



AVAYA IP OFFICE MOBILITY

MOBILE TWINNING + SYSTEM DIAL TONE ACCESS

USER MANUAL

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SYRACUSE

1 Dupli Park Drive, 5th Floor
Syracuse NY 13204
Tel: 315-671-6200
Fax: 315-671-0080

HOLLAND PATENT

9560 Main Street
Holland Patent NY 13354
Tel: 315-624-2000
Fax: 315-624-0288

MOBILE TWINNING

Twinning will simultaneously ring your desk phone and another designated telephone when in use. (ie: mobile phone). You may also be able to activate system features from your mobile phone, such as transferring a call if this has been programmed by your administrator.

USE YOUR DESK PHONE TO CONTROL MOBILE TWINNING

TO TURN ON MOBILE TWINNING

- + Scroll to **TWINNING** Key
- + Press **SELECT** Softkey display shows Status of Mobile Twinning
- + Press **ON** Softkey
- + Press **SAVE** Softkey Status Softkeys appears

TO ADD/CHANGE DESTINATION:

- + Scroll to **TWINNING** Key
- + Press **SELECT** Softkey display shows Status of Mobile Twinning
- + Scroll to **DESTINATION**
- + Press **EDIT** Softkey
- + Press **CLEAR** Softkey to Clear old number if one already exists
- + Enter new number, dialing prefix (typically 8 or 9) 1 area code and number 1 area code and number
- + Press **SELECT** Softkey
- + Press **SAVE** Softkey

TO TURN OFF MOBILE TWINNING

- + Press **STATUS** Softkey
- + Press **OFF** Softkey

TO RETRIEVE A TWINNED CALL BACK TO YOUR DESK PHONE

- + Press **TWINNING** Key begin speaking Call is immediately connected to desk phone

TO SEND A TWINNED CALL TO YOUR TWINNED DEVICE FROM YOUR DESK PHONE

- + Press **TWINNING** Key Call is **TRANSFERRED** to twinned device
- + Your twinned device will ring
- + Answer twinned device

OTHER MOBILITY FEATURES

IMPORTANT NOTES

- + In order to use the features below, the telephone number of the phone you are calling from must be programmed in the Avaya Telephone System and the features must be allowed by your System Administrator.
- + In order to use the remote features, you will need to call from the device whose number is programmed in the system.
- + These features may not be accessible on every system, even if you are using the mobile twinning feature.
- + You do not have to use mobile twinning or have it turned on to use these features.
- + In order to use these features, you will need to obtain the "backdoor" number from a System Administrator. A backdoor number is a special number designated specifically for the use of the following features.
- + You must have Call Number Blocking turned OFF to use these features.

TO TURN MOBILE TWINNING ON, OFF OR TO CHANGE DESTINATION:

- + Dial: _____ and press 3 for Personal options
 - + When Prompted, enter your extension number
 - + Press 2 to change your Mobile Twinning options
- TO ACTIVATE:** Press 1 to Activate Mobile Twinning
TO DEACTIVATE: Press 2 to Deactivate Mobile Twinning
TO CHANGE DESTINATION: Press 3 to change destination
Enter new destination phone number and press #

NOTE: You must have Call Number Blocking turned OFF to use these features. The Avaya system must be able to match the number to the one programmed in the system. You must call from the device whose number is programmed in the system.

TO ACCESS SYSTEM DIAL TONE OR USE OTHER SYSTEM FEATURES:

TO MAKE A CALL:

- + Dial: _____
 - + **Internal:** Dial extension number
 - + **External:** Dial prefix (typically 8 or 9) 1 area code and number
- The caller ID displayed will be the same as if you were dialing from your office extension.

TO TRANSFER AN ACTIVE TWINNED CALL TO AN OFFICE EXTENSION (other than your own):

You must be on a call that was received on your twinned device from the Avaya IP Office.

- + Press ** Hear System Dialtone Call automatically held
 - + Enter EXTENSION Number
 - + Blind Transfer Hang up, Call is connected
- Or
- + Announced Wait for party to answer, (speak privately)
 - + **TO COMPLETE TRANSFER,** Hang up
 - + **TO RETURN TO HELD CALL:** Press ** Then Press *52

NOTE: You must have Call Number Blocking turned OFF to use these features. The IP Office must be able to match the number to the one programmed in the system. You must call from the device whose telephone number is programmed in the system.