Table of Contents

Introduction ........................................................................................................................................... 9
IP Office Key & Lamp Operation ............................................................................................................... 9
Key or PBX Mode ................................................................................................................................... 9
Appearance Buttons ............................................................................................................................... 10
Key & Lamp Phones ............................................................................................................................... 11
How Appearance Buttons Change Phone Operation ............................................................................ 12
Twin LED Button Users ......................................................................................................................... 14
  Twin LED Button Users Lamp States ................................................................................................. 16
What's New in 3.0 .................................................................................................................................. 17

Call Appearance Buttons ...................................................................................................................... 19
  Call Appearance Buttons .................................................................................................................... 19
  Call Appearance Example 1 ................................................................................................................ 20
  Call Appearance Example 2 ................................................................................................................ 21
  How are Call Appearance Buttons Treated? ...................................................................................... 22
  Call Appearance Button Indication .................................................................................................... 23

Call Coverage Buttons .......................................................................................................................... 25
  Call Coverage Appearance Buttons .................................................................................................. 25
  Call Coverage Example 1 ................................................................................................................... 26
  Call Coverage Example 2 ................................................................................................................... 26
  How is Call Coverage Treated? ........................................................................................................... 27
  Call Coverage Button Indication ........................................................................................................ 28

Bridged Appearance Buttons ............................................................................................................... 29
  Bridged Appearance Buttons ............................................................................................................. 29
  Bridged Appearance Example 1 .......................................................................................................... 30
  Bridged Appearance Example 2 .......................................................................................................... 31
  Bridged Appearance Example 3 .......................................................................................................... 32
  How are Bridged Appearances Treated? ............................................................................................ 33
  Bridged Appearance Button Indication .............................................................................................. 34

Line Appearance Buttons ..................................................................................................................... 35
  Line Appearance Buttons ................................................................................................................... 35
  Line Appearance Example 1 .............................................................................................................. 36
  Line Appearance Example 2 .............................................................................................................. 36
  How are Line Appearances Treated? .................................................................................................. 37
  Line Appearance Button Indication .................................................................................................... 38

Other Appearance Controls .................................................................................................................. 39
  Selected Button Indication .................................................................................................................. 39
  Idle Line Preference ............................................................................................................................ 40
    Idle Line Preference Example 1 .......................................................................................................... 40
    Idle Line Preference Example 2 .......................................................................................................... 40
    Idle Line Preference Example 3 .......................................................................................................... 41
    Idle Line Preference Example 4 .......................................................................................................... 41
  Ringing Line Preference ....................................................................................................................... 42
    Ringing Line Preference Example 1 ................................................................................................... 43
    Ringing Line Preference Example 2 ................................................................................................... 44
  Auto Hold ............................................................................................................................................ 45
    Auto Hold Example 1 .......................................................................................................................... 45
  Collapsing Appearances ....................................................................................................................... 46
    Collapsing Appearances Example 1 .................................................................................................. 46
  Joining Calls (Bridging) ........................................................................................................................ 47
    Joining Example 1: Joining with a Line Appearance ........................................................................ 48
    Joining Example 2: Joining with a Bridged Appearance ................................................................. 48
  Multiple Alerting Appearance Buttons .............................................................................................. 49
  Busy on Held ....................................................................................................................................... 49

Key & Lamp Operation .......................................................................................................................... Page iii
IP Office 3.0 ........................................................................................................................................... Issue 1i (8th February 2005)
Table Of Contents

Appearance Functions and Logging Off and Hot Desking ................................................................. 50
Appearance Functions and IP Office Applications ............................................................................ 50

Programming Appearance Buttons .................................................................................................. 51
Upgrading from Pre 3.0 IP Office ........................................................................................................ 51
Appearance Function System Settings ............................................................................................... 52
Programming Using Manager ............................................................................................................. 52
Appearance Function User Settings ................................................................................................... 53
Programming User Settings using Manager ....................................................................................... 54
Programming Line Appearance ID Numbers .................................................................................... 55
Assigning Line Appearance ID Numbers to Lines Using Manager .................................................. 55
Assigning Line Appearance ID Numbers to Line Using the Wizard .................................................. 56
Programming Appearance Buttons ................................................................................................... 57
Programming Appearance Buttons Using IP Office Manager ......................................................... 58
Programming Appearance Buttons using the Wizard ....................................................................... 59
Outgoing Line Programming ............................................................................................................. 60
Example ............................................................................................................................................... 60
Short Codes and Outgoing Line Appearance Calls .......................................................................... 61
Line Appearance Hot Lines ................................................................................................................ 61

Phone Details ..................................................................................................................................... 63
Key & Lamp Phones ............................................................................................................................ 63
Key & Lamp Phone Add-On's .............................................................................................................. 64
Button Types ........................................................................................................................................ 65
Phone User Notes ................................................................................................................................ 66
  Call Appearance Button Indication .................................................................................................... 66
  Bridged Appearance Button Indication ............................................................................................. 67
  Call Coverage Button Indication ........................................................................................................ 68
  Line Appearance Button Indication .................................................................................................. 69
  Lamp Flash Rates ............................................................................................................................... 70

Button Maps ....................................................................................................................................... 71
Button Maps & Details .......................................................................................................................... 71
  Map 01: 4602, 4602SW, 5602, 5602SW ............................................................................................... 72
  Map 02: 2402D, 5402D ........................................................................................................................ 73
  Map 03: 4601, 5601 .............................................................................................................................. 74
  Map 04: 4406D+, 4606 ........................................................................................................................ 75
  Map 05: 4412D+ ................................................................................................................................. 76
  Map 06: 4612 .................................................................................................................................... 77
  Map 07: 4424D+, 4624 ........................................................................................................................ 78
  Map 08: 4450 .................................................................................................................................... 79
  Map 09: 6408D .................................................................................................................................... 81
  Map 10: 6416D .................................................................................................................................. 81
  Map 11: 6424D .................................................................................................................................. 82
  Map 12: TransTalk 9040 .................................................................................................................... 83
  Map 13: 2410, 5410 .............................................................................................................................. 84
  Map 14: 4610SW, 5610SW .................................................................................................................. 85
  Map 15: 2420, 5420 .............................................................................................................................. 86
  Map 16: 4620, 4620SW, 5620, 5620SW .............................................................................................. 87
  Map 17: 3616, 3626 .............................................................................................................................. 88
  Map 18: 3810 .................................................................................................................................... 89

Other Button Functions ....................................................................................................................... 91
Programming Buttons .......................................................................................................................... 91
Button Functions List ............................................................................................................................ 92
Programming Buttons .......................................................................................................................... 93
Programming Buttons Using IP Office Manager .................................................................................. 93
Programming Buttons via the Wizard .................................................................................................. 94
Programming Button via the Menu Key ............................................................................................... 95
Programming Button via an Admin Button ......................................................................................... 97
Functions ............................................................................................................................................... 99
Programmable Button Functions
Abbreviated Dial
Abbreviated Dial Pause
Abbreviated Dial Program
Abbreviated Dial Stop
Account Code Entry
ACD Agent Statistics
ACD Stroke Count
AD Special Function Mark
AD Special Function Wait
AD Special Functions
AD Suppress
Appearance
Automatic Callback
Automatic Intercom
Bridge
Busy
Busy On Held
Call
Call Forwarding All
Call Intrude
Call Listen
Call Park
Call Park To Other Extension
Call Pickup
Call Pickup Any
Call Pickup Group
Call Pickup Members
Call Queue
Call Record
Call Steal/Acquire Call
Call Waiting Off
Call Waiting On
Call Waiting Suspend
Cancel All Forwarding
Cancel Leave Word Calling
Cancel Ring Back When Free
Channel Monitor
Consult
Clear Call/Cancel or Deny
Clear CW
Clear Hunt Group Night Service
Clear Hunt Group Out Of Service
Clear Quota
Conference Add
Conference Meet Me
Coverage
Dial
Dial 3K1
Dial 56K
Dial 64K
Dial CW
Dial Direct
Dial Emergency
Dial Inclusion
Dial Intercom
Dial Paging
Dial Physical Extn By ID

Table Of Contents
<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial Physical Extension By Number</td>
<td>118</td>
</tr>
<tr>
<td>Dial Speech</td>
<td>118</td>
</tr>
<tr>
<td>Dial V110</td>
<td>118</td>
</tr>
<tr>
<td>Dial V120</td>
<td>118</td>
</tr>
<tr>
<td>Dial Video</td>
<td>118</td>
</tr>
<tr>
<td>Directed Call Pickup</td>
<td>119</td>
</tr>
<tr>
<td>Directory</td>
<td>119</td>
</tr>
<tr>
<td>Display Msg</td>
<td>120</td>
</tr>
<tr>
<td>Do Not Disturb Exception Add</td>
<td>121</td>
</tr>
<tr>
<td>Do Not Disturb Exception Delete</td>
<td>121</td>
</tr>
<tr>
<td>Do Not Disturb Off</td>
<td>121</td>
</tr>
<tr>
<td>Do Not Disturb On</td>
<td>122</td>
</tr>
<tr>
<td>Drop</td>
<td>122</td>
</tr>
<tr>
<td>Extn Login</td>
<td>123</td>
</tr>
<tr>
<td>Extn Logout</td>
<td>123</td>
</tr>
<tr>
<td>Flash Hook</td>
<td>123</td>
</tr>
<tr>
<td>Follow Me Here</td>
<td>124</td>
</tr>
<tr>
<td>Follow Me Here Cancel</td>
<td>124</td>
</tr>
<tr>
<td>Follow Me To</td>
<td>124</td>
</tr>
<tr>
<td>Forward Hunt Group Calls Off</td>
<td>125</td>
</tr>
<tr>
<td>Forward Hunt Group Calls On</td>
<td>125</td>
</tr>
<tr>
<td>Forward Number</td>
<td>125</td>
</tr>
<tr>
<td>Forward On Busy Number</td>
<td>126</td>
</tr>
<tr>
<td>Forward On Busy Off</td>
<td>126</td>
</tr>
<tr>
<td>Forward On Busy On</td>
<td>126</td>
</tr>
<tr>
<td>Forward On No Answer Off</td>
<td>127</td>
</tr>
<tr>
<td>Forward On No Answer On</td>
<td>127</td>
</tr>
<tr>
<td>Forward Unconditional Off</td>
<td>127</td>
</tr>
<tr>
<td>Forward Unconditional On</td>
<td>128</td>
</tr>
<tr>
<td>Group</td>
<td>128</td>
</tr>
<tr>
<td>Group Paging</td>
<td>129</td>
</tr>
<tr>
<td>Headset Toggle</td>
<td>129</td>
</tr>
<tr>
<td>Hold Call</td>
<td>129</td>
</tr>
<tr>
<td>Hold CW</td>
<td>130</td>
</tr>
<tr>
<td>Hold Music</td>
<td>130</td>
</tr>
<tr>
<td>Hunt Group Disable</td>
<td>130</td>
</tr>
<tr>
<td>Hunt Group Enable</td>
<td>131</td>
</tr>
<tr>
<td>Inspect</td>
<td>131</td>
</tr>
<tr>
<td>Internal Auto-Answer</td>
<td>132</td>
</tr>
<tr>
<td>Leave Word Calling</td>
<td>132</td>
</tr>
<tr>
<td>Line</td>
<td>132</td>
</tr>
<tr>
<td>Manual Exclusion</td>
<td>133</td>
</tr>
<tr>
<td>Off Hook Station</td>
<td>133</td>
</tr>
<tr>
<td>Park</td>
<td>134</td>
</tr>
<tr>
<td>Park Call</td>
<td>134</td>
</tr>
<tr>
<td>Priority Call</td>
<td>134</td>
</tr>
<tr>
<td>Priority Calling</td>
<td>134</td>
</tr>
<tr>
<td>Relay Off</td>
<td>135</td>
</tr>
<tr>
<td>Relay On</td>
<td>135</td>
</tr>
<tr>
<td>Relay Pulse</td>
<td>135</td>
</tr>
<tr>
<td>Resume Call</td>
<td>136</td>
</tr>
<tr>
<td>Retrieve Call</td>
<td>136</td>
</tr>
<tr>
<td>Ride Call</td>
<td>136</td>
</tr>
<tr>
<td>Ring Back When Free</td>
<td>137</td>
</tr>
<tr>
<td>Ringer Off</td>
<td>137</td>
</tr>
<tr>
<td>Self-Administer</td>
<td>138</td>
</tr>
<tr>
<td>Send All Calls</td>
<td>139</td>
</tr>
<tr>
<td>Set Absent Text</td>
<td>139</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Set Account Code</td>
<td>140</td>
</tr>
<tr>
<td>Set Hunt Group Night Service</td>
<td>140</td>
</tr>
<tr>
<td>Set Hunt Group Out Of Service</td>
<td>141</td>
</tr>
<tr>
<td>Set Inside Call Seq</td>
<td>141</td>
</tr>
<tr>
<td>Set No Answer Time</td>
<td>142</td>
</tr>
<tr>
<td>Set Outside Call Seq</td>
<td>142</td>
</tr>
<tr>
<td>Set Ringback Seq</td>
<td>142</td>
</tr>
<tr>
<td>Set Wrap Up Time</td>
<td>143</td>
</tr>
<tr>
<td>Stored Number View</td>
<td>143</td>
</tr>
<tr>
<td>Suspend Call</td>
<td>143</td>
</tr>
<tr>
<td>Suspend CW</td>
<td>144</td>
</tr>
<tr>
<td>Time of Day</td>
<td>144</td>
</tr>
<tr>
<td>Timer</td>
<td>144</td>
</tr>
<tr>
<td>Toggle Calls</td>
<td>145</td>
</tr>
<tr>
<td>User</td>
<td>145</td>
</tr>
<tr>
<td>Voicemail Collect</td>
<td>146</td>
</tr>
<tr>
<td>Voicemail Off</td>
<td>146</td>
</tr>
<tr>
<td>Voicemail On</td>
<td>146</td>
</tr>
<tr>
<td>Voicemail Ringback On</td>
<td>147</td>
</tr>
<tr>
<td>Voicemail Ringback Off</td>
<td>147</td>
</tr>
<tr>
<td>Glossary</td>
<td>149</td>
</tr>
<tr>
<td>Index</td>
<td>151</td>
</tr>
</tbody>
</table>
**Introduction**

**IP Office Key & Lamp Operation**

Many Avaya phones supported on IP Office have a programmable keys or buttons (the terms key and button mean the same thing in this context). Various actions can be assigned to each of these keys, allowing the phone user to access the action in a single key press.

Many of the phones also have an indicator lamps next to the programmable buttons. These lamps are used to indicate the status of the button, for example ‘on’ or ‘off’. On other phones the programmable buttons use an adjacent area of the phones display to show status icons and text labels for the buttons.

• **Appearance Functions - Key & Lamp Mode Call Handling**

  IP Office 3.0 supports four ‘appearance’ functions that can be assigned to these programmable buttons. Those ‘appearance’ buttons can then be used to make calls, answer calls and various other call handling features. This type of call handling is traditionally called ‘key & lamp mode’. Any user with an appearance button is in ‘key & lamp’ mode. Users without an appearance button use call handling in ‘PBX’ mode.

**Example**

The example below shows the display and programmable buttons on an Avaya 5420 phone where a number of programmable features have been assigned to the user.

- This type of phone displays text labels for the programmed features. On other phones a paper label may have to be updated to indicate the programmed feature.

This document covers the programming and operation of these key and lamp features. It focuses mainly on a number of ‘appearance’ features added in IP Office 3.0 but also covers other features that can be assigned to the programmable buttons.

**Key or PBX Mode**

Older telephone systems used "key mode" operation where individual lines and calls on those lines where represented by individual buttons on each phone. More modern systems use "PBX mode" operation where the switch controls the sharing, presentation and usage of lines.

IP Office 3.0 is a hybrid system that support both modes of operation. Individual users can be programmed with ‘appearance’ button to control the presentation and handling of calls in a "key mode" style. Other users without ‘appearance’ buttons will receive and handle calls in "PBX mode".
Appearance Buttons
IP Office 3.0 supports a set of programmable button functions that are collectively called appearance functions. These are used emulate the 'key & lamp' operation of traditional key system telephone systems.

Appearance functions are only supported on Avaya phones which have programmable buttons and also support multiple calls, see Key & Lamp Phones. Appearance functions are also only supported on those buttons that have suitable adjacent indicator lamps or a display area.

Topics covered are:

- **Call Appearance Buttons**
  These are used to alert the phone user of calls to their extension number or a hunt group of which they are a member. Multiple call appearance buttons allow the user to handle multiple calls simultaneously.

- **Call Coverage Buttons**
  A call coverage button can alert the user when a selected colleague has an unanswered call. The covered user does not need to be using appearance buttons.

- **Bridged Appearance Buttons**
  A bridged appearance button shows the user the status of one of a colleague's call appearance buttons. They can then answer and make calls on the colleague's behalf.

- **Line Appearance Buttons**
  These buttons show the user when a particular IP Office line is in use. The button can also be used to answer and make calls on that line.

- **Selected Button Indication**
  At any time, one appearance button can be indicated as the current selected button. It will then be the button used to make or answer a call if the user just goes off hook without pressing a particular button. There are a number of ways in which the current select button is determined.
  
  - **Idle Line Preference**
    Sets the current selected button to the first available call appearance or line appearance button.
  
  - **Ringing Line Preference**
    Sets the current selected button to the longest alerting appearance button.

  - If the user is already on a call then the selected button indication is given to the appearance button currently in use.

- **Auto Hold**
  When a user active on a call on one appearance button presses another appearance button, the system can either hold or disconnect the current call. Which action is used is set by the IP Office system's Auto Hold setting.

- **Collapsing Appearances**
  When several calls, on separate appearance buttons, are combined into a single conference, the active appearance buttons will collapse onto a single appearance button.

- **Joining a Call**
  Appearance buttons can indicate calls in progress between other users. That button can then, subject to some intrusion rules, also be used to join that call.

- **Multiple Alerts**
  It is possible for a single call to potentially alert of several appearance buttons. In such cases the IP Office employs a series of rules as to which appearance button will be used.
Key & Lamp Phones

The table below lists the phones supported by IP Office 3.0.

- Those marked ✓✓ symbol support programmable buttons but these cannot be used as appearance buttons.
- Those marked ✓✓✓ symbol support programmable buttons which can be used as appearance buttons.
- Those marked ✗专职 symbol do not support any programmable buttons.

The phone type is followed by the type of IP Office port to which it connects, the number of programmable buttons and the button type. The phones available may vary between countries.

### Analog phones: ✗专职 POT

- 20DT: ✗专职 POT
- 2402D: ✓✓DS 2 —— (Note 1).
- 2410D: ✓✓DS 12 (2 x 6) —— (Note 1).
- 2420: ✓✓DS 24 (3 x 8) —— (Note 1).
- 3616: ✓✓IP 6 1………
- 3626: ✓✓IP 6 1………
- 3810: ✓✓DS 4
- 4406D: ✓✓DS 6
- 4412D: ✓✓DS 12 (Note 1)
- 4424D: ✓✓DS 24
- 4601: ✓✓IP 2 (Note 2)
- 4602: ✓✓DS 2 —— (Note 1).
- 4602SW: ✓✓DS 2 —— (Note 1).
- 4606: ✓✓IP 6
- 4610SW: ✓✓DS 24 (4 x 6) —— (Note 1).
- 4612: ✓✓IP 12
- 4620: ✓✓IP 24 (2 x 12)
- 4624: ✓✓IP 24
- 4626: ✓✓IP 24 (2 x 12)
- 5402: ✓✓DS 2 —— (Note 1).
- 5410: ✓✓DS 12 (2 x 6)
- 5420: ✓✓DS 24 (3 x 8)
- 5601: ✓✓2 IP
- 5602: ✓✓IP 2 —— (Note 1).
- 5602SW: ✓✓IP 2 —— (Note 1).
- 5606: ✓✓IP 6
- 5608D: ✓✓DS 8
- 5610SW: ✓✓IP 24 (4 x 6)
- 5620: ✓✓IP 24 (2 x 12)
- 5624: ✓✓IP 24
- 5630: ✓✓IP 24 (2 x 12)
- 5636: ✓✓IP 24 (2 x 12)
- 5640: ✓✓IP 24 (2 x 12)
- 5648: ✓✓IP 24 (2 x 12)
- 5660: ✓✓IP 24 (2 x 12)
- 5680: ✓✓IP 24 (2 x 12)
- 5688: ✓✓IP 24 (2 x 12)
- 6408D: ✓✓DS 8
- 6416D: ✓✓DS 16
- 6424D: ✓✓DS 24
- 9040: ✓✓DS, 8 (2 x 4)

### Notes

1. **2402D, 4602, 4602SW, 5402, 5602, 5602SW**
   - These phones have only 2 programmable buttons. Therefore it is recommended that they are only used for call appearance buttons. The display can only show active, alerting, held here and currently selected status. It cannot display ‘in use elsewhere’ and ‘on hold elsewhere’.
   - On the 2402D and 5402 phones, an additional 12 programmable feature buttons can be accesses by pressing **FEATURE** and then 0 to 9, * or #. These cannot be used for appearance functions.

2. **4601, 5601**
   - These phones have 2 programmable buttons with lamps. Therefore it is recommended that they are only used for call appearance buttons.

3. **Ports types are:** POT = Analog extension port, DS = Digital Station port, IP = IP phone connection.
How Appearance Buttons Change Phone Operation

Assigning appearance buttons to a user changes the way the user’s phone displays and handles calls. The key changes are:

- **Selected Button**
  By default one appearance button is indicated as the current selected button. This is done either by the adjacent red LED being on or the button display label being underlined.
  - The current selected button represents either the appearance button of the current connected call or the appearance button that will be used if the user goes off hook (i.e. lifts the handset or presses the Speaker key).

- **Auto Hold**
  The default operation of this feature depends on the phone system’s locale:
  - In the US, the default setting for **Auto Hold** is off. With a current call already connected on one appearance button, pressing another appearance key will disconnect the current call.
  - Outside the US, the default setting for **Auto Hold** is on. With a current call already connected on one appearance button, pressing another appearance key will hold the current call.

- **Call Waiting**
  Call waiting features are not applied to non-hunt group calls. Hunt group call waiting is applied, subject to the normal conditions for hunt group call waiting, but with the call waiting tone replaced by a call appearance button alert.

- **Busy Status**
  For a user with call appearance buttons, you are busy when:
  - For calls direct to your extension number, you are busy only when you have no further call appearance buttons available on which to present the call.
  - For calls to any hunt group of which you are a member, you are busy to further group calls once you have a call connected. However you may still receive additional calls direct to your extension number if you have any free call appearance buttons.
  - In either case above, even when busy, you may be alerted on other types of appearance button, for example line appearance and call coverage.
  - Busy on hold can be used to return busy to further calls when you have an existing call on hold, however this is not recommended in conjunction with appearance buttons.

- **Retrieving Held Calls**
  Pressing **Hold** will put the current connected call on hold. The appearance button will indicate the held call with, depending on the phone type, a flashing green lamp or a **icon. However pressing **Hold** again will not retrieve the held call.
  - To retrieve a held call, press the appearance button against which the call was held.
  - An intermittent green flashing lamp or an **icon indicate a call held by another user. These can also be retrieved by pressing that appearance button.

- **Transferring Calls**
  To transfer calls, the **Transfer** function of the phone or IP Office Phone Manager application should be used.

- **Joining Another Call**
  Appearance buttons can indicate a call taking place elsewhere. You may be able to join that call by pressing the appearance button.
  - Permission to join a call is controlled by the intrusion settings of the party who has been in the call the longest, not by your intrusion settings. See Joining Other Calls for full details.
• The joined call is a conference call and is subject to the IP Office's conference controls. If you press **Hold**, it is your connection to the conference that is held, it does not affect the other parties in the call.

• **Unparking Calls**
  Parked calls can be indicated by buttons programmed to the Park function and a particular park slot number. These can be calls parked by the phone user or parked by other users. If the phone is idle, the parked call can be unparked by pressing the park button. If another call is connected on an appearance button, that call must be put on hold or ended before the parked call can be unparked.

• **Unprogrammed/Inaccessible Keys**
  Buttons to which no function has been set or which the function is currently not useable, will produce a short burst of tone or ringing when pressed. If the button has an associated status lamp, it will also flash briefly.

• **Call Count**
  Avaya IP Office phones with twin LED buttons display a call count. This appears as a digit count, eg. **01** on the display. It increments for all calls that alert at a user's extension including missed and unanswered calls.
  - Sequential calls from the same number do not increment the count more than once.
  - Calls alerting on bridged, line and call coverage buttons are not included in the call count and history.
  - The count is reset whenever the IP Office system is restarted.
  - On Avaya 4400, 4600 and 6400 Series phones with a **MENU** key, details of the call count can be accessed and entries called or deleted. Press **MENU** | **MENU** and select **Hist**.

• **Call Log**
  On 2410, 2420, 4610, 4620, 5410, 5420, 5610 and 5620, the call count is replaced by a **Log** function instead of the call count and history detailed above.

• **Self-Administration of Appearance Keys**
  Previously users with a programmable button set to **Self-Administer (Admin)** could program their own call appearance buttons. In IP Office 3.0 this is no longer possible. In addition users cannot overwrite keys already programmed to an appearance function.
Twin LED Button Users

These notes are for users of Avaya phones which have twin LED lamps next to the programmable buttons. That is most 4400 Series, 6400 Series and older style 4600 Series phones.

These buttons can be used as appearance keys. Having even a single call appearance button means that your are working in Key & lamp mode.

In this mode the following changes apply (assuming default settings):

- **Red LED On**: This is called the currently selected button. It indicates either the button that will be used if you go off-hook (pickup the handset or press the Spkr button) or the appearance button of the call to which you are currently connected. When your phone is idle your first call appearance button will show the red LED on.

- **Green LED**: The green LED is used as follows on appearance buttons:
  - **On/Off**: The button is in use/idle. This can include being used by another user, for example a line appearance button of a shared line.
  - **Flashing**: A call is alerting you.
  - **Fast Flash**: The call is on hold.
  - **Intermittent Flash**: The call has been put on hold by another user (on hold elsewhere).

- **Call Handling**: Having appearance keys means:
  - You can make and answer calls by pressing the appearance buttons.
  - **Auto Hold**: When connected to a call on one appearance button, pressing another appearance button will place the first call on hold and make/answer a call on the button pressed.
  - **Transferring Calls**: To transfer a call, press Trnsfr, call the transfer destination and then press Trnsfr again.
  - **Retrieving Held Calls**: You cannot retrieve a held call by pressing Hold again. To retrieve a call from hold, press the appearance key associated with that call. Held calls are indicated by a fast flashing green lamp.
  - **Retrieving Parked Calls**: You can only unpark calls when you either end or place on hold any calls on appearance buttons.

- **Busy Status**: Call appearance buttons allow you to make, receive and switch between multiple calls. This changes when the system returns busy to additional calls
  - **Hunt Group Calls**: You are seen as busy to further hunt group calls once you have any appearance button in use.
  - **Personal Calls**: You are seen as busy to further calls directed to your extension number once all your call appearance buttons are in use.
  - **Forward on busy**, if set, is only used when all your call appearance buttons are in use.
  - Even when busy, additional calls can alert you about other calls on call coverage, bridged appearance and line appearance button if programmed for you.
  - **Busy on Held** can be used but we strongly recommend it is avoided for appearance key users.

- **Joining a Call**: hen an appearance button indicates a call in progress elsewhere. You may be able to use that button to join the call. Whether you are allowed to join the call depends on the **Cannot Be Intruded** setting of the user who has been in the call the longest.

- **Call waiting** settings are ignored for direct call to appearance button users. Hunt group call waiting can be used if setup.

- **Unprogrammed/Inaccessible Keys**: These keys will return a short tone and flash.

- **Self-Administration**: Users with access to this function can no longer program their own appearance keys or replace the programming of existing appearance buttons.

- **Hot Desking/Logging On**: If you move to a phone that doesn't have suitable programmable keys to support appearance buttons, you are treated as a normal PBX mode user while on that phone.
**Twin LED Button Users Lamp States**
The table below summarizes the meaning of the twin LED lamp states. Those in **bold** have either changed or are new in IP Office 3.0.

- **Selected** refers to the button indicating either the appearance button of the currently connected call or, if idle, the appearance button that would be used if the user goes off hook.

<table>
<thead>
<tr>
<th>Feature</th>
<th>IP Office 2.1</th>
<th>IP Office 3.0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Appearance Buttons</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Idle.</td>
<td>All off.</td>
<td>All off.</td>
</tr>
<tr>
<td>- Idle: Selected.</td>
<td>–</td>
<td><strong>Red on.</strong></td>
</tr>
<tr>
<td>- Alerting: Selected.</td>
<td>–</td>
<td><strong>Red on, Green flash.</strong></td>
</tr>
<tr>
<td>- In Use: Here.</td>
<td>Green on.</td>
<td><strong>Red on, Green on.</strong></td>
</tr>
<tr>
<td>- In Use: Elsewhere.</td>
<td>–</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Held: Elsewhere.</td>
<td>–</td>
<td><strong>Green intermittent flash.</strong></td>
</tr>
<tr>
<td><strong>Other Buttons</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Parked: Here</td>
<td>Green flash.</td>
<td>Green flash.</td>
</tr>
<tr>
<td>- User: Ringing</td>
<td>Red flash.</td>
<td><strong>Green flash.</strong></td>
</tr>
<tr>
<td>- User: In use.</td>
<td><strong>Red on.</strong></td>
<td>Green on.</td>
</tr>
<tr>
<td>- Other toggling features: On.</td>
<td>Green on.</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Other toggling features: Off.</td>
<td>All off.</td>
<td>All off.</td>
</tr>
<tr>
<td>- Non-toggling features</td>
<td>All off.</td>
<td>All off.</td>
</tr>
</tbody>
</table>
What's New in 3.0
IP Office 3.0 introduces the following major changes to key and lamp operation:

- **Appearance Functions – Key System Emulation**
  A number of new functions have been added that allow the IP Office to emulation the operation of more traditional 'key system' telephone systems. Principal in these changes are the following programmable button 'appearance' functions:

  - **Call Appearance**
    A call appearance button is used to indicate call alerting a user. They can also be used to make outgoing calls. By having multiple call appearance buttons the user is able to handle and switch between multiple calls.

  - **Line Appearance**
    This feature allows a programmable button to be associated with a particular incoming line. It can be used with all line types except IP lines. In addition to this feature, all IP Office lines can now be numbered, including the individual channels on basic and primary rate interface trunks.

  - **Bridged Appearance**
    A bridged appearance button matches the status and operation of another users call appearance button.

  - **Call Coverage Appearance**
    This feature gives the user indication of when a colleague has an unanswered call and allow them to answer it. IP Office 3.0 call coverage replaces the coverage features available in earlier versions of IP Office. See Upgrading from Pre 3.0 IP Office.

- **Additional Phone and Phone Add-On Support**
  Support for a number of additional phones has been added in IP Office 3.0.

  - 2402D and 2410D
  - 4601 and 4610SW
  - The Avaya 5400 Series. These phones, the 5402, 5410 and 5420, match their 2400 Series equivalents but are only supported on IP Office.
  - The Avaya 5600 Series. These phones, the 5601, 5602, 5602SW, 5610SW, 5620 and 5620SW, match their 4600 Series equivalents but are only supported on IP Office.
  - The EU24 add-on for 2420, 4620, 4620SW, 5420, 5620 and 5620SW.

- **Distinctive Ringing**
  On all Avaya digital and IP phones; internal and external calls are now indicated by different ring patterns. Distinctive ringing includes calls alerting on appearance buttons. The ringing used is appropriate to the locale and cannot be adjusted through the IP Office configuration. The ringer sound may be adjusted through the phone depending on the phone type.
Call Appearance Buttons

Call Appearance Buttons
Call appearance buttons are used to display alerts for incoming calls directed to a user's extension number or to a hunt group of which they are a member. Call appearance buttons are also used to make outgoing calls.

By having several call appearance buttons, a user is able to be alerted about several calls, select which call to answer, switch between calls and take other actions.

When all the user's call appearance buttons are in use or alerting, the user returns busy to any further calls to their extension number.

Call appearance functions are the primary feature of key & lamp operation. None of the other appearance button features can be used until a user has some call appearance button programmed.

There are also addition requirements to programming call appearance buttons:

- Call appearance buttons must be the first button programmed for the user, followed by any further call appearance buttons in a continuous block.
- Programming a single call appearance button for a user is not supported. The normal default is 3 call appearances per user.
Call Appearance Example 1
In this example, the user has multiple call appearance buttons.

1. **Phone Idle**
The phone is currently idle.

2. **First Call Alerts**
A call arrives. It alerts against the first available call appearance button. Pressing that button will answer the call.

3. **Call Answered**
The call is now connected.

4. **Second Call Alerts**
A second call arrives whilst the first is still connected. It alerts against the next available call appearance button. As the user has a call in progress, the alert gives just a single ring.

5. **Pressing the Second Call Appearance**
Pressing the second call appearance button will hold the first call and answer the second.
Call Appearance Example 2

In this example, the user will use their call appearances to make two calls and start a conference between those calls.

1. **Initial Call**
   The user has a call in progress, shown on their first call appearance button. It is decided to conference another user into the call.

2. **Make Conference Enquiry**
   Pressing the CONFERENCE button on the users phone automatically places the current call on hold and takes the phone off hook on the next available call appearance.

3. **Enquiry in Progress**
   The other extension has been dialed and invited to join a conference call. The user presses the CONFERENCE button on their phone again.

4. **Conference Starts**
   The conference call has started. The call appearances have collapsed to a single appearance.
How are Call Appearance Buttons Treated?

For incoming calls

- **Call Waiting** is not used for normal calls.
  - If setup, hunt group call waiting is used. The call waiting tone is replaced by an alert on a call appearance button if available.
- **Follow Me, Forward Unconditional** and **Forward Hunt Group Calls** are used when set. When set, no calls appear on the users call appearances.
- **Voicemail On**: If set, calls to the users extension number will only go to voicemail when all their call appearances are already in use and no Forward on Busy is active.
- If **Do Not Disturb** is set, only calls from numbers in the user's Do Not Disturb Exception list will alert if a call appearance is available.
- External calls arriving on a line for which the user also has a line appearance set, will only alert on the line appearance button.

**Busy status**

- **For calls direct to the user's extension number:**
  The user returns busy when all their available call appearances are in use.
- **For calls to a hunt group of which the user is a member:**
  The user is busy to further hunt group calls when they have any appearance button in use at their phone.
- In both cases above, even when busy, the user may still be alerted on other appearance buttons; ie. call coverage, line appearance and bridged appearance buttons.

**For outgoing calls**

- Outgoing calls are treated exactly the same as calls made by non-appearance button users.
- External Calls made on a call appearance, which a route out on a line for which the user also has a line appearance, will remain on the call appearance. The line appearance will indicate 'in use elsewhere'.

**For call appearance buttons matched by a bridged appearance button**

- If the bridged appearance is used to make or answer calls, the state of the call appearance will match that of the bridged appearance.
- If the call is put on hold by the bridged appearance user, the call appearance will show 'on hold elsewhere'.

**Other**

- **Held/Parked Call Timeout**
  If the user has held or parked a call, these timer only start running when the user is free rather than on another call. When multiple calls are held the longest held call is represented first.
- Incoming calls routed to a user on a line for which the user also has a line appearance, will only alert on the line appearance. These calls do not follow any forwarding set but can be covered.
**Call Appearance Button Indication**

On phones with a text display area next to the button, by default **CA1**, **CA2** and so on is displayed. This can be replaced by any other text required.

The following table shows how the different states of call appearance buttons (alerting, held, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Call Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CA1</strong></td>
<td>Red off,</td>
<td><strong>Idle</strong>&lt;br&gt;The call appearance is not in use and is not currently selected.</td>
</tr>
<tr>
<td></td>
<td>Green off.</td>
<td></td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red on,</td>
<td><strong>Idle + Selected</strong>&lt;br&gt;The call appearance is not in use but is the current selected button that will be used if the user goes off hook.</td>
</tr>
<tr>
<td></td>
<td>Green off.</td>
<td></td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red off,</td>
<td><strong>Alerting</strong>&lt;br&gt;The matching call appearance is alerting for an incoming call. This is accompanied by ringing. If the user is already on a call, only a single ring is given.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Green steady flash.</td>
<td><strong>Alerting + Selected</strong>&lt;br&gt;As above but Ringing Line Preference has made this the user's current selected button.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red on,</td>
<td><strong>In Use Here</strong>&lt;br&gt;The user has a call connected on the call appearance or is dialing.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Green on.</td>
<td><strong>In Use Elsewhere</strong>&lt;br&gt;The call appearance button is in use on a bridged appearance.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red off,</td>
<td><strong>On Hold Here</strong>&lt;br&gt;The call has been put on hold by this user.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Green on.</td>
<td><strong>On Hold Elsewhere</strong>&lt;br&gt;A call on a bridged appearance button matched to the call appearance has been put on hold. Calls on a call appearance that are put on hold by another user will continue to show connected lamp status, though the phone display will indicate a held call.</td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red off,</td>
<td><strong>Inaccessible</strong>&lt;br&gt;The button pressed is not accessible. The call is still dialing, ringing or cannot be bridged into. A single tone is also given.</td>
</tr>
<tr>
<td></td>
<td>Green intermittent flash.</td>
<td></td>
</tr>
<tr>
<td><strong>CA1</strong></td>
<td>Red off,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Green broken flash.</td>
<td></td>
</tr>
</tbody>
</table>

Icon flashes off.
Call Coverage Buttons

Call Coverage Appearance Buttons

Call coverage allows a user to be alerted when another user has an unanswered call.

The user being covered does not necessarily have to be a key & lamp user or have any programmed appearance buttons. Their Individual Coverage Time setting (default 10 seconds) sets how long calls will alert at their extension before also alerting on call coverage buttons set to that user.

The user doing the covering must have appearance buttons including a call coverage appearance button programmed to the covered users name.

- Note: Call coverage has been supported from IP Office 1.3. However the method of programming and operation has changed with IP Office 3.0. Users of pre-3.0 IP Office systems that used call coverage should refer to Upgrading from Pre 3.0 IP Office.
Call Coverage Example 1

In this example, the covering user is able to answer their colleagues call when it rings unanswered. Both users also have Ringing Line Preference set.

1. **Both Phones Idle**
   Our user has a call coverage button to cover their colleague.

2. **Call to Covered User**
   A call arrives for the covered user.

3. **Call Alerts to Coverage**
   After ringing for the covered user’s Individual Coverage Time, the call also begins alerting on the call coverage button.

4. **Covering User Answers**
   By going off hook or pressing the alerting button, the covering user has answered the call.

Call Coverage Example 2

In this example, the covered user has calls on all their available call appearances.

1. **Calls in Progress**
   The covered user already has a number of calls in progress on all their call appearance keys.

2. **Call Alerts to Coverage**
   The covered user is treated as busy, so their next call goes immediately to call coverage.

3. **Covering User Answers**
   The covering user has answered the call.
How is Call Coverage Treated?

Whose user settings control the call?

- Until answered, calls alerting on a call coverage button follow the settings of the user to which the call was originally directed.
- Once answered, the call follows the user settings of the user who answer it.

Coverage is applied to:

- Internal calls dialed to the covered user's extension number.
- External calls routed to the covered user by an IP Office incoming call route.
- Calls forwarded internally by the covered user or on follow me from the covered user.

Coverage is not applied to:

- Hunt group calls to a hunt group of which the covered user is a member.
- Calls forwarded to the covered user using forward or follow me functions.
- Calls alerting on the covered user's bridged appearance and call coverage buttons.
- Coverage is only applied to calls alerting on a line appearance if the call was also routed to that user by an incoming call route.
- Page and intercom calls.
- Parked, transferred and held calls ringing back to the user.
- Automatic callback calls set by the covered user.
- Voicemail ringback calls.

Coverage is applied:

- If the covered user's phone is available, call coverage is applied only after the covered user's Individual Coverage Time has expired.
- If the covered user's phone is busy, call coverage is applied immediately.
- If the covered user is using follow me or forward all to an internal number to divert their calls, call coverage is still applied.
- If the covered user has 'do not disturb' on, call coverage is applied immediately except for calls from numbers in the covered user's do not disturb exceptions list.

Other items:

- If the call is not answered after the covered user's Allocated Answer Interval (No Answer Time) it will go to the covered user's voicemail if available or follow their forward on no answer settings.
- If the covered user has several alerting calls, the call answered by the call coverage button is the covered user's longest ringing call.
- Calls will not alert at a covering user who is on 'do not disturb', except when the calling number is in the covering user's do not disturb exception list.
Call Coverage Button Indication

On phones with a text display area next to the button, the name of the covered user is displayed followed by the word Cover.

The following table shows how the different states of the call coverage button (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Call Coverage Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woods Cover</td>
<td>Idle</td>
<td>Red off, Green off.</td>
</tr>
<tr>
<td>Flashing icon.</td>
<td>Alerting</td>
<td>Red off, Green steady flash.</td>
</tr>
<tr>
<td>Flashing icon.</td>
<td>Alerting + Selected</td>
<td>Red on, Green steady flash.</td>
</tr>
<tr>
<td>Woods Cover</td>
<td>In Use Here</td>
<td>Red on, Green on.</td>
</tr>
<tr>
<td>Woods Cover</td>
<td>On Hold Here</td>
<td>Red off, Green fast flash.</td>
</tr>
</tbody>
</table>
Bridged Appearance Buttons

A bridged appearance button shows the state of one of another user's call appearance buttons. It can be used to answer or join calls on that user's call appearance button. It can also be used to make calls that the call appearance user can then join or retrieve from hold.

- When the user's call appearance button alerts, any associated bridged appearance buttons on other user's phones also alert. The bridged appearance buttons can be used to answer the call on the call appearance button user's behalf.

- When the call appearance button user answers or makes a call, any associated bridged appearance buttons on other user's phones show the status of the call, i.e. active, on hold, etc. The bridged appearance button can be used to retrieve the call if on hold or to join the call if active (subject to intrusion permissions).

**Note:**
Bridged appearance buttons are different from the action of bridging into a call (joining a call). See Joining Other Calls (Bridging).
Bridged Appearance Example 1

In this example, one user is able to see the status of the other user’s call appearances, and when necessary answer calls for the other user.

1. **Both Phone Idle**
   Our user has bridged appearance buttons that match a colleagues call appearances buttons.

2. **First Call**
   The colleague has a call alerting on their first call appearance button. It also alerts on our user’s first bridged appearance button.

3. **Call Answered**
   The colleague has answered the call. The bridged appearance indicates ‘in use elsewhere’.

4. **Second Call**
   Another call alerts at the colleagues phone and again is mirrored on our user’s second bridged call appearance button.

5. **Call Answered**
   Our user has gone off hook and answered the incoming call alerting on the bridged call appearance.
Bridged Appearance Example 2

In this example, the bridged appearance user makes a call on behalf of the call appearance user. Once the call is connected, they put it on hold. The call appearance user is able to take the call off hold using their call appearance button.

<table>
<thead>
<tr>
<th>Call Appearance User</th>
<th>Bridge Appearance User</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR1</td>
<td>CR1</td>
</tr>
<tr>
<td>CR2</td>
<td>CR2</td>
</tr>
<tr>
<td>CR3</td>
<td>CR3</td>
</tr>
<tr>
<td>JWoods: 215</td>
<td>JWoods: CR1</td>
</tr>
<tr>
<td>JWoods:</td>
<td>JWoods: CR2</td>
</tr>
</tbody>
</table>

1. Both Phones Idle
   Our user has bridged appearance buttons that match a colleagues call appearances buttons.

2. Bridged User Makes Call
   Our user has pressed a bridged appearance and made a call on it. The matching call appearance shows 'in use elsewhere'.

3. Call Put on Hold
   Having made the call, the bridged user puts it on hold. The matching call appearance indicates 'on hold elsewhere'.

4. Call Taken Off Hold
   By pressing the call appearance, the first user has answered the held call. The bridged appearance user returns to idle.
Bridged Appearance Example 3
In this example, a call is passed from the call appearance user to the bridged appearance user.

1. **Call on Colleague's Phone**
The call appearance user has answered a call on one of their call appearances. The bridged appearance user's matching bridged appearance shows 'in use elsewhere'.

2. **Call Held by Colleague**
The call appearance user has put the call on hold and called the bridged appearance user. The first bridged call appearance shows a call 'on hold elsewhere' whilst the second matches the call between users.

3. **Enquiry Call Between Colleagues**
By going off hook, the bridged appearance user has answered the call from the call appearance user. They are asked to pickup the call on the colleagues first call appearance.

4. **Call Taken Off Hold**
Pressing the first bridged appearance button takes that call off hold and connects it to the bridged appearance user.

   - In this example, Auto Hold is not set for the system, so pressing the bridged appearance button disconnected the call from the colleague.
   - If Auto Hold had been set, the colleague's call would have been put on hold until they hung up.
How are Bridged Appearances Treated?
Bridged appearance buttons operate in parallel with their matching call appearance button.

**Whose user settings control the call?**

- Until answered, calls alerting on a bridged appearance button follow the settings of the user or hunt group to which the call was originally directed.
- Once answered, the call follows the user settings of the user who answer it.

- The bridge appearance will only alert if the call appearance is alerting.
- The association between call appearance and bridged appearances is regardless of the call type. The only event not reflected on the bridged appearance is the matched users current selected button.
- If the call appearance is in use, any matching bridged appearance will indicate the same.
- If a bridged appearance is in use, the call appearance it matches will indicate the same.
- If the bridged appearance user put the call on hold, the call appearance will indicated 'on hold elsewhere'.
- Bridged appearances to a user who has logged off, or has logged onto a non-multi line phone, will not operate.
- If the bridged appearance user is on 'do not disturb' (DND), the bridge appearance button icon or lamps will still operate but alerting and ringing line preference selection are not applied unless the caller is in their DND exception list.
Bridged Appearance Button Indication

On phones with a text display area next to the button, the name of the bridged user and the text from the bridged user's call appearance key are displayed.

The following table shows how the different states of bridged appearance buttons (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Bridge Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green on.</td>
<td>In Use Elsewhere</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red on, Green on.</td>
<td>In Use Here</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green fast flash.</td>
<td>On Hold Here</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green intermittent flash.</td>
<td>On Hold Elsewhere</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green broken flash.</td>
<td>Inaccessible</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green steady flash.</td>
<td>Alerting</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red on, Green steady flash.</td>
<td>Alerting + Selected</td>
</tr>
<tr>
<td>[ Woods CA1 ]</td>
<td>Red off, Green off.</td>
<td>Idle</td>
</tr>
</tbody>
</table>

**Alerting**
The matching call appearance is alerting for an incoming call. This is accompanied by ringing. If the user is already on a call, only a single ring is given.

**Alerting + Selected**
As above but Ringing Line Preference has made this the user's current selected button.

**In Use Elsewhere**
The matching call appearance button is in use.

**In Use Here**
The user has made a call or answered a call on the bridged appearance, or bridged into it.

**On Hold Here**
The call has been put on hold by this user.

**On Hold Elsewhere**
The call on that call appearance has been put on hold by another user.

**Inaccessible**
The button pressed is not accessible. The call is still dialing, ringing or cannot be bridged into. A single tone is also given.
Line Appearance Buttons

Line appearance buttons allow specific individual line to be used when making calls or answered when they have an incoming call. It also allows users to bridge into calls on a particular line.

IP Office incoming call routing is still used to determine the destination of all incoming calls. Line appearance buttons allow a call on a specific line to alert the button user as well as the intended call destination. When these are one and the same, the call will only alert on the line appearance but can still receive call coverage.

When alerting, on suitable phones details of the caller and the call destination are shown during the initial alert.

IP Office 3.0 allows individual line appearance ID numbers to be assigned to all or selected lines on an IP Office system except IP (VoIP) lines. This includes assigning line appearance ID numbers to the individual channels on primary rate, T1 and analog trunks.

- Using Line Appearances for Outgoing Calls
  In order to use line appearance to make outgoing calls requires changes to the normal external dialing short codes. Incoming prefixes must be specified for the line involved and secondary dial tone short code added. For full details see Outgoing Line Programming.
Line Appearance Example 1
In this example, the user is able to answer a call alerting on a particular line.

1. **Line Goes Active**
   A call is active on the line with line ID number 601. This is indicated as 'in use elsewhere'.
   - For an incoming call, the line will show active but will not alert until call routing has been determined. On analog ICLID lines, alerting is delayed until the ICLID that might be used to do the call routing has been received.

2. **Line Appearance Alerting**
   The routing of the call has been complete and it is ringing against its destination. On our user's phone the line appearance also alerts and Ringing Line Preference has made it the current selected button.

3. **Answer Call**
   By going off hook or pressing the line appearance, our user has answered the call on that line.

Line Appearance Example 2
In this example, two users exchange a call using line appearance buttons set to the same line.

1. **Idle**
   The two users have line appearances for the same line.

2. **Call Alerts**
   A call arrives. Either user can answer it by pressing the alerting line appearance.

3. **Call Answered**
   The first user has answered the call.

4. **Line Held**
   The first user has put the call on hold.

5. **Line Retrieved**
   The second user has retrieved the held call by pressing the line appearance.
How are Line Appearances Treated?

**Incoming Calls**

- Until answered using a line appearance button, incoming calls alerting on a line appearance, follow the settings of the incoming call route's destination group or user. They do not follow the settings of the line appearance user.

- If the destination is voicemail, or once the incoming call has passed from its destination to voicemail, it cannot be answered or bridged into using a line appearance button.

- If the line appearance user is also the call routes destination, the call will alert on their line appearance only. In this case:
  - It will alert on the line appearance even if all call appearances are in use.
  - The call will not follow any of the user's forwarding settings.
  - The call will receive call coverage from other user's with call coverage buttons set to the line appearance user.

- For analog lines set to ICLID, any line appearances show active while the IP Office waits for CLID information. During this time the line has not been routed and cannot be answered using a line appearance button.

- Calls alerting on a line appearance can also alert on a call coverage appearance on the same phone. If Ringing Line Preference is set, the current selected button will change from the line appearance to the call coverage appearance.

- If the line appearance user is on do not disturb (DND), the line appearance button icon or lamps will still operate but alerting and ringing line preference selection are not applied unless the caller is in their DND exception list.

**Outgoing Calls**

- In order to be used for making outgoing calls, some additional system programming may be required. See Outgoing Line Programming.

- Calls made on a call appearance, which a route out on a line for which the user also has a line appearance, will remain on the call appearance. The line appearance will indicate 'in use elsewhere'.

**Additional Notes**

- Calls alerting on a line appearance do not receive call coverage unless the user was the call's original incoming call route destination.

- If a call in progress indicated by a line appearance is parked, it cannot be joined by the line appearance user.

- Where a line appearance button is used to answer a call against which automatic call recording is invoked, the recording will go to the automatic recording mailbox setting of the original call destination.
Line Appearance Button Indication

On phones with a text display area next to the button, the label Line and the line number are displayed.

The following table shows how the different states of line appearance buttons (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Line Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Line 601</td>
<td>Idle</td>
<td>The associated line is not in use.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>All off.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>Idle + Selected</td>
<td>The associated line is not in use but the button is the user currently selected button.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red off, Green steady flash.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>Alerting</td>
<td>The line is ringing at it incoming call route destination. This is accompanied by ringing. If the user is already on a call, only a single ring is given.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red on, Green steady flash.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>Alerting + Selected</td>
<td>As above but Ringing Line Preference has made this the user's current selected button.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red off, Green on.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>In Use Elsewhere</td>
<td>The line is in use.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red on, Green on.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>In Use Here</td>
<td>The user has answered the line, made a call on it or bridged into the call on the line.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red off, Green on.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>On Hold Here</td>
<td>The call on the line has been put on hold by this user.</td>
</tr>
<tr>
<td>Flushing icon.</td>
<td></td>
<td>Red off, Green intermittent flash.</td>
</tr>
<tr>
<td>✓ Line 601</td>
<td>On Hold Elsewhere</td>
<td>The call on the line has been put on hold by another appearance button user.</td>
</tr>
<tr>
<td>Icon flashes off.</td>
<td></td>
<td>Red off, Green broken flash.</td>
</tr>
</tbody>
</table>

In Inaccessible
The button pressed is not accessible. The call is still dialing, ringing, routing or cannot be bridged into. A single tone is also given.
Other Appearance Controls

Selected Button Indication
During appearance button usage, one of the user’s appearance buttons may be indicated as the user’s current selected button. This is the appearance button already in use, or if idle, the appearance button that will be used if the user goes off hook by lifting the handset.

- On phones with a display area next to each button, the current selected button is indicated by either an underscore of the button label or a * star.

- On phones with twin LED lamps, the current selected button is indicated by the red lamp being on.

- On Transtalk 9040 phones, the current selected button is indicated by a icon.

The IP Office sets which appearance button is the current selected button using the following methods:

- **Idle Line Preference**
  This feature can be set on or off for each individual user, the default is on. When on, it sets the current selected button as the first available idle call appearance or line appearance button. See Idle Line Preference.

- **Ringing Line Preference**
  This feature can be set on or off for each individual user, the default is on. When on, it sets the current selected button as the button which has been alerting at the user’s phone for the longest. Ringing Line Preference overrides Idle Line Preference. See Ringing Line Preference.

- **User Selection**
  The phone user can override both Idle Line Preference and Ringing Line Preference by pressing a selected appearance button. That button will then remain the current selected button whilst active.

  - If the user currently has a call connected, manually selecting another button may either hold or disconnect that call. This action is determined by the IP Office system’s **Auto Hold** setting.
Idle Line Preference

Idle Line Preference determines the user’s currently selected button as the first available idle call appearance or line appearance button. Selected button indication is applied to that button and if the user goes off-hook, for example by lifting their handset, an outgoing call is started on that button.

- **Idle Line Preference** is overridden by **Ringing Line Preference** if also on for the user.
- By default **Idle Line Preference** is on for all users.
- For appearance button users with **Idle Line Preference** off, going off-hook (lifting the handset or pressing SPEAKER, HEADSET, etc) will have no effect until an appearance button is pressed.
- If all the available call appearance and line appearance buttons are in use, no current selected button choice is made by **Idle Line Preference**. In this case, going off hook will have no effect.

**Idle Line Preference Example 1**

In this example, only **Idle Line Preference** has been programmed for the user. **Ringing Line Preference** has not been programmed. The user has three call appearance buttons and one line appearance button programmed.

1. **Phone Idle**
   The phone is idle. The current selected button determined by Idle Line Preference is the first available idle call appearance button. This is shown by the _ underscore of the button text.

2. **First Call to User**
   A call for the user arrives. It alerts on the first available call appearance button. Idle Line Preference has changed the current selected button to the next available idle call appearance.

3. **User Goes Off Hook**
   With the call still alerting, if the user goes off hook, it will be interpreted as making a call using the currently selected button, not as answering the alerting button.

4. To answer the alerting call, the user should press the alerting button.

**Idle Line Preference Example 2**

In this example, only **Idle Line Preference** has been programmed for the user. **Ringing Line Preference** has not been not programmed. The user has three call appearance buttons and one line appearance button programmed.

1. **Two Calls Alerting**
   The user has two incoming calls alerting. Idle Line Preference has set the currently selected button to their third call appearance.

2. **First Caller Abandons**
   If the first incoming caller disconnects, the currently selected button changes to the first call appearance as this is now the first available idle call or line appearance button.
Idle Line Preference Example 3
In this example, only **Idle Line Preference** has been programmed for the user. **Ringing Line Preference** has not been programmed. The user has three call appearance buttons and one line appearance button programmed.

1. **All Call Appearances Alerting**
   In this case, all the users call appearance buttons are alerting incoming calls. Idle Line Preference has changed the currently selected button to the first available line appearance.

Idle Line Preference Example 4
In this example, both **Idle Line Preference** and **Ringing Line Preference** are set for the user.

1. **Phone Idle**
   The phone is idle and **Idle Line Preference** has assigned current selected button to the first call appearance.

2. **Call Alerting**
   A call has arrived and **Ringing Line Preference** keeps the current selected button at the first call appearance.

3. **Call Answered**
   With the call answered it retains current selected button status.

4. **Call Held**
   When the call is put on hold, **Idle Line Preference** assigns current selected button status to the next available call appearance button.
Ringing Line Preference
Ringing Line Preference determines the user's currently selected button as the button which has been alerting the longest. Selected button indication is applied to that button and if the user goes off-hook, for example by lifting their handset, the alerting call on that button is answered.

Ringing Line Preference includes calls alerting on call appearance, line appearance, bridged appearance and call coverage buttons.

- **Ringing Line Preference** overrides **Idle Line Preference**.
- By default **Ringing Line Preference** is on for all users.

**Ringing Line Preference Order**
When a user's longest waiting call alerts on several of the user's appearance buttons and Ringing Line Preference is set for the user, the order used for current selected button assignment is:

1. Call appearance.
2. Bridged appearance.
3. Call coverage.
4. Line appearance.

- **Example:**
  A user has a call to a covered user alerting initially on a line appearance button. Ringing Line Preference assigns current selected button status to the line appearance. When the same call also begins to alert on the call coverage appearance button, current selected button status switches to the call coverage appearance button.
Ringing Line Preference Example 1

In this example, both Ring Line Preference and Idle Line Preference have been set for the user. The user has three call appearance buttons and one line appearance button programmed.

1. **Phone Idle**
   The phone, an IP Office 5420, is idle. The current selected button has been determined by Idle Line Preference as the first available idle call appearance button. This is shown by the underscore next to that button.

2. **First Call Alerting**
   A call for the user arrives. It alerts on the first available call appearance button. Ringing Line Preference uses this as the currently selected button as it is the only alerting call.

3. **Second Call Alerting**
   Another call for the user arrives. It alerts on the next available call appearance button. As the first call has been alerting longer, under Ringing Line Preference it retains the currently select button status.

4. **The First Call Abandons**
   The first caller disconnects. Ringing Line Preference changes the currently selected button status to the second call appearance button.

5. **Another Call Arrives**
   Another call arrives. It alerts as the first free call appearance button. However the call at the second call appearance has been alerting longer and so under Ringing Line Preference retain the currently selected button status.
Ringing Line Preference Example 2

In this example, the user has both Ring Line Preference and Idle Line Preference programmed. The user has three call appearance buttons and one line appearance button programmed.

1. **First Call to User**
   A call for the user arrives. It alerts on the first available call appearance button. Ringing Line Preference uses this as the currently selected button as it is the only alerting call.

2. **Call on Line 601**
   The user's Line Appearance is alerting due to an incoming call on the associated line. Details of the call and its destination are shown. Ringing Line Preference keeps the currently selected button status on the call appearance button as this has been alerting longest.

3. **Second Call to User**
   A second call to the user arrives and alerts on the second call appearance button. Ringing Line Preference keeps the currently selected button status on the call appearance button as this has been alerting longest.

4. **The First Caller Abandons**
   The first call to the user disconnects. Ringing Line Preference passes the currently selected button status to the Line Appearance button as this has been alerting longest.
Auto Hold

Auto Hold is a system wide feature, it affects all appearance button users. This feature determines what happens when a user, who is already on a call, presses another appearance button. The options are:

- If Auto Hold is off, the current call is disconnected.
- If Auto Hold is on, the current call is placed on hold.

The default settings varies according to your IP Office system’s locale.

- In the US, Auto Hold is off by default.
- Outside the US, Auto Hold is on by default.

Auto Hold Example 1

In this example, the user has two calls currently shown on call appearance buttons.

1. This user has three call appearance buttons. They have answer one call and are still connected to it, shown by the icon. A second call is now alerting on their second call appearance button, shown by the icon.

2. What happens when the user presses the second call appearance key is determined by the IP Office systems Auto Hold setting:

   - **Auto Hold On**
     When the second call appearance key is pressed, that call is answered and the first call is put on hold, shown by the icon. The user can switch between calls using the call appearance buttons and make/receive other calls if they have additional call appearance buttons

   - **Auto Hold Off**
     When the second call appearance key is pressed, that call is answered and the first call is disconnected.
Collapsing Appearances
This topic covers what happens when a user with several calls on different appearance buttons, creates a conference between those calls. In this scenario, the call indication will collapse to the last actively connected appearance button. The other appearance buttons will return to idle except for any line appearance buttons involved which will show ‘in use elsewhere’.

Collapsing Appearances Example 1
In this example, the user will setup a simple conference. Ringing Line Preference and Idle Line Preference are set for the user. Auto Hold for the system is off.

1. Initial Call
The user has a call in progress, shown on their first call appearance button. It is decided to conference another user into the call.

2. Make Conference Enquiry
Pressing the CONFERENCE button on the users phone automatically places the current call on hold and takes the phone off hook on the next available call appearance.

3. Enquiry in Progress
The other extension has answered and is invited to join a conference call. The user presses the CONFERENCE button on their phone again.

4. Conference Starts/Call Appearances Collapse
The conference call has started. The call appearances have collapsed to a single appearance.
Joining Calls (Bridging)
Appearance buttons can be used to "join" existing calls and create a conference call. A user can join calls that are shown on their phone as 'in use elsewhere'. These can be on bridged and/or line appearances.

- This feature is often referred to as 'bridging into a call'. However this causes confusion with Bridged appearance buttons and so the term should be avoided.

The ability to join calls is controlled by the following feature which can be set for each IP Office user:

- **Cannot be Intruded**: Default = On
  - If this option is set on for the IP Office user who has been in the call the longest, no other user can join the call. If that user leaves the call, the status is taken from the next internal user who has been in the call the longest. The exceptions are:
    - Voicemail and Conferencing Center calls are treated as **Cannot be Intruded** at all times.
    - When an external call is routed off switch by a user who then leaves the call, the **Cannot be Intruded** status used is that of the user who forwarded the call off switch.
    - Any call that does not involve an internal user at any stage is treated as Cannot be Intruded. For example:
      - When an external call is routed off switch automatically using a short code in the incoming call route.
      - Small Community Network calls from other IP Offices that are routed off-switch.
      - VoIP calls from a device not registered on the IP Office.
    - Incoming calls from another node in a Small Community Network, which are routed off
    - The **Can Intrude** setting is not used for joining calls using appearance buttons.

The following also apply:

- **Inaccessible**
  - In addition to the use of the **Cannot be Intruded** setting above, a call is inaccessible if:
    - The call is still being dialed, ringing or routed.
    - It is a ringback call, for example a call timing out from hold or park.
    - If all the internal parties, if two or more, involved in the call have placed it on hold.

- **IP Office Conferencing Resources**
  - The ability to bridge depends on the available conferencing resource of the IP Office system. Those resources are limited and will vary with the number of existing parties in bridged calls and conferences. The possible amount of conferencing resource depends on the IP Office system type and whether IP Office Conferencing Center is also installed.

- **Conference Tone**
  - When a call is joined, all parties in the call hear the IP Office conferencing tones. By default this is a single tone when a party joins the call and a double-tone when a party leaves the call. This is a system setting.

- **Holding a Bridged Call**
  - If a user puts a call they joined on hold, it is their connection to the joined call (conference) that is put on hold. The other parties within the call remain connected and can continue talking. This will be reflected by the button status indicators. The user who pressed hold will show 'held here' on the button they used to join the call. All other appearance users will still show 'in use here'.

- **Maximum Two Analog Trunks**
  - Only a maximum of two analog trunks can be included in a conference call.

- **A Line Appearance button may indicate that a call is in progress on that line. However if that call has been parked, it cannot be joined.**
Joining Example 1: Joining with a Line Appearance
In this example, the user joins a call by pressing a line appearance button.

1. **Line Goes Active**
   A call is active on the line with line ID number 601. This is indicated by the icon.
   - If this is an incoming call, it will show active but will not alert until its call routing has been determined. On ICLID analog lines, alerting is delayed until the ICLID that might be used to do that routing has been received.

2. **Line Appearance Alerting**
   The call routing is completed and the call is now ringing against its target. The line appearance also begins alerting and Ringing Line Preference has made it the current selected button.

3. **Call Answered**
   Alerting on the line appearance has stopped but the line is still active. This indicates that the call has probably been answered. As our user's phone is idle, Idle Line Preference has returned the current select button to the first available call appearance button.

4. **User Joins the Call**
   Our extension user has been asked by their colleague to join the call just answered on line 601. By pressing the line appearance button they have joined the call on that line and created a conference call.

Joining Example 2: Joining with a Bridged Appearance
In this example, the user joins a call using a bridged appearance button.

1. **User with Bridged Appearance Buttons**
   The user has bridged appearance buttons that match their colleagues call appearance buttons.

2. **Call on Bridged Appearance**
   The colleague has a call in progress on their first call appearance. This is matched on the first bridged appearance button.

3. **User Joins the Call**
   Pressing the bridged appearance button will take our user off hook and join them into their colleagues call, creating a conference call.
Multiple Alerting Appearance Buttons
In some scenarios, it is may be potentially possible for the same call to alert on several appearance buttons. In this case the following apply:

- **Line appearance buttons override call and bridged appearance buttons:**
  In cases where call could alert on both a line appearance button and a call appearance or a bridged appearance button, the call will only alert on the line appearance.

- **A call can alert both call appearance and bridged appearance buttons:**
  The most common example of this will be hunt group calls where the hunt group members also have bridged call appearances to each other. In this case the button used to answer the call will remain active whilst the other button will return to idle.

- **Calls on a line or bridged appearance buttons can also alert on call coverage button:**
  In this case alerting on the call coverage button may be delayed until the covered user’s Individual Coverage Time has expired.

- **Ringing Line Preference Order**
  When a call alerts on several of the user's appearance buttons and *Ringing Line Preference* is set for the user, the order used for current selected button assignment is:
  1. Call appearance.
  2. Bridged appearance.
  3. Call coverage.
  4. Line appearance.

- **Example:**
  A user has a call to a covered user alerting initially on a line appearance button. *Ringing Line Preference* will assign current selected button status to the line appearance. When the same call also begins to alert on the call coverage appearance button, current selected button status switches to the call coverage appearance button.

Busy on Held
For users who have **Busy on Held** selected, when they have a call on hold, busy tone is returned to any further calls. This feature is intended primarily for analog phone extension users and digital extension users who do not have line appearance keys.

Within IP Office Manager, selecting **Busy on Held** for a user who also has line appearance keys will cause a prompt offering to remove the **Busy on Held** selection.

Similarly a **Busy on Held Validation** option can be accessed from the **Tools** menu that will check the Busy on Held setting of all users.
Appearance Functions and Logging Off and Hot Desking
IP Office users can be setup to be able to log off their phone when no longer present or available.

Similarly users can log on again at a different phone, this is called 'hot desking'. All the users settings, including their extension number, are transferred to the phone at which the user is logged on. This includes their key & lamp settings and appearance buttons.

This type of activity has the following effect on appearance buttons:

- If logged off, or logged on at a phone that doesn't support appearance button functions:
  - Bridged appearances set to the user will be inactive.
  - Call coverage set to the user will still operate.

- If logged on at a phone with fewer buttons than programmed for the user:
  - Those buttons which are inaccessible on the logged on phone will be inactive.
  - Any bridged appearances to those button from other users will be inactive.

Appearance Functions and IP Office Applications
A number of IP Office applications can be used to make, answer and monitor calls. These applications treat calls handled using key & lamp operation follows:

- **Phone Manager/SoftConsole**
  These applications are able to display multiple calls to or from a user and allow those calls to be handled through their graphical interface.
  - All calls alerting on call appearance buttons are displayed.
  - Calls on line, call coverage and bridged appearance buttons are not displayed until connected using the appropriate appearance button.
  - Connected and calls held here on all appearance button types are displayed.
  - The status of alerting call appearance calls, connected and held calls is shown in the Phone Manager's call status panel. Click a call here can be used to answer or unhold a call. This action will place any current connected call on hold regardless of the key & lamp Auto Hold setting.

- **Call Status**
  - Incoming calls alerting on call appearance buttons are displayed.
  - Outgoing calls made on call, call coverage and bridged appearance keys are displayed.
  - Calls on line, call coverage and bridged appearance buttons are not displayed until connected using the appropriate appearance button.
  - Connected and calls held here on all appearance button types are displayed.
Programming Appearance Buttons

Upgrading from Pre 3.0 IP Office

Most of the aspects of appearance functions are new for IP Office 3.0 and have no effect on systems being upgraded from an earlier version of IP Office. However, the following existing IP Office configuration settings are affected:

- **Call Appearance Buttons**
  IP Office 3.0 requires call appearance buttons, when programmed, to start with button 1 and to form a single block. On systems where the call appearance buttons have been programmed differently, those buttons will be lost following the upgrade to 3.0.

- **Call Coverage**
  Call coverage support was originally added in IP Office 1.3. Call coverage operation in IP Office 3.0 is a total replacement and uses different methods of setup and operation. If upgrading from a version earlier than 3.0, all existing call coverage settings will be lost. Therefore, it is necessary to make a manual note of the covered and covering users before upgrading to IP Office 3.0.

- **Outgoing Call Routing**
  If it is a requirement to use line appearance button for outgoing calls, then it will be necessary to add incoming line prefixes and to setup secondary dial tone short codes based on the same prefixes. See Outgoing Line Programming.
Appearance Function System Settings
System settings are applied to all users and calls. Note that these settings cannot be merged, ie. if changed the IP Office system must be rebooted before the changes take effect.

The system settings that are relevant for appearance button usage are:

- **Auto Hold**: *Default = Off (US)/On (Rest of the World)*
  Sets whether the currently connected call should be held or disconnected when a user presses another appearance button.

- **Conferencing Tone**: *Default = Off (Tones on entry/exit only)*
  Sets whether tones should be heard only when a user enters/leaves a bridged call or repeated regularly during a bridged call.

Programming Using Manager
1. Start IP Office Manager and load the current configuration from the IP Office.
2. Click **System** in the left-hand panel.
3. Double-click on the system listed in the right-hand panel.
4. Click on the **Telephony** tab.

5. The system telephony features relevant to key & lamp operation are:
   - **Auto Hold**: *Default = Off (US)/On (Rest of the World)*
     Sets whether the currently connected call should be held or disconnected when a user presses another appearance button.
   - **Conferencing Tone**: *Default = Off (Tones on entry/exit only)*
     When off, all parties in a conference or bridged call hear a single tone when a party joins the call and a double tone when a party leaves the call. When on, a tone is played every 10 seconds during the conference or bridged call.

6. Click **OK**.
7. Click **Apply**.
8. Changes made to the system settings require the system to reboot. Select either **Immediately** or **When Free**.
9. Click **OK** and wait for the IP Office system to reboot.
Appearance Function User Settings
User settings are applied separately to each individual IP Office user.

In addition to the programming of appearance buttons the following user settings are applicable to appearance button operation:

  When on, this feature is used when the user has alerting calls but no connected call. It sets currently selected button status to the user's appearance button that has been alerting the longest.

- **Idle Line Preference**: Default = On.
  When on, this feature is used when the user's phone is idle. It sets currently selected button status to the user's first available call or line appearance button.

- **Cannot be Intruded**: Default = On.
  This feature is used to control whether other users can press appearance buttons to join the users call. It applies when the user is the longest present internal party already within the call.

- **Individual Coverage Time**: Default = 10 seconds. Range = 0 (immediate) to 100.
  This feature sets how long a call will alert at the user's phone before also alerting on any call coverage buttons set to the user's name. It must be less than the systems Default Allocated Answer Interval or, if set, the user's Allocated Answer Interval if set.
Key & Lamp Operation

Programming User Settings using Manager

1. Start IP Office Manager and load the current configuration from the IP Office.
2. Click User in the left-hand panel. A list of the existing users appears in the right-hand panel.
3. Locate the user for whose settings you want to alter.
4. The user settings are displayed. Click on the Telephony tab.

5. The highlighted options above are those that relate specifically to Key & Lamp Operation.
   - **Individual Coverage Time**: Default = 10 seconds.
     Sets how long calls will alert at this users extension before also alerting on call coverage buttons. This should be less than the system’s **Default No Answer Time (Default Allocated Answer Interval)** (default 15 seconds) or if set, the user’s **No Answer Time** (also called **Allocated Answer Interval**).
   - **Cannot Be Intruded**: Default = On.
     This feature is used to control whether other users can press appearance buttons to join the users call. It applies when the user is the longest present internal party already within the call.
     If selected, sets the users current selected button to the appearance button that has been alerting the longest.
   - **Idle Line Preference**: Default = On.
     If selected, when the users phone is idle and not alerting, sets the current select button to the first available call appearance.

6. Click OK.
7. Repeat for any other users.
8. Click . Changes made to users settings can be merged back into the IP Office system without requiring a reboot.
9. Click OK and wait for the IP Office system to reboot.
Programming Line Appearance ID Numbers

There are two stages to the programming of line appearance:

1. **Applying Line Appearance ID numbers to individual lines:**
   See the tutorial and programming example below.

2. **Associating user buttons with selected line ID numbers:**
   See the section of programming user appearance buttons.

Assigning Line Appearance ID Numbers to Lines Using Manager

Note that settings and changing line appearance ID numbers requires the IP Office system to be rebooted.

1. Start IP Office Manager and load the current configuration from the IP Office.
2. To quickly number all lines:
   a. Select **Tools** and then **Renumber Lines** from the menu bar.
      ![Renumber Lines dialog box](image)
   b. Enter the starting number required for line appearance ID numbers. This should not overlap user and extension group numbers.
   c. Click **OK**.
3. To manually apply/change individual line appearance ID numbers:
   a. Click **Line** in the left-hand panel. A list of the line interfaces available on the IP Office system will appear in the right-hand panel.
   b. Double-click on an individual interface to view its settings. The next step depends on whether the interface is an analog trunk or a basic/primary rate trunk (a trunk which has multiple channels each of which can be treated as an individual line).
      - **Analog Line:**
        Click **Line Appearance ID** and enter the ID required.
      - **Basic/Primary Rate Trunks:**
        The **Line** tab will contain a panel showing the key settings of the individual channels. To alter an individual channel double-click on the channel, enter the required number in **Line Appearance ID** and then click **OK**.
      - **IP Line:**
        Line appearance ID numbers are not supported on IP (VoIP) lines.
   c. Click **OK** and repeat for any other line interfaces.
4. Click **Apply**.
5. Changes made to the line appearance ID numbers require the system to reboot. Select either **Immediately** or **When Free**.
6. Click **OK** and wait for the IP Office system to reboot.
Assigning Line Appearance ID Numbers to Line Using the Wizard
Using the wizard to alter an existing systems configuration will require that system to reboot.

1. Start the IP Office Wizard and select either the IP Office - Small Office Edition Wizard or IP Office Installation and Administration Wizard as appropriate to the IP Office system being configured.

2. Load the current configuration from the IP Office.

3. Click the \+ plus symbol next to System in the left-hand panel.

4. Click Dial Plan in the left-hand panel.

5. To automatically number all lines in sequence, enter a starting line appearance ID number in the **What is the first Line Number?** field. This should not overlap user and extension group numbers.

6. To manually set/change the line appearance ID numbers, click **Customize Line Numbers**.

   - Use this panel to alter the line appearance ID numbers. Note that for basic/primary rate interfaces, only the number of the first channel/line is shown and all other supported channels/lines on that interface are number sequentially from that number. Click **OK** when finished.

7. Click **Save**.

8. In the **Save Configuration** window that appears click **OK**.

9. Close the wizard.
Programming Appearance Buttons

This section covers the programming of appearance buttons for users into existing IP Office configurations.

- Call appearance buttons must start with button 1 and must be setup in a single block of buttons. Programming of just one call appearance is not supported. The normal default is 3 call appearance buttons unless the user regularly uses phones that support only two appearance buttons, ie. 2402, 5402.

- Appearance functions programmed to buttons without suitable status lamps or icons are treated as disabled. These buttons are enabled when the user logs in on a phone with suitable buttons in those positions.

- Line appearance buttons require line ID numbers to have been assigned, see Programming Line Appearance Numbers.
  - The use of line appearances to lines where incoming calls are routed using DID (DDI) is not recommended.

- Bridged appearance buttons require the other user to already have call appearance buttons programmed.

- **How many buttons are allowed?**
  The recommended limits are as follows:
  - No more than 10 bridged appearances to the same call appearance.
  - No more than 10 line appearances to the same line.
  - No more than 10 call coverages of the same covered user.
Programming Appearance Buttons Using IP Office Manager

Using IP Office Manager, if only button programming changes are required, the configuration changes can be merged back to the IP Office system without requiring a reboot.

1. Start IP Office Manager and load the current configuration from the IP Office.
2. Click User in the left-hand panel. A list of the existing users appears in the right-hand panel.
3. Locate the user for whom appearance buttons are required and double-click on their listing.
4. The user settings are displayed. Click the Button Programming tab (also called Digital Telephony in some locales).

5. For the required button, click on the Action field.
6. From the list of options that appears, select and click Appearance.
7. From the list of sub-options, select and click the type of appearance button required.
8. Click on the Telephone number field for the button just programmed.
9. The value to enter and method of selection will depend on the appearance function set in the Action field.

   • **Appearance**: Enter text up to 12 characters. On suitable phones the label is displayed next to the button. Traditionally the sequence a=, b=, c= is used for call appearance buttons.

   • **Line Appearance**: The drop-down selector will display a list of existing line ID numbers and allow selection.

   • **Bridged Appearance**: The two part drop-down selector will allow selection of the user name and then which of that user’s existing call appearance button the bridge appearance should match.

   • **Coverage Appearance**: The drop-down selector displays a list of users.

10. Repeat for any additional call appearance buttons required.
11. Click OK.
12. Repeat for any other users requiring call appearance buttons.
13. Click on Exit.
14. If the only changes made to the configuration were in user button programming, click Merge Config, otherwise select either Immediately or When Free.
15. Click OK.
Programming Appearance Buttons using the Wizard

Programming call appearance buttons via the IP Office Wizard will require a system reboot to load the configuration changes. This will disconnect any calls and services in progress.

1. Start the IP Office Wizard and select either the IP Office - Small Office Edition Wizard or IP Office Installation and Administration Wizard as appropriate to the IP Office system being configured.

2. Load the current configuration from the IP Office.

3. Click the + plus symbol next to Users in the left-hand panel.

4. Click on Users. A list of the existing users appears in the left hand panel.

5. Locate and double-click on the required user.

6. Click the Button Programming tab.

7. Select the type of phone that the user normally uses so that the button layout diagram matches. Unfortunately this is not saved as part of the configuration. For hot desking users, select the most commonly used type of phone.

8. To program a particular button, click on the numbered button in the displayed button map.

9. From the drop-down list select the feature required. For key & lamp operation they are: Bridged Appearance, Call Appearance, Coverage Appearance and Line Appearance.

10. Additional drop-down selectors will appear matching the selected feature. For example if Bridged Appearance is selected, additional selectors for the user and bridged button number will appear. Use these to complete the button programming.

11. Repeat for all the button required. Note that on some phones, additional sets of buttons are accessible using the Page 1, Page 2, etc radio buttons.

12. Click OK.

13. Repeat for any additional users requiring button programming.

14. When all button programming has been completed, click Save.

15. In the Save Configuration window that appears click OK.

16. Close the wizard.
Outgoing Line Programming

Assigning line ID numbers to lines and associating line appearance buttons to those lines is sufficient for answering incoming calls on those lines. However, to use line appearance buttons for outgoing calls may require further programming.

To enable line appearances for outgoing calls, it is necessary to do the following:

- Add prefixes on the incoming lines.
- Add secondary dial tone short codes that match the line prefixes.
- Add \( [x]N; \) dialing short codes for each prefix \( x \).
- Remove any \( */?//Dial \) system short code.

This will force all users to then dial a prefix when making external calls not using a line appearance button.

When making a call using a line appearance button, the user can dial the required external number without including the prefix. The prefix set of the line is automatically added and short code matching then performed to ensure that the user is allowed to dial that number.

Example

For this example, 9 has been chosen as the prefix.

1. For each line, 9 must be entered as the line's Prefix.
   - On analog, T1 and US PRI trunks the prefix must be added to the Prefix field.
   - On BRI and E1 PRI lines, the prefix must be added to the Prefix, National Prefix and International Prefix fields along with the appropriate national and international dialing prefixes.

2. The following two short codes (shown in Manager) are required.

<table>
<thead>
<tr>
<th>Code</th>
<th>Telephone Number</th>
<th>Feature</th>
<th>Line Group Id</th>
</tr>
</thead>
<tbody>
<tr>
<td>#9</td>
<td></td>
<td>Secondary Dial Tone</td>
<td>0</td>
</tr>
<tr>
<td>#9N;</td>
<td></td>
<td>Dial</td>
<td>0</td>
</tr>
</tbody>
</table>

- The 9 short code provides secondary dial tone when a line appearance with the prefix 9 is pressed.
- The [9]N; short code removes the leading 9 from the number that gets dialed to the line.
- The Line Group ID of the [9]N; short code must match the Outgoing Group ID of the lines being used.
Short Codes and Outgoing Line Appearance Calls
Once a line has been seized using a line appearance button, short code matching is still applied to the number dialed; using user, user restriction, system and LCR short codes.

- The short codes applied must resolve to an off-switch number.
- The final short code applied must specify a 'dial' feature. This allows call barring of specific matching numbers to be applied using short codes set to features such as 'Busy'.
- The final short code applied to the number dialed must specify a Line Group ID that matches the Outgoing Group ID to which the line belongs.

Line Appearance Hot Lines
A new short code feature has been added for scenarios where the associate line is an analog tie line or similar direct to another phone.

To use this feature:

- Create a new short code such as *99* with the feature DialDirectHotLine.
- Set *99* as the prefix for that line.
Phone Details

Key & Lamp Phones
The table below lists the phones supported by IP Office 3.0.

- Those marked ✓ symbol support programmable buttons but these cannot be used as appearance buttons.
- Those marked ✓✓ symbol support programmable buttons which can be used as appearance buttons.
- Those marked XX symbol do not support any programmable buttons.

The phone type is followed by the type of IP Office port to which it connects, the number of programmable buttons and the button type. The phones available may vary between countries.

- Analog phones: XXPOT
- 20DT: XXPOT
- 2402D: ✓✓DS 2 ▶️[*] (Note 1).
- 2410D: ✓✓DS 12 (2 x 6) ▶️[*] (Note 1).
- 2420: ✓✓DS 24 (3 x 8) ▶️[*] (Note 1).
- 3616: ✓✓IP 6 ▶️[*] (Note 1).
- 3626: ✓✓IP 6 ▶️[*] (Note 1).
- 3810: ✓DS 4
- 4406D: ✓✓DS 6 ▶️[*] (Note 1).
- 4412D: ✓✓DS 12 ▶️[*] (Note 1).
- 4424D: ✓✓DS 24 ▶️[*] (Note 1).
- 4601: ✓✓IP 2 ▶️[*] (Note 2).
- 4602: ✓✓DS 2 ▶️[*] (Note 1).
- 4602SW: ✓✓DS 2 ▶️[*] (Note 1).
- 4606: ✓✓IP 6 ▶️[*] (Note 2).
- 4610SW: ✓✓DS 24 (4 x 6) ▶️[*] (Note 2).
- 4612: ✓✓IP 12 ▶️[*] (Note 2).
- 4620: ✓✓IP 24 (2 x 12) ▶️[*] (Note 2).
- 4624: ✓✓IP 24 ▶️[*] (Note 2).
- 5402: ✓✓DS 2 ▶️[*] (Note 1).
- 5410: ✓✓DS 12 (2 x 6) ▶️[*] (Note 1).
- 5420: ✓✓DS 24 (3 x 8) ▶️[*] (Note 1).
- 5601: ✓✓IP 2 ▶️[*] (Note 2).
- 5602: ✓✓IP 2 ▶️[*] (Note 1).
- 5602SW: ✓✓IP 2 ▶️[*] (Note 1).
- 5610SW: ✓✓IP 24 (4 x 6) ▶️[*] (Note 1).
- 5620: ✓✓IP 24 (2 x 12) ▶️[*] (Note 1).
- 6408D: ✓✓DS 8 ▶️[*] (Note 1).
- 6416D: ✓✓DS 16 ▶️[*] (Note 1).
- 6424D: ✓✓DS 24 ▶️[*] (Note 1).
- 9040: ✓✓DS, 8 (2 x 4) ▶️[*] (Note 1).

Notes
1. **2402D, 4602, 4602SW, 5402, 5602, 5602SW**
   These phones have only 2 programmable buttons. Therefore it is recommended that they are only used for call appearance buttons. The display can only show active, alerting, held here and currently selected status. It cannot display ‘in use elsewhere’ and ‘on hold elsewhere’.
   - On the 2402D and 5402 phones, an additional 12 programmable feature buttons can be accesses by pressing FEATURE and then 0 to 9, * or #. These cannot be used for appearance functions.
2. **4601, 5601**
   These phones have 2 programmable buttons with lamps. Therefore it is recommended that they are only used for call appearance buttons.
3. Ports types are: **POT** = Analog extension port, **DS** = Digital Station port, **IP** = IP phone connection.
Key & Lamp Phone Add-On's
The following add-on's can be used to provide some Avaya phones with additional buttons. Those additional buttons can then be used for key & lamp functions.

- Those marked ✓ symbol support programmable buttons but these cannot be used as appearance buttons.
- Those marked ✓✓ symbol support programmable buttons which can be used as appearance buttons.

- **4450:** ✓✓+60
  Add-on for 4412D+ and 4424D+ phones. Provides an additional 60 programmable buttons with a single lamp. Not recommended for appearance functions as the current selected button and on hold elsewhere are not indicated. Up to two 4450 units can be connected to an existing phone. A maximum of two 4450 units per IP Office DS module and/or control unit are supported. The 4450 buttons cannot indicate on hold elsewhere.

- **EU24:** ✓✓+24 (12 x 2)
  Add-on for the 2420, 4620, 4620SW, 5420, 5620 and 5620SW. Supports an additional 24 programmable buttons. Button display icons are on two switchable pages with 12 icons on each page. Connects direct to the phone. One per phone. Maximum of two per IP Office DS module or control unit.

- **XM24:** ✓✓+24
  Add-on for 6416D and 6424D phones. Supports an additional 24 programmable buttons. Connects direct to phone. One per phone. Maximum of two per IP Office DS module or control unit.
Button Types

Key & lamp operation requires Avaya phones with programmable buttons. These are found on the majority of Avaya phones supported by IP Office.

The list below shows different programmable button types and the phones on which they are found.

- **4406D, 4412D, 4424D, 4606, 4612, 4624 Phones**
  Programmable button with twin lamps. For appearance functions the red lamp is used to indicate the current selected button.

- **4412 Phone**
  Programmable button with no lamps. Found on the last 12 buttons on the Avaya 4412 phone. Not usable for appearance button functions.

- **4450 Phone Add-On**
  Programmable button with a single green lamp. Not recommended for appearance functions as the current selected button is not indicated.

- **4601, 5601**
  Programmable button with single red lamp.

- **6408D, 6416D, 6424D Phones and XM24 Add-On**
  Programmable button with twin lamps. For appearance functions the red lamp is used to indicate the current selected button.

- **2410D, 2420, 4610SW, 4620, 5410, 5420, 5610, 5620, EU24**
  Display key with adjacent icon and text label display area. For appearance functions an underscore on the text label is used to indicate the current selected button.

- **2402D, 4602, 4602SW, 5402, 5602, 5602SW Phones**
  Display key with adjacent icon display area but no text label display. For appearance functions a * symbol is used to indicate the current selected button.
  - The 2402D and 5402 have an additional 12 programmable buttons. These are accessed by pressing FEATURE and then any key from 0 to 9, *, and #. These additional buttons are not suitable for appearance functions.

- **Transtalk 9040**
  Display keys with icon display area above. For appearance functions a icon is used to indicate the current selected button.

- **3616, 3626**
  Up to six buttons, indicated by button number. Accessed by pressing LINE followed by the required button number.
Phone User Notes

Call Appearance Button Indication
On phones with a text display area next to the button, by default CA1, CA2 and so on is displayed. This can be replaced by any other text required.

The following table shows how the different states of call appearance buttons (alerting, held, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Call Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA1</td>
<td></td>
<td>Id美</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Red off, Green off.</td>
</tr>
<tr>
<td>CA1</td>
<td></td>
<td>Id美 + Selected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Red on, Green off.</td>
</tr>
<tr>
<td>^ CA1</td>
<td>Flashing icon.</td>
<td>Alerting</td>
</tr>
<tr>
<td></td>
<td>Red off, Green steady flash.</td>
<td></td>
</tr>
<tr>
<td>^ CA1</td>
<td>Flashing icon.</td>
<td>Alerting + Selected</td>
</tr>
<tr>
<td></td>
<td>Red on, Green steady flash.</td>
<td></td>
</tr>
<tr>
<td>^ CA1</td>
<td>Red on, Green on.</td>
<td>In Use Here</td>
</tr>
<tr>
<td></td>
<td></td>
<td>In Use Elsewhere</td>
</tr>
<tr>
<td></td>
<td>Red off, Green on.</td>
<td></td>
</tr>
<tr>
<td>~ CA1</td>
<td>Red off, Green fast flash.</td>
<td>On Hold Here</td>
</tr>
<tr>
<td>~ CA1</td>
<td>Red off, Green intermittent flash.</td>
<td>On Hold Elsewhere</td>
</tr>
<tr>
<td>~ CA1</td>
<td>Red off, Green broken flash.</td>
<td>Inaccessible</td>
</tr>
</tbody>
</table>

Icon flashes off.
## Bridged Appearance Button Indication

On phones with a text display area next to the button, the name of the bridged user and the text from the bridged user’s call appearance key are displayed.

The following table shows how the different states of bridged appearance buttons (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Bridge Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>Idle</td>
<td>The bridged appearance is not in use.</td>
</tr>
<tr>
<td>Flashed</td>
<td>Alerting</td>
<td>The matching call appearance is alerting for an incoming call. This is accompanied by ringing. If the user is already on a call, only a single ring is given.</td>
</tr>
<tr>
<td>Flashing</td>
<td>Alerting + Selected</td>
<td>As above but Ringing Line Preference has made this the user’s current selected button.</td>
</tr>
<tr>
<td>Normal</td>
<td>In Use Elsewhere</td>
<td>The matching call appearance button is in use.</td>
</tr>
<tr>
<td>Normal</td>
<td>In Use Here</td>
<td>The user has made a call or answered a call on the bridged appearance, or bridged into it.</td>
</tr>
<tr>
<td>Normal</td>
<td>On Hold Here</td>
<td>The call has been put on hold by this user.</td>
</tr>
<tr>
<td>Normal</td>
<td>On Hold Elsewhere</td>
<td>The call on that call appearance has been put on hold by another user.</td>
</tr>
<tr>
<td>Icon</td>
<td>Inaccessible</td>
<td>The button pressed is not accessible. The call is still dialing, ringing or cannot be bridged into. A single tone is also given.</td>
</tr>
</tbody>
</table>
**Call Coverage Button Indication**

On phones with a text display area next to the button, the name of the covered user is displayed followed by the word *Cover*.

The following table shows how the different states of the call coverage button (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Call Coverage Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Red off, Green off.</td>
<td></td>
</tr>
<tr>
<td><strong>Alerting</strong></td>
<td>Red off, Green steady flash.</td>
<td></td>
</tr>
<tr>
<td>Red on, Green steady flash.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alerting + Selected</td>
<td>Red on, Green steady flash.</td>
<td></td>
</tr>
<tr>
<td>In Use Here</td>
<td>Red on, Green on.</td>
<td></td>
</tr>
<tr>
<td>On Hold Here</td>
<td>Red off, Green fast flash.</td>
<td></td>
</tr>
</tbody>
</table>
Line Appearance Button Indication
On phones with a text display area next to the button, the label Line and the line number are displayed.

The following table shows how the different states of line appearance buttons (in use, alerting, etc) are indicated.

When the user is not connected to a call, the button indicated as selected is the button that will automatically used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

For a description of the flash rates see Lamp Flash Rates. This is a general table, not all phone button types are covered.

<table>
<thead>
<tr>
<th>5410/5420</th>
<th>4400 Series</th>
<th>Line Appearance Button State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 601</td>
<td>Red off,</td>
<td>Idle</td>
</tr>
<tr>
<td></td>
<td>Green steady flash.</td>
<td>The associated line is not in use.</td>
</tr>
<tr>
<td>Line 601</td>
<td>Red off,</td>
<td>Idle + Selected</td>
</tr>
<tr>
<td></td>
<td>Green steady flash.</td>
<td>The associated line is not in use but the button is the user currently selected button.</td>
</tr>
<tr>
<td>Flashing icon.</td>
<td>Red off,</td>
<td>Alerting</td>
</tr>
<tr>
<td></td>
<td>Green steady flash.</td>
<td>The line is ringing at it incoming call route destination. This is accompanied by ringing. If the user is already on a call, only a single ring is given.</td>
</tr>
<tr>
<td>Flashing icon.</td>
<td>Red on,</td>
<td>Alerting + Selected</td>
</tr>
<tr>
<td></td>
<td>Green steady flash.</td>
<td>As above but Ringing Line Preference has made this the user's current selected button.</td>
</tr>
<tr>
<td>Line 601</td>
<td>Red off,</td>
<td>In Use Elsewhere</td>
</tr>
<tr>
<td></td>
<td>Green on.</td>
<td>The line is in use.</td>
</tr>
<tr>
<td>Line 601</td>
<td>Red on,</td>
<td>In Use Here</td>
</tr>
<tr>
<td></td>
<td>Green on.</td>
<td>The user has answered the line, made a call on it or bridged into the call on the line.</td>
</tr>
<tr>
<td>Line 601</td>
<td>Red off,</td>
<td>On Hold Here</td>
</tr>
<tr>
<td></td>
<td>Green on.</td>
<td>The call on the line has been put on hold by this user.</td>
</tr>
<tr>
<td>Line 601</td>
<td>Red off,</td>
<td>On Hold Elsewhere</td>
</tr>
<tr>
<td></td>
<td>Green intermittent flash.</td>
<td>The call on the line has been put on hold by another appearance button user.</td>
</tr>
<tr>
<td>Icon flashes off.</td>
<td>Red off,</td>
<td>Inaccessible</td>
</tr>
<tr>
<td></td>
<td>Green broken flash.</td>
<td>The button pressed is not accessible. The call is still dialing, ringing, routing or cannot be bridged into. A single tone is also given.</td>
</tr>
</tbody>
</table>
Lamp Flash Rates
The flash rate on button lamps is sometimes used to indicate different statuses. For example a fast flash is used for calls you put on hold and an intermittent flash for calls put on hold by someone else.

- **Steady Flash**: **********---------- (0.5s on/0.5 s off/...)
  Used mainly to indicate alerting calls.

- **Fast Flash**: *-*-*-*-*-*-*-*-*-* (50ms on/50ms off/...)
  Used mainly to indicate calls put on hold by you. This flash mode is also called 'Flutter'.

- **Intermittent Flash**: *----*----*----*---- (50ms on/200ms off/...)
  Used mainly to indicate calls on hold elsewhere, ie. put on hold by another user. This flash mode is also called 'Inverse Wink'.
## Button Maps

### Button Maps & Details

The following tables indicate the button numbered assumed by the IP Office for different phones types. In some cases, this numbering differs from that used for the same sets on other Avaya telephone systems.

As a general rule, button 1 is the top button on the left-hand column. Buttons numbers then go down the column and continue at the top of the next column. Note however that there are exceptions.

The following table lists IP Office phones that support key & lamp operation and the relevant button map for each phone.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Button Map</th>
</tr>
</thead>
<tbody>
<tr>
<td>2402D</td>
<td>Map 02</td>
</tr>
<tr>
<td>2410D</td>
<td>Map 13</td>
</tr>
<tr>
<td>2420</td>
<td>Map 15</td>
</tr>
<tr>
<td>4406D</td>
<td>Map 04</td>
</tr>
<tr>
<td>4412D</td>
<td>Map 05</td>
</tr>
<tr>
<td>3616</td>
<td>Map 17</td>
</tr>
<tr>
<td>3626</td>
<td>Map 17</td>
</tr>
<tr>
<td>3810</td>
<td>Map 18</td>
</tr>
<tr>
<td>4424D</td>
<td>Map 07</td>
</tr>
<tr>
<td>4450</td>
<td>Map 08</td>
</tr>
<tr>
<td>4601</td>
<td>Map 03</td>
</tr>
<tr>
<td>4602</td>
<td>Map 01</td>
</tr>
<tr>
<td>4602SW</td>
<td>Map 01</td>
</tr>
<tr>
<td>4606</td>
<td>Map 04</td>
</tr>
<tr>
<td>4610SW</td>
<td>Map 14</td>
</tr>
<tr>
<td>4612</td>
<td>Map 06</td>
</tr>
<tr>
<td>4620</td>
<td>Map 16</td>
</tr>
<tr>
<td>4624</td>
<td>Map 07</td>
</tr>
<tr>
<td>5402</td>
<td>Map 02</td>
</tr>
<tr>
<td>5410</td>
<td>Map 13</td>
</tr>
<tr>
<td>5420</td>
<td>Map 15</td>
</tr>
<tr>
<td>5601</td>
<td>Map 03</td>
</tr>
<tr>
<td>5602</td>
<td>Map 01</td>
</tr>
<tr>
<td>5620</td>
<td>Map 16</td>
</tr>
<tr>
<td>6408D</td>
<td>Map 09</td>
</tr>
<tr>
<td>6416D</td>
<td>Map 10</td>
</tr>
<tr>
<td>6424D</td>
<td>Map 11</td>
</tr>
<tr>
<td>9040</td>
<td>Map 12</td>
</tr>
</tbody>
</table>
Map 01: 4602, 4602SW, 5602, 5602SW
These phones only have two programmable buttons with no display text labels. Display icons are used for status indication with a * used for current selected appearance button indication.

For appearance functions, these only display active, alerting, held here and current selected button. They do not display in use elsewhere and on hold elsewhere.

It is strongly recommended that both these buttons are only used for call appearance buttons.
Map 02: 2402D, 5402D

These phones only have two programmable buttons with no display text labels. Display icons are used for status indication with a * used for current selected appearance button indication.

For appearance functions, these only display active, alerting, held here and current selected button. They do not display in use elsewhere and on hold elsewhere.

It is strongly recommended that both these buttons are only used for call appearance buttons.

Another 12 programmable buttons (buttons 4 to 15) are accessed by the user pressing FEATURE and then any key from 0 to 9, *, and #. These cannot be used for appearance functions.

4 = FEATURE + 0
5 = FEATURE + 1
6 = FEATURE + 2
7 = FEATURE + 3
8 = FEATURE + 4
9 = FEATURE + 5
10 = FEATURE + 6
11 = FEATURE + 7
12 = FEATURE + 8
13 = FEATURE + 9
14 = FEATURE + *
15 = FEATURE + #
Map 03: 4601, 5601
These phones have two programmable buttons, each with a single red lamp. It is strongly recommended that both these buttons are only used for call appearance buttons.
Map 04: 4406D+, 4606
These phones has 6 programmable buttons with twin lamps; one green, one red.
Map 05: 4412D+
This phone has 24 programmable buttons. The first 12 have twin lamps; one green, one red. The last 12 buttons do not include lamps and should not be used for appearance functions.
Map 06: 4612
This phone has 12 programmable buttons with twin lamps; one green, one red.

Programmable buttons.
Map 07: 4424D+, 4624
These phones have 24 programmable buttons with twin lamps; one green, one red.
Map 08: 4450
Add-on for 4412D+ and 4424D+ phones. Provides an additional 60 programmable buttons with twin lamps. Up to two 4450 units can be connected to an existing phone. Not recommended for appearance functions as the current selected button and on hold elsewhere are not indicated. A maximum of two 4450 units per IP Office DS module and/or control unit are supported. The 4450 buttons cannot indicate on hold elsewhere.

In the button maps below, note that the bottom two rows break the normal pattern of button numbering.
4450x2

085 [ ] 095 [ ] 105 [ ] 115 [ ] 125 [ ]

086 [ ] 096 [ ] 106 [ ] 116 [ ] 126 [ ]

087 [ ] 097 [ ] 107 [ ] 117 [ ] 127 [ ]

088 [ ] 098 [ ] 108 [ ] 118 [ ] 128 [ ]

089 [ ] 099 [ ] 109 [ ] 119 [ ] 129 [ ]

090 [ ] 100 [ ] 110 [ ] 120 [ ] 130 [ ]

091 [ ] 101 [ ] 111 [ ] 121 [ ] 131 [ ]

092 [ ] 102 [ ] 112 [ ] 122 [ ] 132 [ ]

093 [ ] 103 [ ] 113 [ ] 123 [ ] 133 [ ]

094 [ ] 104 [ ] 114 [ ] 124 [ ] 134 [ ]

135 [ ] 137 [ ] 139 [ ] 141 [ ] 143 [ ]

136 [ ] 138 [ ] 140 [ ] 142 [ ] 144 [ ]
Map 09: 6408D
This phone has 8 programmable buttons. Each button includes twin lamps; one red, one green.

Map 10: 6416D
This phone has 16 programmable buttons. Each button includes twin lamps; one red, one green.
Map 11: 6424D
This phone has 24 programmable buttons. Each button includes twin lamps; one red, one green.
Map 12: TransTalk 9040
The 9040 has four display keys. These relate to two rows of display labels shown above, 1 to 4 and A to D. A < symbol is shown next to the currently selected row of labels, selection can be switched using the ^ shift key.

9040 display buttons labeled 1 to 4 correspond with IP Office user buttons 1 to 4. 9040 display buttons labeled A to D correspond with IP Office user buttons 8 to 11.
Map 13: 2410, 5410
These phones have 6 physical display keys and 12 programmable buttons. The ◀ and ▶ keys are used to switch the display between different button display pages as shown below.

<table>
<thead>
<tr>
<th>&lt;PAGE 1&gt;</th>
<th>&lt;PAGE 2&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>9</td>
<td>12</td>
</tr>
</tbody>
</table>

Programmable buttons.
Previous/Next Page keys.
Map 14: 4610SW, 5610SW
These phones have 6 physical display keys and 24 programmable buttons. The ◀ and ▶ keys are used to switch the display between different button display pages as shown below.

Programmable buttons

Previous/Next Page keys.
Map 15: 2420, 5420
These phones have 8 physical display keys and 24 programmable buttons. The ◄ and ► keys are used to switch the display between different button display pages as shown below.

These phones support two modes of button display, selected by the user through the phone (press Option | Display Mode | Call Center Mode).

Normal Mode

Call Center Mode

In this mode, several of the programmable button position are repeated and replace the normal functions on the base on the phone display.
Map 16: 4620, 4620SW, 5620, 5620SW

These phones have 12 physical display keys and 24 programmable buttons. The ← and → keys are used to switch the display between different button display pages as shown below.

Buttons set to call appearance or bridged appearance use a full screen width display line and can be accessed by the display key on either side. The number of display pages available is adjusted accordingly up to 3 or 4 pages.
Map 17: 3616, 3626
These phones support 6 programmable buttons. These are accessed by pressing LINE and then 1 to 6 when the phone is off hook. The FCN options are not re-programmable.

<table>
<thead>
<tr>
<th>IP Office Button</th>
<th>3616/3626 Button</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LINE + 1</td>
</tr>
<tr>
<td>2</td>
<td>LINE + 2</td>
</tr>
<tr>
<td>3</td>
<td>LINE + 3</td>
</tr>
<tr>
<td>4</td>
<td>LINE + 4</td>
</tr>
<tr>
<td>5</td>
<td>LINE + 5</td>
</tr>
<tr>
<td>6</td>
<td>LINE + 6</td>
</tr>
</tbody>
</table>

The following should be noted with these phones:

- 'In use' is indicated by the button number being shown. The same indication is used for 'In use elsewhere' and 'On Hold elsewhere' are not distinguished from 'In use'.
- 'Alerting' and 'Held here' are indicated by the button number flashing.
- No indication is shown when the 3616 or 3626 is idle. Only an alerting call will override idle.
- When off hook, the phones do not give any abbreviated ringing to indicate an alerting button.
Map 18: 3810
This phone supports 4 programmable buttons.

<table>
<thead>
<tr>
<th>IP Office Button</th>
<th>3810 Button</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

Note that the correspondence between IP Office button numbers and the phone buttons is not logical. If call appearance buttons are programmed, only the first two will be useable and will appear as buttons 3 and 4 on the actual phone. Line, bridged and call appearance buttons would need to be programmed as IP Office buttons 8 and 9 and would appear on buttons 1 and 2 on the phone.
Other Button Functions

Programming Buttons
This section covers the full range of short code features that can be assigned to programmable buttons in addition to the call, line, bridged and call coverage appearance features.

Note that not all these functions are necessarily supported on all types of phones with programmable buttons. Refer to the individual telephone user guides for full details of which functions are supported and how those functions operate.
Button Functions List

In addition to the appearance functions, a wide range of other functions can be assigned to the programmable keys on Avaya IP Office phones. The table below lists those functions:

- Abbreviated Dial
- Abbreviated Dial Pause
- Abbreviated Dial Program
- Abbreviated Dial Stop
- Account Code Entry
- ACD Agent Statistics
- ACD Stroke Count
- AD Special Function Mark
- AD Special Function Wait
- AD Special Functions
- AD Suppress
- Appearance
- Automatic Callback
- Automatic Intercom
- Bridge
- Busy
- Busy On Held
- Call
- Call Forwarding All
- Call Intrude
- Call Listen
- Call Park
- Call Park To Other Extension
- Call Pickup
- Call Pickup Any
- Call Pickup Group
- Call Pickup Members
- Call Queue
- Call Record
- Call Steal
- Call Waiting Off
- Call Waiting On
- Call Waiting Suspend
- Cancel All Forwarding
- Cancel Leave Word Calling
- Cancel Ring Back When Free
- Channel Monitor
- Consult
- Clear Call
- Clear CW
- Clear Hunt Group Night Service
- Clear Hunt Group Out Of Service
- Clear Quota
- Conference Add
- Conference Meet Me
- Coverage
- Dial
- Dial 3K1
- Dial 56K
- Dial 64K
- Dial CW
- Dial Direct
- Dial Emergency
- Dial Inclusion
- Dial Intercom
- Dial Paging
- Dial Physical Extn By ID
- Dial Physical Extension By Number
- Dial Speech
- Dial V110
- Dial V120
- Dial Video
- Directed Call Pickup
- Directory
- Display Msg
- Do Not Disturb Exception Add
- Do Not Disturb Exception Delete
- Do Not Disturb Off
- Do Not Disturb On
- Drop
- Extn Login
- Extn Logout
- Flash Hook
- Follow Me Here
- Follow Me Here Cancel
- Follow Me To
- Forward Hunt Group Calls Off
- Forward Hunt Group Calls On
- Forward Number
- Forward On Busy Number
- Forward On Busy Off
- Forward On Busy On
- Forward On No Answer Off
- Forward On No Answer On
- Forward Unconditional Off
- Forward Unconditional On
- Group
- Group Paging
- Headset Toggle
- Hold Call
- Hold CW
- Hold Music
- Hunt Group Disable
- Hunt Group Enable
- Inspect
- Internal Auto-Answer
- Leave Word Calling
- Line
- Manual Exclusion
- Off Hook Station
- Park
- Park Call
- Priority Call
- Priority Calling
- Relay Off
- Relay On
- Relay Pulse
- Resume Call
- Retrieve Call
- Ride Call
- Ring Back When Free
- Ringer Off
- Self-Administer
- Send All Calls
- Set Absent Text
- Set Account Code
- Set Hunt Group Night Service
- Set Hunt Group Out Of Service
- Set Inside Call Seq
- Set No Answer Time
- Set Outside Call Seq
- Set Ringback Seq
- Set Wrap Up Time
- Stored Number View
- Suspend Call
- Suspend CW
- Time of Day
- Timer
- Toggle Calls
- User
- Voicemail Collect
- Voicemail Off
- Voicemail On
- Voicemail Ringback On
- Voicemail Ringback Off
Programming Buttons

Programming Buttons Using IP Office Manager

Using IP Office Manager, if only button programming changes are required, the configuration changes can be merged back to the IP Office system without requiring a reboot.

1. Start IP Office Manager and load the current configuration from the IP Office.
2. Click $ User in the left-hand panel. A list of the existing users appears in the right-hand panel.
3. Locate the user for whom button programming is required and double-click on their listing.
4. The user settings are displayed. Click the Button Programming tab (also called Digital Telephony in some locales).

5. For the required button, click on the Action field.
6. From the list of options that appears, select the required action. Some actions are group by category and type.
7. Click on the Telephone number field for the button just programmed. The value to enter will depend on the action set in the Action field.
8. Repeat for any additional call appearance buttons required.
9. Click OK.
10. Repeat for any other users requiring programmed buttons.
11. Click on $.
12. If the only changes made to the configuration were in user button programming, click Merge Config, otherwise select either Immediately or When Free.
13. Click OK.
Programming Buttons via the Wizard

Programming call appearance buttons via the IP Office Wizard will require a system reboot to load the configuration changes. This will disconnect any calls and services in progress.

Note: Wizard can only be used to program a sub-set of functions. For the full range of functions Manager should be used.

1. Start the IP Office Wizard and select either the IP Office - Small Office Edition Wizard or IP Office Installation and Administration Wizard as appropriate to the IP Office system being configured.

2. Load the current configuration from the IP Office.

3. Click the plus symbol next to Users in the left-hand panel.

4. Click on Users. A list of the existing users appears in the left hand panel.

5. Locate and double-click on the required user.

6. Click the Button Programming tab.

7. Select the type of phone that the user normally uses so that the button layout diagram matches. Unfortunately this is not saved as part of the configuration. For hot desking users, select the most commonly used type of phone.

8. To program a particular button, click on the numbered button in the displayed button map.

9. From the drop-down list select the action required.

10. Additional selectors will appear matching the selected feature. Use these to set the required 'telephone number' for the action.

11. Repeat for all the button required. Note that on some phones, additional sets of buttons are accessible using the Page 1, Page 2, etc radio buttons.

12. Click OK.

13. Repeat for any additional users requiring button programming.

14. When all button programming has been completed, click Save.

15. In the Save Configuration window that appears click OK.

16. Close the wizard.
Programming Button via the Menu Key
Users on phones with a Menu button can program functions against their own programmable buttons except those already programmed as appearance buttons.

Those phones are the 4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D.
This programming also includes programmable button on any associated add-on units associated with the phone.

Setting a Button to Dial a Number
This process sets the selected programmable button to the Dial function in the IP Office configuration.

1. With the phone idle and on-hook, press MENU 5 0 0.
2. Press ▶ and select PROG.
3. Enter the number required. The left-most display button can be used to backspace and the right-most display button can be used to Clear the whole number.
4. Press the programmable button against which the number should be set.
5. If the button is already programmed, options to replace (Repl), keep (Keep) or delete (Delet) the buttons existing programming appear. Select the option required.
6. The message BUTTON PROGRAMMED! indicates that the button is now programmed. Select Cont and then press Exit 5 0.

Setting a Button to a Switch Function
This process allows users to program there own Group, User and Park slot monitor buttons. It also allows the programming of Dial and Flash hook buttons.

1. With the phone idle and on-hook, press Menu 5 0 twice.
2. Press ▶ and select ProgA.
3. Press ▶ and select DSS.
4. Use the ◀ and ▶ buttons to display the function required. Press the display button below the function to select it.
5. If the function requires a telephone number value set, enter the number. The left-most display button can be used to backspace and the right-most display button can be used to Clear the whole number.
6. Press the programmable button against which the number should be set.
7. If the button is already programmed, options to replace (Repl), keep (Keep) or delete (Delet) the buttons existing programming appear. Select the option required.
8. The message BUTTON PROGRAMMED! indicates that the button is now programmed. Select Cont and then press Exit 5 0.
Setting Buttons to Admin Function

Phones with a Menu key can program a range of self-administer functions onto their programmable buttons. These are:

- Dir - Directory.
- Drop - Drop.
- HFAns - Internal Auto-Answer.
- Timer - Timer.
- AutCB - Automatic Callback.
- Prog - Abbreviated Dial Program.
- CFRwd - Call Forwarding All.
- CPark - Call Park.
- SAC - Send All Calls.
- TmDay - Time of Day.
- Admin - Self-Administer.
- Acct - Account Code Entry.
- AD - Abbreviated Dial.
- Park - Call Park to Other Extn.
- GrpPg - Group Paging.
- CPkUp - Call Pickup.
- DPkUp - Directed Call Pickup.
- RngOf - Ringer Off.
- Spres - AD Suppress.
- HdSet - Headset Toggle.
- HGNS+ - Set Hunt Group Night Service.

This is the same set of functions that can be programmed by users with a button set to Self-Administer (see Self-Administer).

1. With the phone idle and on-hook, press Menu.
2. Press twice and select Admin.
3. Use the and keys to display the function required and then select it by pressing the display button below the feature.
   - Selecting Expl? changes the display from short name mode to long name mode. In this mode the full names of the features are displayed. Select SHORTMODE to return to that mode.
4. If the function requires a telephone number value set, enter the number. The left-most display button can be used to backspace and the right-most display button can be used to Clear the whole number.
5. Press the programmable button against which the number should be set.
6. If the button is already programmed, options to replace (Repla), keep (Keep) or delete (Delet) the buttons existing programming appear. Select the option required.
7. The message BUTTON PROGRAMMED! indicates that the button is now programmed. Select Cont and then press Exit.
Programming Button via an Admin Button

The **Admin** (also called **Self-Administer**) function can be assigned to a programmable button on a users phones. That button then allows the user to program functions against other programmable buttons on their phone, except those already set as appearance buttons.

- **Admin** and **Admin1** buttons are only supported on **2410, 2420, 4406D+, 4412D+, 4424D+, 4606IP, 4612IP, 4624IP, 5410, 5420, 6408D, 6416D and 6424D**.
- On **4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D** phones:
  - **Admin** can be permanently accessed via **Menu, , , , Admin**.
  - **Admin1** can be permanently accessed via **Menu, , , , ProgA, , , , DSS**.

The features that can be assigned using an **Admin** button are:

- Dir - Directory.
- Drop - Drop.
- HFAns - Internal Auto-Answer.
- Timer - Timer.
- AutCB - Automatic Callback.
- Prog - Abbreviated Dial Program.
- CFrwd - Call Forwarding All.
- CPark - Call Park.
- SAC - Send All Calls.
- TmDay - Time of Day.
- Admin - Self-Administer.
- Acct - Account Code Entry.
- AD - Abbreviated Dial.
- Park - Call Park to Other Extn.
- GrpPg - Group Paging.
- CPkUp - Call Pickup.
- DPkUp - Directed Call Pickup.
- RngOf - Ringer Off.
- Spres - AD Suppress.
- HdSet - Headset Toggle.
- HGNS+ - Set Hunt Group Night Service.

The **Admin** function can also be setup with the telephone number value of **1**. This changes the functions that it provides:

- Dial.
- Group.
- Park.
- User.
- Flash Hook.

Users can be configured with both an **Admin** and **Admin1** button.

The following sections describe the general operation of **Admin** and **Admin1** on Avaya phones with programmable buttons. For full details for a particular phone refer to the appropriate IP Office terminal user guide.
Using an Admin Button

1. With the phone idle and on-hook, press the button programmed to Admin or Admin1.

2. The list of available functions is shown. Use the ◀ and ▶ buttons to move through the list.
   - Selecting Expl? changes the display from short name mode to long name mode. In this mode the full names of the features are displayed. Select SHORTMODE to return to that mode.

3. Select the function required.

4. If the function requires a telephone number value set, enter the number. The left-most display button can be used to backspace and the right-most display button can be used to Clear the whole number.

5. Press the programmable button against which the number should be set. On phones with multiple pages of buttons use the ◀ and ▶ button to select the required page before pressing the button to program.

6. If the button is already programmed, options to replace, keep or delete the button's existing programming appear. Select the option required.

7. The message BUTTON PROGRAMMED! indicates that the button is now programmed.

8. Select Cont. and then press Exit or lift the handset to go off-hook.
Functions

Programmable Button Functions
The following sections list each of the functions. Note that not all functions are necessarily supported by all phones. For users who hot desk between phones, the availability of some functions may change according to the current phone type at which they are logged on. Similarly the mode of operation of each function will vary with the phone type.

For each function, after the description the following information is shown:

- **Telephone Number:**
  The data required in the button's Telephone Number field for the action to work.
  - Some functions can be programmed without a number and will, when the button is pressed, prompt the user to enter a value. This option is not supported on all phones: 2402, 4602, 5402 and 5602.

- **Button Programming Action:**
  Path to the function within the list of available actions offered within the IP Office Manager Button Programming tab.

- **Toggles:**
  If 'Yes', the buttons action can be reversed by pressing the same button again. This reduces the need to program paired buttons. For example, only a voicemail on button is required rather than separate voicemail on and voicemail off buttons.

- **Button Label:**
  The text label that will be shown adjacent to the programmed button on phones that support text labels. On some phones this label can be changed by the phone user.

- **Status Indication:**
  On buttons which include status lamps or adjacent icons, the lamp or icon can be used to indicate the status of the buttons associated function.

- **User Admin Programmable:**
  Indicates whether the feature can be programmed against buttons by the user themselves. This requires their phone to have a button programmed to the Admin (Self-Administer) function or a Menu key (412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D).

- **Not Supported:**
  Those actions listed as 'Not supported' are those found on other Avaya phone systems which have no equivalent function on the IP Office. However they can still be assigned to a button which, when used, can be overridden by a CTI application. For example, "Stats" could be configured as a soft key and a CTI application run to override it and display suitable agent statistics.
Abbreviated Dial
This allows one touch dialing of a stored number.

- **Telephone Number**: Telephone number or partial telephone number.
- **Button Programming Action**: Emulation | Abbreviated Dial.
- **Button Label**: AD
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: Yes.

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

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Abbreviated Dial Pause.
- **Button Label**: Pause.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Abbreviated Dial Program
Allows a user to program abbreviated dialing numbers against other programmable buttons. This function cannot be used to overwrite call appearance buttons.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Abbreviated Dial Program.
- **Button Label**: Prog.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: No.
Abbreviated Dial Stop

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

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Abbreviated Dial Stop.
- **Button Label:** Stop.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Account Code Entry

Enter an account code for a call.

- **Telephone Number:** Optional. If an code is entered, it must match an account code set in the account codes list. If no account code is entered, the phone display will request entry of a valid code.
- **Button Programming Action:** Emulation | Account Code Entry.
- **Button Label:** Acct.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.

ACD Agent Statistics

*Not supported. Provided for CTI emulation only.*

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | ACD Agent Statistics.
- **Button Label:** Stats.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
ACD Stroke Count
Not supported. Provided for CTI emulation only.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | ACD Stroke Count.
- **Button Label:** Count.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | AD Special Function Mark.
- **Button Label:** Mark.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | AD Special Function Wait.
- **Button Label:** Wait.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
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.

- **Telephone Number:** *None.*
- **Button Programming Action:** Emulation | AD Special Functions.
- **Button Label:** Sfunc.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

AD Suppress

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

- **Telephone Number:** *None.*
- **Button Programming Action:** Emulation | AD Suppress.
- **Button Label:** Spres.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>Spres</td>
<td>Spres</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>Spres</td>
<td>Spres</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.

Appearance

See Call.
**Automatic Callback**

Set a callback when free on the extension called.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Automatic Callback.
- **Button Label:** AutCB.
- **Status Indication:**

<table>
<thead>
<tr>
<th>User</th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On.</td>
<td>AutCB</td>
<td>AutCB</td>
<td>Green on.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.

**Automatic Intercom**

Call an extension and have the call answered on speaker phone. Handsfree auto-answer must be supported by the called extension.

- **Telephone Number:** Extension number.
- **Button Programming Action:** Emulation | Automatic Intercom.
- **Button Label:** Iauto.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

**Bridge**

Creates an appearance button that follows the state of another users call appearance button. The bridged appearance can be used to make and answer calls on behalf of the call appearance user. See Bridged Appearance Buttons.

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 on at a phone with suitable buttons.

- **Telephone Number:** User name and user call appearance button number.
- **Button Programming Action:** Appearance | Bridge.
- **Button Label:** `<user name>`<call appearance label>
- **Status Indication:** See Bridged Appearance Button Indication.
- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
Busy
Provide busy signal to the user.
- **Telephone Number:** *None.*
- **Button Programming Action:** Advanced | Busy | Busy.
- **Button Label:** Busy.
- **Status Indication:** none.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Busy On Held
When on, busy on held returns busy to new calls when 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.
- **Telephone Number:** 1 for on, 0 for off.
- **Button Programming Action:** Advanced | Busy | Busy on Held.
- **Button Label:** BusyH
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Call
Creates an call appearance button. This can be used to answer and make calls. Users with multiple call appearance buttons can handle multiple calls. See Call Appearance Buttons.
Call appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs on at a phone with suitable buttons.
- **Telephone Number:** Optional text label.
- **Button Programming Action:** Appearance | Call.
- **Button Label:** `<optional text label entered above>`
- **Status Indication:** See Call Appearance Button Indication.
- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
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.

- **Telephone Number**: Telephone number (optional). If blank, the phone will display the user's current forward number setting and allow change it to be changed if required.
- **Button Programming Action**: Emulation | Call Forwarding All.
- **Button Label**: CFrwd.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>CFrwd</td>
<td>CFrwd</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>CFrwd</td>
<td>CFrwd</td>
<td>Off.</td>
</tr>
</tbody>
</table>
- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Call Intrude
Intrudes on the existing call of the specified target extension. All call parties are put into a conference and can talk. Use of this feature is subject to the **Can Intrude** status of the intruder and the **Cannot be Intruded** status of the other call parties.

- **Telephone Number**: Target extension number.
- **Button Programming Action**: Advanced | Call | Call Intrude.
- **Button Label**: Intru.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

Call Listen
This feature allows a user to monitor another conversation without being heard. It requires the user being monitored to be a member of the group set as the button user's **Monitor Group** in the IP Office configuration.

- **Warning**: The use of monitoring may be subject to local and national restrictions. This feature should only be used in compliance with those restrictions.

Note: IP phone extensions can be used to monitor but cannot be monitored.

- **Telephone Number**: Target extension number.
- **Button Programming Action**: Advanced | Call | Call Listen.
- **Button Label**: Listn.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
Call Park
Allows the user to park their current call. This is not a monitored park button, ie. it does not indicate when calls are parked until pressed. For a monitor Park button use Park.

- **Telephone Number**: Blank (park slot number assigned based on parking extension number) or specific park slot number.
  - If left blank, 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. For example, for extension XXX, the first parked call is assigned to park slot XXX0, the next to XXX1 and so on. With no call connected, pressing the button will display details of any calls parked by the extension and allow their retrieval.
  - If programmed with a park slot number, calls are parked in that park slot. To retrieve the calls, another button set to Call Park with no number or to Ride and the same park slot number must be used.

- **Button Programming Action**: Emulation | Call Park.
- **Button Label**: CPark.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>CPark</td>
<td>CPark</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>CPark</td>
<td>CPark</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: No.

Call Park To Other Extension
Allows the user to park their current call against another extension. The parked call indication on that extension is then activated according to the telephone type.

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

- **Telephone Number**: Extension number.
- **Button Programming Action**: Emulation | Call Park to Other Extension.
- **Button Label**: Park.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: No.
Call Pickup
Answer an alerting call on the system.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Call Pickup.
- **Button Label**: CpkUp.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: No.

Call Pickup Any
Pick up the first available ringing call on the system.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Call | Call Pickup Any.
- **Button Label**: PickA
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Call Pickup Group
Pick up a call ringing any hunt group of which the user is a member.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Call | Call Pickup Group.
- **Button Label**: PickG.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
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 incoming call can be as a result of a DID call to that extension, an internal call to that extension, an internal or external call to the Hunt Group, a call to a phone from another Hunt Group etc.

- **Telephone Number**: Group number or "Group name".
- **Button Programming Action**: Advanced | Call | Call Pickup Members.
- **Button Label**: PickM
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Call Queue
Queue the current call to the destination phone, waiting for the phone to become free. This is the same as a transfer except it allows you to transfer to a busy phone.

- **Telephone Number**: Target extension number.
- **Button Programming Action**: Advanced | Call | Call Queue.
- **Button Label**: Queue.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

Call Record
This feature allows you to record a conversation. This option 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 IP Office configuration, the default being the users own mailbox.

- **Telephone Number**: Target extension number.
- **Button Programming Action**: Advanced | Call | Call Record.
- **Button Label**: Recor.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
Call Steal/Acquire Call
This function is called either "Call Steal" or "Acquire Call" depending on locale.

If no number is specified, this button can be used to attempt to reclaim, if still unanswered, the button user's last transferred call.

If a number is specified, this button can be used to takeover the current connected call at that extension. This operation is subject to the Can Intrude setting of the button user and Cannot be Intruded setting of the target.

- **Telephone Number**: Target extension number or blank for last call transferred.
- **Button Programming Action**: Advanced | Call | Call Steal.
- **Button Label**: Steal.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

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.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Call | Call Waiting Off.
- **Button Label**: CWOff.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

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 for personal calls does not operate for user's with call appearance buttons. Hunt group call waiting is supported.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Call | Call Waiting On.
- **Button Label**: CWOn.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>CWOn城市发展</td>
<td>CWOn</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>CWOn</td>
<td>CWOn</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
Call Waiting Suspend
Not supported for button programming. Only used for analog extension short codes to disable call waiting, if on, for the duration of the extension's next call.

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.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Call | Cancel All Forwarding.
- **Button Label:** FwdOf.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Cancel Leave Word Calling.
- **Button Label:** CnLWC.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Cancel Ring Back When Free
Cancels any existing ringback set by the user, see Ring Back When Free.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Miscellaneous | Cancel Ring Back When Free.
- **Button Label:** RBak-.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Channel Monitor
For Avaya use only.

- **Telephone Number:** Channel.
- **Button Programming Action:** Advanced | Call | Channel Monitor.
- **Button Label:** ChMon.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Consult
*Not supported. Provided for CTI emulation only.*

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Consult.
- **Button Label:** Cnslt.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Clear Call/Cancel or Deny
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.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Call | Clear Call.
- **Button Label:** Clear.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
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 user using call appearance buttons.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Call | Clear CW.
- **Button Label:** ClrCW.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Clear Hunt Group Night Service
Changes the specified hunt group from 'Night Service' mode to 'In Service' mode.
This button function is largely obsolete. The Set Hunt Group Night Service function can be used to toggle a group in/out of service and provides lamp status indication.
Note: If the hunt group has been placed into night service mode by an associated time profile, this function cannot be used to override night service mode.

- **Telephone Number:** Group number.
- **Button Programming Action:** Advanced | Call | Clear Hunt Group Night Service.
- **Button Label:** HGNS-.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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 largely 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.

- **Telephone Number:** Group number.
- **Button Programming Action:** Advanced | Call | Clear Hunt Group Out of Service.
- **Button Label:** HGOS-.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Clear Quota
Quotas can be assigned to IP Office on outgoing calls to data services such as internet connections. The quota defines the number of minutes available for the service within a set time frame, i.e. each day, each week or each month.

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

- **Telephone Number**: "Service name" or "" (all services).
- **Button Programming Action**: Advanced | Call | Clear Quota.
- **Button Label**: Quota.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Conference Add
Places all the calls the user has on hold into a conference with the user.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Call | Conference Add.
- **Button Label**: Conf+.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Conference Meet Me
This feature allows a user to join a specific numbered conference. By default, ad hoc conferences are assigned numbers starting from 100 for the first conference in progress. Therefore specifying a number away from this range ensure that the conference joined is not an ad hoc conference started by other users.

- **Telephone Number**: Conference number.
- **Button Programming Action**: Advanced | Call | Conference Meet Me.
- **Button Label**: CnFRV.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Coverage
Creates a button that alerts when a call to the specified covered user is unanswered after that user's Individual Coverage Timer expires. The call coverage appearance button can be used to answer that call. See Call Coverage Buttons.

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 on at a phone with suitable buttons.

- **Telephone Number:** User name.
- **Button Programming Action:** Appearance | Coverage.
- **Button Label:** `<user name>`
- **Status Indication:** See Call Coverage Button Indication.
- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

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

- **Telephone Number:** Telephone number or partial telephone number.
- **Button Programming Action:** Dial.
- **Button Label:** Dial.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Dial 3K1
This function is no longer supported on buttons in IP Office 3.0 or higher.

Dial 56K
This function is no longer supported on buttons in IP Office 3.0 or higher.

Dial 64K
This function is no longer supported on buttons in IP Office 3.0 or higher.
**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 call appearance buttons in use.

- **Telephone Number:** Extension number.
- **Button Programming Action:** Advanced | Call | Dial CW.
- **Button Label:** DCW.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**Dial Direct**
Call the extension specified and force automatic answer if supported by the telephone type.

- **Telephone Number:** Extension number.
- **Button Programming Action:** Advanced | Call | Dial Direct.
- **Button Label:** Dirct.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

**Dial Emergency**
Dials the number specified regardless of any outgoing call barring applicable to the user.

- **Telephone Number:** Telephone number.
- **Button Programming Action:** Advanced | Call | Dial Emergency.
- **Button Label:** Emrgy.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Dial Inclusion
Intrudes on the existing connected call of the specified target extension. The intruder and the target extension can then talk but cannot be heard by the other party.

During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected.

Use of this feature is subject to the Can Intrude status of the intruder and the Cannot be Intruded status of the other call parties if internal.

- **Telephone Number:** Target extension number or blank.
- **Button Programming Action:** Advanced | Dial | Dial Inclusion.
- **Button Label:** Inclu.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Dial Intercom
Call an extension and have the call answered on speaker phone. The extension called must be free and support handsfree auto-answer. If no extension number is set, the user can dial the number after the button is pressed.

- **Telephone Number:** Target extension number or blank.
- **Button Programming Action:** Emulation | Dial Intercom.
- **Button Label:** Idial.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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 support hands-free auto-answer in order to hear the page.

- **Telephone Number:** Extension or group number or blank.
- **Button Programming Action:** Advanced | Dial | Dial Paging.
- **Button Label:** Page.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Dial Physical Extn By ID
This function is no longer supported on buttons in IP Office 3.0 or higher.

Dial Physical Extension By Number
Call the specified extension number, if free, regardless of the current user logged on 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 IP Office configuration.

If the extension does not have a default extension number, Dial Physical Extn by ID should be used.

- **Telephone Number**: Extension number.
- **Button Programming Action**: Advanced | Dial | Dial Physical Extn By Number.
- **Button Label**: PhyEx.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

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

- **Telephone Number**: Telephone number.
- **Button Programming Action**: Advanced | Dial | Dial Speech.
- **Button Label**: DSpch.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Dial V110
This function is no longer supported on buttons in IP Office 3.0 or higher.

Dial V120
This function is no longer supported on buttons in IP Office 3.0 or higher.

Dial Video
This function is no longer supported on buttons in IP Office 3.0 or higher.
Directed Call Pickup
Pickup a call ringing at a specific extension or hunt group.

- **Telephone Number:** Ringing extension or group number.
- **Button Programming Action:** Emulation | Directed Pickup.
- **Button Label:** DpkUp.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.

Directory
Provides access to telephone numbers by name. Users are first able to select from Index (internal user names), Group (internal group names) or Extn (system directory names). Once they have selected a category, dialing on the dial pad letter keys is used to display the matching names, with controls indicated for scrolling through matching names and for calling the currently displayed name.

The method of name matching is controlled by the Dial by Name setting in the IP Office configuration:

- **With Dial by Name on:**
  Matching is done against all the dial keys pressed. For example, dialing 527 matches names starting with JAS (ie. Jason) and KAR (ie. Karl).

- **With Dial by Name off:**
  Matching is only done against the first letter. For example pressing 5 displays names beginning with J. Press 5 again displays names beginning with K.

Note: This function is not supported on 2402, 4602, 5402 and 5602 phones.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Directory.
- **Button Label:** Dir.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** No.
Display Msg
Allows the sending of special functions to DS port display phones. The telephone number takes the format xxx:[0]nnn/ppppppp where:

- xxx is the target extension.
- nnn is the Definity feature number of the emulation feature.
- ppppppp is the parameter data (if required).

- Abbreviated Dial: 129
- Abbreviated Dial Pause: 130
- Abbreviated Dial Program: 7
- Abbreviated Dial Stop: 148
- Account Code Entry: 128
- ACD Agent Statistics: 147
- ACD Stroke Count: 135
- AD Special Function Mark: 142
- AD Special Function Wait: 149
- AD Special Functions: 145
- AD Suppress: 146
- Automatic Callback: 6
- Automatic Intercom: 139
- Call Forwarding All: 8
- Call Park: 9
- Call Park To Other Extension: 143
- Call Pickup: 132
- Cancel Leave Word Calling: 133
- Consult: 134
- Dial Intercom: 140
- Directed Call Pickup: 136
- Send All Calls: 10
- Stored Number View: 150
- Time of Day: 11
- Timer: 4

- Telephone Number: See above.
- Button Label: Displ.
- Status Indication: None.
- Toggles: No.
- User Admin Programmable: No.
- Wizard Programmable: No.
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 caller will then ring even when do not disturb is set on.

- **Telephone Number**: Telephone number or CLI.
- **Button Programming Action**: Advanced | Do Not Disturb | Do Not Disturb Exception Add.
- **Button Label**: DNDX+.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

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.

- **Telephone Number**: Telephone number or CLI.
- **Button Programming Action**: Advanced | Do Not Disturb | Do Not Disturb Exception Delete.
- **Button Label**: DNDX-.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Do Not Disturb Off
Cancels the user's 'do not disturb' mode if set.

This button function is largely obsolete as the do not disturb on function toggles on/off and indicates the button status.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Do Not Disturb | Do Not Disturb On.
- **Button Label**: DNDOf.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Do Not Disturb On
Places the user into 'do not disturb' mode. Only calls from numbers in their do not disturb exception list will be received. 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.

When on, most Avaya phones display an N on the display. This function and the Send All Calls function work in parallel, ie. setting one sets the other.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Do Not Disturb | Do Not Disturb On.
- **Button Label:** DNDOn.
- **Status Indication:**

<table>
<thead>
<tr>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>DNDOn</td>
<td>DNDOn</td>
</tr>
<tr>
<td>Off</td>
<td>DNDOn</td>
<td>DNDOn</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Drop
For a currently connected call, pressing a Drop button disconnects the call.

If there is no currently connected call, pressing Drop will redirect the call to voicemail if available, otherwise it will have no effect.

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.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Drop.
- **Button Label:** Drop.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.
Extn Login
This feature allows user configured with a login code to take over ownership of an physical extension. That users associated extension number becomes the number of the extension while they are logged in along with all their user settings (if appropriate to the phone type).

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

When used, the user will be prompted to enter their extension number and then their login code.

- **Telephone Number**: Blank.
- **Button Programming Action**: Advanced | Extn | Extn Login.
- **Button Label**: Login.
- **Status Indication**: None.
- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

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, or to the setting of the No User user. If the user who logged out was the default user, dialing *36 should reassociate the phone with that user unless they are set to forced login.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Extn | Extn Logout.
- **Button Label**: Logof.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Flash Hook
Sends a hook flash signal to the currently connected line if that line is an analog line.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Miscellaneous | Flash Hook.
- **Button Label**: Flash.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Follow Me Here
Causes calls to the extension number specified, to be redirected to this users extension.

- **Telephone Number**: Extension to redirect to this user.
- **Button Programming Action**: Advanced | Follow Me | Follow Me Here.
- **Button Label**: Here+.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

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.

- **Telephone Number**: Extension being redirected.
- **Button Programming Action**: Advanced | Follow Me | Follow Me Here Cancel.
- **Button Label**: Here-.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Follow Me To
Prompts the user to enter the extension to which their calls should be redirected. Leaving the extension blank cancels the follow me to process.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Follow Me | Follow Me To.
- **Button Label**: FolTo.
- **Status Indication**: None.
- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Forward Hunt Group Calls Off
Cancels the forwarding of the user's hunt group calls.

This function is largely obsolete since the button function Forward Hunt Group Calls On toggles on/off and indicates status.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Forward | Forward Hunt Group Calls Off.
- **Button Label:** FwdH-.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Forward Hunt Group Calls On
Forward the user's hunt group calls. This function only works when forward unconditional is also on and uses the same forwarding number as forward unconditional.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Forward | Forward Hunt Group Calls On.
- **Button Label:** FwdH+.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>FwdH+</td>
<td>FwdH+</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>FwdH+</td>
<td>FwdH+</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Forward Number
Sets the extension number to which calls are forwarded when the user has forward unconditional on.

- **Telephone Number:** Telephone number.
- **Button Programming Action:** Advanced | Forward | Forward Number.
- **Button Label:** FwdNo.
- **Status indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
**Forward On Busy Number**
Sets the extension number to which calls are forwarded when using 'Forward on Busy' and/or 'Forward on No Answer'.

- **Telephone Number**: Telephone number.
- **Button Programming Action**: Advanced | Forward | Forward on Busy Number.
- **Button Label**: FwBNo.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

**Forward On Busy Off**
Switches forward on busy off. This button function is largely obsolete, as Forward On Busy On can be used to switch forward on busy on/off and provides status indication.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Forward | Forward on Busy Off.
- **Button Label**: FwBOf.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

**Forward On Busy On**
Enables forwarding to the 'Forward on Busy Number' when the user's extension is busy. For users with call appearance button, they will only return busy when all call appearance buttons are in use.

For this function to work, a forward on busy number must be set separately. This can be set in the IP Office configuration or through an IP Office application such as Phone Manager or using a button set to Forward On Busy Number.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Forward | Forward on Busy On.
- **Button Label**: FwBOn
- **Status Indication**:
  - 54XX: FwBOn
  - 56XX: FwBOn
  - 44/64XX: Green on.

- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Forward On No Answer Off

Switches forward on no answer off. This button function is largely obsolete, as Forward On No Answer On can be used to switch forward on no answer on/off and provides status indication.

- **Telephone Number:** `None`
- **Button Programming Action:** Advanced | Forward | Forward on No Answer Off.
- **Button Label:** FwNOff.
- **Status Indication:** `None`.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Forward On No Answer On

Switches forward on no answer on/off. The time used to determine the call as unanswered is the users no answer time (allocated answer interval).

For this function to work, a forward on busy number must be set separately. This can be set in the IP Office configuration or through an IP Office application such as Phone Manager or using a button set to Forward On Busy Number.

- **Telephone Number:** `None`.
- **Button Programming Action:** Advanced | Forward | Forward on No Answer On.
- **Button Label:** FwNOn.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>FwNOn</td>
<td>FwNOn</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>FwNOn</td>
<td>FwNOn</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

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 largely obsolete, since buttons set to Forward Unconditional On toggle on/off and indicate when on.

- **Telephone Number:** `None`.
- **Button Programming Action:** Advanced | Forward | Forward Unconditional Off.
- **Button Label:** FwUOf.
- **Status Indication:** `None`.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
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. If no forward number has been set the caller, the caller either receives busy indication or is diverted to the user voicemail mailbox.

To also forward hunt group calls to the same number 'Forward Hunt Group Calls On' must also be used.

In addition to the lamp indication shown below, most phones display D when forward unconditional is on.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Forward | Forward Unconditional On.
- **Button Label:** FwUOn.
- **Status Indication:**

<table>
<thead>
<tr>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>FwUOn</td>
<td>FwUOn</td>
<td>Green on.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Group
Monitors the status of a hunt group queue. This option is only supported for hunt groups with queuing enabled.

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 the button display information about the longest waiting call in the queue and options to answer, clear or ignore the call. The user does not have to be a member of the group.

- **Telephone Number:** Group name enclosed in " double-quotes.
- **Button Programming Action:** Group.
- **Button Label:** <group name>
- **Status Indication:**

<table>
<thead>
<tr>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main◆</td>
<td>Main◆</td>
<td>Green flash.</td>
</tr>
</tbody>
</table>

- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
Group Paging
Allows a user to make announcements to a group of extensions. The individual extensions must be idle and support handsfree auto-answer in order to hear the page.

- **Telephone Number**: Group number.
- **Button Programming Action**: Emulation | Group Paging.
- **Button Label**: GrpPg.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: Yes.

Headset Toggle
This function is intend for use with Avaya phones that have separate handset and headset sockets but do not provide a dedicated Headset button (for example old style 4400 and 4600 series phones). On phones without a headset socket or with a dedicated Headset button this control will have no effect.

- **Telephone Number**: None.
- **Button Programming Action**: Miscellaneous | Headset Toggle.
- **Button Label**: HdSet.
- **Status Indication**:

<table>
<thead>
<tr>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On.</td>
<td>HdSet</td>
<td></td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

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.

- **Telephone Number**: Exchange hold slot number or blank (slot 0).
- **Button Programming Action**: Advanced | Hold | Hold Call.
- **Button Label**: Hold.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
Hold CW
Place the user's current call on hold and answers the waiting call.

Note: This function is not supported on phones which have call appearance buttons set.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Hold | Hold CW.
- **Button Label**: HoldCW.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Hold Music
Plays the system's music on hold source to the user.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Hold | Hold Music.
- **Button Label**: Music.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Hunt Group Disable
An individual user's membership of any particular hunt groups is programmed through the IP Office 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.

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.

- **Telephone Number**: Group number or blank for all groups of which the user is a member.
- **Button Programming Action**: Advanced | Hunt Group | Hunt Group Disable.
- **Button Label**: HGDIs.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
Hunt Group Enable
An individual user’s membership of any particular hunt groups is programmed through the IP Office configuration. This control allows the user to enable or disable that membership. While enabled, the user can receive hunt group calls when logged on.

In addition to the lamp indication below, most phones display G when any group membership is enabled.

- **Telephone Number:** Group number or blank for all groups of which the user is a member.
- **Button Programming Action:** Advanced | Hunt Group | Hunt Group Enable.
- **Button Label:** HGEna.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On (no ring).</td>
<td>HGEna</td>
<td>HGEna</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off (ring).</td>
<td>HGEna</td>
<td>HGEna</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

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.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Inspect.
- **Button Label:** Inspt.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
**Internal Auto-Answer**

This function is also know as hands-free auto-answer. Sets the user’s extension to automatically connect internal calls after a single ring. This function should only be used on phones that support hands-free operation.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Internal Auto-Answer.
- **Button Label:** HfAns.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>HFAns</td>
<td>HFAns</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>HFAns</td>
<td>HFAns</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** Yes.

**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.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Leave Word Calling.
- **Button Label:** LWC.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**Line**

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. See Line Appearance Buttons.

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 on at a phone with suitable buttons.

- **Telephone Number:** Line ID number.
- **Button Programming Action:** Appearance | Line.
- **Button Label:** Line.
- **Toggles:** Yes.
- **Status Indication:** See Line Appearance Button Indication.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
Manual Exclusion
Not supported. Provided for CTI emulation only.

- Telephone Number: None.
- Button Label: Excl.
- Status Indication: None.
- Toggles: No.
- User Admin Programmable: No.
- Wizard Programmable: No.

Off Hook Station
Enables the user's extension to act as a fully hands free unit controlled by an IP Office application, for example Phone Manager or SoftConsole. Call can then be answered and cleared through the application without having to manually go off or on hook.

- Telephone Number: Blank.
- Button Programming Action: Advanced | Miscellaneous | Off Hook Station.
- Button Label: OHStn.
- Status Indication:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>OHStn</td>
<td>OHStn</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>OHStn</td>
<td>OHStn</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- Toggles: Yes.
- User Admin Programmable: No.
- Wizard Programmable: No.
Park

Monitors the status of an IP Office system park slot. The user can use the button to park a call into that slot and to also retrieve a call parked in that slot including calls parked by other users.

Park buttons with indication will indicate when the park slot is in use. Similarly the Park buttons within the Phone Manager and SoftConsole applications can be used to park, retrieve and indicate parked calls.

- **Telephone Number:** Park slot number.
- **Button Programming Action:** Park
- **Button Label:** Park.
- **Status Indication:**

<table>
<thead>
<tr>
<th>Park</th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Parked here.</td>
<td>PARK1</td>
<td>PARK1</td>
<td>Green flash.</td>
</tr>
<tr>
<td>- Parked elsewhere.</td>
<td>PARK1</td>
<td>PARK1</td>
<td>Red flash.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Park Call

Acts the same as Park.

- **Telephone Number:** Park slot number.
- **Button Programming Action:** Advanced | Call | Park.
- **Button Label:** Park.
- **Status Indication:**

<table>
<thead>
<tr>
<th>Park</th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Parked here.</td>
<td>PARK1</td>
<td>PARK1</td>
<td>Green flash.</td>
</tr>
<tr>
<td>- Parked elsewhere.</td>
<td>PARK1</td>
<td>PARK1</td>
<td>Red flash.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Priority Call

Allows the user to call an extension that is set to 'do not disturb'.

- **Telephone Number:** Target extension number.
- **Button Programming Action:** Advanced | Call | Priority Call.
- **Button Label:** PCall.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Priority Calling
Not supported. Provided for CTI emulation only.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Priority Calling.
- **Button Label:** Pcall.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Relay Off
Opens the specified switch in the system's external output port (EXT O/P).

- **Telephone Number:** Switch number (1 or 2).
- **Button Programming Action:** Advanced | Relay | Relay Off.
- **Button Label:** Rely-.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Relay On
Closes the specified switch in the system's external output port (EXT O/P).

- **Telephone Number:** Switch number (1 or 2).
- **Button Programming Action:** Advanced | Relay | Relay On.
- **Button Label:** Rely+.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

Relay Pulse
Closes the specified switch in the system's external output port (EXT O/P) for 5 seconds and then opens the switch.

- **Telephone Number:** Switch number (1 or 2).
- **Button Programming Action:** Advanced | Relay | Relay Pulse.
- **Button Label:** Relay.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
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.

- **Telephone Number**: Exchange suspend slot number.
- **Button Programming Action**: Advanced | Call | Resume Call.
- **Button Label**: Resum.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Retrieve Call
Retrieves a call previously held to a specific ISDN exchange slot. Only available when supported by the ISDN exchange.

- **Telephone Number**: Exchange hold slot number.
- **Button Programming Action**: Advanced | Call | Retrieve Call.
- **Button Label**: Retriv.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Ride Call
Retrieve a parked call from a specified system park slot. This function is obsolete, since the Park function can be used to both park and retrieve calls and provides visual indication of when calls are parked.

- **Telephone Number**: System park slot number. This must match a park slot ID used to park calls.
- **Button Programming Action**: Advanced | Call | Ride Call.
- **Button Label**: Ride.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
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/Allocated Answer Interval) 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.

- **Telephone Number**: None.
- **Button Programming Action**: Advanced | Miscellaneous | Ring Back When Free.
- **Button Label**: RBak+.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On (ringback set)</td>
<td>RBak+</td>
<td>RBak+</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>RBak+</td>
<td>RBak+</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Ringer Off
Switches the phone's call alerting ring on/off.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Ringer Off.
- **Button Label**: RngOf.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On (no ring)</td>
<td>RngOf</td>
<td>RngOf</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off (ring)</td>
<td>RngOf</td>
<td>RngOf</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: No.
Self-Administer

Allows a user to program features against other programmable buttons themselves. See Using an Admin Button for full details.

- **Admin** and **Admin1** buttons are only supported on 2410, 2420, 4406D+, 4412D+, 4424D+, 4606IP, 4612IP, 4624IP, 5410, 5420, 6408D, 6416D and 6424D.
- On 4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D phones, **Admin** can be permanently accessed via **Menu Admin**. See Using a Menu Key.

- **Telephone Number: None or 1.**
  - If no value is set for the telephone number, allows user programming of the following emulation actions:
    - Dir - Directory.
    - Drop - Drop.
    - HFAns - Internal Auto-Answer.
    - Timer - Timer.
    - AutCB - Automatic Callback.
    - Prog - Abbreviated Dial Program.
    - CFrwd - Call Forwarding All.
    - CPark - Call Park.
    - SAC - Send All Calls.
    - TmDay - Time of Day.
    - Admin - Self-Administer.
    - Acct - Account Code Entry.
    - AD - Abbreviated Dial.
    - Park - Call Park to Other Extn.
    - GrpPg - Group Paging.
    - CPkUp - Call Pickup.
    - DPkUp - Directed Call Pickup.
    - RngOf - Ringer Off.
    - Spres - AD Suppress.
    - HdSet - Headset Toggle.
    - HGNS+ - Set Hunt Group Night Service.

- From IP Office 3.0, 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.

- If 1 is entered as the telephone number, allows user programming of the following IP Office functions:
  - Dial.
  - Group.
  - Park.
  - User.
  - Flash Hook.

- **Button Programming Action:** Emulation | Self-Administer.
- **Button Label:** Admin.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** Yes.
- **Wizard Programmable:** No.
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.

When on, most Avaya 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.

- **Telephone Number:** None.
- **Button Programming Action:** Emulation | Send All Call.
- **Button Label:** SAC.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>SAC</td>
<td>SAC</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>SAC</td>
<td>SAC</td>
<td>Off.</td>
</tr>
</tbody>
</table>
- **Toggles:** Yes.
- **User Admin Programmable:** Yes. See Self-Administer.
- **Wizard Programmable:** No.

Set Absent Text
This feature can be used select the user's current absence text. Note: The user still has to select Set or Clear on their phone to display or hide the text. This text is then displayed to internal callers who have suitable display phones or applications.

- **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.
- **Button Programming Action:** Advanced | Set | Set Absent Text.
- **Button Label:** Absnt.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
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.

- **Telephone Number**: Account code or blank.
  - If left blank, the user is prompted to dial the account code after pressing the button. This is not supported on 2402, 4601, 5601, 4602 and 5602 phones.

- **Button Programming Action**: Advanced | Set | Set Account Code.
- **Button Label**: Acct.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

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.

This function cannot be used to override hunt groups already set to 'out of service' mode.

- **Telephone Number**: Hunt group extension number.
- **Button Programming Action**: Advanced | Set | Set Hunt Group Night Service.
- **Button Label**: HGNS+.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>HGNS+200†</td>
<td>HGNS+200</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>HGNS+200</td>
<td>HGNS+200</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.
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.

- **Telephone Number**: Hunt group extension number.
- **Button Programming Action**: Advanced | Set | Set Hunt Group Out of Service.
- **Button Label**: HGOS+.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>HGOS+200</td>
<td>HGOS+200</td>
<td>Green on.</td>
</tr>
<tr>
<td>Off</td>
<td>HGOS+200</td>
<td>HGOS+200</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: No.
- **Wizard Programmable**: Yes.

Set Inside Call Seq
Allows the user to select the ringing used on their extension for internal calls. The number entered corresponds to the ring pattern required. Only supported for analog extensions.

- **Telephone Number**: See below. The ring sequences are in seconds and ... indicates the point at which the pattern repeats.
  - 0 = Default system ring.
  - 1 = Ring Normal (varies according to system locale).
  - 2 = Ring Type 1: 1 on/2 off/...
  - 3 = Ring Type 2: 0.25 on/0.25 off/0.25 on/0.25 off/0.25 on/1.75 off/...
  - 4 = Ring Type 3: 0.4 on/0.8 off/...
  - 5 = Ring Type 4: 2 on/4 off/...
  - 6 = Ring Type 5: 2 on/2 off/...
  - 7 = Ring Type 6: 0.945 on/4.5 off/...
  - 8 = Ring Type 7: 0.25 on/0.24 off/0.25 on/2.25 off/...
  - 9 = Ring Type 8: 1 on/3 off/...
  - 10 = Ring Type 9: 1 on/4 off/...

- **Button Programming Action**: Advanced | Set | Set Inside Call Sequence.
- **Button Label**: ICSeq.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
**Set No Answer Time**  
Allows the user to change their no answer time setting (also called Allocated Answer Interval). This is the time calls will 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.

- **Telephone Number:** Time in seconds.
- **Button Programming Action:** Advanced | Set | Set No Answer Time.
- **Button Label:** NATim.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**Set Outside Call Seq**  
Allows the user to select the ringing used on their extension for external calls. The number entered corresponds to the ring pattern required. Only supported for analog extensions.

- **Telephone Number:** See Set Inside Call Seq.
- **Button Programming Action:** Advanced | Set | Set Outside Call Sequence.
- **Button Label:** OCSeq.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**Set Ringback Seq**  
Allows the user to select the ringing used on their extension for ringback calls. The number entered corresponds to the IP Office ring pattern required. Only supported for analog extensions.

- **Telephone Number:** See Set Inside Call Seq.
- **Button Programming Action:** Advanced | Set | Set Ringback Call Sequence.
- **Button Label:** RBSeq.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Set Wrap Up Time
Allows the user to change their Wrap-up Time setting (set on the User | Telephony tab).

- **Telephone Number**: Time in seconds.
- **Button Programming Action**: Advanced | Set | Set Wrap Up Time.
- **Button Label**: WUTim.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Stored Number View
*Not supported. Provided for CTI emulation only.* Allows a user to view on the phone's display the contents of any programmed feature button.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Stored Number View.
- **Button Label**:BtnVu.
- **Status Indication**: No.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

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.

- **Telephone Number**: Exchange slot number or blank (slot 0).
- **Button Programming Action**: Advanced | Suspend | Suspend.
- **Button Label**: Suspe
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.
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.

- **Telephone Number**: Exchange slot number or blank (slot 0).
- **Button Programming Action**: Advanced | Suspend | Suspend CW.
- **Button Label**: SusCW.
- **Status Indication**: None.
- **Toggles**: No.
- **User Admin Programmable**: No.
- **Wizard Programmable**: No.

Time of Day
Displays the time and date on the user's telephone.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Time of Day.
- **Button Label**: TmDay.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>TmDay</td>
<td>TmDay</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>TmDay</td>
<td>TmDay</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: Yes.

Timer
Starts a timer running on the display of the user's extension. The timer disappears when the user ends a call. Note: This function is ignored on those Avaya IP Office phones that display a call timer by default.

- **Telephone Number**: None.
- **Button Programming Action**: Emulation | Timer.
- **Button Label**: Timer.
- **Status Indication**:

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>Timer</td>
<td>Timer</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>Timer</td>
<td>Timer</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles**: Yes.
- **User Admin Programmable**: Yes. See Self-Administer.
- **Wizard Programmable**: Yes.
**Toggle Calls**
Cycle between the users current call and any held calls.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Call | Toggle Calls.
- **Button Label:** Toggl.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**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.

If the target user is already on a call when the button is pressed, options to call, send a message indication, leave a voicemail message or set a callback are shown. If the button user has been setup for silent monitoring of a group to which the target user belongs, those options are replaced by options to drop, listen or acquire the target users call.

- **Telephone Number:** User name enclosed in "double-quotes".
- **Button Programming Action:** User
- **Button Label:** <the user name>
- **Status Indication:**

<table>
<thead>
<tr>
<th>User:</th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerting.</td>
<td>Extn221¶</td>
<td>Extn221◆</td>
<td>Green flash.</td>
</tr>
<tr>
<td>In Use.</td>
<td>Extn221</td>
<td>Extn221</td>
<td>Green on.</td>
</tr>
</tbody>
</table>

- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
**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 IP Office 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.

- **Telephone Number:** See above.
- **Button Programming Action:** Advanced | Voicemail | Voicemail Collect.
- **Button Label:** VMCol.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.

**Voicemail Off**

Disables the user's voicemail box from answering calls that ring unanswered at the users extension. This button function is largely obsolete as the Voicemail On function toggles on/off.

This does not disable the user's mailbox and other methods of placing messages into their mailbox.

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Voicemail | Voicemail Off.
- **Button Label:** VMOff.
- **Status Indication:** None.
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

**Voicemail On**

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

- **Telephone Number:** None.
- **Button Programming Action:** Advanced | Voicemail | Voicemail On.
- **Button Label:** VMOn.
- **Status Indication:**

<table>
<thead>
<tr>
<th>Voicemail On:</th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>VMOnt</td>
<td>VMOnt</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>VMOn</td>
<td>VMOn</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** Yes.
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 is idle after any call ended by replacing the handset or pressing the **SPEAKER** or **ANSWER RELEASE** key.

- **Telephone Number:** *None.*
- **Button Programming Action:** Advanced | Voicemail | Voicemail Ringback On.
- **Button Label:** VMRB+.
- **Status Indication:**

<table>
<thead>
<tr>
<th></th>
<th>54XX</th>
<th>56XX</th>
<th>44/64XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>- On.</td>
<td>VMRB+</td>
<td>VMRB+</td>
<td>Green on.</td>
</tr>
<tr>
<td>- Off.</td>
<td>VMRB+</td>
<td>VMRB+</td>
<td>Off.</td>
</tr>
</tbody>
</table>

- **Toggles:** Yes.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.

Voicemail Ringback Off
Disables voicemail ringback to the user's extension. This button function is largely obsolete as the Voicemail Ringback On function toggles on/off.

- **Telephone Number:** *None.*
- **Button Programming Action:** Advanced | Voicemail | Voicemail Ringback Off.
- **Button Label:** VMRB-.
- **Status Indication:** *None.*
- **Toggles:** No.
- **User Admin Programmable:** No.
- **Wizard Programmable:** No.
Glossary

A

**Abbreviated Ring:** A technical term for the short ring given to indicate an alerting call when an appearance button user already has a connected call.

**Alert:** Refers to an appearance button indicating that it has received an incoming call. The actual method of alerting depends on the button type, i.e., whether it uses indicator lamps or an adjacent display icon. Alerting may also be accompanied by ringing. If the user already has an existing call in connected, if ringing does occur, only a single ring (abbreviated ring) is given.

**Appearance Button:** A programmable button that has been programmed to one of the IP Office appearance functions: call appearance, bridged appearance, call coverage appearance and line appearance. These buttons can alert the user to incoming calls and be used to make outgoing calls.

B

**BLF:** Busy Lamp Field - A indicator, typically an LED lamp, that was used to indicate when the user associated with a DSS key was busy. Many Avaya phones have two colored lamps or a single dual colored lamp. Other Avaya phones use the adjacent area of the phones display screen.

**Button:** In the context of "key & lamp" operation, button and key mean the same thing.

C

**Connected:** A call that has been answered and is not on hold or parked.

**Coverage Receiver:** Technical gargon for a user with a call coverage button set to receive another users calls.

**Coverage Sender:** Technical gargon for the user being covered by another user who has a call coverage button.

**Current Selected Button:** The button that will be answered or used to make a call if the user goes off hook. The current selected button is normally indicated by the red lamp being on or an underscore under the button label.

D

**Display Button:** Some programmable buttons are represented by areas on the phone’s display. This display area may show a text label for the current programmed button function and/or its status. The button is triggered by an adjacent physical key on the phone. The position of a display key may change and there may be more programmed display keys than physical keys adjacent to the display. In the later case the phone will provide some control for paging through the display keys.

**DSS:** Direct Station Select - A old term for a programmable button. A DSS key was programmed to dial a particular station (telephone).

F

**Feature Key:** See Programmable Button.

I

**ICLID:** Incoming Caller ID - Calling number signalling sent with the call. Also referred to as CLID and CLI.

K

**Key & Lamp Operation:** A general term for using programmable buttons and their associated indicator lamps or display icons.
**Off Hook:** Traditionally this refers to the user lifting the phones handset out of its cradle and off the hook switch located beneath the handset. However for phones that support handsfree and/or headset operation, the user can also go off hook by pressing a SPEAKER, HEADSET or ANSWER RELEASE key or pressing a call feature related programmed feature key.

**P Programmable Button:** Interchangeable with the term "feature Key". Most Avaya phones have programmable buttons. Programmable buttons can be assigned to specific IP Office functions, which occur when the user presses that button. Many phones also include indicator lamps or display icons next to the programmable buttons. These are used to indicate the status of the programmable button function.
Index

0 0.5s on/0.5 s 70

2 20DT 11, 63
2402D 11, 17, 63, 65, 71, 73
2410D 11, 17, 63, 65, 71

4 412D 99
44/64XX 103, 104, 106, 107, 110, 122, 125, 126, 127, 128, 129, 131, 132, 133, 134, 137, 139, 140, 141, 144, 145, 146, 147
4406D 11, 63, 65, 71, 75, 97, 138
4412D 11, 63, 64, 65, 71, 76, 79, 95, 97, 99, 138
4424D 11, 63, 64, 71, 78, 79, 95, 97, 99, 138
4450x1 79
4450x2 79
4602SW 11, 63, 65, 71, 72
4604IP 97, 138
4610SW 11, 17, 63, 65, 71, 72
4612IP 95, 97, 99, 138
4620SW 11, 17, 63
4624 Phones 65
4624IP 95, 97, 99, 138

5 50ms on/200ms 70
50ms on/50ms 70
527
dialing 119
5402D 73
54XX 103, 104, 106, 107, 110, 122, 125, 126, 127, 128, 129, 131, 132, 133, 134, 137, 139, 140, 141, 144, 145, 146, 147
5602SW 11, 17, 63, 71, 72
5602SW Phones 65
5610SW 11, 17, 63, 65, 71, 85
5620SW 11, 63
56XX 103, 104, 106, 107, 110, 122, 125, 126, 127, 128, 129, 131, 132, 133, 134,
137, 139, 140, 141, 144, 145, 146, 147
Advanced | Extn 123
Advanced | Follow
Me 124
Advanced | Forward
125, 126, 127, 128
Advanced | Hold
129, 130
Advanced | Hunt
Group 130, 131
Advanced | Miscellaneous 111,
123, 133, 137
Advanced | Relay
135
Advanced | Set 139,
140, 141, 142, 143
Advanced | Suspend
143, 144
Advanced | Voicemail 146, 147
All Call Appearances
Alerting 40
Allocated Answer
Interval 27, 53, 142
Allow
IP Office 17
Allow 17
Analog Line 55
And/or 47, 64, 79, 126, 127
Another Call
Joining 12
Another Call 12
Another Call Arrives
42
Answer Call 36
ANSWER RELEASE
key 147
Answer Time 27
Appearance | Bridge
104
Appearance | Call
105
Appearance |
Coverage 115
Appearance | Line
132
Appearance Buttons
Programming 57
Appearance Buttons 10, 57
Appearance Buttons
Change Phone
Operation 12
Appearance Buttons
Using IP Office
Manager
Programming 57
Appearance Buttons
Using IP Office
Manager 57
Appearance Function System
Settings 52
Appearance Function User
Settings 53
Appearance Functions 9, 17, 50
Appearance Keys
Self-
Administration 12
Appearance Keys 12
Appearance.Buttons 10
Appearances
Collapsing 46
Appearances 46, 57, 103
Appearances
Example
Collapsing 46
Appearances
Example 46
Apply/change 55
Applying
Line Appearance
ID 55
Applying 55
Appropriate
IP Office 55, 57, 94
Appropriate 55, 57, 94
Assigning
Line Appearance
ID Numbers 55
Assigning 55
AutCB 104
Auto Hold
setting 12
Auto Hold 10, 12, 14, 32, 45, 46, 50, 52
Auto Hold Example
45
Auto Hold Off 45
Auto Hold On 45
Automatic Callback
104
Automatic Intercom
104
Avaya 10, 14, 17, 64, 65, 70, 71, 99, 112, 122, 129, 139
Avaya 4400 12
Avaya 4412 65
Avaya 5400 Series
17
Avaya 5420 9
Avaya 5600 Series
17
Avaya IP Office 12, 92, 144
Key & Lamp Operation

IP Office 3.0

Issue 1i (8th February 2005)
Forward Hunt Group Calls Off 125  
Forward Hunt Group Calls On 125  
Forward Number 125  
Forward on Busy 22, 126, 127  
Forward on Busy Number 126  
Forward On Busy Off 126  
Forward On Busy On 126  
Forward on No Answer 125  
Forward on No Answer 126, 127  
Forward on No Answer Off 127  
Forward on No Answer On 127  
Forward Unconditional 22  
Forward Unconditional Off 127  
Forward Unconditional On 128  
Functions DS 120  
Functions 120  
Functions List 92  
FwBNo 126  
FwBOf 126  
FwBoN 126  
FwD 125  
FwDNo 125  
FwDoF 111  
FwF 127  
FwFoN 127  
FwUoF 127  
FwUoN 128  
G G 131  
Green 14  
Green Flash 14  
Green LED 14  
Group 109, 128  
Group Paging 129  
GrpPg 129  
H Handsfree 104, 117, 129  
HdSet 129  
HEADSET 40  
Headset button 129  
Headset Toggle 129  
Hear IP Office conferencing 47  
Hear 47  
Held 14, 49, 88  
Held Calls Retrieving 12, 14  
Individual Coverage Time 26, 27, 49, 53  
Individual Coverage Timer 115  
Initial Call 21, 46  
Inspect 131  
Inspt 131  
Intermittent Flash 14, 70  
Internal Auto-Answer 132  
International Prefix 60  
Internet 114  
Intrude 106  
Intruded 47, 53, 106, 110, 117  
Inverse Wink 70  
IP 11, 17, 35, 55, 63, 106  
IP 12, 11, 63  
IP 24, 11, 63  
IP Line 55  
IP Office allow 17  
appropriate 55, 57, 94  
back 57, 93  
exists 142  
existing 57  
number 50  
requires 55  
ssubject 12  
type 11, 63  
wait 52, 53, 55  
IP Office 9, 10, 11, 12, 17, 27, 35, 37, 39, 45, 47, 50, 51, 52, 53, 55, 57, 63, 65, 71, 83, 89, 93, 94, 95, 97, 99, 106, 109, 114, 118, 119, 126, 127, 130, 131, 134, 138, 142  
IP Office 1.3, 25, 51  
IP Office 2.1 14  
IP Office 3.0 9, 10, 11, 12, 14, 17, 35, 51, 115, 118, 138  
IP Office 3.0 Key 10, 70  
IP Office 3.0 upgrading 51  
IP Office 3.0, 11, 14, 17, 25, 51, 63  
IP Office 5420 42  
IP Office application 50, 126, 127, 133  
IP Office Button 88, 89  
IP Office conferencing hear 47  
IP Office conference 47  
IP Office Conference Center 47  
IP Office Conferencing Resources 47  
IP Office DS 64, 79  
IP Office Installation 55, 57, 94  
IP Office Intuity 146  
IP Office Key 9  
IP Office Manager Button Programming 99  
IP Office Phone Manager application 12  
IP Office Wizard Start 55, 57, 94  
IP Office Wizard 55, 57, 94  
ISDN 105, 129, 136, 143, 144  
ISDN B 129, 134  
J J 119  
JAS 119  
Jason 119  
Joining Another Call 12  
Call 14  
Calls 47  
Example 47  
Joining 12, 14, 47  
K K 119  
KAR 119  
Karl 119  
Key System Emulation 17  
L Label D 83  
Lamp Flash Rates 70  
Lamp Mode Call Handling 9
Presses 11, 12, 14, 20, 21, 40, 46, 63, 65, 73, 88, 122, 147
Priority Calling 134, 135

PROG 95, 100
ProgA 95, 97
Programmable

Button Functions 99
Programming
Appearance
Buttons 57
Appearance
Buttons Using IP
Office Manager 57
Button via 95
Buttons 91
Buttons Using 94
Buttons Using IP
Office Manager 93
Buttons via 97
Line Appearance ID Numbers 55
User Settings 53
Using Manager 52
Programming 52, 53, 55, 57, 91, 93, 94, 95, 97
Progress 21, 26, 46

Q
Q.931 Hold uses 129
Q.931 Hold 129
Q.931 Suspends Uses 143, 144
Q.931 Suspend 143, 144

R
RBak 111, 137
RBSeq 142
Reassociate 123
Recor 109
Red LED On 14
Relay Off 135
Relay On 135
Relay Pulse 135
Renumber Lines 55
Repl 95
Re-programmable 88
Requires
IP Office 55
Requires 55
Rest
World 52
Rest 52
Result
DID 109
Result 109
Resume Call 136
Resume Call 136
Retrieving
Held Calls 12, 14
Parked Calls 14
Retrieving 12, 14
Retr 136
Ride 107
Ride Call 136
Ring Back When Free 137
Ringback existing 111
Sets 137
Ringback 47, 111, 137, 142, 147
Ringer Off 137
Ringing Line Preference 39, 40, 42, 46, 49, 53
Line Preference Example 42
Line Preference Order 42, 49
Ringing 39, 40, 42, 46, 49, 53
Ringing Line Preference 23, 26, 28, 34, 36, 37, 38, 39, 40, 42, 47, 49, 66, 67, 68, 69
RngOf 137
Select SHORTMODE 95, 97
Select Tools 55
Selected
Expl 95, 97
Selected 23, 28, 34, 38, 66, 67, 68, 69, 95, 97
Selected Button 12
Selected Button 12, 95
Self-Administer 12, 95, 97, 138
Self-Administration Appearance Keys 12
Self-Administration 12, 14
Send All Calls 139
Series 12, 14, 17, 23, 28, 34, 38, 66, 67, 68, 69
Service Clear Hunt Group Out 113
Out 113, 141
Set Hunt Group Out 141
Service 113, 141
Set Absent Text 139
Set Account Code 140
Set Hunt Group Night Service 140
Set Hunt Group Out Service 141
Set Hunt Group Out 141
Set Hunt Group Out Of Service 141
Set Inside Call Seq 141
Set Inside Call Sequence 141
Set No Answer Time 142
Set Ringback Call Sequence 142
Set Ringback Seq 142
Set Wrap Up Time 143
Set/change 55
Sets
Auto Hold 12
Button 95
Call Park 107
Index

Suspend 143
Suspend Call 143
Suspend CW 144
Switch Function 95
Switchable 64
System 52, 55

T
T1 35, 60
Telephone 57, 93
Telephony 52, 53, 143
Their Individual Coverage Time 25
Til 139
Time
Day 144
Time 144
Timer 144
TmDay 144
Toggl 145
Toggle Calls 145
Tools menu 49
Transferring
Calls 12, 14
Transferring 12, 14
TransTalk 9040 39, 65, 83
Trnsfr 14
Twin LED Button 14
Twin LED Button Users Lamp States 14
Type
IP Office 11, 63

U
Unhold 50
Unpark 14
Unparked 12
Unparking Calls 12
Unprogrammed/Inaccessible Keys 12, 14
Upgrading
IP Office 3.0 51
Upgrading 51
US 12, 45, 52
US PRI 60
Use Elsewhere 23, 34, 38, 66, 67, 69
Use Here 23, 28, 34, 36, 66, 67, 68, 69
Use/idle 14
Used 70
User
Covering 26
First Call 40, 42
Second Call 42
User 26, 40, 42, 53, 57, 93, 94, 143, 145
User Admin
User Answers
Covering 26
User Answers 26
User Goes Off Hook 40
User Joins
Call 47
User Joins 47
User Selection 39
User Settings
Programming 53
User Settings 53
Uses
Cannot 47
Q.931 Hold 129
Q.931 Suspend 143, 144
Speech 118
Uses 14, 47, 118, 129, 143, 144, 145
Using IP Office Manager 57, 93
Using Line
Appearances
Outgoing Calls 35
Using Line
Appearances 35
Using Manager Programming 52
Using Manager 52

V
VMCol 146
VMOff 146
VMOOn 146
VMRB 147
Voicemail
call 122
Connects 146
diverted 140, 141
leave 145
Voicemail 22, 27, 37, 47, 99, 109, 122, 128, 139, 140, 141, 142, 145, 146, 147
Voicemail Collect 146
Voicemail Off 146
Voicemail On 22, 146
Voicemail on button 99
Voicemail Pro 109, 146
Voicemail ringback 27, 147
Voicemail Ringback Off 147
Voicemail Ringback On 147
VoIP 35, 47, 55

W
Wait
enter 102
IP Office 52, 53, 55
Wait 52, 53, 55, 102
What's New 17
When Free 52, 55, 57, 93
Within IP Office Manager 49
Wizard
Line Using 55
Wizard 55, 57, 94

World
Rest 52
World 52
Wrap-up Time 143
WUTim 143

X
XM24 64
XM24 Add-On 65
XXX 107, 120
XXX0 107
XXX1 107
XXX 120

Y
Y 139
Y,n,text 139
Yes 99
Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract.

The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2005 Avaya Inc. All rights reserved.

Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England
Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933
Web: http://www.avaya.com