IP Office Mobility
Quick Reference Guide
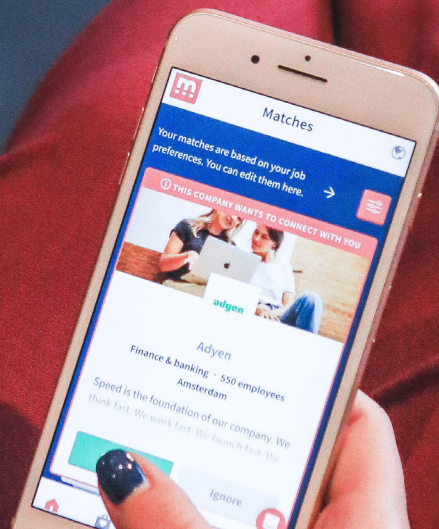
TWINNING

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. ie: 91-315-555-1212
+ 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 and 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.
+ These features may not be accessible on every system, even if you are using the twinning feature.
+ You do not have to use mobile twinning or have it turned on to use these features. The telephone numbers to dial are provided by your System Administrator.

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 Blocking turned **OFF** to use these features. The Avaya system must be able to match the number to the one 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):
IMPORTANT: 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 Blocking turned **OFF** to use these features. The IP Office must be able to match the number to the one programmed in the system.