This short code feature allows the user to change their No Answer Time (User | Telephony | Call Settings).

Details

Telephone Number: ✔ Time in seconds.

Default Short Code: ✘

Programmable Button Control: ✔ NATim

See also: Set Wrap Up Time.

Release: 1.0+.

Example

This short code allows a user to change the length of time they have to answer the phone before it goes to divert or voicemail. N represents the number of seconds. For example, if a user wants to set the no answer time to 15 seconds, the following information needs to be entered: *81*15#.

Short Code: *81*N#

Telephone Number: N

Feature: SetNoAnswerTime

Set Outside Call Seq

This feature allows the user to select the ringing used on their analog extension for external calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Details

Telephone Number: ✔ Number corresponding to the desired ring pattern. See Ring Tones.

Default Short Code: ✘

Programmable Button Control: ✔ OCSeq

See also: Set Ringback Seq, Set Outside Call Seq.

Release: 1.0+.

Example

This short code allows a user to change the ringing tone for an external call. N represents the number corresponding to the Call Sequence the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects RingNormal, 2 selects RingType1, etc. For example, if a user wants to set her/his ring pattern for external calls to RingType1, the user would dial *81*2# because 2 corresponds to RingType1. This short code is useful for distinguishing an external call from an internal one simply by the ring tone.

Short Code: *81*N#

Telephone Number: N

Feature: SetOutsideCallSeq

Set Ringback Seq

This feature allows the user to select the ringing used on their analog extension for ringback calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Telephone Number: ✔ Number corresponding to the desired ring pattern. See Ring Tones.

Default Short Code: ✘

Programmable Button Control: ✔ RBSeq

See also: Set Outside Call Seq, Set Inside Call Seq.

Example

This short code allows a user to change the ringing tone for a ringback call. N represents the number corresponding to the ring tone the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects RingNormal, 2 selects RingType1, etc. For example, if a user wants to set her/his ring pattern for ringback calls to RingType1, the user would dial *81*2# because 2 corresponds to RingType1. This short code is useful for distinguishing a ringback call from any other call simply by the ring tone.

Short Code: *81*N#

Telephone Number: N

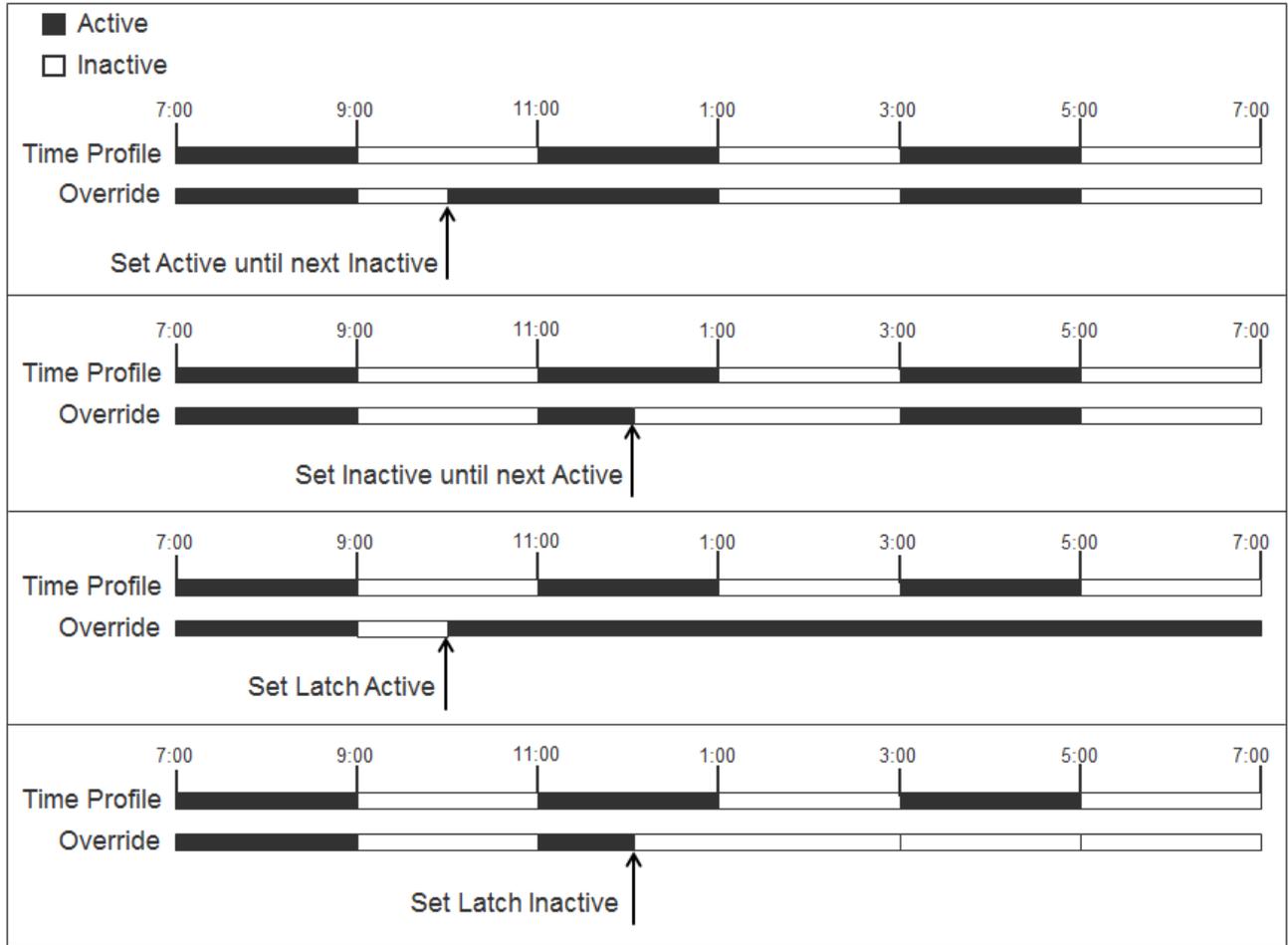
Feature: SetRingbackSeq

Set Time Profile

You can manually override a time profile. The override settings allow you to mix timed and manual settings.

Five short codes can be configured.

Short Code Name	Description
Set Time Profile Timed Operation	No override. The time profile operates as configured.
Set Time Profile Active Until Next Timed Inactive	Use for time profiles with multiple intervals. Select to make the current timed interval active until the next inactive interval.
Set Time Profile Inactive Until Next Timed Active	Use for time profiles with multiple intervals. Select to make the current active timed interval inactive until the next active interval.
Set Time Profile Latch Active	Set the time profile to active. Timed inactive periods are overridden and remain active.
Set Time Profile Latch Inactive	Set the time profile to inactive. Timed active periods are overridden and remain active.



Telephone Number: Time profile name.

Default Short Code: No.

Programmable Button Control: Yes: Time Profile

Set Wrap Up Time

Allows users to change their Wrap-up Time (User | Telephony | Call Settings) setting.

Other phones or applications monitoring the user's status will indicate the user as still being busy (on a call).

Hunt group calls will not be presented to the user.

If the user is using a single line set, direct calls also receive busy treatment. If the user is using a multi-line set (multiple call appearances), direct calls to them will ring as normal.

It is recommended that this option is not set to less than the default of 2 seconds. 0 is used to allow immediate ringing.

For users set as an CCR Agent, the After Call Work Time (User | Telephony | Supervisor Settings) setting should be used.

Details

Telephone Number: ✓ Time in seconds.

Default Short Code: ✗

Programmable Button Control: ✓ WUTim

See also: Set No Answer Time.

Release: 1.0+.

Example

N represents the number of seconds. For example, if a user wants to set her/his wrap up time to 8 seconds, this user would dial *82*5#. This short code is useful in a "call center" environment where users may need time to log call details before taking the next call. If set to 0 the user does not receive any calls. It is recommended that this option is not set to less than the default of 2 seconds.

Short Code: *82*N#

Telephone Number: N

Feature: SetWrapUpTime

Shutdown Embedded Voicemail

Allows the Embedded Voicemail service provided by an Avaya memory card in a control unit to be shut down. To restart the service, a **Startup Embedded Voicemail** short code should be used.

The short code has the following effects:

1. Immediately disconnect all current users within Embedded Voicemail. This is not a polite shutdown.
2. Mark the Embedded Voicemail as inactive so that it will not receive any new calls.

Details

Telephone Number: ✗

Default Short Code: ✗

Programmable Button Control: ✗

Release: 4.0+ (Added in the Release 4.0 Q2 2007 maintenance release).

Stamp Log

The stamp log function is used to insert a line into any System Monitor trace that is running. The line in the trace indicates the date, time, user name and extension plus additional information. The line is prefixed with **LSTMP: Log Stamped** and a log stamp number. When invoked from a Avaya phone with a display, **Log Stamped#** is also briefly displayed on the phone. This allows users to indicate when they have experienced a particular problem that the system maintainer want them to report and allows the maintainer to more easily locate the relevant section in the monitor trace.

The log stamp number is set to 000 when the system is restarted. The number is then incremented after each time the function is used in a cycle between 000 and 999. Alternately if required, a specific stamp number can be assigned to the button or short code being used for the feature.

Details

Telephone Number: Optional. If not set, a number in the sequence 000 to 999 is automatically used. If set, the number set is used.

Default Short Code: ✓ *55

Programmable Button Control: ✓ Stamp Log

Release: 8.1+

Startup Embedded Voicemail

Restarts the Embedded Voicemail service provided by an Avaya Memory in a control unit.

Details

Telephone Number: ✗

Default Short Code: ✗

Programmable Button Control: ✗

Release: 6.0+

Suspend Call

This feature uses the Q.931 Suspend facility. It suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified.

Details

Telephone Number: ✓ Exchange slot number or blank (slot 0).

Default Short Code: ✘

Programmable Button Control: ✔ Suspe

See also: Resume Call.

Release: 1.0+.

Suspend CW

This feature uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange and answer the call waiting. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.

Details

Telephone Number: ✔ Exchange slot number or blank (slot 0).

Default Short Code: ✔ *28*N# (A-Law only) (not on Server Edition)

Programmable Button Control: ✔ SusCW

See also: Resume Call.

Release: 1.0+.

Example

Sample short code using the Suspend CW feature.

Short Code: *28*N#

Feature: Suspend CW

Start After Call Work

This feature can be users who have been configured as CCR agents. It allows them to dial a short code to enter the After Call Work (ACW) state as reported by the Customer Call Reporter (CCR) application.

Details

Telephone Number: ✘

Default Short Code: ✘

Programmable Button Control: ✔ ACWrk

See also: Clear After Call Work.

Release: 4.2 4Q 2008 Maintenance release+.

Toggle Calls

This feature cycles through each call that the user has on hold on the system. This feature is useful when a user with a single-line telephone has several calls on hold and needs to respond to each one in turn.

Details

Telephone Number: ✗

Default Short Code: ✔ *29

Programmable Button Control: ✔ Toggl

Release: 1.0+.

Example

Below is sample short code using the Toggle Calls feature.

Short Code: *29

Feature: ToggleCalls

Unpark Call

Retrieve a parked call from a specified system park slot.

Details

Telephone Number: ✔ System park slot number.

Default Short Code: ✔ *38*N#

Programmable Button Control: ✔ Ride

See also: Call Park.

Release: 1.0+.

Example

Below is a sample short code using the Unpark Call feature. N represents the park slot number in which the call you want to retrieve was parked. For example, if a user parked a call to slot number 9, you can retrieve that call by dialing *38*9#.

Short Code: *38*N#

Telephone Number: N

Feature: Unpark Call

Voicemail Collect

This feature connects to the voicemail system. Normally the telephone number field is used to indicate the name of the mailbox to be accessed, for example "?Extn201" or "#Extn201".

? indicates 'collect messages'.

indicates 'leave a message'. It also instructs the voicemail server to give a brief period of ringing before connecting the caller. This is useful if the short code is used for functions like call transfers as otherwise the voicemail server can start playing prompts before the transfer is completed. However, the # can be omitted for immediate connection if required.

" " quotation marks must be used to enclose any information that needs to be sent to the voicemail server as is. Any text not enclosed by quote marks is checked by the telephone system for short code character matches which will be replaced before being sent to the voicemail server.

Manager will automatically add quotation marks to the Telephone Number field if there are no manually added quotation marks. Care should be taken to ensure that special characters that you want replaced by the telephone system, such as **U**, **N** or **X**, are not enclosed by the quotation marks. For scenarios where the telephone number only contains short code characters, an empty pair of quotation marks, for example ""N.

When using Voicemail Pro, names of specific call flow start points can directly access those start points via a short code. In these cases, ? is not used and # is only used if ringing is required before the start point's call flow begins.

Short codes using the Voicemail Collect feature, with either "Short Codes.name" and "#Short Codes.name" records in the Telephone Number field are automatically converted to the Voicemail Node feature and name.

Details

Telephone Number: ✓ See the notes above.

Default Short Code: ✓ *17

Programmable Button Control: ✓ VMCol

See also: Voicemail On, Voicemail Off, Voicemail Node.

Release: 1.0+.

Example: Retrieve Messages from Specific Mailbox

This short code allows a user to retrieve messages from the mailbox of the hunt group 'Sales'. This usage is not supported on Voicemail Pro running in Intuity emulation mode unless a custom call flow has been created for the hunt group, refer to the Voicemail Pro help.

Short Code: *89

Telephone Number: "?Sales"

Feature: VoicemailCollect

Example: Record Message to Specific Mailbox

To allow users to deposit a message directly to Extn201's Voicemail box. This short code is useful when you know the person is not at her/his desk and you want to immediately leave a message rather than call the person and wait to be redirected to voicemail.

Short Code: *201

Telephone Number: "#Extn201"

Feature: VoicemailCollect

Example: Accessing a Specific Voicemail Pro Module

This short code can be used in instances where you have a conference bridge set up on the system and a module has been created via Voicemail Pro to access this conference bridge. A short code can be created for internal access to the module. In the sample short code below, the telephone number field contains the name of the module. In this example, if a short burst of ringing is required before connecting the module, "#conferenc" would be used as the telephone number.

Short Code: *100

Telephone Number: "conferenc"

Feature: VoicemailCollect

Example: Record Voicemail Pro Messages for Outbound Contact Express

Short Code: *99

Telephone Number: "edit_messages"

Feature: VoicemailCollect

This short code allows users to record Voicemail Pro messages used by the Outbound Contact Express solution. For example:

- Queuing messages.
- A message intended for an answering machine.
- Messages an agent can play for a customer.
- On hold messages. (Always specify message number "0" for the hold treatment message.)
- Messages played by a Virtual Agent.

Recorded message files are stored in the folder /opt/vmpro/Wavs/Modules/CPAPrompts.

When invoked, the user is prompted to enter a number to associate with the message. The Outbound Contact Express Proactive Contact component ships with the following default English messages:

- 0: Hold message
- 1: First outbound queue message – Female
- 2: Second outbound queue message - Female
- 3: Third outbound queue message - Female
- 4: Fourth outbound queue message – Female

- 9: First outbound queue message – Male
- 10: Second outbound queue message - Male
- 11: Third outbound queue message - Male
- 12: Fourth outbound queue message - Male
- 17: Message to play to an answering machine or message to play by a virtual agent - Female
- 18: Message to play to an answering machine or message to play by a virtual agent – Male
- 19: Message played when default F6 agent key is pressed (Release the Line, completion Code 20)

Voicemail Node

Similar to Voicemail Collect but used for calls being directed to a Voicemail Pro Short Codes start point. Useful if you have set up a short code start point with Voicemail Pro and want to give direct internal access to it.

Details

Telephone Number: ✓ Voicemail Pro Short Code start point name without quotation marks.

Default Short Code: ✗

Programmable Button Control: ✗

See also: Voicemail Collect.

Release: 2.0+.

Example

Having created a short codes start point call flow called Sales, the following system short code can be used to route calls to that call flow:

- **Short Code:** *96
- **Telephone Number:** Sales
- **Feature:** VoicemailNode

Voicemail On

This feature enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy.

Details

Telephone Number: ✗ None.

Default Short Code: ✓ *18

Programmable Button Control: ✓ VMOn

See also: Voicemail Off.

Release: 1.0+.

Example

This short code can be used to toggle the feature on.

Short Code: *18

Feature: VoicemailOn

Voicemail Off

This feature disables the user's voicemail mailbox box from being used to answer calls. It does not disable the voicemail mailbox being used as the target for other functions such as call recording or messages forwarded from other mailboxes.

Details

Telephone Number: ✗ None.

Default Short Code: ✓ *19

Programmable Button Control: ✓ VMOff

See also: Voicemail On.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *19

Feature: VoicemailOff

Voicemail Ringback On

This feature enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages. The ringback takes place each time the extension is used. This feature is useful for users who do not have voicemail light/button indicators on their telephone.

If the user has been configured to receive message waiting indication for any hunt groups, a separate voicemail ringback will occur for each such group and for the users own mailbox.

Details

Telephone Number: ✘

Default Short Code: ✔ *48

Programmable Button Control: ✔ VMRB+

See also: Voicemail Ringback Off.

Release: 1.0+. For Release 3.2, the Voicemail On and Voicemail Ringback On short code features toggled. For Release 4.0 and higher, they no longer toggle.

Example

This short code can be used to turn the feature on.

Short Code: *48

Feature: VoicemailRingbackOn

Voicemail Ringback Off

This feature disables voicemail ringback to the user's extension.

Details

Telephone Number: ✘

Default Short Code: ✔ *49

Programmable Button Control: ✔ VMRB-

See also: Voicemail Ringback On.

Release: 1.0+.

Example

Below is a sample of the short code setup.

Short Code: *49

Feature: VoicemailRingbackOff

Whisper Page

This feature allows you to intrude on another user and be heard by them without being able to hear the user's existing call which is not interrupted. For example: User A is on a call with user B. When user C intrudes on user A, they can be heard by user A but not by user B who can still hear user A. Whisper page can be used to talk to a user who has enabled private call.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

The system support a range of other call intrusion methods in addition to this feature.

Details

Telephone Number: ✓ Target extension number.

Default Short Code: ✗

Programmable Button Control: ✓ Whisp.

See also: Call Intrude, Call Listen, Coaching Intrusion, Dial Inclusion.

Release: 8.0+.

Chapter 3: Button Programming Actions

The following sections provide details for each of the button actions supported by system. Note that this does not include buttons on phones on a system running in Partner Edition mode.

For each the following details are listed:

- **Action** Indicates the selection path to the action from within the list of actions displayed in Manager.
- **Action Data** Indicates the type of data required by the action. For some actions no data is required while for others action data may be optional. The option to enter the data after pressing the button is not available for all phones, see Interactive Button Menus.
- **Default Label** This is the default text label displayed on phones which provide a display area next to programmable buttons. Alternate labels can be specified in the system configuration or entered by the phone user (refer to the telephone user guide). Note that for buttons with action data set, the action data may also be displayed as part of the default label. Depending on the display capacity of the particular phone, either a short or long label is displayed.
- **Toggles** Indicates whether the action toggles between two states, typically on or off.
- **Status Indication** Indicates whether the button provides status indication relevant to the feature if the button has status lamps or display. If the **Status Indication** is listed as **Required** it indicates that the button action is only supported on programmable buttons that can provide status indication.
- **User Admin** This item indicates that users with a Self-Administer button can assign the action to other buttons themselves.
- **Phone Support** This is only a general indication of support or otherwise of an action by phones within particular series. On phones with 3 or less programmable buttons those button can only be used for the Call Appearance action. In addition some actions are only supported on phones where the programmable buttons provide status indication and or a display for data entry once the feature is invoked.

Table of Button Programming Actions

The following tables list the actions available for programmable buttons on system.

 **Login Code Required** Some function may require the user to enter their log in code. This typically applies when the action data is left blank for entry when the button is pressed.

General

Action	Action Data	Default Label
Dial	Any number.	Dial
Group	"Group name" in quote marks.	<Group name>
User	"User name" in quote marks.	<User name>

Appearance

Action	Action Data	Default Label
Appearance	None.	a=
Bridged Appearance	User name and call appearance button number.	<user name><appearance label>
Coverage Appearance	User name.	<user name>
Line Appearance	Line appearance ID.	Line

Emulation

Action	Action Data	Short Label	Long Label
Abbreviated Dial	Any number.	AD	Abbreviate Dial
Abbreviated Dial Pause	None.	Pause	–
Abbreviated Dial Program	None.	Prog	–
Abbreviated Dial Stop	None.	Stop	–
Account Code Entry	Account code or blank for entry when pressed.	Acct	Account Code
ACD Agent Statistics	None.	Stats	–
ACD Stroke Count	None.	Count	–
AD Special Function Mark	None.	Mark	–
AD Special Function Wait	None.	Wait	–
AD Special Functions	None.	Sfunc	–
AD Suppress	None.	Spres	Suppress Digits
Automatic Callback	None.	AutCB	Auto Callback
Automatic Intercom	User number or name.	lauto	Auto Intercom
Call Forwarding All 	Any number or blank for entry when pressed.	CFrwd	Call Forward All
Call Park	Park slot ID (alphanumeric) or blank for menu of slots in use.	CPark	Call Park
Call Park To Other Extension	User number.	RPark	Call Park to Other
Call Pickup	None.	CpkUp	Call Pickup Any

Table continues...

Button Programming Actions

Action	Action Data	Short Label	Long Label
Cancel Leave Word Calling	None.	CnLWC	–
Consult	None.	CnsIt	–
Dial Intercom	User number or name or blank for entry when pressed.	Idial	Auto Intercom
Directed Call Pickup	User number or name or group number or name or or blank for entry when pressed..	DpkUp	Call Pickup
Directory	None.	Dir	–
Drop	None.	Drop	Drop Call
Group Paging	User or group number or name or blank for entry when pressed.	GrpPg	Page
Headset Toggle	None or FF	HdSet	–
Inspect	None.	Inspt	–
Internal Auto-Answer	None.	HFAns	Auto Answer
Leave Word Calling	None.	LWC	–
Manual Exclude	None.	Excl	–
Priority Calling	None.	Pcall	–
Ringer Off	None.	RngOf	Ringer Off
Self-Administer 	Blank or 1 or 2	Admin	Self Administer
Send All Calls	None.	SAC	Send All Calls
Stored Number View	None.	BtnVu	–
Time of Day	None.	TmDay	–
Timer	None.	Timer	–
Twinning	None.	Twinning	Twinning
Visual Voice	None.	Voice	Voice

Advanced

Action	Action Data	Category	Short Label	Long Label
Acquire Call	User number or blank for last call transferred.	Call	Acquir	Acquire
After Call Work		Miscellaneous	ACWrk	After Call Work
Break Out	System name or IP address or blank for	Dial	BkOut	Breakout

Table continues...

Action	Action Data	Category	Short Label	Long Label
	selection when pressed.			
Busy	None.	Busy	Busy	–
Busy On Held	0 (off) or 1 (on).	Busy	BusyH	–
Call Intrude	User number or blank for entry when pressed.	Call	Intru	Call Intrude
Call List	None.	Call	LIST	–
Call Listen	User number.	Call	Listn	Listen
Call Log	None.	Call		Call Log
Call Pickup Any	None.	Call	PickA	Pickup Any
Call Pickup Group	None.	Call	PickG	Pickup Group
Call Pickup Members	Group number or name.	Call	PickM	Pickup Members
Call Queue	User number.	Call	Queue	Queue
Call Record	None.	Call	Recor	Record
Call Screening	None.	Call	CallScreen	Call Screening
Call Steal	User number or blank for last call transferred.	Call	Steal	–
Call Waiting Off	None.	Call	CWOff	–
Call Waiting On	None.	Call	CWOn	–
Call Waiting Suspend	None.	Call	CWSus	–
Cancel All Forwarding	None.	Call	FwdOf	Call Forward Off
Cancel Ring Back When Free	None.	Miscellaneous	RBak-	–
Channel Monitor	Channel number.	Call	ChMon	–
Clear Call	None.	Call	Clear	Clear
Clear CW	None.	Call	ClrCW	–
Clear Hunt Group Night Service	Group number.	Call	HGNS-	–
Clear Hunt Group Out Of Service	Group number.	Call	HNOS-	–
Clear Quota	"Service name" within quote marks or "" for all services.	Call	Quota	–

Table continues...

Button Programming Actions

Action	Action Data	Category	Short Label	Long Label
Coaching Intrusion	User number or name or blank for entry when pressed.	Call	Coach	Coaching Intrusion
Conference	Invoke the conference process. (M and T-Series phones only)	Call	Conf	–
Conference Add	None.	Call	Conf+	Conference Add
Conference Meet Me	Conference name or number.	Call	CnfMM	Conf. Meet Me
Dial 3K1	Any number.	Dial	D3K1	Dial 3K1
Dial 56K	Any number.	Dial	D56K	Dial 56K
Dial 64K	Any number.	Dial	D64K	Dial 64K
Dial CW	User number.	Dial	DCW	Dial Call Waiting
Dial Direct	User number or name or blank for entry when pressed.	Dial	Dirct	Auto Intercom
Dial Emergency	Any number.	Dial	Emrgy	Dial Emergency
Dial Inclusion	User number or name or blank for entry when pressed.	Dial	Inclu	Dial Inclusion
Dial Paging	User or group number or name or blank for entry when pressed.	Dial	Page	Page
Dial Physical Extn by Number	Extension port Base Extension number.	Dial	PhyEx	Dial Physical Extn
Dial Physical Extn by Id	Extension port ID number. (Release 1.4+)	Dial	DialP	Dial Extn by Id
Dial Speech	Any number.	Dial	DSpch	Dial Speech
Dial V110	Any number.	Dial	DV110	Dial V110
Dial V120	Any number.	Dial	DV120	Dial V120
Dial Video	Any number.	Dial	Dvide	Dial Video
Display Msg	Command string.	Dial	Displ	–
Do Not Disturb Exception Add	Any number.	Do Not Disturb	DNDX+	–

Table continues...

Action	Action Data	Category	Short Label	Long Label
Do Not Disturb Exception Delete	Any number.	Do Not Disturb	DNDX-	–
Do Not Disturb Off	None.	Do Not Disturb	DNDOf	–
Do Not Disturb On	None.	Do Not Disturb	DNDOn	Do Not Disturb
Extn Login	None.	Extension	Login	Login
Extn Logout	None.	Extension	Logof	Logout
Flash Hook	None.	Miscellaneous	Flash	Flash Hook
Follow Me Here 🗝	User number.	Follow Me	Here+	Follow Me Here
Follow Me Here Cancel	User number or blank for entry when pressed.	Follow Me	Here-	Follow Me Here-
Follow Me To 🗝	User name or user number or blank for entry when pressed.	Follow Me	FoITo	Follow Me To
Forward Hunt Group Calls On	None.	Forward	FwdH+	–
Forward Hunt Group Calls Off	None.	Forward	FwdH-	Fwd HG Calls
Forward Number 🗝	Any number or blank for entry when pressed.	Forward	FwdNo	Fwd Number
Forward On Busy Number 🗝	Any number or blank for entry when pressed.	Forward	FwBNo	Fwd Busy Number
Forward On Busy Off	None.	Forward	FwBOf	–
Forward On Busy On	None.	Forward	FwBOn	Fwd Busy
Forward On No Answer Off	None.	Forward	FwNOf	–
Forward On No Answer On	None.	Forward	FwNOn	Fwd No Answer
Forward Unconditional Off	None.	Forward	FwUOf	–
Forward Unconditional On	None.	Forward	FwUOn	Fwd Unconditional
Group Listen On	None.	Extension	GroupListenOn	–
Hold Call	ISDN Exchange slot number.	Hold	Hold	–

Table continues...

Button Programming Actions

Action	Action Data	Category	Short Label	Long Label
Hold CW	None.	Hold	HoldCW	–
Hold Music	None.	Hold	Music	Hold Music
Hunt Group Disable	Group number or name or blank for all groups.	Hunt Group	HGDis	
Hunt Group Enable	Group number or name or blank for all groups.	Hunt Group	HGEna	HG Enable
Last Number Redial	Redial the last number dialed. (M and T-Series phones only)	Call	Again	–
MCID Activate	None.	Miscellaneous	MCID	Malicious Call
Monitor Analogue Trunk MWI	Line appearance ID.	Voicemail	TrkMW	Trunk MWI
Off Hook Station	None.	Miscellaneous	OHStn	–
Pause Recording	None.	Call	PauseRec	Pause Recording
Priority Call	User number or name.	Call	PCall	Priority Call
Private Call	None. (Release 4.0+)	Call	PrivC	Private Call
Relay Off	1 or 2.	Relay	Rely-	–
Relay On	1 or 2.	Relay	Rely+	Relay On
Relay Pulse	1 or 2.	Relay	Relay	Relay Pulse
Resume Call	ISDN Exchange slot number.	Call	Resum	–
Retrieve Call	ISDN Exchange slot number.	Call	Retriv	–
Ring Back When Free	None.	Miscellaneous	RBak+	Auto Callback
Set Absent Text	String for selected message and custom text.	Set	Absnt	Absence Text
Set Account Code	Blank or valid account code. (Release 2.1+)	Set	Acct	Account Code
Set Hunt Group Night Service	Group number.	Set	HGNS+	HG Night Service
Set Hunt Group Out Of Service	Group number.	Set	HGOS+	HG Out of Service

Table continues...

Action	Action Data	Category	Short Label	Long Label
Set Inside Call Seq	Value 0 to 10.	Set	ICSeq	–
Set Night Service Group	Group number. (Release 4.2+)	Set	SetNSG	HG NS Group
Set No Answer Time	Time in seconds (range 6 to 99999).	Set	NATim	No Answer Time
Set Outside Call Seq	Value 0 to 10.	Set	OCSeq	–
Set Out of Service Group	Group number. (Release 4.2+)	Set	SetOOSG	HG OS Group
Set Ringback Seq	Value 0 to 10.	Set	RBSeq	–
Set Wrap Up Time	Time in seconds (range 0 to 99999).	Set	WUTim	Wrap-up Time
Speed Dial	Initiate the speed dial selection process. (M and T-Series phones only)	Dial	SpdDial	–
Stamp Log	None.	Miscellaneous	StmpL	Stamp Log
Suspend Call	ISDN Exchange slot number.	Suspend	Suspe	–
Suspend CW	ISDN Exchange slot number.	Suspend	SusCW	–
Toggle Calls	None.	Call	Toggl	–
Transfer	Initiate the call transfer process. (M and T-Series phones only)	Call	Xfer	–
Unpark Call	Park slot ID (alphanumeric).	Call	Ride	–
Voicemail Collect	See notes.	Voicemail	VMCol	VMail Collect
Voicemail Off	None.	Voicemail	VMOff	–
Voicemail On	None.	Voicemail	VMon	VMail On
Voicemail Ringback Off	None.	Voicemail	VMRB-	–
Voicemail Ringback On	None.	Voicemail	VMRB+	VMail Ringback
Whisper Page	User number or name or blank for entry when pressed.	Call	Whisp	Whisper Page

Abbreviated Dial

This function allows quick dialing of a stored number.

Action: Emulation | Abbreviated Dial.

Action Data:

- **Full Number** The number is dialled.
- **Partial Number** The partial number is dialled and the user can then complete dialing the full number.

Default Label: AD or Abbreviate Dial.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: Yes	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: No	5600 Series: Yes [1]	9600: No	

[1] Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602 models.

Abbreviated Dial Pause

Not supported. Provided for CTI emulation only. Allows a user to enter a pause character when programming an abbreviated dial.

Action: Emulation | Abbreviated Dial Pause.

Action Data: None.

Default Label: Pause.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Abbreviated Dial Program

Not supported. Provided for CTI emulation only. Allows a user to program abbreviated dialing numbers against other programmable buttons. This function cannot be used to overwrite call appearance buttons.

Action: Emulation | Abbreviated Dial Program.

Action Data: None.

Default Label: Prog.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series	4100 Series: No	6400 Series: No	D100: No
1100 Series: No	2400 Series: No	4400 Series: No	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: No	9040: No	T-Series: No
1400 Series: No	3700 Series: No	5400 Series: No	9500 Series: No	T3/T3 IP Series: No
1600 Series: No	3810: No	5600 Series: No	9600 Series: No	

Abbreviated Dial Stop

Not supported. Provided for CTI emulation only. Allows a user to enter a stop character when programming an abbreviated dial.

Action: Emulation | Abbreviated Dial Stop.

Action Data: None.

Default Label: Stop.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Account Code Entry

Enter an account code for a call. This button can be used before dialing a number or during a call.

Action: Emulation | Account Code Entry.

Action Data: Optional. If an code is set it must match an account code set in the account codes list. If no account code is set, the phone display will request entry of a valid code. This option is not supported on XX02 phones and the T7000 phone.

Default Label: Acct or Account Code.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0 DT software.
2. May have limited support on some specific T3 phone models if detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays **1234**.
- **DSS Link LED:** None.

ACD Agent Statistics

Not supported. Provided for CTI emulation only.

Action: Emulation | ACD Agent Statistics.

Action Data: None.

Default Label: Stats.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No

Table continues...

1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

ACD Stroke Count

Not supported. Provided for CTI emulation only.

Action: Emulation | ACD Stroke Count.

Action Data: None.

Default Label: Count.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0 DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Acquire Call

See Call Steal.

AD Special Functions

Not supported. Provided for CTI emulation only. Allows a user to enter a special character (mark, pause suppress, wait) when entering an abbreviated dial.

Action: Emulation | AD Special Functions.

Action Data: None.

Default Label: Sfunc.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

AD Special Function Mark

Not supported. Provided for CTI emulation only. Allows a user to enter a mark character when programming abbreviated dial.

Action: Emulation | AD Special Function Mark.

Action Data: None.

Default Label: Mark.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

AD Special Function Wait

Not supported. Provided for CTI emulation only. Allows a user to enter a Wait for Dial Tone character when programming an abbreviated dial.

Action: Emulation | AD Special Function Wait.

Action Data: None.

Default Label: Wait.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No

Table continues...

1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T3/T3 IP Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

No

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

AD Suppress

Suppresses the display of dialed digits on the telephone display. Dialed digits are replaced with an s character.

Action: Emulation | AD Suppress.

Action Data: None.

Default Label: Spres or Suppress Digits.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No

Table continues...

1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

After Call Work

This button is used by users configured as a Customer Call Reporter (CCR) Agent (**User | Telephony | Supervisor Settings**) and working with the CCR application. It shows the CCR agent their current After Call Work (ACW) status and allow them to manually change status. While in ACW state, the agent will not receive hunt group calls.

CCR Agents can be automatically put into and taken out of ACW by the system if the user is configured for Automatic After Call Work (User | Telephony | Supervisor Settings). Those users must have an **After Call Work** button.

Action: Advanced | Miscellaneous | After Call Work

Action Data: None.

Default Label: ACWrk or After Call Work.

Toggles: Yes.

Status Indication: Yes. Required.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: No	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: No	7400 Series: No	M-Series: Yes

Table continues...

1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: No	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: Yes
1600 Series: Yes [1]	3810: No	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602.

Appearance

Creates a call appearance button. This can be used to answer and make calls. Users with multiple call appearance buttons can handle multiple calls.

Call appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at a phone with suitable buttons.

Appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (**User | Telephony | Multi-line Options**) setting.

Details

Action: Appearance | Appearance.

Action Data: Optional text label.

Default Label: a=.

Toggles: No.

Status Indication: Yes, required. See “Call Appearance Button Indication” in *Administering IP Office with Manager*.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: Yes [1]	6400 Series: Yes	DM100: No
1100 Series: No	2400 Series: Yes	4400 Series: Yes	7400 Series: Yes [1]	M-Series: Yes [1]
1200 Series: No	3600 Series: Yes	5400 Series: Yes	9040: Yes	T-Series: Yes [1]
1400 Series: Yes	3700 Series: No	4600 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No

1600 Series: Yes	3810: Yes	5600 Series: Yes	9600 Series: Yes	
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1. 4100 Series and 7400 Series phones support virtual call appearance button operation. This also applies to T7000, T7100, M7100 and M7100N phones and the Audio Conferencing Unit (ACU).

Virtual Call Appearances

4100 Series and 7400 Series phones support virtual call appearance button operation. This also applies to T7000, T7100, M7100 and M7100N phones and the Audio Conferencing Unit (ACU).

Virtual call appearance operation is similar to an analog phone with call waiting enabled. However, it does not use the call waiting on/off settings, instead it uses call appearance buttons.

The number of virtual call appearances is set by the call appearance buttons programmed in the user's settings. These must be programmed as a single block start from button 1. It is recommended that only a maximum of 3 call appearances are used, however the user must have at least 1 call appearance programmed in order to make and receive calls.

Virtual Call Appearance Usability

If the user goes off-hook, they are connected to the alerting call if any, else to dial tone in order to make an outgoing call. This uses one of their virtual call appearance buttons.

With a call connected:

- If another call arrives on another virtual call appearance, the user will hear a call waiting tone on the set. The display, if the phone has one, will switch between details of the current and the waiting caller.
- If the user presses **Hold**, the connected call is placed on hold and:

If there are any available virtual call appearances, dial tone is heard. This allows the user to make a call or to use short codes that may affect the held or waiting calls. The following are some of the default short codes that can be used:

- ***26: Clear CW** Drop the previous call and answer the waiting call.
- ***52: Clear Call** Drop the previous call.
- ***47: Conference Add** Start a conference between the user and any held calls.
- Else, if there is a call waiting, that call is answered.
- Else, if there is a call on hold, that call is reconnected.

If the user presses **Release** or **Drop** or goes on-hook during a call, the current call is ended and the user's phone returns to idle. If there is a waiting call, it starts ringing. The user can answer the call by going off hook or pressing **Hold**.

With the phone idle:

If the user goes off hook:

- The first alerting call appearance is answered if any.
- Else, the first idle call appearance is seized and the user hears dial tone.
- The user can press **Hold** to switch between virtual call appearances. This will answer or retrieve any call on next virtual call appearance or else hear dial tone to make a call.

With the phone idle but a call alerting:

Going off-hook or pressing Hold will answer the call.

When all the users virtual call appearances are in use, they are busy to any further calls. Calls will follow forward on busy if set, else go to voicemail if available or else get busy indication.

The only other appearance button controls applied and supported are

Reserve Last CA This setting can be enabled for the extension user. When selected, the last available call appearance is reserved for outgoing calls only. For example, for a user with 3 call appearances, they return busy to any further calls when 2 virtual appearances are in use. The extension user can press hold to get dial tone on the reserved call appearance. An available call appearance is also required when using **Feature 70** to initiate a call transfer.

Coverage Appearances Other users can have Coverage Appearance buttons set to provide coverage to the virtual call appearance user. The virtual appearance users **Individual Coverage Time** setting is applied.

Automatic Callback

Sets a ringback on the extension being called. When the target extension ends its current call, the ringback user is rung (for their set **No Answer Time**) and if they answer, a new call is made to the target extension.

Ringback can also be cleared using the Cancel Ring Back When Free function.

Action: Emulation | Automatic Callback.

Action Data: None.

Default Label: AutCB or Auto Callback.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
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Table continues...

1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Automatic Intercom

Automatic intercom functions allow you to call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available.

This feature can be used as part of handsfree announced transfers.

Action: Emulation | Automatic Intercom.

Action Data: User number or name.

This field can be left blank for number entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: lauto or Auto Intercom.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes

Table continues...

1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by the set number.
- **DSS Link LED:** None.

Break Out

This feature is usable within a system multi-site network. It allows a user on one system in the network to specify that the following dialing be processed by another system on the network as if the user dialed it locally on that other system.

On phones with a multi-line display, if the target system is not specified in the button settings, a menu of the available systems in the network is displayed from which a selection can be made.

Action: Advanced | Dial | Break Out.

Action Data: Optional. The system name or IP address of the required system can be specified. If no system name or IP address is set, on display phones a list of systems within the network is displayed when the button is pressed.

Default Label: BkOut or Breakout.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	M-Series: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	T-Series: No
1200 Series: No	3600 Series: Yes	4600 Series: Yes [1]	9040: Yes	T3/T3 IP Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	

Table continues...

1600 Series: Yes [1]	3810: No	5600 Series: Yes [1]	D100: No	
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1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602 models.

Bridged Appearance

Creates an appearance button that follows the state of another user's call appearance button. The bridged appearance can be used to make and answer calls on behalf of the call appearance user.

The bridged appearance button user must also have at least one call appearance button programmed.

Bridged appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at a phone with suitable buttons.

Appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (User | Telephony | Multi-line Options) setting.

Action: Appearance | Bridged Appearance.

Action Data: User name and call appearance button number.

Default Label: <user name><call appearance label>.

Toggles: No.

Status Indication: Yes. Required. See Bridge Appearance Button Indication.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes	4400 Series: Yes	7400 Series: No	M-Series: Yes [1]
1200 Series: No	3600 Series: Yes	4600 Series: Yes	9040: Yes	T-Series: Yes [1]
1400 Series: Yes	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes	3810: Yes	5600 Series: Yes	9600 Series: Yes	

1. Not supported on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU).

Busy

Not used.

Busy On Held

When on, busy on held returns busy to new calls while the user has an existing call on hold. While this feature can be used by users with appearance keys, it is not recommended as this overrides the basic call handling intent of appearance keys.

Action: Advanced | Busy | Busy on Held.

Action Data: 1 for on, 0 for off.

Default Label: BusyH.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Forwarding All

Switches forward unconditional on and sets the forward number to the number specified or prompts the user to enter a number if none is specified.

Action: Emulation | Call Forwarding All.

Action Data: Telephone number or blank for entry when pressed.

If blank, user's with a log in code will be prompted to enter that code to use this function.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: CFrwd or Call Forward All.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Intrude

This feature allows you to intrude on the existing connected call of the specified target user. All call parties are put into a conference and can talk to and hear each other. A **Call Intrude** attempt to a user who is idle becomes a Priority Call.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded

(User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Call | Call Intrude.

Action Data: User number or blank for entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: Intru or Intrude.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call List

This function is only supported for T3 phones. It provides access to a list of received calls.

Action: Advanced | Call | Call List.

Action Data: None.

Default Label: LIST.

Toggles: No.

Status Indication: Yes Required.

User Admin: No.

Phone Support This function is only supported for T3 phones.

T3 Phones:

- **Classic/Comfort icon:** Displays **LIST**.
- **DSS Link LED:** On when calls are in the list. Flashes when new calls are in the list.

Call Listen

This feature allows you to monitor another user's call without being heard. Monitoring can be accompanied by a tone heard by all parties. Use of the tone is controlled by the Beep on Listen setting on the System | Telephony | Tones & Music tab. The default for this setting is on. If enabled, this is the only indication of monitoring given to the monitored user. There is no phone display indication of monitoring.

 **Warning:**

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

The use of call listen is dependant on:

The target being a member of the group set as the user's Monitor Group (User | Telephony | Supervisor Settings). The user does not have to be a member of the group.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

This feature uses system conference resources. If insufficient conference resource are available it will not be possible to use this feature.

A number of features are supported for call listening:

- Users can be given privacy features that allow them to indicate that a call cannot be monitored. See Private Calls.
- IP extensions can be monitored including those using direct media. Previously the monitoring of IP extensions could not be guaranteed.
- The monitoring call can be initiated even if the target user is not currently on a call and remains active until the monitoring user clears the monitoring call.
- The user who initiated the call listen can also record the call.

Intruding onto an a user doing silent monitoring (Call Listen) is turned into a silent monitoring call.

1400, 1600, 9500 and 9600 Series phones with a user button can initiate listening using that button if the target user meets the criteria for listening.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Call | Call Listen.

Action Data: User number.

Default Label: Listn or Listen.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Log

This function provides access to a list of received calls.

Action: Advanced | Call | Call Log.

Action Data: None.

Default Label: Call Log.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support This function is only supported on M-Series and T-Series phones with a display. Not supported on phones on a DECT systems.

Call Park

Allows the user to park and unpark calls. The button can be used in two ways, either associated with a specified park slot number or unspecified.

When associated with a specific park slot number, the button will park and unpark calls from that park slot and indicate when a call is parked in that park slot. Similarly the Park buttons within application (for example SoftConsole and one-X Portal) can be used to park, retrieve and indicate parked calls.

When not associated with a specific park slot number, the button will park calls by assigning them a park slot number based on the users extension number. For example, for extension XXX, the first parked call is assigned to park slot XXX0, the next to XXX1 and so on up to XXX9. The button will indicate when there are parked calls in any of those slots. On the T7000 phone, only a single automatic part slot XXX0 is supported.

- With a call connected, pressing the button will park that call using a park slot number assigned by the system based on the extension number.
- With no call connected, pressing the button will display details of any calls parked by the extension and allow their retrieval.

Action: Emulation | Call Park.

Action Data: Optional. Either blank or a specific park slot number. Name ca

Park slot IDs can be up to 9 digits in length. Names can also be used for application park slots.

Default Label: CPark or Call Park.

Toggles: ✓.

Status Indication: ✓.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- Calls parked by extension	CPark ◆	CPark	Green flash	Red flash	Green flash	Blue	▲ Slow flash
- Call Parked by other extension	CPark	CPark	Red flash	Red on	Red flash	Green	▲ Slow flash
- No parked calls	CPark	CPark	Off	Off	Off	Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes [2]
1200 Series: No	3600 Series: No	5400 Series: Yes [1]	9040: Yes	T-Series: Yes [2]
1400 Series: Yes [1]	3700 Series: No	4600 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602.
2. M-Series/T-Series: The button is equivalent to **Feature 74**.

Call Park and Page

Parks the user's current call into the park slot number specified on the **System | Telephony | Park & Page** tab, in the **Central Park Range** field.

On M/T-series phones, 14xx/16xx phones, and the 9504 phone, the user is presented with up to three Page Target Groups. On other 95xx/96xx phones, the Page action displays a scrolling list of possible Page Target Groups. The user may also directly enter a Page target number, or use the system Directory to find a Page target.

A call Parked within the Central Park Range (regardless of the origin of the Park action) can be retrieved by directly dialing the desired Central Park Range slot on which that call is Parked.

Action: Emulation | Call Park and Page.

Action Data: None.

Default Label: ParkPage

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: No	D100: No
1100 Series: Yes	2400 Series: No	4400 Series: No	7400 Series: No	M-Series: Yes [1]
1200 Series: Yes	3600 Series: No	5400 Series: No	9040: Yes	T-Series: Yes [1]

Table continues...

1400 Series: Yes	3700 Series: No	4600 Series: No	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes	3810: No	5600 Series: No	9600 Series: Yes	

1. M-Series/T-Series: **Feature 74** is equivalent to this button when a Central Park Range is defined. On an M7000 phone, if this feature is invoked, the call always attempts to Park on the highest defined Central Park Range slot. See the Call Park and Page short code description for details.

Call Park To Other Extension

Allows the user to park their current call against another user's extension. The parked call indication on that extension is then activated according to the telephone type.

If the target extension has a Call Park button with no specific park slot number, the parked call will be indicated by that button and can be unparked from the list of parked calls shown when that button is pressed.

The park slot number assigned to the parked call is based on the number of the extension parking the call. For example, calls parked by extension 201 are assigned the park slot ID 2010, 2011 and so on up to 2019 depending on the number of calls parked.

Action: Emulation | Call Park To Other Extension.

Action Data: User number. This field can be left blank for number entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: RPark or Call Park to Other.

Toggles: Yes .

Status Indication: Yes. This is the status indication on the extension parking the call.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- Parked call	RPark ◆	RPark	Green flash	Red flash	Green flash	 Blue	 Slow flash
- No parked call	RPark	RPark	Off	Off	Off	 Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	5400 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	4600 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602.

Call Pickup

Answer an alerting call on the system.

Action: Emulation | Call Pickup.

Action Data: None.

Default Label: CpkUp or Call Pickup Any.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. **T3 Phones:** Displays a menu for entry of the extension number from which to pickup a call.
 - **Classic/Comfort icon:** Displays .
 - **DSS Link LED:** None.

Call Pickup Any

Pick up the first available ringing call on the system.

Action: Advanced | Call | Call Pickup Any.

Action Data: None.

Default Label: PickA or Pickup Any.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. **T3 Phones:** Displays a list of call ringing from which the user can select a call to answer.
 - **Classic/Comfort icon:** Displays .
 - **DSS Link LED:** None.

Call Pickup Group

Pick up a call ringing any hunt group of which the user is a member. The user can use this feature even if their membership of the group is currently set as disabled.

Action: Advanced | Call | Call Pickup Group.

Action Data: None.

Default Label: PickG or Pickup Group.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models as detailed below.

T3 Phones: Displays a list of calls ringing the hunt group from which the user can select which call to answer.

- **Classic/Comfort icon:** Displays  followed by group name.
- **DSS Link LED:** None.

M-Series/T-Series: The button is equivalent to **Feature 75**.

Call Pickup Members

This feature can be used to pick up any call to an extension that is a member of the hunt group specified. The call picked up does not have to be a hunt group call. The call picked up does not have to be a hunt group call. The function includes group members even if their membership of the group is currently disabled.

Action: Advanced | Call | Call Pickup Members.

Action Data: Group number or name.

Default Label: PickM or Pickup Members.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models as detailed below.

T3 Phones: Displays a list of calls ringing the hunt group from which the user can select which call to answer.

- **Classic/Comfort icon:** Displays  followed by group name.
- **DSS Link LED:** None.

Call Queue

Transfer the call to the target extension if free or busy. If busy, the call is queued to wait for the phone to become free. This is similar to transfer except it allows you to transfer calls to a busy phone.

Action: Advanced | Call | Call Queue.

Action Data: User number.

Default Label: Queue.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes

Table continues...

1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Record

This feature allows you to record a conversation and requires Voicemail Pro to be installed. An advice of recording warning will be given if configured on the voicemail system. The recording is placed in the mailbox specified by the user's **Manual Recording Mailbox** setting. Call recording also requires available conference resources similar to a three-party conference.

Action: Advanced | Call | Call Record.

Action Data: None.

Default Label: Recor or Record.

Toggles: No.

Status Indication: Yes.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Screening

This function is used to enable or disable call screening. While enabled, when a caller is presented to the user's voicemail mailbox, if the user's phone is idle they will hear through the phone's handsfree speaker the caller leaving the message and can select to answer or ignore the call.

This feature is supported on 1408, 1416, 1608, 1616, 9500 Series, 9600 Series, M7310, M7310N, M7208, M7208N, M7324, M7324N, T7208, T7316 and T7316E phones. It can be used with both Embedded Voicemail and Voicemail Pro.

Call screening is only applied as follows:

- It is only applied to calls that have audible alerted at the user's extension before going to voicemail. This requires the user to have both voicemail coverage and call screening enabled and the phone's ringer not set to silent. However it is not applied if the user transfers the call to voicemail.
- It is only applied if the user's phone is idle, ie. not on a call or with a call held pending transfer or conference.
- Calls that ring the user, are then rerouted (for example follow a forward on busy setting) and then return to the user's mailbox are screened.

While a call is being screened, the phone can be used to either answer or ignore the screened call. Auto answer options are ignored.

Answering a screened call

A screened call can be answered by pressing the **Answer** soft key (if displayed) or lifting the handset. Pressing the call appearance or line button on which the call is indicated will also answer the call.

When answered:

- The phone's microphone is unmuted and a normal call between the user and caller now exists.
- The voicemail recording stops but that portion of the call already recorded is left as a new message in the user's mailbox.

Ignoring a screened call

A screened call can be ignored by pressing the Ignore soft key if displayed. On 1400, 1600, 9500 and 9600 Series phones, pressing the **SPEAKER** button will ignore the call. On M-Series and T-Series phones, pressing the **Release** key will ignore the call.

When ignored:

- The call continues to be recorded until the caller hangs up or transfers out of the mailbox.
- The user's phone returns to idle with call screening still enabled. However any other call that has already gone to voicemail is not screened.

Screened call operation

While a call is being screened:

- The mailbox greeting played and the caller can be heard on the phone's speakerphone. The caller cannot hear the user.
- The user is regarded as being active on a call. They will not be presented with hunt group calls and additional personal calls use abbreviated ringing.

- 1400/1600/9500/9600 Series phones: If the phone's default audio path is set to headset or the phone is idle on headset, then the screened call is heard through the headset.
- Any additional calls that go to the user's mailbox when they are already screening a call, remain at the mailbox and are not screened even if the existing call being screened is ended.
- Making or answering another call while listening to a screened call is treated as ignoring the screened call. For users with **Answer Pre-Select** enabled (User | Telephony | Multi-line Options), pressing an appearance button to display details of a call is also treated as ignoring the screened call.
- Other users cannot access a call that is being screened. For example they cannot use call pickup, bridged appearance or line appearance buttons, call intrude or call acquire functions.
- Phone based administration cannot be accessed and the hold, transfer and conference buttons are ignored.
- The screened caller using DTMF breakout ends the call screening.

Enabling do not disturb overrides call screening except for calls from numbers in the user's do not disturb exceptions list.

Locking the phone overrides call screening.

Manual call recording cannot be applied to a call being screened.

While a call is being screened, it uses one of the available voicemail channels. If no voicemail channels are available, call screening does not occur.

Warning:

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

Details

Action: Advanced | Call | Call Screening.

Action Data: None.

Default Label: CallScreen or Call Screening.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: No	DM100: No
1100 Series: No	2400 Series: No	4400 Series: No	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: No	9040: No	T-Series: Yes [1]
1400 Series: Yes [1]	3700 Series: No	5400 Series: No	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: No	5600 Series: No	9600 Series: Yes	

1. Not 1403, 1603, T7406E.

Call Steal

This function can be used with or without a specified user target.

If the target has alerting calls, the function will connect to the longest waiting call.

If the target has no alerting calls but does have a connected call, the function will take over the connected call, disconnecting the original user. This usage is subject to the **Can Intrude** setting of the **Call Steal** user and the **Cannot Be Intruded** setting of the target.

If no target is specified, the function attempts to reclaim the user's last ringing or transferred call if it has not been answered or has been answered by voicemail.

Action: Advanced | Call | Call Steal.

Action Data: User number or blank for last call transferred.

Default Label: Acquir or Acquire.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]

1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Call Waiting Off

Switches call waiting off for the user. This button function is obsolete. The Call Waiting On button function toggles on/off and indicates current status.

Action: Advanced | Call | Call Waiting Off.

Action Data: None.

Default Label: CWOFF.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Call Waiting On

Enables call waiting on the user's extension. When the user is on a call and another call arrives, they will hear a call waiting tone.

*** Note:**

Call waiting does not operate for user's with call appearance buttons. See Call Waiting.

Details

Action: Advanced | Call | Call Waiting On.

Action Data: None.

Default Label: CWOn or Call Waiting On.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Call Waiting Suspend

Disables call waiting, if on, for the duration of the extension's next call.

Action: Advanced | Call | Call Waiting Suspend.

Action Data: None.

Default Label: CWSus.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Cancel All Forwarding

Cancels forward unconditional, forward on busy, forward on no answer, follow me and do not disturb if any of those are active on the user's extension.

Action: Advanced | Call | Cancel All Forwarding.

Action Data: None.

Default Label: FwdOf or Call Forward Off.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes

Table continues...

1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Cancel Leave Word Calling

Not supported. Provided for CTI emulation only. Cancels the last Leave Word Calling message originated by the user.

Action: Emulation | Cancel Leave Word Calling.

Action Data: None.

Default Label: CnLWC.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Cancel Ring Back When Free

Cancels any existing ring back set by the user, see Ring Back When Free. Note that the Ring Back When Free button toggles to set or cancel ring back when free and also indicates the current status.

Action: Advanced | Miscellaneous | Cancel Ring Back When Free.

Action Data: None.

Default Label: RBak-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

M-Series/T-Series: The button is equivalent to **Feature #2**.

Clear Call

This feature can be used to end the last call put on hold. This can be used in scenarios where a first call is already on hold and simply ending the second call will cause an unsupervised transfer of the first call.

Action: Advanced | Call | Clear Call.

Action Data: None.

Default Label: Clear.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Clear CW

End the user's current call and answer any call waiting. Requires the user to also have call waiting indication on. This function does not work for users with multiple call appearance buttons.

Action: Advanced | Call | Clear CW.

Action Data: None.

Default Label: ClrCW.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No

Table continues...

1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	
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1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Clear Hunt Group Night Service

Changes the specified hunt group from Night Service mode to 'In Service' mode. This button function is obsolete. The Set Hunt Group Night Service function can be used to toggle a group in/out of service and provides lamp status indication.

Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.

This function is not supported between systems in a multi-site network. It can only be used by a user currently logged onto the same system as hosting the hunt group.

Action: Advanced | Call | Clear Hunt Group Night Service.

Action Data: Group number.

If left blank, the button will affect all hunt groups of which the user is a member.

The **Set Hunt Group Night Service** and **Clear Hunt Group Night Service** short code and button features can be used to switch an SSL VPN service off or on respectively. The service is indicated by setting the service name as the telephone number or action data. Do not use quotation marks.

Default Label: HGNS-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No

1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	
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1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Clear Hunt Group Out Of Service

Changes the specified hunt groups status from Out of Service mode to 'In Service' mode. This button function is obsolete. The Set Hunt Group Out Of Service function can be used to toggle a group in/out of service and provides lamp status indication.

This function is not supported between systems in a multi-site network. It can only be used by a user currently logged onto the same system as hosting the hunt group.

Action: Advanced | Call | Clear Hunt Group Out of Service.

Action Data: Group number.

If left blank, the button will affect all hunt groups of which the user is a member.

Default Label: HGOS-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Clear Quota

Quotas can be assigned on outgoing calls to data services such as internet connections. The quota defines the number of minutes available for the service within a time frame set within the service, for example each day, each week or each month.

The Clear Quota function can be used to reset the quota for a specific service or for all services.

Action: Advanced | Call | Clear Quota.

Action Data: Service name" or "" (all services).

Default Label: Quota.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Coaching Intrusion

This feature allows the you to intrude on another user's call and to talk to them without being heard by the other call parties to which they can still talk. For example: User A is on a call with user B. When user C intrudes on user A, they can hear users A and B but can only be heard by user A.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

 **Warning:**

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Call | Coaching Intrusion.

Action Data: User number or name or blank for entry when pressed.

Default Label: Coach or Coaching Intrusion.

Toggles: No.

Status Indication: No.

User Admin: No feedback provided..

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No.	20 Series: No.	4100 Series: No	6400 Series: No	D100: No
1100 Series: No.	2400 Series: No	4400 Series: No	7400 Series: No	M-Series: No
1200 Series: No.	3600 Series: No	4600 Series: No	9040: No	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: No	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: No	5600 Series: No	9600 Series: Yes	

1. Not 1403, 1603.

Conference

This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same conference process as dialing **Feature 3**.

Action: Advanced | Call | Conference.

Action Data: None.

Default Label: Conf or Conference Add.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support This function is only supported on Avaya M-Series and T-Series phones.

M-Series/T-Series: The button is equivalent to **Feature 3**.

Conference Add

Conference add controls can be used to place the user, their current call and any calls they have on hold into a conference. When used to start a new conference, the system automatically assigns a conference ID to the call. This is termed ad-hoc (impromptu) conferencing.

If the call on hold is an existing conference, the user and any current call are added to that conference. This can be used to add additional calls to an ad-hoc conference or to a meet-me conference. Conference add can be used to connect two parties together. After creating the conference, the user can drop from the conference and the two incoming calls remain connected.

For further details refer to the Conferencing section.

Action: Advanced | Call | Conference Add.

Action Data: None.

Default Label: Conf+ or Conference Add.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Conference Meet Me

Conference meet-me refers to features that allow a user or caller to join a specific conference by using the conference's ID number (either pre-set in the control or entered at the time of joining the conference).

*** Note:**

Conference Meet Me features can create conferences that include only one or two parties. These are still conferences that are using resources from the host system's conference capacity.

Conference ID Numbers

By default, ad hoc conferences are assigned numbers starting from 100 for the first conference in progress. Therefore, for conference Meet Me features specify a number away from this range ensure that the conference joined is not an ad hoc conference started by other users. It is not possible to join a conference using conference Meet Me features when the conference ID is in use by an ad-hoc conference.

User Personal Conference Number Each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a conference but on hold until the owner also joins. Personal conferences are always hosted on the owner's system.

*** Note:**

When a user calls from their mobile twinned number, the personal conference feature will only work if they access the conference using an FNE 18 service.

Multi-Site Network Conferencing

Meet Me conference IDs are now shared across a multi-site network. For example, if a conference with the ID 500 is started on one system, anyone else joining conference 500 on any system will join the same conference. Each conference still uses the conference resources of the system on which it was started and is limited by the available conference capacity of that system.

Previously separate conferences, each with the same conference ID, could be started on each system in a multi-site network.

Other Features

Transfer to a Conference Button A currently connected caller can be transferred into the conference by pressing **TRANSFER**, then the Conference Meet Me button and **TRANSFER** again to complete the transfer. This allows the user to place callers into the conference specified by the button without being part of the conference call themselves. This option is only support on Avaya phones with a fixed **TRANSFER** button (excluding T3 and T3 IP phones).

Conference Button Status Indication When the conference is active, any buttons associated with the conference ID indicate the active state.

Details

Action: Advanced | Call | Conference Meet Me.

Action Data: Conference number. This can be an alphanumeric value up to 15 characters.

User Personal Conference Number Each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a conference but on hold until the owner also joins. Personal conferences are always hosted on the owner's system.

*** Note:**

When a user calls from their mobile twinned number, the personal conference feature will only work if they access the conference using an FNE18 service.

Default Label: CnfMM <conference number> or Conf. Meet Me <conference number>.

Toggles: No.

Status Indication: Yes

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- Conference In Use	CnfMM ◀	CnfMM	Green on	Red on	Green on	■ Green	▲ On
- Conference Idle	CnfMM	CnfMM	Off	Off	Off	■ Grey	Off

For a Conference Meet Me configured to the user's own extension number, the indicator flashes red when the conference is in use but the user has not joined. There is also an abbreviated ring when the indicator changes to flashing red. It changes to solid red when the user joins.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Consult

Not supported. Provided for CTI emulation only.

Action: Emulation | Consult.

Action Data: None.

Default Label: Cnslt.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Coverage Appearance

Creates a button that alerts when a call to the specified covered user is unanswered after that users **Individual Coverage Timer** expires.

The call coverage appearance button user must also have at least one call appearance button programmed. The covered user does not need to be using call appearance buttons.

Coverage appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at a phone with suitable buttons.

IP Office: Appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (User | Telephony | Multi-line Options) setting.

Action: Appearance | Coverage Appearance.

Action Data: User name.

Default Label: <user name>.

Toggles: No.

Status Indication: Yes. See Coverage Button Indication.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes	4400 Series: Yes	7400 Series: No	M-Series: Yes [1]
1200 Series: No	3600 Series: Yes	4600 Series: Yes	9040: Yes	T-Series: Yes [1]
1400 Series: Yes	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes	3810: Yes	5600 Series: Yes	9600 Series: Yes	

1. Not supported on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU).

Dial

This action is used to dial the number contained in the Telephone Number field. A partial number can be enter for the user to complete. On buttons with a text label area, **Dial** followed by the number is shown.

Action Data: Telephone number or partial telephone number.

Default Label: Dial.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]

Table continues...

1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. T3 Phones
 - **Classic/Comfort icon:** Displays the telephone number set.
 - **DSS Link LED:** None.

Dial 3K1

The call is presented to local exchange as a "3K1 Speech Call". Useful in some where voice calls cost less than data calls.

Action: Advanced | Dial | Dial 3K1.

Action Data: Telephone number.

Default Label: D3K1 or Dial 3K1.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial 56K

The call presented to local exchange as a "Data Call".

Action: Advanced | Dial | Dial 56K.

Action Data: Telephone number.

Default Label: D56K or Dial 56K.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial 64K

The call is presented to local exchange as a "Data Call".

Action: Advanced | Dial | Dial 64K.

Action Data: Telephone number.

Default Label: D64K or Dial 64K.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial CW

Call the specified extension number and force call waiting indication on if the extension is already on a call. The call waiting indication will not work if the extension called has multiple call appearance buttons in use.

Action: Advanced | Dial | Dial CW.

Action Data: User number.

Default Label: DCW or Dial Call Waiting.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Direct

Automatic intercom functions allow you to call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available.

This feature can be used as part of handsfree announced transfers.

Action: Advanced | Dial | Dial Direct.

Action Data: User number or name or blank for entry when pressed.

If left blank, the **Dial Direct** button can be used with User buttons to specify the target.

Default Label: Dirct or Auto Intercom.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes
1100 Series: No	2400 Series: Yes [1]	4100 Series: No	6400 Series: Yes	D100: No
1200 Series: No	3600 Series: No	4400 Series: Yes	7400 Series: No	M-Series: Yes
1400 Series: Yes [1]		4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1600 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Emergency

Dials the number specified regardless of any outgoing call barring applicable to the user.

Action: Advanced | Dial | Dial Emergency.

Action Data: Telephone number.

Default Label: Emrgy or Dial Emergency.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Inclusion

This feature allows you to intrude on another user's call to talk to them. Their current call is put on hold while you talk and automatically reconnected when you end the intrusion. The intruder and the target extension can then talk but cannot be heard by the other party. This can include intruding into a conference call, where the conference will continue without the intrusion target.

During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected. Attempting to hold a dial inclusion call simply ends the intrusion. The inclusion cannot be parked.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Dial | Dial Inclusion.

Action Data: User number or name or blank for user selection when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: Inclu or Dial Inclusion.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Intercom

Automatic intercom functions allow you to call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available.

This feature can be used as part of handsfree announced transfers.

Action: Emulation | Dial Intercom.

Action Data: User number or name or blank for number entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: Idial or Auto Intercom.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by the set number.
- **DSS Link LED:** None.

M-Series/T-Series: The button is equivalent to **Feature 66 <number>**.

Dial Paging

Makes a paging call to an extension or group specified. If no number is specified, this can be dialed after pressing the button. The target extension or group members must be free and must support handsfree auto-answer in order to hear the page.

On Avaya phones with a **CONFERENCE** button, a paged user can convert the page call into a normal call by pressing that button.

Action: Advanced | Dial | Dial Paging.

Action Data: User number or name or group number or name or blank for number entry when pressed.

Default Label: Page.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
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Table continues...

1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by target number if set.
- **DSS Link LED:** None.

The maximum recommended size for paging groups is 64 parties. This applies to IP500 V2, Server Edition, and Enterprise Branch deployments.

Dial Physical Extn by Number

Call the specified extension using its Base Extension number setting. This is regardless of the current user logged in at that extension and any forwarding, follow me or do not disturb settings applied by the extension user. This function requires the extension to be assigned a default extension number in the system configuration. If the extension does not have a default extension number, Dial Physical Extn by Id should be used.

Action: Advanced | Dial | Dial Physical Extn by Number.

Action Data: Extension port base extension number.

Default Label: PhyEx or Dial Physical Extn.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes

Table continues...

1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Physical Number by ID

Call the specified extension, if free, regardless of the current user logged in at that extension and any forwarding, follow me or do not disturb settings applied by the extension user. This function uses the port ID shown in the system configuration.

Action: Advanced | Dial | Dial Physical Extn by Id.

Action Data: Extension port ID number.

Default Label: DialP or Dial Extn by Id.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Speech

This feature allows a short code to be created to force the outgoing call to use the Speech bearer capability.

Action: Advanced | Dial | Dial Speech.

Action Data: Telephone number.

Default Label: DSpch or Dial Speech.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial V110

The call is presented to local exchange as a "Data Call".

Action: Advanced | Dial | Dial V110.

Action Data: Telephone number.

Default Label: DV110 or Dial V110.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial V120

The call is presented to local exchange as a "Data Call".

Action: Advanced | Dial | Dial V120.

Action Data: Telephone number.

Default Label: DV120 or Dial V120.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Display Msg

Allows the sending of text messages to digital phones on the local system.

Action: Advanced | Dial | Display Msg.

Action Data: The telephone number takes the format N";T" where:

- **N** is the target extension.
- **T** is the text message. Note that the ";" before the text and the " " after the text are required.

Default Label: Displ.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Dial Video

The call is presented to the local exchange as a "Video Call".

Action: Advanced | Dial | Dial Video.

Action Data: Telephone number.

Default Label: Dvide or Dial Video.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Directed Call Pickup

Pickup a call ringing at a specific extension or hunt group.

Action: Emulation | Directed Pickup.

Action Data: User number or name or group number or name or blank for number entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: DpkUp or Call Pickup.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]

1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: The button is equivalent to **Feature 76**.

Directory

A **Dir** button provides access to various directories and allows telephone number selection by dialed name matching. The directories available for searching depend on the phone type, see User Directory Access. Once the user has selected a directory, dialing on the dial pad letter keys is used to display matching names, with controls for scrolling through the matching names and for calling the currently displayed name.

The method of name matching is controlled by the Dial by Name (System | Telephony | Telephony) setting in the system configuration:

- **With Dial By Name on** Matching is done against all the dial keys pressed. For example, dialing 527 matches names starting with JAS (for example "Jason") and KAR (for example "Karl"). Only the first 50 matches are displayed.
- **With Dial By Name off** Matching is done against the first letter only. For example pressing 5 displays names beginning with J. Press 5 again displays names beginning with K. Only the first 50 matches are displayed. This mode is not supported by Release 5.0+.

Name dialing functions on the system assume that the phone is using the standard ITU keypad as follows:

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	0	#

Dialing Spaces

To enter a name with a space, the 0 key is used for the space. For example "John S..." is dialed as 564607.

Details

Action: Emulation | Directory.

Action Data: None.

Default Label: Dir.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	3600 Series: No	5400 Series: Yes [1]	9040: No	T3/T3 IP Series: Yes
1400 Series: No	3700 Series: No	4600 Series: Yes [1]	9500 Series: No	
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	
20 Series: Yes	4100 Series: No	6400 Series: Yes	M-Series: Yes	
2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	T-Series: Yes [1]	

1. Not 1603, 2402, 4601, 4602, 5402, 5601, 5602 and T7100 models.

T3 Phones:

- **Classic/Comfort icon:** Displays .
- **DSS Link LED:** None.

Do Not Disturb Exception Add

Adds a number to the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller. Calls from that number, except hunt group calls, will ignore the user's Do Not Disturb setting. For further details see Do Not Disturb (DND).

Action: Advanced | Do Not Disturb | Do Not Disturb Exception Add.

Action Data: Telephone number or CLI. Up to 31 characters. For CLI numbers any prefix added by the system must also be included.

Default Label: DNDX+.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Do Not Disturb Exception Delete

Removes a number from the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller.

Action: Advanced | Do Not Disturb | Do Not Disturb Exception Delete.

Action Data: Telephone number or CLI.

Default Label: DNDX-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Do Not Disturb Off

Cancels the user's 'do not disturb' mode if set. This button function is obsolete as the do not disturb on function toggles on/off and indicates the button status.

Action: Advanced | Do Not Disturb | Do Not Disturb Off.

Action Data: None.

Default Label: DNDOF.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: The button is equivalent to **Feature #85**.

Do Not Disturb On

Enables the user's 'do not disturb' mode.

For CCR Agents, using this function button on the following phones will be requested the user to select a reason code - 1400, 1600, 2400, 4600, 5400, 5600, 9500 and 9600 Series phones with available programmable buttons.

Action: Advanced | Do Not Disturb | Do Not Disturb On.

Action Data: None.

Default Label: DNDOOn or Do Not Disturb.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: The button is equivalent to **Feature 85**.

Drop

This action is supported on phones which do not have a permanent **Drop** button.

For a currently connected call, pressing **Drop** disconnects the call. When drop is used to end a call, silence is returned to the user rather than dial tone. This is intended operation, reflecting that **Drop** is mainly intended for use by call center headset users.

If the user has no currently connected call, pressing **Drop** will redirect a ringing call using the user's **Forward on No Answer** setting if set or otherwise to voicemail if available.

For a conference call, on phones with a suitable display, **Drop** can be used to display the conference parties and allow selection of which party to drop from the conference.

Action: Emulation | Drop.

Action Data: None.

Default Label: Drop or Drop Call.

Toggles: No.

Status Indication: No.

User Admin: ✓.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: No	DM100: No
1100 Series: No	2400 Series: No	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	5400 Series: Yes	9040: Yes	T-Series: No
1400 Series: No	3700 Series: No	4600 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: No	3810: Yes	5600 Series: Yes	9600 Series: Yes	

Extn Login

Extn Login allows a user who has been configured with a Login Code (User | Telephony | Supervisor Settings) to take over ownership of any extension. That user's extension number becomes the extension number of the extension while they are logged.

When used, the user will be prompted to enter their extension number and then their log in code. Login codes of up to 15 digits are supported with **Extn Login** buttons. Login codes of up to 31 digits are supported with **Extn Login** short codes.

When a user logs in, as many of their user settings as possible are applied to the extension. The range of settings applied depends on the phone type and on the system configuration.

By default, on 1400 Series, 1600 Series, 9500 Series and 9600 Series phones, the user's call log and personal directory are accessible while they are logged in. This also applied to M-Series and T-Series telephones.

On other types of phone, those items such as call logs and speed dials are typically stored locally by the phone and will not change when users log in and log out.

If the user logging in was already logged in or associated with another phone, they will be automatically logged out that phone.

Action: Advanced | Extension | Extn Login.

Action Data: None.

Default Label: Login.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Extn Logout

Logs out a user from the phone. The phone will return to its normal default user, if an extension number is set against the physical extension settings in the configuration. Otherwise it takes the setting of the **NoUser** user. This action is obsolete as Extn Login can be used to log out an existing logged in user.

If the user who logged out was the default user for an extension, dialing *36 will associate the extension with the user unless they are set to forced log in.

This feature cannot be used by a user who does not have a log in code.

Action: Advanced | Extension | Extn Logout.

Action Data: None.

Default Label: Logof or Logout.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. May have limited support on some specific T3 phone models if detailed below.

Flash Hook

Sends a hook flash signal to the currently connected line if that line is an analog line.

Action: Advanced | Miscellaneous | Flash Hook.

Action Data: Optional. Normally this field is left blank. It can contain the destination number for a Centrex Transfer for external calls on a line from a Centrex service provider.

Default Label: Flash or Flash Hook.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Follow Me Here

Causes calls to the extension number specified, to be redirected to this user's extension. User's with a log in code will be prompted to enter that code when using this function.

Action: Advanced | Follow Me | Follow Me Here.

Action Data: User name or user number.

If a user name or user number has been entered in the **Action Data** field, when the interactive menu opens, press `Enter` to activate Follow Me Here for the number displayed on the screen.

This field can be left blank for number entry when pressed.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: Here+ or Follow Me Here.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No [2]
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by the user name.
- **DSS Link LED:** On when active.

Follow Me Here Cancel

Cancels any 'Follow Me Here' set on the specified extension. Only works if entered at the extension to which the extension's calls are being sent by the follow me action.

Action: Advanced | Follow Me | Follow Me Here Cancel.

Action Data: User number or blank for number entry when pressed.

If a user name or user number has been entered in the **Action Data** field, when the interactive menu opens, press `Enter` to deactivate Follow Me Here for the number displayed on the screen.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: Here- or Follow Me Here-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Follow Me To

Leaving the extension blank prompts the user to enter the extension to which their calls should be redirected. User's with a log in code will be prompted to enter that code when using this function.

Action: Advanced | Follow Me | Follow Me To.

Action Data: User name or user number or blank for number entry when pressed.

If a user name or user number has been entered in the **Action Data** field, when the interactive menu opens, press **Enter** to activate Follow Me To for the number displayed on the screen.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: FolTo or Follow Me To.

Toggles: Yes.

Status Indication: Yes. On/off status indication is provided if the button is programmed with a user name or number.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: Yes
1100 Series: Yes	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: Yes	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: Yes	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward Hunt Group Calls Off

Cancels the forwarding of the user's hunt group calls. This function is obsolete since the button function Forward Hunt Group Calls On toggles on/off and indicates status.

Action: Advanced | Forward | Forward Hunt Group Calls Off.

Action Data: None.

Default Label: FwdH-

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: Yes	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward Hunt Group Calls On

Forward the user's hunt group calls (internal and external). This function only works when forward unconditional is also on and uses the same forwarding number as forward unconditional.

This option is only applied for calls to **Sequential** and **Rotary** type hunt groups. Calls from other hunt group types are not presented to the user when they have Forward Unconditional active. Note also that hunt group calls cannot be forwarded to another hunt group.

Action: Advanced | Forward | Forward Hunt Group Calls On.

Action Data: None.

Default Label: FwdH+ or Fwd HG Calls.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward Number

Sets the number to which calls are forwarded when the user has forwarding on. Used for all forwarding options unless a separate **Forward On Busy Number** is also set. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.

Action: Advanced | Forward | Forward Number.

Action Data: Telephone number.

The field to be left blank to prompt the user for entry when the button is pressed. If blank, users with a log in code will be prompted to enter that code.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: FwdNo or Fwd Number.

Toggles: No.

Status Indication: Yes. For a button with a prefixed number, status indication will indicate when that number matches the users current set number. For a button with a no number, status indication will show when a number has been set.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward On Busy Number

Sets the number to which calls are forwarded when using 'Forward on Busy' and/or 'Forward on No Answer'. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.

Action: Advanced | Forward | Forward on Busy Number.

Action Data: Telephone number.

The field to be left blank to prompt the user for entry when the button is pressed. If blank, users with a log in code will be prompted to enter that code.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: FwBNo or Fwd Busy Number.

Toggles: No.

Status Indication: Yes. For a button with a prefixed number, status indication will indicate when that number matches the users current set number. For a button with a no number, status indication will show when a number has been set.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward On Busy Off

Switches forward on busy off. This button function is obsolete, as Forward On Busy On can be used to switch forward on busy on/off and provides status indication.

Action: Advanced | Forward | Forward on Busy Off.

Action Data: None.

Default Label: FwBOF.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward On Busy On

Enables forwarding when the user's extension is busy. For users with call appearance buttons, they will only return busy when all call appearance buttons are in use. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set.

Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

Action: Advanced | Forward | Forward on Busy On.

Action Data: None.

Default Label: FwBOn or Fwd Busy.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward On No Answer Off

Switches forward on no answer off. This button function is obsolete, as Forward On No Answer On can be used to switch forward on no answer on/off and provides status indication.

Action: Advanced | Forward | Forward on No Answer Off.

Action Data: None.

Default Label: FwNOF.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward On No Answer On

Switches forward on no answer on/off. The time used to determine the call as unanswered is the user's no answer time. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set.

Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

Action: Advanced | Forward | Forward on No Answer On.

Action Data: None.

Default Label: FwNOn or Fwd No Answer.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward Unconditional Off

Switch 'forward all calls' off. This does not affect 'Forward on No Answer' and/or 'Forward on Busy' if also on. This function is obsolete as a button set to Forward Unconditional On toggles on/off and indicates when on.

Action: Advanced | Forward | Forward Unconditional Off.

Action Data: None.

Default Label: FwUOf.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Forward Unconditional On

This function is also known as 'divert all' and 'forward all'. It forwards all calls, except hunt group and page calls, to the forward number set for the user's extension. To also forward hunt group calls to the same number 'Forward Hunt Group Calls On' must also be used.

Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.

In addition to the lamp indication shown below, most phones display **D** when forward unconditional is on.

Action: Advanced | Forward | Forward Unconditional On.

Action Data: None.

Default Label: FwUOn or Fwd Unconditional.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by the user name.
- **DSS Link LED:** On when active.

M-Series/T-Series: The button is equivalent to **Feature 4 <number>**.

Group

Monitors the status of a hunt group queue. This option is only supported for hunt groups with queuing enabled. The user does not have to be a member of the group.

Depending on the users button type, indication is given for when the group has alerting calls and queued calls (queued in this case is defined as more calls waiting than there are available group members).

Pressing a **Group** button answers the longest waiting call.

The definition of queued calls include group calls that are ringing. However, for operation of the **Group** button, ringing calls are separate from other queued calls.

Action: Group.

Action Data: Group name enclosed in " " double-quotes or group number.

Default Label: <group name>.

Toggles: No.

Status Indication: Yes, Required.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- No calls	Main	Main	Off	Off	Off	 Grey	Off
- Call alerting	Main ◆	Main ◆	Green flash	Red flash	Green flash	 Blue	▲ Slow flash
- Calls queued	Main	Main	Red flash	Red on	Red flash	 Green	▲ Slow flash

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗

1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Group Listen On

Using group listen allows callers to be heard through the phone's handsfree speaker but to only hear the phone's handset microphone. This enables listeners at the user's phone to hear the connected party whilst limiting the connected party to hear only what is communicated via the phone handset

When group listen is enabled, it modifies the handsfree functionality of the user's phone in the following manner

When the user's phone is placed in handsfree/speaker mode, the speech path from the connected party is broadcast on the phone speaker but the phone's base microphone is disabled.

The connected party can only hear speech delivered via the phone's handset microphone.

Group listen is not supported for IP phones or when using a phone's **HEADSET** button.

For T-Series and M- Series phones, this option can be turned on or off during a call. For other phones, currently connected calls are not affected by changes to this setting, instead group listen must be selected before the call is connected.

Group listen is automatically turned off when the call is ended.

Action: Advanced | Extension | Group Listen On.

Action Data: None.

Default Label: Group Listen On.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✓	96x1 Series: ✓
1100 Series: ✗	2400 Series: ✓	4400 Series: ✗	7400 Series: ✗	D100: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✗	9040: ✗	M-Series: ✓ [2]
1400 Series: ✗ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T-Series: ✓ [2]
1600 Series: ✗	3810: ✗	5600 Series: ✗	9600 Series: ✗	T3/T3 IP Series: ✗

1. Not 1403.
2. M-Series/T-Series: The button is equivalent to **Feature 802** (On) and **Feature #802** (Off).

Group Paging

Makes a paging call to an extension or group specified. If no number is specified, this can be dialed after pressing the button. The target extension or group members must be free and must support handsfree auto-answer in order to hear the page.

On Avaya phones, a paged user can convert the page call into a normal call by pressing the **Conference** button.

Action: Emulation | Group Paging.

Action Data: User number or name or group number or name.

On large display phones, if configured without a preset target, this type of button will display an interactive button menu for target selection.

Default Label: GrpPg.

Toggles: No.

Status Indication: Yes.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays  followed by target number if set.
- **DSS Link LED:** None.

M-Series/T-Series: The button is equivalent to **Feature 60 <number>**.

The maximum recommended size for paging groups is 64 parties. This applies to IP500 V2, Server Edition, and Enterprise Branch deployments.

Headset Toggle

This function is intended for use with Avaya phones that have separate handset and headset sockets but do not provide a dedicated Headset button, for example older style 4400 Series and 4600 Series phones. On phones without a headset socket or with a dedicated headset button this control will have no effect.

Action: Miscellaneous | Headset Toggle.

Action Data: None.

Default Label: HdSet.

Toggles: Yes.

Status Indication: Yes.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✗	T3/T3 IP Series: ✓ [2]
1400 Series: ✗	3700 Series: ✗	5400 Series: ✗	9500 Series: ✗	
1600 Series: ✗	3810: ✗	5600 Series: ✗	9600 Series: ✗	
20 Series: ✗	4100 Series: ✗	6400 Series: ✗	M-Series: ✗	
2400 Series: ✗	4400 Series: ✓	7400 Series: ✗	T-Series: ✗	

1. 4606, 4612 and 4624 only.

2. T3 Phones

- **Classic/Comfort icon:** Displays **HdSet**.
- **DSS Link LED:** On when active.

:

Hold Call

This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold Call feature "holds" the current call to a slot. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.

Action: Advanced | Hold | Hold Call.

Action Data: ISDN Exchange hold slot number or blank (slot 0).

Default Label: Hold.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Hold CW

Place the user's current call on hold and answers the waiting call. This function is not supported on phones which have multiple call appearance buttons set.

Action: Advanced | Hold | Hold CW.

Action Data: None.

Default Label: HoldCW.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Hold Music

This feature allows the user to listen to the system's music on hold. See Music On Hold for more information.

Action: Advanced | Hold | Hold Music.

Action Data: Optional. Systems can support multiple hold music sources. However only the system source is supported for **Hold Music** buttons.

Default Label: Music or Hold Music.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Hunt Group Enable

An individual users membership of any particular hunt groups is programmed through the system configuration. This control allows the user to enable or disable that membership. While enabled, the user can receive hunt group calls when logged in.

In addition to the lamp indication below, phones display **G** when any group membership is enabled.

Action: Advanced | Hunt Group | Hunt Group Enable.

Action Data: Group number or name or blank for all groups of which the user is a member.

Default Label: HGENa or HG Enable.

Toggles: Yes.

Status Indication: Yes. Required.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays **[#]** followed by the group number or * for all if programmed with no specific group number.
- **DSS Link LED:** On when active.

Hunt Group Disable

This function is obsolete, the Hunt Group Enable function being able to toggle membership between enabled and disabled and providing lamp indication of when membership is enabled.

An individual user's membership of any particular hunt groups is programmed through the system configuration. This control allows the user to disable that membership. They will no longer receive calls to that hunt group until their membership is enabled again.

Action: Advanced | Hunt Group | Hunt Group Disable.

Action Data: Group number or blank for all groups of which the user is a member.

Default Label: HGDIs.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Inspect

Not supported. Provided for CTI emulation only. Allows users on display phones to determine the identification of held calls. Allows users on an active call to display the identification of incoming calls.

Action: Emulation | Inspect.

Action Data: None.

Default Label: Inspt.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Internal Auto-Answer

This function is also known as handsfree auto-answer. It sets the user's extension to automatically connect internal calls after a single tone. This function should only be used on phones that support handsfree operation.

Action: Emulation | Internal Auto-Answer.

Action Data: Optional.

- If left blank this function acts as described above for internal auto-answer.
- **FF** can be entered. In that case the button will enable/disable headset force feed operation for external calls. In this mode, when headset mode is selected but the phone is idle, an incoming external call will cause a single tone and then be automatically connected. This operation is only supported on Avaya phones with a fixed **HEADSET** button. Ring delay is applied if set on the appearance button receiving the call before the call is auto-connected.

Default Label: HFAns or Auto Answer.

Toggles: Yes.

Status Indication: Yes. Required.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays HFAns.
- **DSS Link LED:** On when active.

Last Number Redial

This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same last number redial process as dialing **Feature 5**.

Action: Advanced | Call | Last Number Redial.

Action Data: None.

Default Label: Again.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support This function is only supported on Avaya M-Series and T-Series phones.

M-Series/T-Series: The button is equivalent to **Feature 5**.

Leave Word Calling

Not supported. Provided for CTI emulation only. Leaves a message for the user associated with the last number dialed to call the originator.

Action: Emulation | Leave Word Calling.

Action Data: None.

Default Label: LWC.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Line Appearance

Creates an line appearance button linked to the activity of a specified line appearance ID number. The button can then be used to answer and make calls on that line.

The line appearance button user must also have at least one call appearance button programmed before line appearance buttons can be programmed.

Line appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at a phone with suitable buttons.

Release 3.2+: Appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (User | Telephony | Multi-line Options) setting.

Release 4.2+: Line appearances are supported on T3 and T3 IP phones. These phones do not require (or support) call appearance buttons in order to use line appearances.

Action: Appearance | Line Appearance.

Action Data: Line ID number.

Default Label: Line <Line ID number>.

Toggles: No.

Status Indication: Yes. See Line Appearance Button Indication.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓	4400 Series: ✓	7400 Series: ✗	M-Series: ✓ [1]
1200 Series: ✗	3600 Series: ✓	4600 Series: ✓	9040: ✓	T-Series: ✓ [1]
1400 Series: ✓	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓	3810: ✓	5600 Series: ✓	9600 Series: ✓	

1. Not supported on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU).

MCID Activate

This action is used with ISDN Malicious Caller ID call tracing. It is used to trigger a call trace at the ISDN exchange. The call trace information is then provided to the appropriate legal authorities.

This option requires the line to the ISDN to have MCID enabled at both the ISDN exchange and on the system. The user must also be configured with Can Trace Calls (User | Telephony | Supervisor Settings) enabled.

Action: Advanced | Miscellaneous | MCID Activate.

Action Data: None.

Default Label: MCID or Malicious Call.

Toggles: No.

Status Indication: Yes.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T3/T3 IP Series: ✗
1400 Series: ✓	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
20 Series: ✗	4100 Series: ✗	6400 Series: ✗	M-Series: ✓	
2400 Series: ✓	4400 Series: ✓	7400 Series: ✗	T-Series: ✓	

1. Not 1603, 4601, 4602, 5601 and 5602.

Monitor Analogue Trunk MWI

Enables a user to receive message waiting indicator (MWI) signals from analog trunks terminating on the ATM4U-V2 card. MWI is a telephone feature that turns on a visual indicator on a telephone when there are recorded messages.

Action: Advanced | Voicemail | Monitor Analogue Trunk MWI.

Action Data: The line appearance ID of the analog line for which MWI will be received.

Default Label: Trunk MWI.

Toggles: No.

Status Indication: No.

User Admin: No.

Off Hook Station

Enables the user's extension to be controlled by an application, for example SoftConsole. Calls can then be answered and cleared through the application without having to manually go off or on hook. Requires the phone to support full handsfree operation.

Action: Advanced | Miscellaneous | Off Hook Station.

Action Data: None.

Default Label: OHStn.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	3600 Series: ✗	4600 Series: ✔ [1]	9040: ✔	T3/T3 IP Series: ✗
1400 Series: ✔	3700 Series: ✗	5400 Series: ✔ [1]	9500 Series: ✔	

Table continues...

1600 Series: ✓	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
20 Series: ✓	4100 Series: ✗	6400 Series: ✓	M-Series: ✓	
2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	T-Series: ✓	

1. Not 2402, 4601, 4602, 5402, 5601 and 5602 models.

Pause Recording

This feature can be used to pause any call recording. It can be used during a call that is being recorded to omit sensitive information such as customer credit card information. This feature can be used with calls that are recorded both manually or calls that are recorded automatically.

The button status indicates when call recording has been paused. The button can be used to restart call recording. The system **Auto Restart Paused Recording** (System | Voicemail) setting can be used to set a delay after which recording is automatically resumed.

If the voicemail system is configured to provide advice of call recording warnings, then pausing the recording will trigger a "Recording paused" prompt and a repeat of the advice of call recording warning when recording is resumed.

Action: Advanced | Call | Pause Recording.

Action Data: None.

Default Label: PauseRec or Pause Recording.

Toggles: Yes.

Status Indication: Yes.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✗	D100: ✗
1100 Series: ✗	2400 Series: ✗	4400 Series: ✗	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✗	9040: ✗	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✗	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✗	5600 Series: ✗	9600 Series: ✓	

1. Not 1403, 1603.

Priority Call

This feature allows the user to call another user even if they are set to 'do not disturb'. A priority call will follow forward and follow me settings but will not go to voicemail.

Action: Advanced | Call | Priority Call.

Action Data: User number or name.

Default Label: PCall or Priority Call.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Priority Calling

Not supported. Provided for CTI emulation only.

Action: Emulation | Priority Calling.

Action Data: None.

Default Label: Pcall.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
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Table continues...

1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

- Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Private Call

When on, any subsequent calls cannot be intruded on until the user's private call status is switched off. The exception is Whisper Page which can be used to talk to a user on a private call.

Note that use of private calls is separate from the user's intrusion settings. If the user's **Cannot be Intruded** (User | Telephony | Supervisor Settings) setting is enabled, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, **Cannot be Intruded** (User | Telephony | Supervisor Settings) should be disabled for the user.

If enabled during a call, any current recording, intrusion or monitoring is ended.

Action: Advanced | Call | Private Call.

Action Data: None.

Default Label: PrivC or Private Call.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✗	D100: ✓
1100 Series: ✓	2400 Series: ✓	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓

Table continues...

1400 Series: ✓	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1603, 4601, 4602, 5601 and 5602.

Relay Off

Opens the specified switch in the system's external output port (**EXT O/P**).

This feature is not supported on Linux based systems. For Server Edition, this option is only supported on Expansion System (V2) units.

Action: Advanced | Relay | Relay Off.

Action Data: Switch number (1 or 2).

Default Label: Rely-.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Relay On

Not supported on IP Office. Closes the specified switch in the system's external output port (**EXT O/P**).

This feature is not supported on Linux based systems. For Server Edition, this option is only supported on Expansion System (V2) units.

Action: Advanced | Relay | Relay On.

Action Data: Switch number (1 or 2).

Default Label: Rely+ or Relay On.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Relay Pulse

Closes the specified switch in the system's external output port (**EXT O/P**) for 5 seconds and then opens the switch.

This feature is not supported on Linux based systems. For Server Edition, this option is only supported on Expansion System (V2) units.

Action: Advanced | Relay | Relay Pulse.

Action Data: Switch number (1 or 2).

Default Label: Relay or Relay Pulse.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓

Table continues...

1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [12]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays **S1** or **S2** dependant on switch number.
- **DSS Link LED:** None.

Resume Call

Resume a call previously suspended to the specified ISDN exchange slot. The suspended call may be resumed from another phone/ISDN Control Unit on the same line.

Action: Advanced | Call | Resume Call.

Action Data: ISDN Exchange suspend slot number.

Default Label: Resum.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Request Coaching Intrusion

This feature allows a user to request that another user intrude on a call and talk to them without being heard by the other call parties to which they can still talk.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

Warning:

The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Call | Request Coaching Intrusion.

Action Data: None.

Default Label: Request Coach or Request Coaching Intrusion.

Toggles: Yes.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✗	D100: ✗
1100 Series: ✗	2400 Series: ✗	4400 Series: ✗	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✗	9040: ✗	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✗	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✗	5600 Series: ✗	9600 Series: ✓	

1. Not 1403, 1603.

The Request Coaching Intrusion feature exhibits the following behavior:

- A coaching request can be sent to a user or a group.
- While the request is pending, the user can cancel the request by pressing the Request Coach button again.
- Once a coaching session is established, the user that initiated the request can include the coach in the call, transfer the call to the coach, or drop the coach from the call.
- Once a coaching session is established, the coach can join the call or steal the call. The coach cannot transfer or conference the call.

- Once the primary call ends, the coaching call continues.

Retrieve Call

Retrieves a call previously held to a specific ISDN exchange slot. Only available when supported by the ISDN exchange.

Action: Advanced | Call | Retrieve Call.

Action Data: Exchange hold slot number.

Default Label: Retriv.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Ring Back When Free

Sets a ringback on the extension being called. When the target extension ends its current call, the ringback users is rung (for their set No Answer Time) and if they answer, a new call is made to the target extension.

Ringback can be cleared using the Cancel Ring Back When Free function.

Action: Advanced | Miscellaneous | Ring Back When Free.

Action Data: None.

Default Label: AutCB or Auto Callback.

Toggles: No.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: The button is equivalent to **Feature 2**.

Ringer Off

Switches the phone's call alerting ring on/off.

Action: Emulation | Ringer Off.

Action Data: None.

Default Label: RngOf or Ringer Off.

Toggles: Yes.

Status Indication: Yes Required.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400,	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series

Table continues...

			6400, 9500 Series				
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Self-Administer

Allows a user to program features against other programmable buttons themselves.

Appearance can no longer be used to create call appearance buttons. Similarly, existing call appearance button cannot be overwritten using any of the other Admin button functions.

User's with a log in code will be prompted to enter that code when they use this button action.

T3 phone users can access a similar set of functions for button programming, see T3 Phone Self-Administration.

On 4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D phones:

- **Admin** can be permanently accessed via **Menu** , , , Admin. See Using a Menu Key.
- **Admin1** can be permanently accessed via **Menu** , **Menu** , , **ProgA**, , , **DSS**.

Action: Emulation | Self-Administer.

Action Data: See below.

Value	T-Series and M-Series phones	Other Phones
None	The Feature *3 process is started with an alternate set of possible functions.	If no value is set, the button allows user programming of the following emulation actions. Abbreviated Dial. Abbreviated Dial Program. Account Code Entry. AD Suppress. Automatic Callback. Break

Table continues...

Value	T-Series and M-Series phones	Other Phones
		Out. Call Forwarding All. Call Park. Call Park and Page Call Park To Other Extension Call Pickup. Call Pickup Any Conference Meet Me Dial Paging Directed Call Pickup. Directory. Drop. Group Paging. Headset Toggle. Hook Flash. Internal Auto-Answer. Ringer Off. Self-Administer. Send All Calls. Set Absent Text Set Hunt Group Night Service. Time of Day. Timer. Twinning
1	The Feature *1 process is started for assigning Abbreviated Dial button.	If 1 is entered as the telephone number, allows user programming of the following system functions. Abbreviated Dial. Group. CPark. User. Flash Hook.
2	The Feature *6 process is started for setting the ring type.	If 2 is entered, the button can be used for viewing details of the control unit type and its software version. This option is available. If the user has a log in code set, they will be prompted to enter that code. System phone users can also use the button to manually set the system's date and time.
3	The option 3 is used with M-Series and T-Series sets to enable display contrast control.	Not used.

Default Label: Admin or Self Administer.

Toggles: No.

Status Indication: No.

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T3/T3 IP Series: ✓ [2]
1400 Series: ✓	3700 Series: ✗	5400 Series: ✓ [1]	9500 Series: ✓	
1600 Series: ✓	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

Table continues...

20 Series: ✓	4100 Series: ✗	6400 Series: ✓	M-Series: ✓	
2400 Series: ✓	4400 Series: ✓	7400 Series: ✗	T-Series: ✓	

1. Not 1403, 1603, 2402, 5402, 4601, 4602, 5601 and 5602.
2. See T3 Phone Self-Administration.

Send All Calls

Sets the user's extension into 'Do Not Disturb' mode. Callers, other than those on the user's do not disturb exception list, receive busy or are diverted to the users voicemail mailbox. Note that with a call already connected and other calls already alerting, enabling Do Not Disturb will not affect those calls already existing. For full details of see Do Not Disturb.

When on, most phones display an **N** on the display. This function and the Do Not Disturb On function work in parallel, ie. setting one sets the other.

Action: Emulation | Send All Call.

Action Data: None.

Default Label: SAC or Send All Calls.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]

1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays **[#]**.
- **DSS Link LED:** On when active.

Set Absent Text

This feature can be used to select the user's current absence text. This text is then displayed to internal callers who have suitable display phones or applications. It doesn't changes the users status. The absence text message is limited to 128 characters. Note however that the amount displayed will depend on the caller's device or application.

The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a multi-site network.

* Note:

The user still has to select **Set** or **Clear** on their phone to display or hide the text.

Action: Advanced | Set | Set Absent Text.

Action Data: The telephone number should take the format "**y,n,text**" where:

- **y** = 0 or 1 to turn this feature off or on respectively.
- **n** = the number of the absent statement to use:

0 = None.	4 = Meeting until.	8 = With cust. til.
1 = On vacation until.	5 = Please call.	9 = Back soon.
2 = Will be back.	6 = Don't disturb until.	10 = Back tomorrow.
3 = At lunch until.	7 = With visitors until.	11 = Custom.

text = any text to follow the absent statement..

Default Label: Absnt or Absence Text.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	5400 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	4600 Series: ✓ [1]	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602.

Set Account Code

Dials an account code and then returns dial tone for the user to dial a number. Can also be used to enter an account code after a call has been connected.

Action: Advanced | Set | Set Account Code..

Action Data: Account code or blank. If blank, the user is prompted to dial an account code after pressing the button. This option is not supported on XX02 phone modules.

Default Label: Acct or Account Code.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays **1234**.
- **DSS Link LED:** None.

Set Hunt Group Night Service

Puts the specified hunt group into Night Service mode. Calls to a group set to night service, receive busy or are diverted to voicemail if available or are diverted to the group's night service fallback group if set.

Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.

This function is not supported between systems in a multi-site network. It can only be used by a user currently logged onto the same system as hosting the hunt group.

Action: Advanced | Set | Set Hunt Group Night Service.

Action Data: Hunt group extension number.

Release 4.0+: If left blank, the button will affect all hunt groups of which the user is a member.

The **Set Hunt Group Night Service** and **Clear Hunt Group Night Service** short code and button features can be used to switch an SSL VPN service off or on respectively. The service is indicated by setting the service name as the telephone number or action data. Do not use quotation marks.

Default Label: HGNS+ or HG Night Service.

Toggles: Yes.

Status Indication: Yes Required. If the button is blank (no specific hunt group) it will indicate on if any one of the hunt groups of which the user is a member is set to night service. If the button is set for multiple hunt groups it will indicate on if any one of those groups is set to night service.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]

1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones: Supported on Avaya T3 Classic, T3 Comfort phones and DSS Link units only.

- **T3 Classic/T3 Comfort icon:** Displays  followed by the group number. The background uses the same settings as the LED below.
- **DSS Link LED:** On when all related groups are in night service. Slow flash if related hunt groups are in mixed states.

Set Hunt Group Out Of Service

Puts the specified hunt group into Out of Service mode. Calls to a group set to out of service receive busy or are diverted to voicemail if available or are diverted to the group's out of service fallback group if set.

This function can be used to override hunt groups already set to night service mode by an associated time profile.

Action: Advanced | Set | Set Hunt Group Out of Service.

Action Data: Hunt group extension number.

If left blank, the button will affect all hunt groups of which the user is a member.

Default Label: HGOS+ or HG Out of Service.

Toggles: Yes.

Status Indication: Yes Required. If the button is blank (no specific hunt group) it will indicate on if any one of the hunt groups of which the user is a member is set out of service. If the button is set for multiple hunt groups it will indicate on if any one of those groups is set out of service.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	 Green	 On
- Off.	<Label>	<Label>	Off	Off	Off	 Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays – followed by the group number. The background uses the same settings as the LED below.
- **DSS Link LED:** On when set. On when all related groups are out of service. Slow flash if related hunt groups are in mixed states.

Set Inside Call Seq

This feature allows the user to select the ringing used on their analog extension for internal calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Set Night Service Group

This button allows the user to change the Night Service target of a hunt group. The button user does not have to be a member of the hunt group. In a multi-site network this function can be used for hunt groups on remote systems.

Changing the destination does not affect calls already ringing at the hunt groups previous night service destination.

Action: Advanced | Set | Set Night Service Group.

Action Data: Hunt group extension number. This is the group for which the night service destination is being set.

Default Label: SetNSG or HG NS Group.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.
On T3 phones this option is accessible through the phone's menus.

Set No Answer Time

Allows the user to change their no answer time setting. This is the time calls ring before going to voicemail or following the user's divert on no answer setting if set on.

In situations where call coverage is also being used, the user's no answer time must be greater than their individual coverage time for coverage to occur.

Action: Advanced | Set | Set No Answer Time.

Action Data: Time in seconds.

Default Label: NATim or No Answer Time.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗

1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	
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1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Set Out of Service Group

This button allows the user to change the Out of Service target of a hunt group. The button user does not have to be a member of the hunt group. In a multi-site network this function can be used for hunt groups on remote systems.

Changing the destination does not affect calls already ringing at the hunt groups previous Out of Service destination.

Action: Advanced | Set | Set Out of Service Group.

Action Data: Hunt group extension number. This is the group for which the night service destination is being set.

Default Label: SetOOSG or HG OS Group.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

On T3 phones this option is accessible through the phone's menus.

Set Outside Call Seq

This feature allows the user to select the ringing used on their analog extension for external calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Set Ringback Seq

This feature allows the user to select the ringing used on their analog extension for ringback calls.

The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ringing pattern used for other phones is set by the phone type.

Set Wrap Up Time

Allows users to change their Wrap-up Time (User | Telephony | Call Settings) setting.

Other phones or applications monitoring the user's status will indicate the user as still being busy (on a call).

Hunt group calls will not be presented to the user.

If the user is using a single line set, direct calls also receive busy treatment. If the user is using a multi-line set (multiple call appearances), direct calls to them will ring as normal.

It is recommended that this option is not set to less than the default of 2 seconds. 0 is used to allow immediate ringing.

For users set as an CCR Agent, the After Call Work Time (User | Telephony | Supervisor Settings) setting should be used.

Action: Advanced | Set | Set Wrap Up Time.

Action Data: Time in seconds. Range 0 to 99999 seconds.

Default Label: WUTim or Wrap-up Time.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Speed Dial

When pressed, the button invokes the same process as dialing **Feature 0**.

If **Feature 0** is followed by a 3-digit number in the range 000 to 999, the system directory entry with the matching index is dialed.

If **Feature 0** is followed by * and a 2-digit number in the range 00 to 99, the personal directory entry with the matching index is dialed.

Action: Advanced | Dial | Speed Dial.

Action Data: None.

Default Label: SpdDial.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series	4100 Series: ✗	6400 Series: ✗	D100: ✓
1100 Series: ✓	2400 Series: ✗	4400 Series: ✗	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✗	9040: ✗	T-Series: ✓
1400 Series: ✗	3700 Series: ✗	5400 Series: ✗	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✗	3810: ✗	5600 Series: ✗	9600 Series: ✗	

Stamp Log

The stamp log function is used to insert a line into any System Monitor trace that is running. The line in the trace indicates the date, time, user name and extension plus additional information. The line is prefixed with **LSTMP: Log Stamped** and a log stamp number. When invoked from a Avaya phone with a display, **Log Stamped#** is also briefly displayed on the phone. This allows users to indicate when they have experienced a particular problem that the system maintainer want them to report and allows the maintainer to more easily locate the relevant section in the monitor trace.

The log stamp number is set to 000 when the system is restarted. The number is then incremented after each time the function is used in a cycle between 000 and 999. Alternately if required, a specific stamp number can be assigned to the button or short code being used for the feature.

Action: Advanced | Miscellaneous | Stamp Log.

Action Data: Optional. Blank or any 3 digit number.

Default Label: Stamp Log.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓	4400 Series: ✓	7400 Series: ✗	M-Series: ✓ [1]
1200 Series: ✓	3600 Series: ✓	4600 Series: ✓	9040: ✓	T-Series: ✓ [1]
1400 Series: ✓	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓	3810: ✓	5600 Series: ✓	9600 Series: ✓	

1. Not supported on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU).

Stored Number View

Not supported. Provided for CTI emulation only. Allows a user to view the contents of any programmed feature button.

Action: Emulation | Stored Number View.

Action Data: None.

Default Label: BtnVu.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Suspend Call

Uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.

Action: Advanced | Suspend | Suspend.

Action Data: Exchange slot number or blank (slot 0).

Default Label: Suspe.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Suspend CW

Uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange and answer the call waiting. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.

Action: Advanced | Suspend | Suspend CW.

Action Data: Exchange slot number or blank (slot 0).

Default Label: SusCW.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Time of Day

Displays the time and date on the user's telephone. This function is ignored on those Avaya phones that display the date/time by default.

Action: Emulation | Time of Day.

Action Data: None.

Default Label: TmDay.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400,	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

			6400, 9500 Series				
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: : No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: Yes	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: No
1600 Series: Yes [1]	3810: No	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602 models.

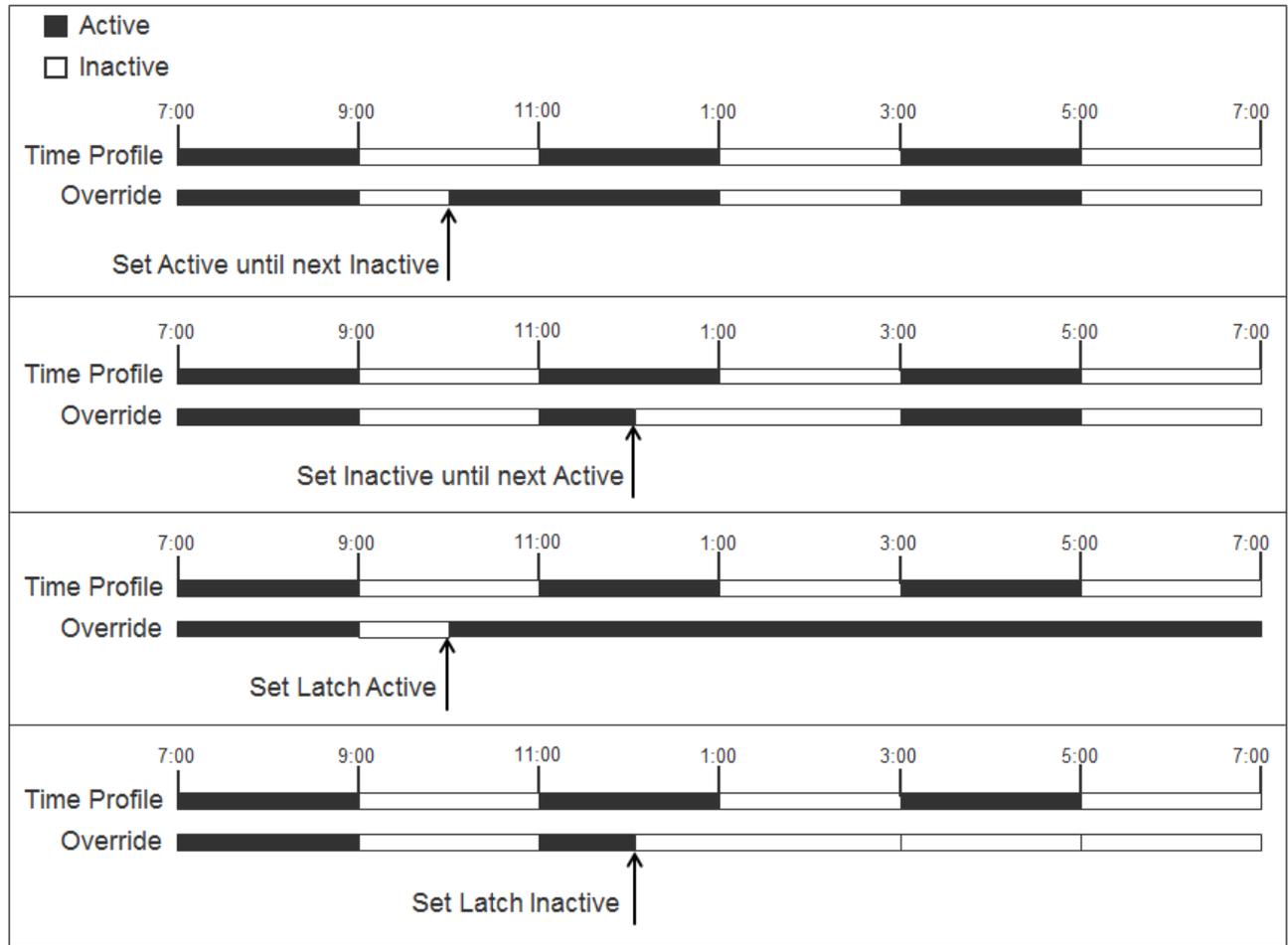
Time Profile

You can manually override a time profile. The override settings allow you to mix timed and manual settings.

The button indicator will show the Time Profile state and pressing the button will present a menu with five options and an indication of the current state. The menu options are listed below.

Menu Option	Description
Timed Operation	No override. The time profile operates as configured.
Active Until Next Timed Inactive	Use for time profiles with multiple intervals. Select to make the current timed interval active until the next inactive interval.
Inactive Until Next Timed Active	Use for time profiles with multiple intervals. Select to make the current active timed interval inactive until the next active interval.
Latch Active	Set the time profile to active. Timed inactive periods are overridden and remain active.
Latch Inactive	Set the time profile to inactive. Timed active periods are overridden and remain active.

Button Programming Actions



Action: Emulation | Time Profile

Action Data: Time profile name.

Default Label: TP or Time Profile

Toggles: No.

Status Indication:

Status	1400, 1600,	9600 Series	9608, 9611	9621, 9641
On	Green	Red on	Green On	Green
Off	Off	Off	Off	Grey

User Admin: No

Phone Support: Note that support for particular phone models is also dependant on the system software level.

Analog:	20 Series: No	4100 Series: No	6400 Series: No	D100: No
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Table continues...

1100 Series: No	2400 Series: No	4400 Series: No	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: No	9040: No	T-Series: No
1400 Series: Yes	3700 Series: No	5400 Series: No	9500 Series: No	T3/T3 IP Series: No
1600 Series: Yes	3810: No	5600 Series: No	9600 Series: Yes	

Timer

Starts a timer running on the display of the user's extension. The timer disappears when the user ends a call.

This function can be used on Avaya phones (except 9600 Series) that display a call timer next to each call appearance. The button will temporarily turn the call timer on or off for the currently selected call appearance. The change only applies for the duration of the current call.

Action: Emulation | Timer.

Action Data: None.

Default Label: Timer.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	4400, 6400 Series	1400, 1600, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ▲	<Label>	Green on	Off	–	–	–	▲ On
- Off.	<Label>	<Label>	Off	Off	–	–	–	Off

User Admin: Yes.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: Yes	4100 Series: No	6400 Series: Yes	D100: : No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: Yes
1200 Series: No	3600 Series: Yes	4600 Series: Yes [1]	9040: Yes	T-Series: Yes
1400 Series: Yes [1]	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: No

1600 Series: Yes [1]	3810: No	5600 Series: Yes [1]	9600 Series: Yes [2]	
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1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602 models.
2. Supported on 96x1, but not 96x0.

Transfer

This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same transfer process as dialing **Feature 70**.

Action: Advanced | Call | Transfer.

Action Data: None.

Default Label: Xfer.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support This function is only supported on Avaya M-Series and T-Series phones.

Toggle Calls

Cycle between the user's current call and any held calls.

Action: Advanced | Call | Toggle Calls..

Action Data: None.

Default Label: ToggL.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗

Table continues...

1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Twinning

This action can be used by user's setup for mobile twinning. This action is not used for internal twinning.

While the phone is idle, the button allows the user to set and change the destination for their twinned calls. It can also be used to switch mobile twinning on/off and indicates the status of that setting.

When a call has been routed by the system to the user's twinned destination, the **Twinning** button can be used to retrieve the call at the user's primary extension.

In configurations where the call arrives over an IP trunk and the outbound call is on an IP trunk, multi-site network may optimise the routing and in this case the button may not be usable to retrieve the call.

For user's setup for one-X Mobile Client, changes to their Mobile Twinning status made through the system configuration or using a **Twinning** button are not reflected in the status of the **Extension to Cellular** icon on their mobile client. However, changes to the **Extension to Cellular** status made from the mobile client are reflected by the **Mobile Twinning** field in the system configuration. Therefore, for one-X Mobile Client users, it is recommended that they control their Mobile Twinning status through the one-X Mobile Client rather than through a **Twinning** button.

Mobile Twinning Handover When on a call on the primary extension, pressing the **Twinning** button will make an unassisted transfer to the twinning destination. This feature can be used even if the user's **Mobile Twinning** setting was not enabled.

During the transfer process the button will wink.

Pressing the twinning button again will halt the transfer attempt and reconnect the call at the primary extension.

The transfer may return if it cannot connect to the twinning destination or is unanswered within the user's configured **Transfer Return Time** (if the user has no **Transfer Return Time** configured, a enforced time of 15 seconds is used).

Action: Emulation | Twinning.

Action Data: None.

Default Label: Twinning.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	Twiningning ◀	Twiningning	Green on	Red on	Green on	■ Green	▲ On
- Off.	Twiningning	Twiningning	Off	Off	Off	■ Grey	Off
- Twinned call at secondary	Twiningning ◀	Twiningning ◆	Red on	Red flash	Red on	■ Blue	▲ On

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	M-Series: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	T-Series: ✓
1200 Series: ✓	3600 Series: ✓	4600 Series: ✓ [1]	9040: ✓	T3/T3 IP Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓ [1]	9500 Series: ✓	
1600 Series: ✓ [1]	3810: ✗	5600 Series: ✓ [1]	D100: ✓	

1. Not 1403, 1603, 2402, 4601, 4602, 5402, 5601 and 5602 models.

Unpark Call

This function is obsolete, since the Call Park function can be used to both park and retrieve calls and provides visual indication of when calls are parked. Retrieve a parked call from a specified system park slot.

Action: Advanced | Call | Unpark Call.

Action Data: System park slot number. This must match a park slot ID used to park the call.

Default Label: UnPark.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: The button is equivalent to **Feature #74 <park slot number>**.

User

Monitors whether another user's phone is idle or in use. The **Telephone Number** field should contain the users name enclosed in double quotes. The button can be used to make calls to the user or pickup their longest waiting call when ringing. On buttons with a text label, the user name is shown.

The actions performed when the button is pressed will depend on the state of the target user and the type of phone being used. It also depend on whether the user is local or on a remote multi-site network system.

Phone	Large display 1400, 1600, 2400, 4600, 5400, 5600, 9500, 9600, M-Series and T-Series Phones	Other Phones or across a multi-site network
Idle	Call the user.	
Ringing	Displays an option to pickup the call.	Picks up the call.
On a Call	<p>For Release 4.0+ the following options are displayed (name lengths may vary depending on the phone display):</p> <ul style="list-style-type: none"> • CALL Initiates a call to the users. • MESSAGE Cause a single burst of ringing on the target phone. On some phones, when they end their current call their phone will then display PLEASE CALL and your extension number. 	<p>No action.</p> <p>For 1400, 1600, 9500 and 9600 Series phones, the Call, Voicemail and Callback options are supported.</p>

Table continues...

	<ul style="list-style-type: none"> • VOICEMAIL Call the user's voicemail mailbox. • CALLBACK Set an automatic callback. <p>For 1400, 1600, 9500 and 9600 Series phones the following additional options are displayed:</p> <p>Drop Disconnect the user's current call.</p> <p>If configured to be able to intrude on the user:</p> <p>Acquire Take control of the call.</p> <p>Intrude Intrude into the call, turning it into a 3-way conference.</p> <p>If configured to be able to listen to the user:</p> <p>Listen Start silent monitoring of the user's call.</p>	
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A User button can be used in conjunction with other buttons to indicate the target user when those buttons have been configured with no pre-set user target. In cases where the other button uses the phone display for target selection this is only possible using **User** buttons on an associate button module.

The following changes have been made to the indication of user status via BLF (busy lamp field) indicators such as a User button:

The status shown for a logged out user without mobile twinning will depend on whether they have **Forward Unconditional** enabled.

- If they have **Forward Unconditional** enabled the user is shown as idle.
- If they do not have **Forward Unconditional** enabled they will show as if on DND.

The status shown for a logged out user with mobile twinning will be as follows:

- If there are any calls alerting or in progress through the system to the twinned destination, the user status is shown as alerting or in-use as appropriate. This includes the user showing as busy/in-use if they have such a call on hold and they have **Busy on Held** enabled.
- If the user enables DND through Mobile Call Control or one-X Mobile client, their status will show as DND.
- Calls from the system direct to the user's twinned destination number rather than redirected by twinning will not change the user's status.

Action: User.

Action Data: User name enclosed in "double-quotes".

Default Label: <the user name>.

Toggles: No.

Status Indication: Yes.

Status	2400 Series, 5400 Series	4600 Series, 5600 Series	4400 Series, 6400 Series	1400 Series, 1600 Series, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- Idle.	Extn221	Extn221	Off	Off	Off	Off	Grey	Off
- Alerting.	Extn221 ◀	Extn221 ◆	Green flash	Red flash	Red flash	Red flash	Blue	▲ Slow flash
- In Use/ Busy.	Extn221	Extn221	Green on	Red wink	Red wink	Red wink	Blue	▲ Fast flash
- DND	Extn221	Extn221	Green on	Red on	Red on	Red on	Green	▲ On

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones:

- **Classic/Comfort icon:** Displays the user name.
- **DSS Link LED:** On when busy, flashing when call alerting user.

Visual Voice

This action provides the user with a display menu for access to their mailbox. The menu provides the user with options for listening to messages, leaving messages and managing the mailbox.

If pressed when a call is connected, the button allows entry of an extension number for direct to voicemail transfer of the connected call.

If pressed when a call is connected and the action data has been configured with a valid user or group, then the call is transferred to the user or group.

On phones that have a display but do not support full visual voice operation as indicated below, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported (does not include T3 and T3 IP phones).

Access to Visual Voice on supported phones can be triggered by the phone's **MESSAGES** button rather than requiring a separate Visual Voice programmable button. This is done using the **System | Voicemail** option **Messages button goes to Visual Voice**.

Action: Emulation | Visual Voice.

Action Data: All local users and groups and all users and groups on systems in the network, except for the user on which the button is being programmed.

Default Label: Voice.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: No	20 Series: No	4100 Series: No	6400 Series: No	D100: No
1100 Series: No	2400 Series: Yes [1]	4400 Series: Yes	7400 Series: No	M-Series: No
1200 Series: No	3600 Series: No	4600 Series: Yes [1]	9040: Yes	T-Series: No
1400 Series: Yes	3700 Series: No	5400 Series: Yes [1]	9500 Series: Yes	T3/T3 IP Series: Yes [2]
1600 Series: Yes	3810: No	5600 Series: Yes [1]	9600 Series: No	

1. Not 1403, 1603, 2402, 5402, 4601, 4602, 5601 and 5602.
2. Takes the user direct to the listen part of Visual Voice. For the full Visual Voice menu options the user should use **Menu | Settings | Voicemail Settings**.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

Listen Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Use the ▲ up arrow and ▼ arrow keys to move through the message. Use the options below.

Listen Play the message.

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 a 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. If no greeting has been recorded then the default system mailbox greeting is used.

Mailbox Name Record a mailbox name. This feature is only available on systems using Embedded Voicemail.

Email This option is only shown if you have been configured with an email address for voicemail email usage in the system configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press `Done` when the required mode is displayed. Possible modes are:

Password Change the voicemail mailbox password. To do this requires entry of the existing password.

Voicemail Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the **MESSAGE** button allows entry of an extension number for direct to voicemail transfer of the connected call.

Voicemail Collect

Connects to the voicemail server. The telephone number must indicate the name of the Voicemail box to be accessed, eg. "?Extn201" or "#Extn201". The ? indicates "collect Voicemail" and the # indicates "deposit Voicemail". This action is not supported by voicemail using Intuity emulation mode.

When used with Voicemail Pro, names of specific call flow start points can also be used to directly access those start points via a short code. In these cases ? is not used and # is only used if ringing is required before the start points call flow begins.

Action: Advanced | Voicemail | Voicemail Collect.

Action Data: See above.

Default Label: VMCol or VMail Collect.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

M-Series/T-Series: For access to the users own mailbox, this button is equivalent to **Feature 65** and **Feature 981**.

Voicemail Off

Disables the user's voicemail box from answering calls that ring unanswered at the users extension. This does not disable the user's mailbox and other methods of placing messages into their mailbox.

This button function is obsolete as the Voicemail On function toggles on/off.

Action: Advanced | Voicemail | Voicemail Off.

Action Data: None.

Default Label: VMOff.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Voicemail On

Enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy.

Action: Advanced | Voicemail | Voicemail On.

Action Data: None.

Default Label: VMOn or VMail On.

Toggles: No.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✓
1100 Series: ✓	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✓	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗ [2]
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.
2. Limited support on some specific T3 phone models as detailed below.

T3 Phones: Supported on Avaya T3 Classic, Comfort and Compact phones for Release 4.2+.

- **Classic/Comfort icon:** Displays 📞➡️✉️. The background uses the same settings as the LED below.
- **DSS Link LED:** On when set.

Voicemail Ringback Off

Disables voicemail ringback to the user's extension. This button function is obsolete as the Voicemail Ringback On function toggles on/off.

Action: Advanced | Voicemail | Voicemail Ringback Off.

Action Data: None.

Default Label: VMRB-

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✗	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✗	

1. Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Voicemail Ringback On

Enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages in their own mailbox or a hunt group mailbox for which they have been configured with message waiting indication.

The ringback takes place when the user's phone returns to idle after any call is ended.

Action: Advanced | Voicemail | Voicemail Ringback On.

Action Data: None.

Default Label: VMRB+ or VMail Ringback.

Toggles: Yes.

Status Indication: Yes.

Status	2400, 5400 Series	4600, 5600 Series	1400, 1600,	9600 Series	9608, 9611	9621, 9641	T-Series, M-Series
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Table continues...

			4400, 6400, 9500 Series				
- On.	<Label> ◀	<Label>	Green on	Red on	Green on	■ Green	▲ On
- Off.	<Label>	<Label>	Off	Off	Off	■ Grey	Off

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Analog: ✗	20 Series: ✓	4100 Series: ✗	6400 Series: ✓	D100: ✗
1100 Series: ✗	2400 Series: ✓ [1]	4400 Series: ✓	7400 Series: ✗	M-Series: ✓
1200 Series: ✗	3600 Series: ✗	4600 Series: ✓ [1]	9040: ✓	T-Series: ✓
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✓	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✓	5600 Series: ✓ [1]	9600 Series: ✓	

1. Not 1403, 1603, 4601, 4602, 5601 and 5602 except where 4602 is supported on Release 2.1 and 3.0DT software.

Whisper Page

This feature allows you to intrude on another user and be heard by them without being able to hear the user's existing call which is not interrupted. For example: User A is on a call with user B. When user C intrudes on user A, they can be heard by user A but not by user B who can still hear user A. Whisper page can be used to talk to a user who has enabled private call.

The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.

The system support a range of other call intrusion methods in addition to this feature.

Action: Advanced | Call | Whisper Page.

Action Data: User number or name or blank for entry when pressed.

Default Label: Whisp or Whisper Page.

Toggles: No.

Status Indication: No.

User Admin: No.

Phone Support Note that support for particular phone models is also dependant on the system software level.

Button Programming Actions

Analog: ✗	20 Series: ✗	4100 Series: ✗	6400 Series: ✗	D100: ✗
1100 Series: ✗	2400 Series: ✗	4400 Series: ✗	7400 Series: ✗	M-Series: ✗
1200 Series: ✗	3600 Series: ✗	4600 Series: ✗	9040: ✗	T-Series: ✗
1400 Series: ✓ [1]	3700 Series: ✗	5400 Series: ✗	9500 Series: ✓	T3/T3 IP Series: ✗
1600 Series: ✓ [1]	3810: ✗	5600 Series: ✗	9600 Series: ✓	

1. Not 1403, 1603.

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