IP Office 4.0
Button Programming

Contents

Programming Buttons

Programming Buttons

This section covers the IP Office actions that can be assigned to programmable buttons on Avaya phones. This assignment can be done through the IP Office configuration using Manager and for some functions using the phone itself.

- **Appearance Functions**
  The functions *Call Appearance*, *Bridged Appearance*, *Coverage* and *Line Appearance* are collectively known as "appearance functions". For full details of there operation and usage refer to the IP Office Key & Lamp Operation Manual. The following restrictions must be observed for the correct operation of phones.

  - On systems running IP Office 2.1 or 3.0DT software, the first programmable button should be set as a call appearance button. This requirement is necessary for the correct operation of phone functions such as call log.

  - For systems running IP Office 3.0 or higher (excluding 3.0DT), the first 3 programmable buttons on all phones must be used as call appearance buttons. On phones with only two physical programmable buttons both buttons must be used as call appearance buttons. These requirements are necessary for the correct operation of functions such as transfer and conference.

- **Phone Support**
  Note that not all functions are supported on all phones with programmable buttons. Where possible exceptions have been indicated.

  - Actions that use status feedback are only supported on buttons that provide that feedback through lamps or icons. The action may partially work on buttons without feedback but is not supported.

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. Using Manager load the current configuration from the IP Office.

2. Select the **User** required to display their configuration details.

3. Select **Button Programming**.
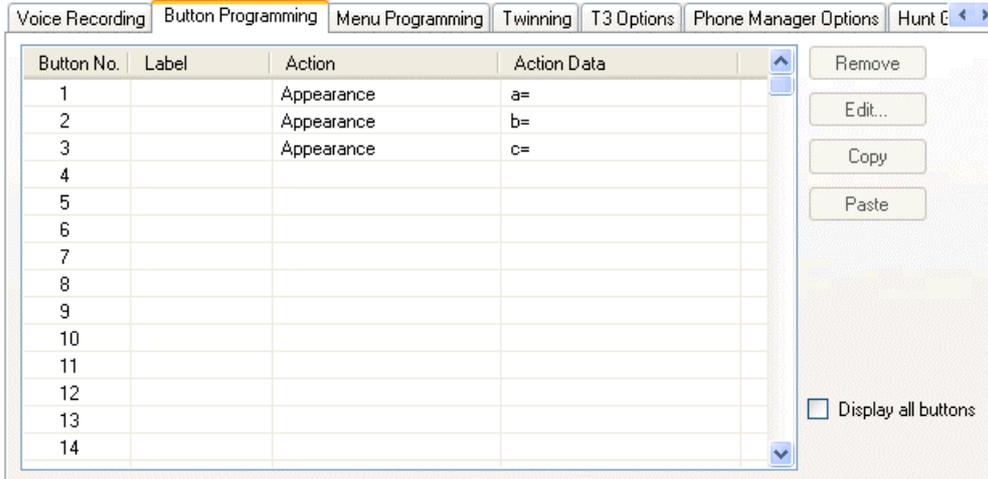
- The number of button displayed is based on the phone associated with the user when the configuration was loaded. This can be overridden by selecting **Display All Buttons**. This may be necessary for users who switch between different phones using hot desking or have an expansion unit attached to their phone.

4. For the required button, either select the button and then click **Edit** or double-click the button.

5. Edit the settings as required. Use the **...** button to display the menu for selecting the required button action. Select the action and set the action data, then click **OK**.
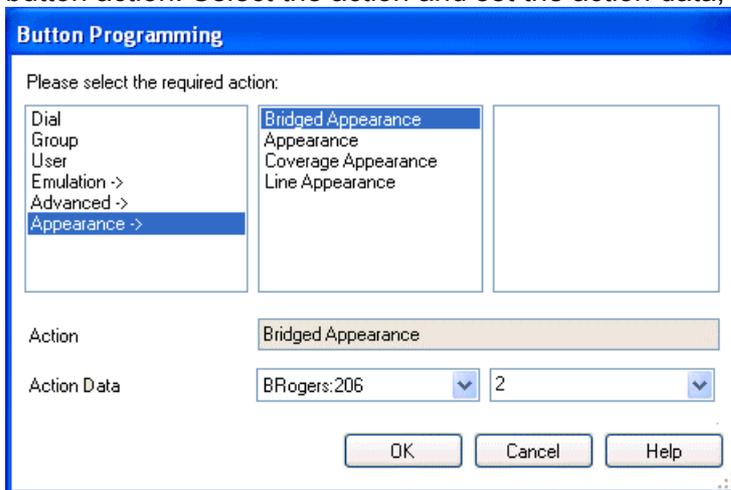
6. Click **OK**. Repeat for any other buttons.

7. Click **OK**.

An alternate method for the above programming is to right-click on the various fields. To do this start with the **Action** field, then **Action Data** and then **Label** if required.

Programming Button via the Menu Key

Users on phones with a **Menu** button can program some functions against programmable themselves. Those IP Office 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. Buttons already programmed as appearance buttons cannot be altered using these methods.

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** ▱▱▱.

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 (**Repla**), 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** ▯.

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** ▱▱▱ 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 (**Repla**), 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** ▯.

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

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 user's phone. 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** ⌗, 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.

Customizing Text Labels

On Avaya phones where the programmable button has an adjacent display area, a text label is displayed to indicate the button's function.

Each function has a default label. However this default label can be replaced by a custom text label of up to 13 characters (A-Z, a-z, 0-9 plus ., *, - and #). This custom label can be entered either by the user from their phone or through the IP Office configuration.

Entering a Custom Label from a Phone
This option is supported on 2410, 2420, 4610, 4620, 4621, 4625, 5410, 5420, 5610, 5620 and 5621 phones.

1. First exit any other phone menu mode and ensure that the phone is idle.
2. The next step depends on the type of phone:
   - **2410, 5410:** Press any ⬭ key below the display. The press ⬭ **Label**.
   - **2420, 5420:** Press ⬭ **Label**.
   - **IP Phones:** Press ✓ Options. Press ▶ and then ⬭ **Feature Button Labeling**.
3. The options may vary slightly between phone types but are similar.
   - ⬭ **Edit** or **Relabel feature buttons** allows you replace the current labels, see the steps below.
   - ⬭ **Inspect** or **View default labels** displays the default labels.
   - ⬭ **Restore** or **Restore default labels** replaces any custom labels with the default labels.
   - ⬭ **Done** exits the button labelling options.
4. Press ⬭ **Edit**.
5. Select the function key whose label you wish to change.
6. Begin entering the **New Label** text using the telephone keypad.
   - Each number key is marked with the letters it provides. You may have to press the key more than once depending on the character required. For example, the key **6** is also marked as **M**, **N** and **O**. To enter an **O**, re-press the **6** key until an **O** is displayed.
   - If the next character you want is on another key, simply key the next character.
   - If the next character you want to enter is on the same key just used, press ▶ to move the cursor right and then enter the character.
   - Pressing the * key once enters a **.** (period). Pressing it twice enters a *****.
   - Pressing the # key once enters a **-** (dash). Pressing it twice enters a **#**.
   - By default the first letter entered and the first letter after any space are entered in upper-case whilst all other character are entered in lower-case. To change the case of the current character press ⬭ **Case**.
   - To enter a space press ⬭ **Space**.
   - Use the ▶ key to move the cursor one space right.
   - If you make a mistake, use **Backspace** to delete the character to the left of the cursor.
   - If you have made a mistake in the middle of a character string and do not wish to backspace and re-enter all the characters use the ◀ key to step back to one character before the point where you wish to edit. Either insert the new character or press **Backspace** to delete the character to the left of the cursor.
   - Press ⬭ **Clear** to delete all the current text.
7. When the new name is set as required, press **Save**. To return to the label options screen without saving the changes, press **Cancel**.
8. Select another button to re-label or press ⬭ **Done**.

Interactive Button Menus

For IP Office 4.0 and higher, a number of changes have been made to the behaviour of some functions on large screen Avaya display phones. That description covers the 2410, 2420, 4610, 4620, 4621, 4625, 4510, 5420, 5610, 5620.

The new behaviour applies to functions that require an extension number but where the button has been configured without a specific number. In this case pressing the button allows the user to see and set the current number value, using the Directory function if necessary to select the required number.

For example the **Emulation | Call Forwarding All** appears as follows:
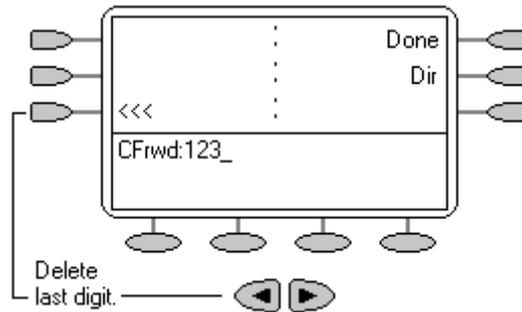
The **<<<** and **Done** controls only appear when a number is already set or one digit of a new number has been entered. Press Done or # to complete entry.

The **Dir** option allows user and or group selection using the IP Office internal directory.

Actions

General

Action	Action Data	Default Label
Dial	Any number.	**Dial**
Group	"Group name" in quote marks.	*<Group name>*
Park	Park slot ID (alphanumeric).	**Park**
User	"User name" in quote marks.	*<User name>*

Appearance

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

Emulation

Action	Action Data	Default Label
Abbreviated Dial	Any number.	AD
Abbreviated Dial Pause	None.	Pause
Abbreviated Dial Program	None.	Prog
Abbreviated Dial Stop	None.	Stop
Account Code Entry	Account code or blank for entry when pressed.	Acct
ACD Agent Statistics	None.	Stats
ACD Stroke Count	None.	Count
AD Special Function Mark	None.	Mark
AD Special Function Wait	None.	Wait
AD Special Functions	None.	Sfunc
AD Suppress	None.	Spres
Automatic Callback	None.	AutCB
Automatic Intercom	User number or name.	Iauto
Call Forwarding All 🔒	Any number or blank for entry when pressed.	CFrwd
Call Park	Park slot ID (alphanumeric) or blank for menu of slots in use.	CPark
Call Park To Other Extension	User number.	RPark
Call Pickup	None.	CpkUp
Cancel Leave Word Calling	None.	CnLWC
Consult	None.	Cnslt
Dial Intercom	User number or name or blank for entry when pressed.	Idial
Directed Call Pickup	User number or name or group number or name.	DpkUp
Directory	None.	Dir
Drop	None.	Drop
Group Paging	User or group number or name or blank for entry when pressed.	GrpPg
Headset Toggle	None.	HdSet
Inspect	None.	Inspt
Internal Auto-Answer	None.	HfAns
Leave Word Calling	None.	LWC
Manual Exclude	None.	Excl
Priority Calling	None.	Pcall
Ringer Off	None.	RngOf
Self-Administer 🔒	Blank or 1.	Admin
Send All Calls	None.	SAC
Stored Number View	None.	BtnVu
Time of Day	None.	TmDay
Timer	None.	Timer
Twinning	None.	Twinning
Visual Voice	None.	Voice

Advanced

Action	Action Data	Category	Default Label
Acquire Call	User number or blank for last call transferred.	Call	**Acquire**
Break Out	System name or IP address or blank for selection when pressed.	Dial	**BkOut**
Busy	None.	Busy	**Busy**
Busy On Held	0 (off) or 1 (on).	Busy	**BusyH**
Call Intrude	User number.	Call	**Intru**
Call List	None.	Call	**LIST**
Call Listen	User number.	Call	**Listn**
Call Pickup Any	None.	Call	**PickA**
Call Pickup Group	None.	Call	**PickG**
Call Pickup Members	Group number or name.	Call	**PickM**
Call Queue	User number.	Call	**Queue**
Call Record	None.	Call	**Recor**
Call Steal	User number or blank for last call transferred.	Call	**Steal**
Call Waiting Off	None.	Call	**CWOff**
Call Waiting On	None.	Call	**CWOn**
Call Waiting Suspend	None.	Call	**CWSus**
Cancel All Forwarding	None.	Call	**FwdOf**
Cancel Ring Back When Free	None.	Miscellaneous	**RBak-**
Channel Monitor	Channel number.	Call	**ChMon**
Clear Call	None.	Call	**Clear**
Clear CW	None.	Call	**ClrCW**
Clear Hunt Group Night Service	Group number.	Call	**HGNS-**
Clear Hunt Group Out Of Service	Group number.	Call	**HNOS-**
Clear Quota	"Service name" within quote marks or "" for all services.	Call	**Quota**
Conference Add	None.	Call	**Conf+**
Conference Meet Me	Conference name or number.	Call	**CnfRv**
Dial 3K1	Any number.	Dial	**D3K1**
Dial 56K	Any number.	Dial	**D56K**
Dial 64K	Any number.	Dial	**D64K**
Dial CW	User number.	Dial	**DCW**
Dial Direct	User number or name.	Dial	**Dirct**
Dial Emergency	Any number.	Dial	**Emrgy**
Dial Inclusion	User number or name or blank for entry when pressed.	Dial	**Inclu**
Dial Paging	User or group number or name or blank for entry when pressed.	Dial	**Page**
Dial Physical Extn by Number	Extension port Base Extension number.	Dial	**PhyEx**
Dial Physical Extn by ID	Extension port ID number.	Dial	**DialP**
Dial Speech	Any number.	Dial	**DSpch**

Dial V110	Any number.	Dial	**DV110**
Dial V120	Any number.	Dial	**DV120**
Dial Video	Any number.	Dial	**Dvide**
Display Msg	Command string.	Dial	**Displ**
Do Not Disturb Exception Add	Any number.	Do Not Disturb	**DNDX+**
Do Not Disturb Exception Delete	Any number.	Do Not Disturb	**DNDX-**
Do Not Disturb Off	None.	Do Not Disturb	**DNDOf**
Do Not Disturb On	None.	Do Not Disturb	**DNDOn**
Extn Login	None.	Extension	**Login**
Extn Logout	None.	Extension	**Logof**
Flash Hook	None.	Miscellaneous	**Flash**
Follow Me Here 🔒	User number.	Follow Me	**Here+**
Follow Me Here Cancel	User number.	Follow Me	**Here-**
Follow Me To 🔒	User name or user number or blank for entry when pressed.	Follow Me	**FolTo**
Forward Hunt Group Calls On	None.	Forward	**FwdH+**
Forward Hunt Group Calls Off	None.	Forward	**FwdH-**
Forward Number 🔒	Any number or, IP Office 4.0+, blank for entry when pressed.	Forward	**FwdNo**
Forward On Busy Number 🔒	Any number or, IP Office 4.0+, blank for entry when pressed.	Forward	**FwBNo**
Forward On Busy Off	None.	Forward	**FwBOf**
Forward On Busy On	None.	Forward	**FwBOn**
Forward On No Answer Off	None.	Forward	**FwNOf**
Forward On No Answer On	None.	Forward	**FwNOn**
Forward Unconditional Off	None.	Forward	**FwUOf**
Forward Unconditional On	None.	Forward	**FwUOn**
Hold Call	ISDN Exchange slot number.	Hold	**Hold**
Hold CW	None.	Hold	**HoldCW**
Hunt Group Disable	Group number or blank for all groups.	Hunt Group	**HGDis**
Hunt Group Enable	Group number or blank for all groups.	Hunt Group	**HGEna**
Hold Music	None.	Hold	**Music**
MCID Activate	None.	Miscellaneous	**MCID**
Off Hook Station	None.	Miscellaneous	**OHStn**
Park Call	Park slot number.	Call	**Park**
Priority Call	User number or name.	Call	**PCall**
Private Call	None.	Call	**PrivC**
Relay Off	1 or 2.	Relay	**Rely-**
Relay On	1 or 2.	Relay	**Rely+**

Relay Pulse	1 or 2.	Relay	**Relay**
Resume Call	ISDN Exchange slot number.	Call	**Resum**
Retrieve Call	ISDN Exchange slot number.	Call	**Retriv**
Ring Back When Free	None.	Miscellaneous	**RBak+**
Set Absent Text	String for selected message and custom text.	Set	**Absnt**
Set Account Code	Blank or valid account code.	Set	**Acct**
Set Hunt Group Night Service	Group number.	Set	**HGNS+**
Set Hunt Group Out Of Service	Group number.	Set	**HGOS+**
Set Inside Call Seq	Value 0 to 10.	Set	**ICSeq**
Set No Answer Time	Time in seconds (range 1 to 99999).	Set	**NATim**
Set Outside Call Seq	Value 0 to 10.	Set	**OCSeq**
Set Ringback Seq	Value 0 to 10.	Set	**RBSeq**
Set Wrap Up Time	Time in seconds (range 0 to 99999).	Set	**WUTim**
Suspend Call	ISDN Exchange slot number.	Suspend	**Suspe**
Suspend CW	ISDN Exchange slot number.	Suspend	**SusCW**
Toggle Calls	None.	Call	**Toggl**
Unpark Call	Park slot ID (alphanumeric).	Call	**Ride**
Voicemail Collect	See notes.	Voicemail	**VMCol**
Voicemail Off	None.	Voicemail	**VMOff**
Voicemail On	None.	Voicemail	**VMOn**
Voicemail Ringback Off	None.	Voicemail	**VMRB-**
Voicemail Ringback On	None.	Voicemail	**VMRB+**

Phone Details

IP Office Phones

The table below lists the phones supported by IP Office. Note that the range of phones supported varies with the IP Office control unit software level.

For some phones the annotation 24 (4x6) or similar is used. This can be read as 24 programmable buttons, arranged in as 4 screen pages with 6 physical buttons.

Phone	Buttons	Appearance	Button Type	Add-On	Map	2.1	3.0DT	3.0	3.1	3.2	4.0
2010	✗ –	✗	–	–	–	✓	✓	✗	✗	✗	✗
2030	✓ 8	✗	[icon]	20DS	22	✓	✓	✗	✗	✗	✗
2050	✓ 8	✗	[icon]	20DS	23	✓	✓	✗	✗	✗	✗
20CC	✓ 8	✗	[icon]	20DS	23	✓	✓	✗	✗	✗	✗
20DT	✗ 0	✗	–	–	–	✓	✓	✓	✓	✓	✓
2402D	✓ 2 (+12)	✓	[icon]	–	02	✗	✗	✓	✓	✓	✓
2410D	✓ 12 (2x6)	✓	[icon]	–	13	✗	✗	✓	✓	✓	✓
2420	✓ 24 (3x8)	✓	[icon]	EU24	15	✓	✓	✓	✓	✓	✓
3616	✓ 6	✓	[icon] 1••••••••	–	17	✓	✓	✓	✓	✓	✓
3620	✓ 6	✓	[icon] 1••••••••	–	17	✗	✗	✗	✗	✓	✓
3626	✓ 6	✓	[icon] 1••••••••	–	17	✓	✓	✓	✓	✓	✓
3701	✗ 0	✗	–	–	–	✗	✗	✗	✓	✓	✓
3711	✗ 0	✗	–	–	–	✗	✗	✗	✓	✓	✓
3810	✓ 4	✓	–	–	–	✓	✓	✓	✓	✓	✓
4406D	✓ 6	✓	[icon]	–	04	✓	✓	✓	✓	✓	✓
4412D	✓ 24	✓	[icon]	4450	05	✓	✓	✓	✓	✓	✓
4424D	✓ 24	✓	[icon]	4450	07	✓	✓	✓	✓	✓	✓
4601	✓ 2	✓	[icon]	–	03	✗	✗	✓	✓	✓	✓
4602IP/SW	✓ 2	✓	[icon]	–	01	✓	✓	✓	✓	✓	✓
4606	✓ 6	✓	[icon]	–	04	✓	✓	✓	✓	✓	✗
4610SW	✓ 24 (4x6)	✓	[icon]	–	14	✗	✗	✓	✓	✓	✓
4612	✓ 12	✓	[icon]	–	02	✓	✓	✓	✓	✓	✗
4620	✓ 24 (2x12)	✓	[icon]	EU24BL	16	✓	✓	✓	✓	✓	✓
4621	✓ 24 (2x12)	✓	[icon]	EU24BL	16	✗	✗	✗	✓	✓	✓
4624	✓ 24	✓	[icon]	–	07	✓	✓	✓	✓	✓	✗
4625	✓ 24 (2x12)	✓	[icon]	EU24BL	16	✓	✓	✓	✓	✓	✓
5402	✓ 2 (+12)	✓	[icon]	–	02	✗	✗	✓	✓	✓	✓
5410	✓ 12 (2x6)	✓	[icon]	–	13	✗	✗	✓	✓	✓	✓
5420	✓ 24 (3x8)	✓	[icon]	EU24	15	✗	✗	✓	✓	✓	✓
5601	✓ 2	✓	[icon]	–	03	✗	✗	✓	✓	✓	✓
5602IP/SW	✓ 2	✓	[icon]	–	01	✗	✗	✓	✓	✓	✓
5610SW	✓ 24 (4x6)	✓	[icon]	–	14	✗	✗	✓	✓	✓	✓
5620	✓ 24 (2x12)	✓	[icon]	EU24BL	16	✗	✗	✓	✓	✓	✓
5621	✓ 24 (2x12)	✓	[icon]	EU24BL	16	✗	✗	✗	✗	✓	✓
6408D	✓ 8	✓	[icon]	–	09	✓	✓	✓	✓	✓	✓
6416D	✓ 16	✓	[icon]	XM24	10	✓	✓	✓	✓	✓	✓
6424D	✓ 24	✓	[icon]	XM24	11	✓	✓	✓	✓	✓	✓
9040	✓ 8 (2x4)	✓	[icon]	–	12	✓	✓	✓	✓	✓	✗
T3 Compact	✓ 4	✗	[icon]	T3 DSS	19	✗	✗	✗	✓	✓	✓
T3 Classic	✓ 10	✗	[icon] (4 plus icons)	T3 DSS	20	✗	✗	✗	✓	✓	✓
T3 Comfort	✓ 18	✗	[icon] (10 plus icons)	T3 DSS	21	✗	✗	✗	✓	✓	✓
T3 IP Compact	✓ 4	✗	[icon]	T3 DSS	19	✗	✗	✗	✗	✓	✓
T3 IP Classic	✓ 10	✗	[icon] (4 plus icons)	T3 DSS	20	✗	✗	✗	✗	✓	✓
T3 IP Comfort	✓ 18	✗	[icon] (10 plus icons)	T3 DSS	21	✗	✗	✗	✗	✓	✓
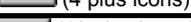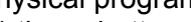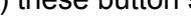
- A number of phones only have two physical programmable buttons. On systems running IP Office 3.0 or higher (excluding 3.0DT) these button should only be used as call appearance buttons.

- The 2402 and 5402 phones have an additional 12 programmable slots that can be accessed by pressing **FEATURE**. These cannot be used for appearance actions.

Phone Add-On's

The following add-on's can be used to provide some Avaya phones will additional programmable buttons. Those additional buttons can then be used for key & lamp functions.

- Those marked ✔✗symbol support programmable buttons but those buttons cannot be used as appearance buttons.

- Those marked ✔✔symbol support programmable buttons which can be used as appearance buttons.

- **4450:** ✔✗*+60 (50 x ⬭▭, 10 x ⬭▭)*
  Add-on for 4412D+ and 4424D+ phones. Provides an additional 60 programmable buttons with a single lamp - red except for the bottom two rows which are green. Due to the single lamp not recommended for appearance functions as not all button states can be 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.

- **EU24:** ✔✔*+24 (2x12)* ▭▭CA1
  Add-on for the 2420, 4620, 4620SW, 4625, 5420, 5620, 5620SW and 5621. Provides 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 eight per IP Office system.

  - **EU24BL:** ✔✔*+24 (2x12)* ▭▭CA1
    As per the EU24 above but with a backlight function to match the 4621. Note supported on the 2420 and 5420.

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

- **T3 DSS:** ✔✗*+36 LED*
  Up to 3 of these units can be connected to any of the IP Office T3 phones. Each provides an additional 36 programmable buttons. Each button includes a single red status LED. Connection of the T3 DSS varies:

  - With non-IP models, the first T3 DSS connects directly to a link port on the phone. No additional power supplies are required.

  - With T3 IP Models, the first T3 DSS connects to a DSS Link Unit fitted to the phone. A power supply is required for the DSS.

- **20DS:** ✔✗*+42* ▭▭
  Add-on for 2030, 2050 and 20CC phones. One per phone. Provides an additional 42 programmable buttons with dual-color lamps.

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.

- **2030**
  Programmable button with no lamp.

- **2050, 20CC, 20DS**
  Programmable button with dual-color lamp (red or green).

- **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 buttons with a single lamp (either red or green). Not recommended for appearance functions as not all button states can be 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, 5410, 5420, 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.

- **4610SW, 4620, 4621, 4625, 5610SW, 5620, 5621**
  Display key with adjacent icon and text label display area. For appearance functions a * symbol 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, 3620, 3626**
  Up to six buttons, indicated by button number. Accessed by pressing **LINE** followed by the required button number.

- **T3 Compact, T3 Classic and T3 Comfort**
  4, 10 and 18 buttons respectively. On each phone, 0, 4 and 10 of those button use display icons respectively.

Map 01: 4602, 4602SW, 5602, 5602SW

These phones only have two programmable buttons. For systems running IP Office 3.0 or higher (excluding 3.0DT) these buttons should only be used for call appearance buttons.

Display icons are used for status indication with a * used for current selected appearance button indication. These only display active, alerting, held here and current selected button. They do not display in use elsewhere and on hold elsewhere.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4602IP/4602SW	✓	✓	✓	✓	✓	✓
5602IP/5602SW	✗	✗	✓	✓	✓	✓

Programmable buttons

⊏▷⊣|♪ *1

⊏▷⊣|♪ *2

Map 02: 2402D, 5402D

These phones only have two physical programmable buttons with no display text labels. For systems running IP Office 3.0 or higher (excluding 3.0DT) these buttons should only be used for call appearance buttons.

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.

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
2402D	✗	✗	✓	✓	✓	✓
5402D	✗	✗	✓	✓	✓	✓

First two programmable buttons.

⊏⊐┤‖♪ * 1

⊏⊐┤‖♪ * 2

4 = **FEATURE** + **1**

5 = **FEATURE** + **2**

6 = **FEATURE** + **3**

7 = **FEATURE** + **4**

8 = **FEATURE** + **5**

9 = **FEATURE** + **6**

10 = **FEATURE** + **7**

11 = **FEATURE** + **8**

12 = **FEATURE** + **9**

13 = **FEATURE** + *

14 = **FEATURE** + **0**

15 = **FEATURE** + **#**

FEATURE key.

Map 03: 4601, 5601

These phones have two programmable buttons, each with a single red lamp. For systems running IP Office 3.0 or higher (excluding 3.0DT) these buttons should only be used for call appearance buttons.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4601	✗	✗	✓	✓	✓	✓
5601	✗	✗	✓	✓	✓	✓

Map 04: 4406D+, 4606

These phones has 6 programmable buttons with twin lamps; one green, one red.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4406D+	✓	✓	✓	✓	✓	✓
4606	✓	✓	✓	✓	✓	✗
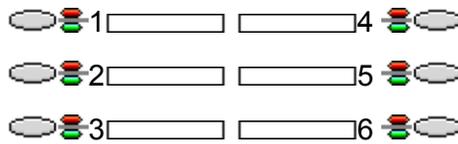
Map 05: 4412D+

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4412D+	✓	✓	✓	✓	✓	✓

Programmable buttons.
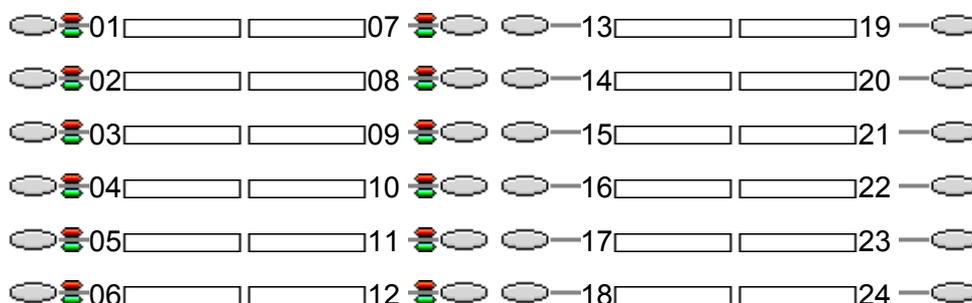
Map 06: 4612

This phone has 12 programmable buttons with twin lamps; one green, one red.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4612	✓	✓	✓	✓	✓	✗

01 ☐   07 ☐
02 ☐   08 ☐
03 ☐   09 ☐
04 ☐   10 ☐
05 ☐   11 ☐
06 ☐   12 ☐

Programmable buttons.
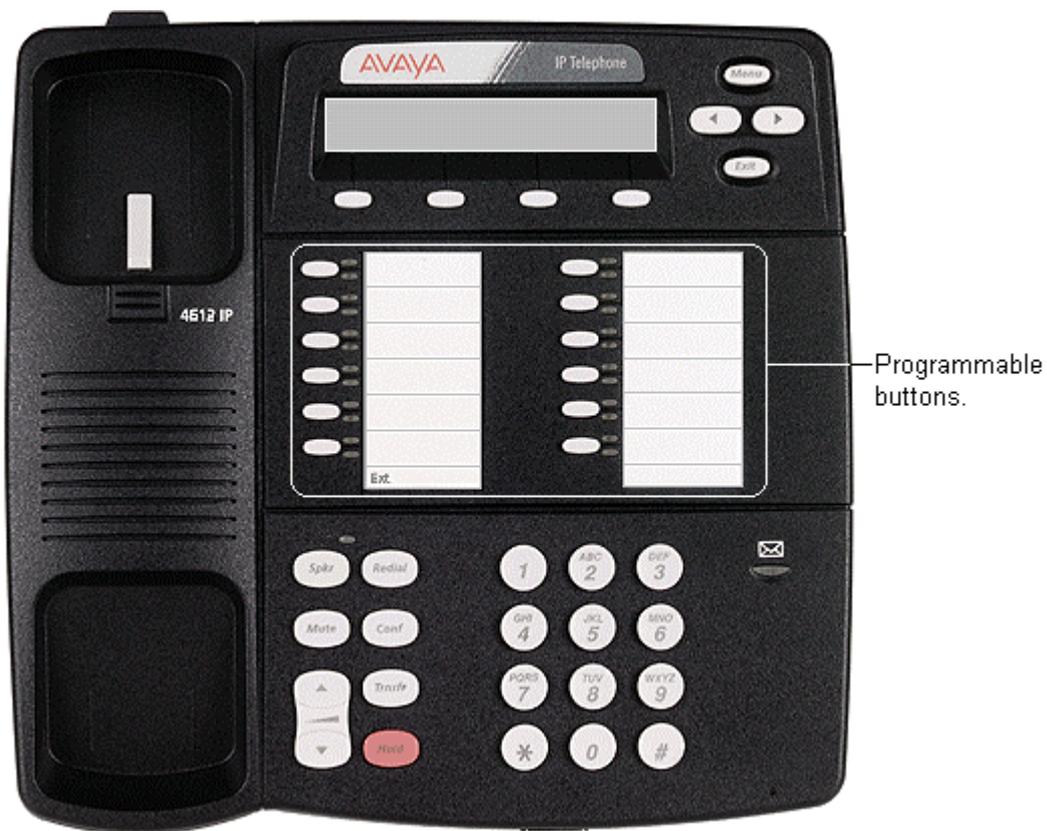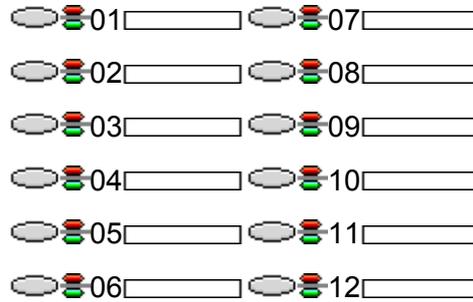
Map 07: 4424D+, 4624

These phones have 24 programmable buttons with twin lamps; one green, one red.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4424D+	✓	✓	✓	✓	✓	✓
4624	✓	✓	✓	✓	✓	✗
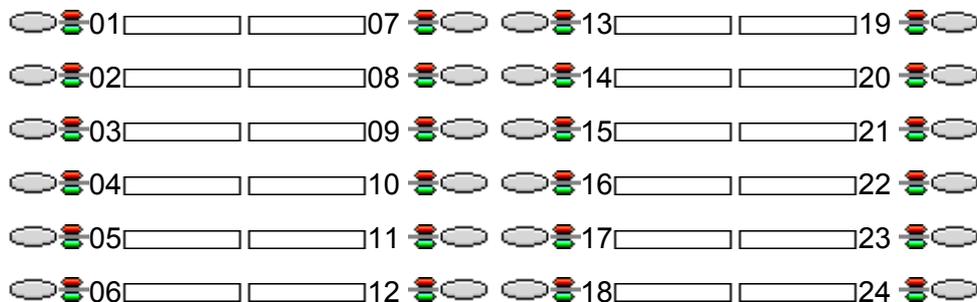
- Note: No more than 10 4424D+ units are supported on any DS30 module. This restriction does not apply to DS16 V2 units.

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4450	✓	✓	✓	✓	✓	✓

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

4450x1

25	35	45	55	65
26	36	46	56	66
27	37	47	57	67
28	38	48	58	68
29	39	49	59	69

30	40	50	60	70
31	41	51	61	71
32	42	52	62	72
33	43	53	63	73
34	44	54	64	74

75	77	79	81	83
76	78	80	82	84

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▭
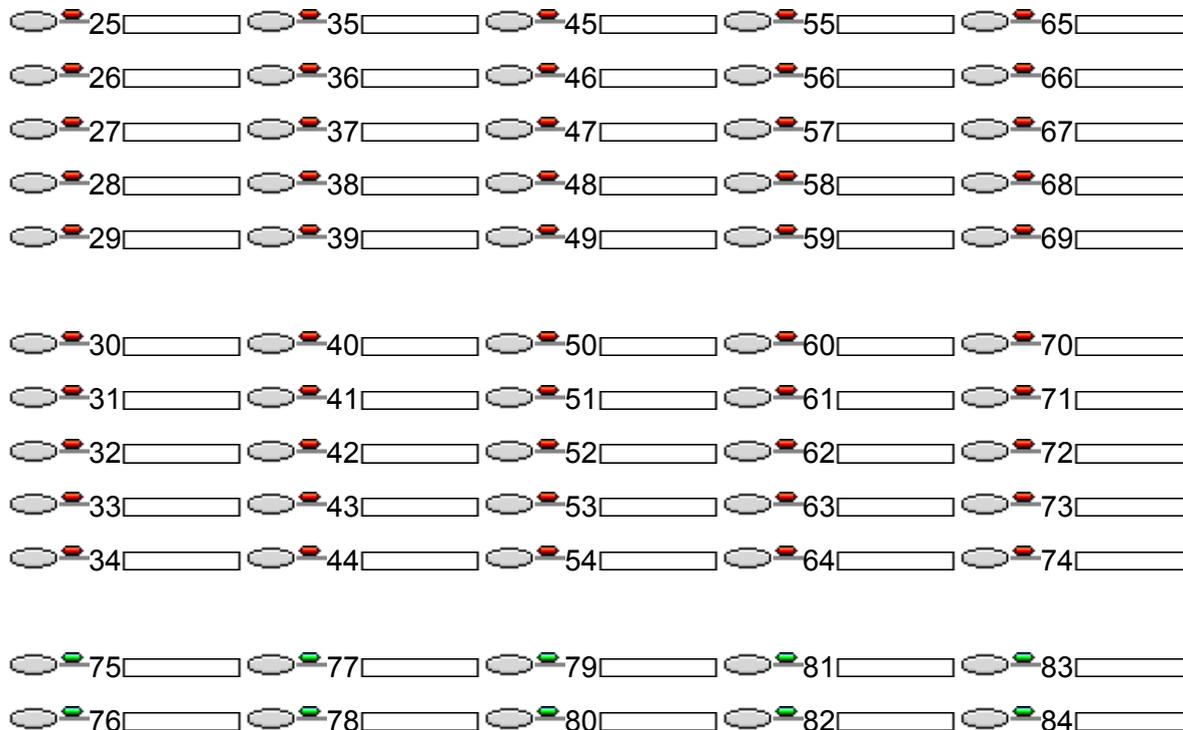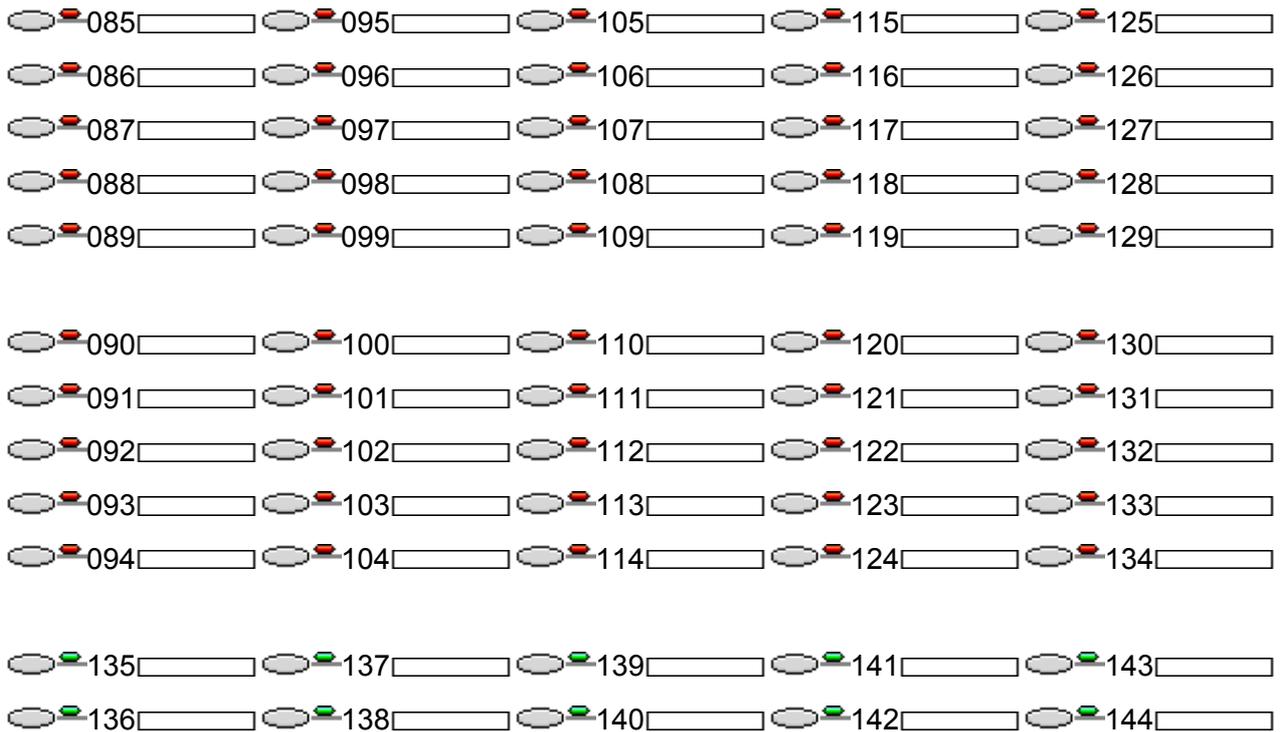
Map 09: 6408D

This phone has 8 programmable buttons. Each button includes twin lamps; one red, one green.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
6408D	✓	✓	✓	✓	✓	✓

01
02
03
04
05
06
07
08

Programmable buttons.

Map 10: 6416D

This phone has 16 programmable buttons. Each button includes twin lamps; one red, one green.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
6416D	✓	✓	✓	✓	✓	✓

```
☐01        ☐09
☐02        ☐10
☐03        ☐11
☐04        ☐12
☐05        ☐13
☐06        ☐14
☐07        ☐15
☐08        ☐16
```

Programmable buttons.
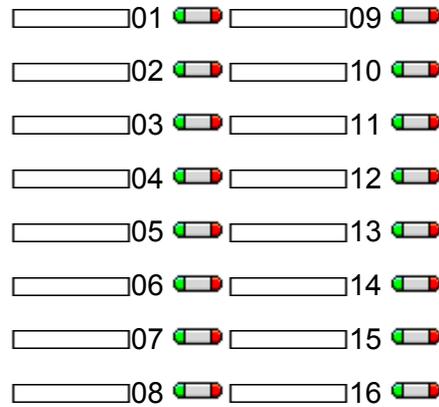
Map 11: 6424D

This phone has 24 programmable buttons. Each button includes twin lamps; one red, one green.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
6424D	✓	✓	✓	✓	✓	✓

```
                                    09 ◖█▶
                                    10 ◖█▶
                                    11 ◖█▶
                                    12 ◖█▶
                                    13 ◖█▶
                                    14 ◖█▶
                                    15 ◖█▶
                                    16 ◖█▶
            01 ◖█▶          17 ◖█▶
            02 ◖█▶          18 ◖█▶
            03 ◖█▶          19 ◖█▶
            04 ◖█▶          20 ◖█▶
            05 ◖█▶          21 ◖█▶
            06 ◖█▶          22 ◖█▶
            07 ◖█▶          23 ◖█▶
            08 ◖█▶          24 ◖█▶
```
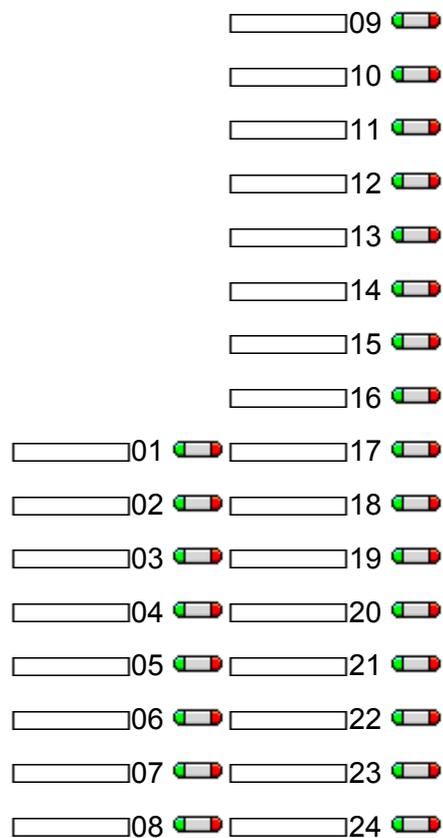
Programmable
buttons.

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
9040	✓	✓	✓	✓	✓	✗

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.

It is only possible to use 9040 buttons 1, 2, A and B (buttons 1, 2, 8 and 9 in the IP Office configuration) as appearance buttons. If all four of those buttons are required as call appearances, then buttons 1 to 9 must be programmed as call appearance buttons in the configuration. However button 3 and 4 on the handset will become disabled.

Map 13: 2410, 5410

These phones have 6 physical display keys that provide 12 programmable buttons arranged in two pages. The ◀ and ▶ keys are used to switch the display between different button display pages as shown below.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
2410	✗	✗	✓	✓	✓	✓
5410	✗	✗	✓	✓	✓	✓
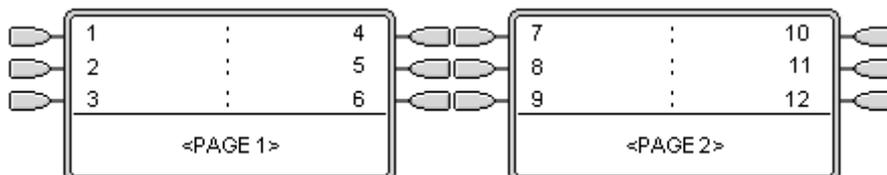
Map 14: 4610SW, 5610SW

These phones have 6 physical display keys that provide 24 programmable buttons arranged in 4 pages. The ◀ and ▶ keys are used to switch the display between different button display pages as shown below.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4610	✗	✗	✓	✓	✓	✓
5610	✗	✗	✓	✓	✓	✓
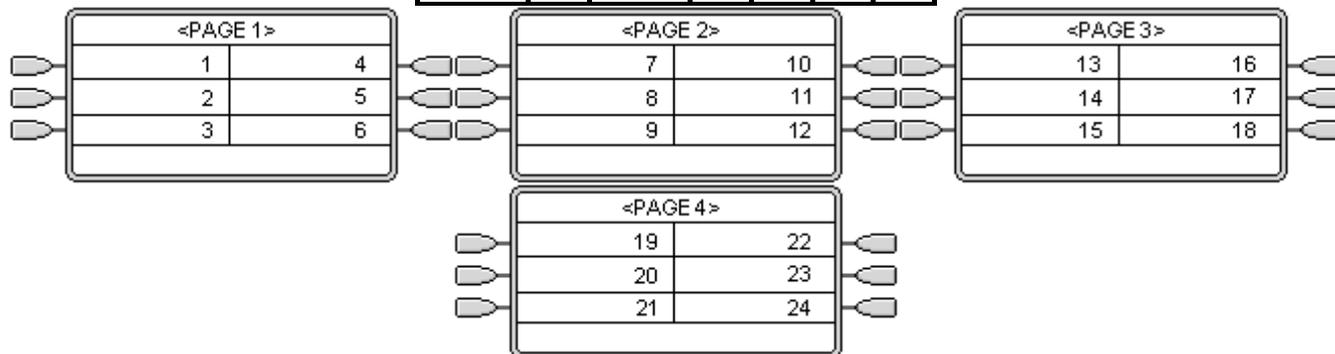
Map 15: 2420, 5420

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**).

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
2420	✓	✓	✓	✓	✓	✓
5420	✗	✗	✓	✓	✓	✓

Normal Mode
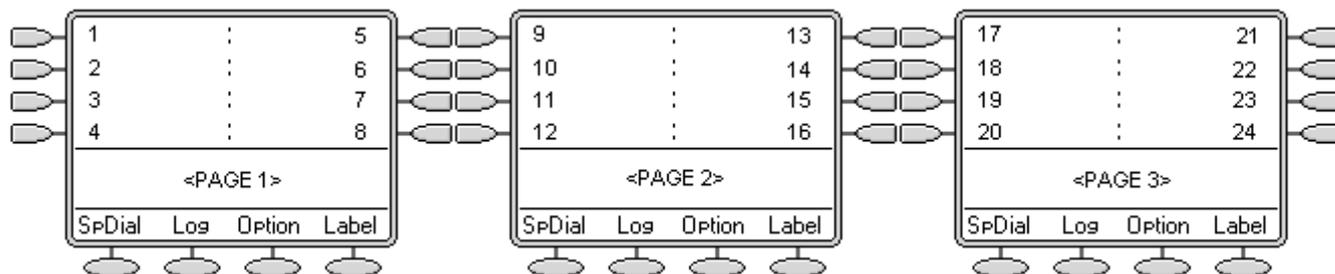
Call Center Mode

In this mode, several of the programmable button position are repeated and replace the normal functions on the base on the phone display.
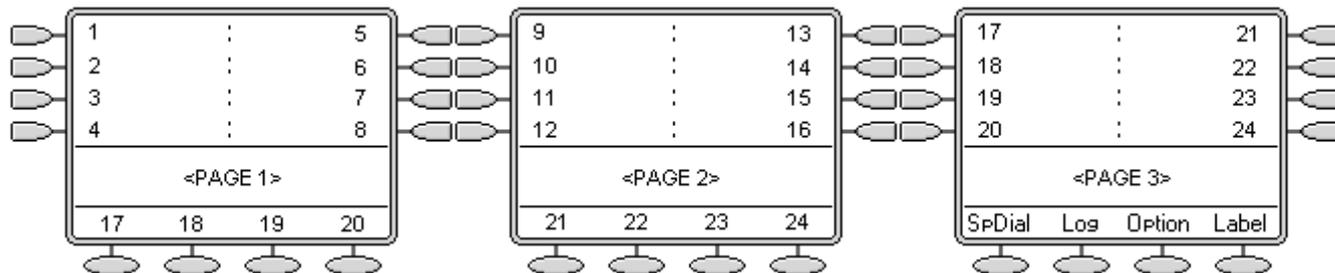
Map 16: 4620, 4620SW, 4621, 4625, 5620, 5620SW, 5621

These phones have 12 physical display keys that provide 24 programmable buttons arranged in two pages. The ◄ and ► keys are used to switch the display between different button display pages as shown below.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
4620/4620SW	✓	✓	✓	✓	✓	✓
4621	✗	✗	✗	✓	✓	✓
4625	✓	✓	✓	✓	✓	✓
5620/5620SW	✗	✗	✗	✓	✓	✓
5621	✗	✗	✗	✗	✓	✓

By default appearance actions use a full screen width display line and can be accessed by the display key on either side. The numbering of buttons and the number of display pages available is adjusted accordingly up 4 pages. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options -> Call Appearance Width**.

Button numbering with call appearance width set to full width mode and 3 appearance buttons.
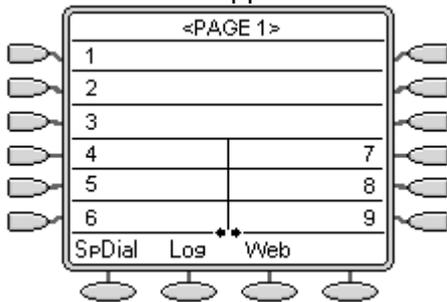
Button numbering with call appearance width set to half width mode.

Programmable buttons

Previous/Next Page Keys
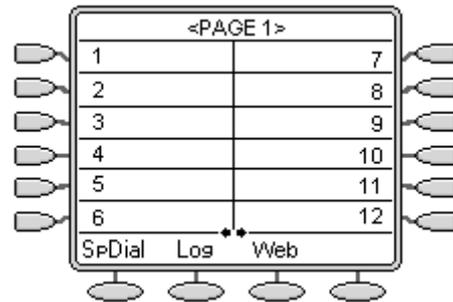
Map 17: 3616, 3620, 3626

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
3616	✓	✓	✓	✓	✓	✓
3626	✓	✓	✓	✓	✓	✓
3620	✗	✗	✗	✗	✓	✓

IP Office Button	3616/3626 Button
1	**LINE** + **1**
2	**LINE** + **2**
3	**LINE** + **3**
4	**LINE** + **4**
5	**LINE** + **5**
6	**LINE** + **6**

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.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
3810	✓	✓	✓	✓	✓	✓

IP Office Button	3810 Button
8	1
9	2
1	3
2	4

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. If all four buttons are required as call appearances, then buttons 1 to 9 must be programmed as call appearance buttons in the configuration.

Map 19: T3 Compact and T3 IP Compact

This phone has eight buttons on the right-hand edge, however only 4 are programmable buttons, the remainder are fixed feature buttons. Note that some of the programmable buttons have default features and, if not programmed to a specific function in the IP Office configuration, they will perform their default function.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
T3 Compact	✗	✗	✗	✓	✓	✓
T3 IP Compact	✗	✗	✗	✗	✓	✓

▭		Handsfree/Monitoring
▭	01	Call List
▭	02	Voicemail
▭	03	Do Not Disturb
▭	04	Forward Unconditional
▭		Menu
▭		Redial
▭		Hold

Programmable Buttons

Map 20: T3 Classic/T3 IP Classic

This phone supports 10 programmable buttons. Note that some of the programmable buttons have default features and, if not programmed to a specific function in the IP Office configuration, they will perform their default function.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
T3 Classic	✗	✗	✗	✓	✓	✓
T3 IP Classic	✗	✗	✗	✗	✓	✓

The four buttons below the display act as two pages of four using the display above. The four buttons on page one can be programmed and match IP Office buttons 1 to 4. The other page cannot be programmed. In addition, some of the buttons in the two columns of buttons on the right can be programmed.

01 02 03 04

	05 Call List
Handsfree	06 Voicemail
Mute	07 Headset
Menu	08 Do Not Disturb
Redial	09 Forward Unconditional
Hold	10 Directory

Programmable Buttons

Map 21: T3 Comfort/T3 IP Comfort

This phone supports 18 programmable buttons. Note that some of the programmable buttons have default features and, if not programmed to a specific function in the IP Office configuration, they will perform their default function.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
T3 Comfort	✗	✗	✗	✓	✓	✓
T3 IP Comfort	✗	✗	✗	✗	✓	✓

The ten buttons below the display act as eight pages of ten using the display above. The ten buttons on page one can be programmed and match IP Office buttons 1 to 10. The other pages cannot be programmed. In addition, some of the buttons in the three columns of buttons on the right can be programmed.

01	02	03	04	05
06	07	08	09	10
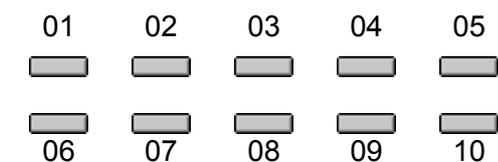
	17 Paging	11 Call List
Handsfree	18 Pickup	12 Voicemail
Mute	Group Enable	13 Headset
Menu	Group Night Service	14 DND
Redial	Follow me Here	15 Forward All
Hold	Door	16 Directory

Programmable Buttons

Map 22: 2030

This phone has 8 programmable buttons. They do not include any status indicator lamps.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
2030	✓	✓	✗	✗	✗	✗

01
02
03
04
05
06
07
08

Programmable buttons
(no lamps)

Map 23: 2050 and 20CC

These phones have 8 programmable buttons. Each button includes a dual status indicator lamp.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
2050	✓	✓	✗	✗	✗	✗
20CC	✓	✓	✗	✗	✗	✗

Map 24: 20DS

This add-on is used with 2030, 2050 and 20CC phones. It provides an additional 42 programmable buttons with dual status indicator lamps. The unit requires a power supply and is connected to the next DT port on the same expansion module as the phone with which it is associated.

Phone	2.1	3.0DT	3.0	3.1	3.2	4.0
20DS	✓	✓	✗	✗	✗	✗

```
           09      23      37
           10      24      38
           11      25      39
           12      26      40
           13      27      41
           14      28      42
           15      29      43
           16      30      44
           17      31      45
           18      32      46
           19      33      47
           20      34      48
           21      35      49
           22      36      50
```

Actions: General

Dial

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Dial.

- **Action Data:** Telephone number or partial telephone number.

- **Default Label:** Dial.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays the telephone number set.

  - **DSS Link LED:** None.

Group

Monitors the status of a hunt group queue. This option is only supported for hunt groups with queuing enabled. The user does not have to be a member of the group.

Depending on the users button type, indication is given for when the group has alerting calls and queued calls (queued in this case is defined as more calls waiting than there are available group members).

In IP Office 4.0 the definition of queued calls has changed to include ringing calls. However for operation of the Group button, ringing calls are still regarded as different from other queued calls.

For pre-4.0 IP Office pressing the button displayed information about the longest waiting call in the queue and options to answer, drop or ignore the call. For IP Office 4.0 and higher the button has been changed to just answer the longest waiting call.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Group.

- **Action Data:** Group name enclosed in " " double-quotes or group number.

- **Default Label:** *<group name>*.

- **Toggles:** ✗.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- Call alerting.	Main◆	Main◆	Green flash.
- Calls queued.	Main	Main	Red flash.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✓	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Park Call

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✘.
  For IP Office 4.0 and higher this function has been replaced by **Emulation | Call Park**.

- **Action:** Advanced -> Call -> Park Call.

- **Action Data:** Park slot number.

- **Default Label:** Park.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- No parked call	PARK1	PARK1	Off
- Parked here.	PARK1♦	PARK1♦	Green flash.
- Parked elsewhere.	PARK1	PARK1	Red flash.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✘	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✘	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** User.

- **Action Data:** User name enclosed in "double-quotes".

- **Default Label:** *<the user name>*.

- **Toggles:** ✗.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- Alerting.	Extn221◀	Extn221◆	Green flash.
- In Use.	Extn221	Extn221	Green on.

- **User Admin:** ✗.

- **Phone Support:**

2010	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays the user name.

  - **DSS Link LED:** On when busy, flashing when call alerting user.

Actions: Appearance

Appearance

Creates a call appearance button. This can be used to answer and make calls. Users with multiple call appearance buttons can handle multiple calls. For full details refer to the IP Office Key & Lamp Manual.

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.

For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's **Ring Delay** setting (**User | Telephony**).

Note that on 4620, 4621, 4625 and 5621 phones, buttons set to call appearance can occupy the full screen width, using the button on either side of the display line for operation and adjusting the numbering of all other buttons accordingly. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options -> Call Appearance Width**.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Appearance -> Appearance.

- **Action Data:** Optional text label.

- **Default Label:** a=.

- **Toggles:** ✘.

- **Status Indication:** ✔.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✘	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✘	2402 ✔	3701 ✔	4601 ✔	4621 ✔	5601 ✔	6416 ✔	T3 Comfort ✘
20CC ✘	2410 ✔	3711 ✔	4602 ✔	4625 ✔	5602 ✔	6424 ✔	T3 IP Compact ✘
20DS ✘	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Bridged Appearance

Creates an appearance button that follows the state of another user's call appearance button. The bridged appearance can be used to make and answer calls on behalf of the call appearance user. For full details refer to the IP Office Key & Lamp Manual.

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.

For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's **Ring Delay** setting (**User | Telephony**).

Note that on 4620, 4621, 4625 and 5621 phones, buttons set to call appearance can occupy the full screen width, using the button on either side of the display line for operation and adjusting the numbering of all other buttons accordingly. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options -> Call Appearance Width**.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Appearance -> Bridged Appearance.

- **Action Data:** User name and call appearance button number.

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

- **Toggles:** ✗.

- **Status Indication:** ✓.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✗	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✗	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Coverage Appearance

Creates a button that alerts when a call to the specified covered user is unanswered after that users Individual Coverage Timer expires. The call coverage appearance button can be used to answer that call. For full details refer to the IP Office Key & Lamp Manual.

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.

For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's **Ring Delay** setting (**User | Telephony**).

Note that on 4620, 4621, 4625 and 5621 phones, buttons set to call appearance can occupy the full screen width, using the button on either side of the display line for operation and adjusting the numbering of all other buttons accordingly. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options -> Call Appearance Width**.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Appearance -> Coverage Appearance.

- **Action Data:** User name.

- **Default Label:** *<user name>*.

- **Toggles:** ✗.

- **Status Indication:** ✓.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✗	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✗	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✗	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Line Appearance

Creates an line appearance button linked to the activity of a specified line appearance ID number. The button can then be used to answer and make calls on that line. For full details refer to the IP Office Key & Lamp Manual.

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.

For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's **Ring Delay** setting (**User | Telephony**).

Note that on 4620, 4621, 4625 and 5621 phones, buttons set to call appearance can occupy the full screen width, using the button on either side of the display line for operation and adjusting the numbering of all other buttons accordingly. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options -> Call Appearance Width**.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Appearance -> Line Appearance.

- **Action Data:** Line ID number.

- **Default Label:** Line *<Line ID number>*.

- **Toggles:** ✗.

- **Status Indication:** ✓.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✗	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✗	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Actions: Emulation

Abbreviated Dial

This function allows quick dialing of a stored number.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Abbreviated Dial.

- **Action Data:** Telephone number or partial number.

  - **Full Number**
    The number is dialled.

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

- **Default Label:** AD.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✓

Abbreviated Dial Pause

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Abbreviated Dial Pause.

- **Action Data:** None.

- **Default Label:** Pause.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Abbreviated Dial Program.

- **Action Data:** *None*.

- **Default Label:** Prog.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✔.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✘	4412 ✘	4612 ✘	5410 ✘	5621 ✘	T3 Compact ✘
2030 ✘	20DT ✘	3626 ✘	4424 ✘	4620 ✘	5420 ✘	6408 ✘	T3 Classic ✘
2050 ✘	2402 ✘	3701 ✘	4601 ✘	4621 ✘	5601 ✘	6416 ✘	T3 Comfort ✘
20CC ✘	2410 ✘	3711 ✘	4602 ✘	4625 ✘	5602 ✘	6424 ✘	T3 IP Compact ✘
20DS ✘	2420 ✘	3810 ✘	4606 ✘	4624 ✘	5610 ✘	9040 ✘	T3 IP Classic ✘
	3616 ✘	4406 ✘	4610 ✘	5402 ✘	5620 ✘		T3 IP Comfort ✘

Abbreviated Dial Stop

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Abbreviated Dial Stop.

- **Action Data:** *None*.

- **Default Label:** Stop.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Account Code Entry

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Account Code Entry.

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

- **Default Label:** Acct.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays **1234**.

    - **DSS Link LED:** None.

ACD Agent Statistics

Not supported. Provided for CTI emulation only.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Emulation -> ACD Agent Statistics.

- **Action Data:** *None*.

- **Default Label:** Stats.

- **Toggles: ✗**.

- **Status Indication: ✗**.

- **User Admin: ✗**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

ACD Stroke Count

Not supported. Provided for CTI emulation only.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> ACD Stroke Count.

- **Action Data:** *None*.

- **Default Label:** Count.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✔.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

AD Special Function Mark

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> AD Special Function Mark.

- **Action Data:** *None*.

- **Default Label:** Mark.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> AD Special Function Wait.

- **Action Data:** *None*.

- **Default Label:** Wait.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
		3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔	T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> AD Special Functions.

- **Action Data:** *None*.

- **Default Label:** Sfunc.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

AD Suppress

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> AD Suppress.

- **Action Data:** *None*.

- **Default Label:** Spres.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	Spres◀	Spres	Green on.
- Off.	Spres	Spres	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Automatic Callback

Sets a ringback on the extension being called. When the target extension ends its current call, the ringback user is rung (for their set No Answer Time/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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Automatic Callback.

- **Action Data:** *None*.

- **Default Label:** AutCB.

- **Toggles:** ✗.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	AutCB◀	AutCB	Green on.
- Off.	AutCB	AutCB	Off.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Automatic Intercom

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Automatic Intercom.

- **Action Data:** User number or name.

- **Default Label:** Iauto.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays 🔊 followed by the set number.

    - **DSS Link LED:** None.

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Call Forwarding All.

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

    - If blank, the phone displays the user's current forward number and allows it to be changed if required. This option is not supported on XX02 phone models. Also, if blank, IP Office 4.0+ user's with a login code will be prompted to enter that code to use this function.

- **Default Label:** CFrwd.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	CFrwd◀	CFrwd	Green on.
- Off.	CFrwd	CFrwd	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Call Park

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

- When associated with a specific park slot number, the button will park and unpark calls from that park slot and indicate when a call is parked in that park slot.

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

  - With a call connected, pressing the button will park that call using a park slot number assigned by the system based on the extension number.

  - With no call connected, pressing the button will display details of any calls parked by the extension and allow their retrieval.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.
- **Action:** Emulation -> Call Park.
- **Action Data:** Optional. Either blank or a specific park slot number.
- **Default Label:** CPark.
- **Toggles:** ✔.
- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- Calls parked by extension	CPark◆	CPark	Green on.
- Call Parked by other extension	<u>CPark</u>	CPark	
- No parked calls	CPark	CPark	Off.

- **User Admin:** ✔.
- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✘	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✘	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✘	5620 ✔		T3 IP Comfort ✘

Call Park To Other Extension

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

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

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Call Park to Other Extension.

- **Action Data:** Optional. Blank or user number.
  When blank, users are able to enter the target user extension number.

- **Default Label:** RPark *("Park" in pre-4.0 IP Office)*.

- **Toggles:** ✗ Pre-4.0/✓ 4.0+.

- **Status Indication:** ✗ Pre-4.0/✓ 4.0+.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- Parked Call	RPark◆	RPark	Green on.
- No parked call	RPark	RPark	Off.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Call Pickup

Answer an alerting call on the system.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Call Pickup.

- **Action Data:** *None*.

- **Default Label:** CpkUp.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✔.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

- **T3 Phones:** Displays a menu for entry of the extension number from which to pickup a call.

  - **Classic/Comfort icon:** Displays ▪▪ᴉ.

  - **DSS Link LED:** None.

Cancel Leave Word Calling

Not supported. Provided for CTI emulation only.

Cancels the last Leave Word Calling message originated by the user.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Cancel Leave Word Calling.

- **Action Data:** *None*.

- **Default Label:** CnLWC.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Consult

Not supported. Provided for CTI emulation only.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Emulation -> Consult.

- **Action Data:** *None*.

- **Default Label:** Cnslt.

- **Toggles: ✗**.

- **Status Indication: ✗**.

- **User Admin: ✗**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Dial Intercom.

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

- **Default Label:** Idial.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays 🔊 followed by the set number.

    - **DSS Link LED:** None.

Directed Call Pickup

Pickup a call ringing at a specific extension or hunt group.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Directed Pickup.

- **Action Data:** User number or name or group number or name.

- **Default Label:** DpkUp.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Directory

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

The method of name matching is controlled by the Dial by Name 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 (for example "Jason") and KAR (for example "Karl"). Only the first 50 matches are displayed.

- **With Dial by Name off:**
  Matching is done against the first letter only. For example pressing 5 displays names beginning with J. Press 5 again displays names beginning with K. Only the first 50 matches are displayed.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Directory.

- **Action Data:** *None*.

- **Default Label:** Dir.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays 📖.

  - **DSS Link LED:** None.

Drop

This action is intended for phones which do not have a permanent Drop button and mimics the action of that button.

- For a currently connected call, pressing **Drop** disconnects the call. When drop is used to end a call, silence is returned to the user rather than dial tone. This is intended operation, reflecting that **Drop** is mainly intended for use by call center headset users.

- If the user has no currently connected call, pressing **Drop** will redirect a ringing call using the user's **Forward on No Answer** setting if set or otherwise to voicemail if available.

- For a conference call, on phones with a suitable display, **Drop** can be used to display the conference parties and select which party to drop from the conference.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Drop.

- **Action Data:** *None*.

- **Default Label:** Drop.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Group Paging.

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

- **Default Label:** GrpPg.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays ◁ followed by target number if set.

    - **DSS Link LED:** None.

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 older style 4400 and 4600 series phones. On phones without a headset socket or with a dedicated Headset button this control will have no effect.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Miscellaneous -> Headset Toggle.

- **Action Data:** *None*.

- **Default Label:** HdSet.

- **Toggles: ✓**.

- **Status Indication: ✓**.

- **User Admin: ✗**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✗	4412 ✓	4612 ✓	5410 ✗	5621 ✗	T3 Compact ✓
2030 ✗	20DT ✗	3626 ✗	4424 ✓	4620 ✗	5420 ✗	6408 ✗	T3 Classic ✓
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✗	5601 ✗	6416 ✗	T3 Comfort ✓
20CC ✗	2410 ✗	3711 ✗	4602 ✗	4625 ✗	5602 ✗	6424 ✗	T3 IP Compact ✓
20DS ✗	2420 ✗	3810 ✗	4606 ✓	4624 ✓	5610 ✗	9040 ✗	T3 IP Classic ✓
	3616 ✗	4406 ✓	4610 ✗	5402 ✗	5620 ✗		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays **HdSet**.

    - **DSS Link LED:** On when active.

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Inspect.

- **Action Data:** None.

- **Default Label:** Inspt.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Internal Auto-Answer.

- **Action Data:** *None*.

- **Default Label:** HfAns.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/ 64XX
- On.	HFAns◀	HFAns	Green on.
- Off.	HFAns	HFAns	Off.

- **User Admin:** ✔.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays **HfAns**.

  - **DSS Link LED:** On when active.

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Leave Word Calling.

- **Action Data:** *None*.

- **Default Label:** LWC.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Manual Exclude

Not supported. Provided for CTI emulation only.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Manual Exclude.

- **Action Data:** *None*.

- **Default Label:** Excl.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Priority Calling

Not supported. Provided for CTI emulation only.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Priority Calling.

- **Action Data:** *None*.

- **Default Label:** Pcall.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Ringer Off

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

- **IP Office Software Level: 2.1 ✔**, **3.0DT ✔**, **3.0 ✔**, **3.1 ✔**, **3.2 ✔**, **4.0 ✔**.

- **Action:** Emulation -> Ringer Off.

- **Action Data:** *None*.

- **Default Label:** RngOf.

- **Toggles: ✔**.

- **Status Indication: ✔**.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On (no ring).	RngOf◀	RngOf	Green on.
- Off (ring).	RngOf	RngOf	Off.

- **User Admin: ✔**.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Self-Administer

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

Note: IP Office 4.0+ user's with a login code will be prompted to enter that code when they use this button action.

- On 4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D phones, **Admin** can be permanently accessed via **Menu** ☰, ▶, ▶, **Admin**. See Using a Menu Key.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Emulation -> Self-Administer.

- **Action Data:** *None or 1.*

    - If no value is set, the button allows user programming of the following emulation actions:

Dir - Directory.	Acct - Account Code Entry.
Drop - Drop.	AD - Abbreviated Dial.
HFAns - Internal Auto-Answer.	Park - Call Park to Other Extn.
Timer - Timer.	GrpPg - Group Paging.
AutCB - Automatic Callback.	CPkUp - Call Pickup.
Prog - Abbreviated Dial Program.	DPkUp - Directed Call Pickup.
CFrwd - Call Forwarding All.	RngOf - Ringer Off.
Park - Park Call (pre-4.0).	Spres - AD Suppress.
CPark - Call Park (4.0+).	HdSet - Headset Toggle.
RPark - Call Park to Other Extension (4.0+).	HGNS+ - Set Hunt Group Night Service.
SAC - Send All Calls.	Flash - Hook Flash (4.0+).
TmDay - Time of Day.	BkOut - Breakout (4.0+).
Admin - Self-Administer.	

    - If *1* is entered as the telephone number, allows user programming of the following IP Office functions:

Dial (pre-4.0).	Park (pre-4.0).	Flash Hook.
XX - Abbreviated Dial (4.0+).	CPark (4.0+).	
Group.	User.	

- **Default Label:** Admin.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✔.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✘	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✘	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✘	T3 IP Classic ✘
		3616 ✔	4406 ✔	4610 ✔	5402 ✘	5620 ✔	T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Send All Call.

- **Action Data:** *None*.

- **Default Label:** SAC.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	SAC◀	SAC	Green on.
- Off.	SAC	SAC	Off.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays **[♣]**.

    - **DSS Link LED:** On when active.

Stored Number View

Not supported. Provided for CTI emulation only. Allows a user to view the contents of any programmed feature button.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Stored Number View.

- **Action Data:** *None*.

- **Default Label:** BtnVu.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Time of Day

Displays the time and date on the user's telephone.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Time of Day.

- **Action Data:** *None*.

- **Default Label:** TmDay.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status Indication	24XX/ 54XX	46XX/ 56XX	44XX/ 64XX
- On.	TmDay◀	TmDay	Green on.
- Off.	TmDay	TmDay	Off.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Timer

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Emulation -> Timer.

- **Action Data:** *None*.

- **Default Label:** Timer.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/ 54XX	46XX/ 56XX	44XX/ 64XX
- On.	Timer◀	Timer	Green on.
- Off.	Timer	Timer	Off.

- **User Admin:** ✓.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Twinning

This action can be used with user's setup for mobile twinning. Mobile twinning requires entry of a mobile twinning license in to the IP Office configuration. This action is not used for internal twinning.

The button allows the user to set and change the destination for their twinned calls. It can also be used to switch mobile twinning on/off and indicates the status of that setting.

In addition, when a call has been routed from the IP Office to the twinned destination, the twinning button can be used to retrieve the call at the twinned user's primary extension.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.
- **Action:** Emulation -> Twinning.
- **Action Data:** *None*.
- **Default Label:** Twinning.
- **Toggles: ✓**.
- **Status Indication: ✓**.

Status	24XX/ 54XX	46XX/ 56XX	44XX/ 64XX
- On.	Twinning ◀	Twinning	Green on.
- Off.	Twinning	Twinning	Off.
- Twinned call at secondary	<u>Twinning</u> ◀	<u>Twinning</u>	Red on.

- **User Admin: ✗**.
- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✗	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✗	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✓

Visual Voice

This action provides the user with a display menu for access to their mailbox. It can be used with Voicemail Pro (Intuity and IP Office modes) and Embedded Voicemail. The menu provide the user with options to listening to messages, leaving messages and managing the mailbox.

If pressed when a call is connected, the button allows entry of an extension number for direct to voicemail transfer of the connected call.

On phones that have a display but do not support full visual voice operation as indicated below, use of the button user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported (dos not include T3 and T3 IP phones).

- **IP Office Software Level: 2.1** ✗, **3.0DT** ✗, **3.0** ✗, **3.1** ✗, **3.2** ✗, **4.0** ✓.

- **Action:** Emulation -> Visual Voice.

- **Action Data:** *None*.

- **Default Label:** Voice.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✗	4412 ✓	4612 ✗	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✗	4424 ✓	4620 ✓	5420 ✓	6408 ✗	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✗	T3 Comfort ✗
20CC ✗	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✗	T3 IP Compact ✗
20DS ✗	2420 ✓	3810 ✗	4606 ✗	4624 ✗	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✗	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Actions: Advanced

Acquire Call

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

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

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

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Acquire Call.

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

- **Default Label:** Acquire.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Break Out

This feature is usable within an IP Office Small Community Network. It allows a user on one system in the network to specify that the following dialing be processed by another IP Office system on the network as if the user dialed it locally on that other system.

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

- **IP Office Software Level: 2.1** ✗, **3.0DT** ✗, **3.0** ✗, **3.1** ✗, **3.2** ✗, **4.0** ✓.

- **Action:** Advanced -> Dial -> Break Out.

- **Action Data:** *Optional. The name or IP address of the required IP Office system can be specified.*.

- **Default Label:** BkOut.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✗	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✗	T3 Classic ✓
2050 ✗	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✗	T3 Comfort ✓
20CC ✗	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✗	T3 IP Compact ✓
20DS ✗	2420 ✓	3810 ✓	4606 ✗	4624 ✗	5610 ✓	9040 ✗	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

Busy

Provide busy signal to the user.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Busy -> Busy.

- **Action Data:** *None*.

- **Default Label:** Busy.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Busy On Held

When on, busy on held returns busy to new calls while the user has an existing call on hold.

While this feature can be used by users with appearance keys, it is not recommended as this overrides the basic call handling intent of appearance keys.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Busy -> Busy on Held.

- **Action Data:** 1 for on, 0 for off.

- **Default Label:** BusyH.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Intrude.

- **Action Data:** User number.

- **Default Label:** Intru.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Call List

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Call -> Call List.

- **Action Data:** *None*.

- **Default Label:** LIST.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✘	4412 ✘	4612 ✘	5410 ✘	5621 ✘	T3 Compact ✔
2030 ✘	20DT ✘	3626 ✘	4424 ✘	4620 ✘	5420 ✘	6408 ✘	T3 Classic ✔
2050 ✘	2402 ✘	3701 ✘	4601 ✘	4621 ✘	5601 ✘	6416 ✘	T3 Comfort ✔
20CC ✘	2410 ✘	3711 ✘	4602 ✘	4625 ✘	5602 ✘	6424 ✘	T3 IP Compact ✔
20DS ✘	2420 ✘	3810 ✘	4606 ✘	4624 ✘	5610 ✘	9040 ✘	T3 IP Classic ✔
	3616 ✘	4406 ✘	4610 ✘	5402 ✘	5620 ✘		T3 IP Comfort ✔

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays **LIST**.

    - **DSS Link LED:** On when calls are in the list. Flashes when new calls are in the list.

Call Listen

This feature allows 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** (**User | Telephony**) in the IP Office configuration. The use of call listen is also controlled by the Can Intrude setting of the user and the Cannot Be Intruded settings of the target. It is not affected by the settings of the third party to the call if they are internal.

- **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:** On pre-4.0 IP Office systems, IP phone extensions can be used to monitor but cannot be monitored.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Call -> Call Listen.

- **Action Data:** User number.

- **Default Label:** Listn.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Call Pickup Any

Pick up the first available ringing call on the system.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Pickup Any.

- **Action Data:** *None*.

- **Default Label:** PickA.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:** Displays a list of call ringing from which the user can select a call to answer.

  - **Classic/Comfort icon:** Displays ▪▪▪.

  - **DSS Link LED:** None.

Call Pickup Group

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Pickup Group.

- **Action Data:** *None*.

- **Default Label:** PickG.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

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

    - **Classic/Comfort icon:** Displays ⯀⯀ followed by group name.

    - **DSS Link LED:** None.

Call 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 or a call to a phone from another hunt group.

Note that this function will not work for calls to a hunt group member who currently has their membership disabled.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Pickup Members.

- **Action Data:** Group number or name.

- **Default Label:** PickM.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

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

  - **Classic/Comfort icon:** Displays ▪▪▪ followed by group name.

  - **DSS Link LED:** None.

Call Queue

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Queue.

- **Action Data:** User number.

- **Default Label:** Queue.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Call Record

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Record.

- **Action Data:** None.

- **Default Label:** Recor.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗	
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗	
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗	
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗	
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗	
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗	

Call Steal

See Acquire Call.

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Call -> Call Waiting Off.

- **Action Data:** *None*.

- **Default Label:** CWOff.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✗
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✗
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✗
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✗
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✗
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Waiting On.

- **Action Data:** *None*.

- **Default Label:** CWOn.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	CWOn◀	CWOn	Green on.
- Off.	CWOn	CWOn	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Call Waiting Suspend

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Call Waiting Suspend.

- **Action Data:** *None*.

- **Default Label:** CWSus.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Cancel All Forwarding.

- **Action Data:** *None*.

- **Default Label:** FwdOf.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Cancel Ring Back When Free

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Miscellaneous -> Cancel Ring Back When Free.

- **Action Data:** *None*.

- **Default Label:** RBak-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Channel Monitor

For Avaya use only.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Advanced -> Call -> Channel Monitor.

- **Action Data:** *Channel.*

- **Default Label:** ChMon.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Clear Call

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Clear Call.

- **Action Data:** *None*.

- **Default Label:** Clear.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Clear CW

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call **->**Clear CW.

- **Action Data:** *None*.

- **Default Label:** ClrCW.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Clear Hunt Group Night Service

Changes the specified hunt group from 'Night Service' mode to 'In Service' mode.

This button function is obsolete. The Set Hunt Group Night Service function can be used to toggle a group in/out of service and provides lamp status indication.

Note: If the hunt group has been placed into night service mode by an associated time profile, this function cannot override that night service mode.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Clear Hunt Group Night Service.

- **Action Data:** Group number.

- **Default Label:** HGNS-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Clear Hunt Group Out Of Service

Changes the specified hunt groups status from 'Out of Service' mode to 'In Service' mode.

This button function is obsolete. The Set Hunt Group Out Of Service function can be used to toggle a group in/out of service and provides lamp status indication.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Clear Hunt Group Out of Service.

- **Action Data:** Group number.

- **Default Label:** HGOS-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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 time frame set within the service, for example each day, each week or each month.

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Clear Quota.

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

- **Default Label:** Quota.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Conference Add

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Call -> Conference Add.

- **Action Data:** *None*.

- **Default Label:** Conf+.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

This function is not supported on IP Office IP500 systems running in IP Office Express mode.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Conference Meet Me.

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

- **Default Label:** CnfRV.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Dial 3K1

Set the call protocol Async PPP, ISDN rate is set to 64000 bps. The call is presented to local exchange as a "3K1 Speech Call". Useful in some where voice calls cost less than data calls.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.
- **Action:** Advanced -> Dial -> Dial 3K1.
- **Action Data:** Telephone number.
- **Default Label:** D3K1.
- **Toggles:** ✗.
- **Status Indication:** ✗.
- **User Admin:** ✗.
- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Dial 56K

Sets the call protocol to Sync PPP, ISDN rate is set to 56000 bps. The call presented to local exchange as a "Data Call".

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial 56K.

- **Action Data:** Telephone number.

- **Default Label:** D56K.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Dial 64K

Sets the call protocol to Sync PPP, ISDN rate is set to 64000 bps. The call is presented to local exchange as a "Data Call".

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial 64K.

- **Action Data:** Telephone number.

- **Default Label:** D64K.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Dial CW

Call the specified extension number and force call waiting indication on if the extension is already on a call. The call waiting indication will not work if the extension called has multiple call appearance buttons in use.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Dial -> Dial CW.

- **Action Data:** User number.

- **Default Label:** DCW.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

Dial Direct

Call the extension specified and force automatic answer if supported by the extension type.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Dial -> Dial Direct.

- **Action Data:** User number or name.

- **Default Label:** Dirct.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✗
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✗
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✗
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✗
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✗
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✗

Dial Emergency

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial Emergency.

- **Action Data:** Telephone number.

- **Default Label:** Emrgy.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial Inclusion.

- **Action Data:** User number or name or blank for user selection.

- **Default Label:** Inclu.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Dial -> Dial Paging.

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

- **Default Label:** Page.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

  - **T3 Phones:**

    - **Classic/Comfort icon:** Displays 🔊 followed by target number if set.

    - **DSS Link LED:** None.

Dial Physical Extn By Number

Call the specified extension using its Base Extension number setting. This is 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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Dial -> Dial Physical Extn By Number.

- **Action Data:** Extension port base extension number.

- **Default Label:** PhyEx.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✗
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✗
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✗
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✗
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✗
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✗

Dial Physical Extn By ID

Call the specified extension, 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 uses the port ID shown in the IP Office configuration.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial Physical Extn By ID.

- **Action Data:** Extension port ID number.

- **Default Label:** DialP.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗	
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗	
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗	
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗	
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗	
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗	

Dial Speech

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

- **IP Office Software Level: 2.1 ✔**, **3.0DT ✔**, **3.0 ✔**, **3.1 ✔**, **3.2 ✔**, **4.0 ✔**.

- **Action:** Advanced -> Dial -> Dial Speech.

- **Action Data:** Telephone number.

- **Default Label:** DSpch.

- **Toggles: ✗**.

- **Status Indication: ✗**.

- **User Admin: ✗**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✗
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✗
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✗
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✗
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✗
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✗

Dial V110

Sets the call protocol to Async PPP using V.110 which runs at 9600 bps. The call is presented to local exchange as a "Data Call". It is ideal for some bulletin boards.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Advanced -> Dial -> Dial V110.

- **Action Data:** Telephone number.

- **Default Label:** DV110.

- **Toggles: ✗**.

- **Status Indication: ✗**.

- **User Admin: ✗**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Dial V120

Sets the call protocol to Async PPP using V.120. The call is presented to local exchange as a "Data Call". This will run at speeds up to 64K per channel but has a slightly higher Protocol overhead than pure 64K operation. Useful for some bulletin board systems as it allows the destination to run at a different asynchronous speed to the calling end.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial V120.

- **Action Data:** Telephone number.

- **Default Label:** DV120.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗	
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗	
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗	
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗	
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗	
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗	

Dial Video

Sets the call protocol to Sync PPP, ISDN rate is set to 64000 bps. The call is presented to the local exchange as a "Video Call".

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Dial -> Dial Video.

- **Action Data:** Telephone number.

- **Default Label:** Dvide.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✓	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✓	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Display Msg

Allows the sending of special functions to DS port display phones.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Dial -> Display Msg.

- **Action Data:** The telephone number takes the format *xxxx;[0)nnn/ppppppp* where:

    - *xxx* is the target extension.

    - *nnn* is the Definity feature number of the emulation feature. See below.

        - 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).

    - *ppppppp* is the parameter data if required. .

- **Default Label:** Displ.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Do Not Disturb -> Do Not Disturb Exception Add.

- **Action Data:** Telephone number or CLI. Up to 31 characters.
  For ICLID numbers any prefix added by the IP Office system must also be included.

- **Default Label:** DNDX+.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✘
2030 ✓	20DT ✘	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✘
2050 ✓	2402 ✓	3701 ✘	4601 ✘	4621 ✓	5601 ✘	6416 ✓	T3 Comfort ✘
20CC ✓	2410 ✓	3711 ✘	4602 ✓	4625 ✓	5602 ✘	6424 ✓	T3 IP Compact ✘
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✘
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Advanced -> Do Not Disturb -> Do Not Disturb Exception Delete.

- **Action Data:** Telephone number or CLI.

- **Default Label:** DNDX-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Do Not Disturb -> Do Not Disturb On.

- **Action Data:** *None*.

- **Default Label:** DNDOf.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Do Not Disturb On

Places the user into 'do not disturb (DND)' mode. Callers, other than those on the user's do not disturb exception list, receive busy or are diverted to the users voicemail mailbox. This includes calls that would have otherwise alerted on call appearance, bridged appearance, call coverage and line appearance buttons.

Note that with a call already connected and other calls already alerting, enabling **Do Not Disturb** will not affect those existing calls.

When on, most Avaya phones display an **N** on the display. **Do Not Disturb** and **Send All Calls** are the same function and use the same settings.

Do not disturb is ignored by calls using **Priority Call**, **Dial Physical Extn by Number** and **Dial Physical Extn by ID**.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.
- **Action:** Advanced -> Do Not Disturb -> Do Not Disturb On.
- **Action Data:** *None*.
- **Default Label:** DNDOn.
- **Toggles: ✓**.
- **Status Indication: ✓**.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	DNDOn◀	DNDOn	Green on.
- Off.	DNDOn	DNDOn	Off.

- **User Admin: ✗**.
- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**
  - **Classic/Comfort icon:** Displays [♣].
  - **DSS Link LED:** On when active.

Extn Login

This feature allows user configured with a login code to take over ownership of an physical extension. That user's 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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Extn -> Extn Login.

- **Action Data:** *None*.

- **Default Label:** Login.

- **Toggles:** ✔.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✘	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✘	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✘	5620 ✔		T3 IP Comfort ✘

Extn Logout

Logs out a user from the phone. The phone will return to its normal default user, if an extension number is set against the physical extension settings in the configuration. Otherwise it takes the setting of the **NoUser** user. This action is obsolete as **Extn Login** can be used to log out an existing logged in user.

If the user who logged out was the default user for an extension, dialing *36 will associate the extension with the user unless they are set to forced login.

For IP Office 4.0 and higher this feature cannot be used by a user who does not have a login code.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Extn -> Extn Logout.

- **Action Data:** *None*.

- **Default Label:** Logof.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Flash Hook

Sends a hook flash signal to the currently connected line if that line is an analog line. For IP Office 4.0+ this can be used for a Centrex Transfer for calls on lines from a Centrex service provider.

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Advanced -> Miscellaneous -> Flash Hook.

- **Action Data:** *Optional*.
  Normally this field is left blank. For IP Office 4.0+ it can contain the destination number for a Centrex Transfer for external calls on a line from a Centrex service provider.

- **Default Label:** Flash.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Follow Me Here

Causes calls to the extension number specified, to be redirected to this user's extension.

IP Office 4+ user's with a login code will be prompted to enter that code when using this function.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Follow Me -> Follow Me Here.

- **Action Data:** User number.

- **Default Label:** Here+.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays ◄▪- followed by the user name.

  - **DSS Link LED:** On when active.

Follow Me Here Cancel

Cancels any 'Follow Me Here' set on the specified extension. Only works if entered at the extension to which the extension's calls are being sent by the follow me action.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Follow Me -> Follow Me Here Cancel.

- **Action Data:** User number.

- **Default Label:** Here-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Follow Me To

Leaving the extension blank prompts the user to enter the extension to which their calls should be redirected.

IP Office 4+ user's with a login code will be prompted to enter that code when using this function.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, 3.0 ✓, 3.1 ✓, 3.2 ✓, 4.0 ✓.

- **Action:** Advanced -> Follow Me -> Follow Me To.

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

- **Default Label:** FolTo.

- **Toggles:** ✓.

- **Status Indication:** ✓.
  On/off status indication is provided is the button is programmed with a user name or number.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	FolTo◀	FolTo	Green on.
- Off.	FolTo	FolTo	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Forward -> Forward Hunt Group Calls On.

- **Action Data:** *None*.

- **Default Label:** FwdH+.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On (no ring).	FwdH+◀	FwDH+	Green on.
- Off (ring).	FwdH+	FwDH+	Off.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Forward -> Forward Hunt Group Calls Off.

- **Action Data:** *None*.

- **Default Label:** FwdH-.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Forward Number

Sets the number to which calls are forwarded when the user has forwarding on. Used for all forwarding options unless a separate **Forward On Busy Number** is also set. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Forward -> Forward Number.

- **Action Data:** Telephone number.

    - IP Office 4.0+ allows this field to be left blank to prompt the user for entry when the button is pressed. Also if blank, IP Office 4.0+ users with a login code will be prompted to enter that code.

- **Default Label:** FwdNo.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✗
2030 ✔	20DT ✗	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✗
2050 ✔	2402 ✔	3701 ✗	4601 ✗	4621 ✔	5601 ✗	6416 ✔	T3 Comfort ✗
20CC ✔	2410 ✔	3711 ✗	4602 ✔	4625 ✔	5602 ✗	6424 ✔	T3 IP Compact ✗
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✗
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✗

Forward On Busy Number

Sets the number to which calls are forwarded when using 'Forward on Busy' and/or 'Forward on No Answer'. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward on Busy Number.

- **Action Data:** Telephone number.
    - IP Office 4.0+ allows this field to be left blank to prompt the user for entry when the button is pressed. Also if blank, IP Office 4.0+ users with a login code will be prompted to enter that code.

- **Default Label:** FwBNo.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward on Busy Off.

- **Action Data:** *None*.

- **Default Label:** FwBOf.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Forward On Busy On

Enables forwarding when the user's extension is busy. For users with call appearance buttons, they will only return busy when all call appearance buttons are in use. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward on Busy On.

- **Action Data:** *None*.

- **Default Label:** FwBOn.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	FwBOn◀	**FwBOn**	Green on.
- Off.	FwBOn	FwBOn	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward on No Answer Off.

- **Action Data:** *None*.

- **Default Label:** FwNOf.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Forward On No Answer On

Switches forward on no answer on/off. The time used to determine the call as unanswered is the user's no answer time. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward on No Answer On.

- **Action Data:** *None*.

- **Default Label:** FwNOn.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	FwNOn◄	FwNOn	Green on.
- Off.	FwNOn	FwNOn	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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 as a button set to Forward Unconditional On toggles on/off and indicates when on.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Forward -> Forward Unconditional Off.

- **Action Data:** *None*.

- **Default Label:** FwUOf.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Forward Unconditional On

This function is also know as 'divert all' and 'forward all'. It forwards all calls, except hunt group and page calls, to the forward number set for the user's extension. To also forward hunt group calls to the same number 'Forward Hunt Group Calls On' must also be used.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Forward -> Forward Unconditional On.

- **Action Data:** *None*.

- **Default Label:** FwUOn.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On (no ring).	FwUOn◀	FwUOn	Green on.
- Off (ring).	FwUOn	FwUOn	Off.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

- **T3 Phones:**

    - **Classic/Comfort icon:** Displays ➜📞➜ followed by the user name.

    - **DSS Link LED:** On when active.

Hold Call

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Hold -> Hold Call.

- **Action Data:** ISDN Exchange hold slot number or blank (slot 0).

- **Default Label:** Hold.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Hold CW

Place the user's current call on hold and answers the waiting call. This function is not supported on phones which have multiple call appearance buttons set.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Hold -> Hold CW.

- **Action Data:** *None*.

- **Default Label:** HoldCW.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Hunt Group -> Hunt Group Disable.

- **Action Data:** Group number or blank for all groups of which the user is a member.

- **Default Label:** HGDis.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Hunt Group Enable

An individual users 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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Hunt Group -> Hunt Group Enable.

- **Action Data:** Group number or blank for all groups of which the user is a member.

- **Default Label:** HGEna.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On (no ring).	HGEna◀	HGEna	Green on.
- Off (ring).	HGEna	HGEna	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays 【⏛】 followed by the group number or ***** for all if programmed with no specific group number.

  - **DSS Link LED:** On when active.

Hold Music

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Hold -> Hold Music.

- **Action Data:** *None*.

- **Default Label:** Music.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

MCID Activate

This action is used with ISDN Malicious Caller ID call tracing. It is used to trigger a call trace at the ISDN exchange. The call trace information is then provided to the appropriate legal authorities.

This option requires the line to the ISDN to have MCID enabled at both the ISDN exchange and on the IP Office. The user must also be configured with **Can Trace Calls** enabled (**User | Telephony**).

- **IP Office Software Level: 2.1** ✗, **3.0DT** ✗, **3.0** ✗, **3.1** ✗, **3.2** ✗, **4.0** ✓.

- **Action:** Advanced -> Miscellaneous -> MCID Activate.

- **Action Data:** *None*.

- **Default Label:** MCID.

- **Toggles:** ✗.

- **Status Indication:** ✓.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✗	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✗	T3 Classic ✓
2050 ✗	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✗	T3 Comfort ✓
20CC ✗	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✗	T3 IP Compact ✓
20DS ✗	2420 ✓	3810 ✓	4606 ✗	4624 ✗	5610 ✓	9040 ✗	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

Off Hook Station

Enables the user's extension to be controlled by an IP Office application, for example Phone Manager or SoftConsole. Calls can then be answered and cleared through the application without having to manually go off or on hook. Requires the phone to support full handsfree operation.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Miscellaneous -> Off Hook Station.

- **Action Data:** None.

- **Default Label:** OHStn.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	OHStn◀	OHStn	Green on.
- Off.	OHStn	OHStn	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Park Call

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✗.

- **Action:** Advanced -> Call -> Park Call.

- **Action Data:** Park slot number.

- **Default Label:** Park.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- No parked call	PARK1	PARK1	Off
- Parked here.	PARK1◆	PARK1◆	Green flash.
- Parked elsewhere.	PARK1	PARK1	Red flash.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

Priority Call

This feature allows the user to call another user even if they are set to 'do not disturb'. A priority call will follow forward and follow me settings but will not go to voicemail.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Call -> Priority Call.

- **Action Data:** User number or name.

- **Default Label:** PCall.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Private Call

When a user has private call enabled, their calls cannot be recorded, intruded on, bridged into or monitored. If enabled during a call, any current recording, intrusion or monitoring is ended.

Note that use of private calls is separate from the user's intrusion settings. If a user is set to **Cannot be Intruded**, switching private calls off does not affect that status. To allow private calls to be used to full control the user status, **Cannot be Intruded** should be disabled for that user.

- **IP Office Software Level: 2.1 ✗**, **3.0DT ✗**, **3.0 ✗**, **3.1 ✗**, **3.2 ✗**, **4.0 ✓**.

- **Action:** Advanced -> Call -> Private Call.

- **Action Data:** *None*.

- **Default Label:** PrivC.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	PrivC◀	PrivC	Green on.
- Off.	PrivC	PrivC	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✗	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✗	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✗	T3 Classic ✓
2050 ✗	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✗	T3 Comfort ✓
20CC ✗	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✗	T3 IP Compact ✓
20DS ✗	2420 ✓	3810 ✓	4606 ✗	4624 ✗	5610 ✓	9040 ✗	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

Relay Off

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Relay -> Relay Off.

- **Action Data:** Switch number (1 or 2).

- **Default Label:** Rely-.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Relay On

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Relay -> Relay On.

- **Action Data:** Switch number (1 or 2).

- **Default Label:** Rely+.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Relay Pulse

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Relay -> Relay Pulse.

- **Action Data:** Switch number (1 or 2).

- **Default Label:** Relay.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

  - **T3 Phones:**

    - **Classic/Comfort icon:** Displays **S1** or **S2** dependant on switch number.

    - **DSS Link LED:** None.

Resume Call

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

- **IP Office Software Level: 2.1 ✓**, **3.0DT ✓**, **3.0 ✓**, **3.1 ✓**, **3.2 ✓**, **4.0 ✓**.

- **Action:** Advanced -> Call -> Resume Call.

- **Action Data:** ISDN Exchange suspend slot number.

- **Default Label:** Resum.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Retrieve Call

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

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Call -> Retrieve Call.

- **Action Data:** Exchange hold slot number.

- **Default Label:** Retriv.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✔	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✘	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Miscellaneous -> Ring Back When Free.

- **Action Data:** None.

- **Default Label:** RBak+.

- **Toggles:** ✗.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	RBak+◀	RBak+	Green on.
- Off.	RBak+	RBak+	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

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.

The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a Small Community Network (SCN).

The absence text message is limited to 128 characters. Note however that most amount displayed will depend on the caller's device or application.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.
- **Action:** Advanced -> Set -> Set Absent Text.
- **Action Data:** The telephone number should take the format "*y,n,text*" where:
    - *y* = 0 or 1 to turn this feature on or off.
    - *n* = the number of the absent statement to use:
        - 0 = None.
        - 1 = On vacation until.
        - 2 = Will be back.
        - 3 = At lunch until.
        - 4 = Meeting until.
        - 5 = Please call.
        - 6 = Don't disturb until.
        - 7 = With visitors until.
        - 8 = With cust. til.
        - 9 = Back soon.
        - 10 = Back tomorrow.
        - 11 = Custom.
    - *text* = any text to follow the absent statement..
- **Default Label:** Absnt.
- **Toggles:** ✗.
- **Status Indication:** ✗.
- **User Admin:** ✗.
- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✗	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Account Code..

- **Action Data:** Account code or blank.
  If blank, the user is prompted to dial an account code after pressing the button. This option is not supported on XX02 phone modules.

- **Default Label:** Acct.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays **1234**.

  - **DSS Link LED:** None.

Set Hunt Group Night Service

Puts the specified hunt group into 'Night Service' mode. Calls to a group set to night service, receive busy or are diverted to voicemail if available or are diverted to the group's night service fallback group if set.

This function cannot be used to override hunt groups already set to night service mode by an associated time profile.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Hunt Group Night Service.

- **Action Data:** Hunt group extension number.

- **Default Label:** HGNS+.

- **Toggles:** ✓.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	HGNS+200◀	HGNS+200	Green on.
- Off.	HGNS+200	HGNS+200	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✓

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.

  - **Classic/Comfort icon:** Displays ☾ followed by the group number.

  - **DSS Link LED:** On when set.

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.

For pre-IP Office 4.0 systems this function cannot be used to override hunt groups already set to night service mode by an associated time profile.

For IP Office 4.0 systems this function can be used to used to override hunt groups already set to night service mode by an associated time profile.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Set -> Set Hunt Group Out of Service.

- **Action Data:** Hunt group extension number.

- **Default Label:** HGOS+.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	HGOS+200◄	HGOS+200	Green on.
- Off.	HGOS+200	HGOS+200	Off.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✔
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✔
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✔
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✔
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✔
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✔

- **T3 Phones:**

  - **Classic/Comfort icon:** Displays **–** followed by the group number.

  - **DSS Link LED:** On when set.

Set Inside Call Seq

Allows the user to select the ringing pattern used on their extension for internal calls. The number entered corresponds to the ring pattern required.

Only supported for analog extensions. The distinctive ringing pattern used for DS port phones is set by the phone type.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Inside Call Sequence.

- **Action Data:** 0 to 10 as follows:

  - 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/...

- **Default Label:** ICSeq.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✓	3620 ✗	4412 ✗	4612 ✗	5410 ✗	5621 ✗	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✗	4424 ✗	4620 ✗	5420 ✗	6408 ✗	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✗	5601 ✗	6416 ✗	T3 Comfort ✗
20CC ✗	2410 ✗	3711 ✗	4602 ✗	4625 ✗	5602 ✗	6424 ✗	T3 IP Compact ✗
20DS ✗	2420 ✗	3810 ✗	4606 ✗	4624 ✗	5610 ✗	9040 ✗	T3 IP Classic ✗
	3616 ✗	4406 ✗	4610 ✗	5402 ✗	5620 ✗		T3 IP Comfort ✗

Set No Answer Time

Allows the user to change their no answer time setting. 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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set No Answer Time.

- **Action Data:** Time in seconds.

- **Default Label:** NATim.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Set Outside Call Seq

Allows the user to select the ringing pattern used on their extension for external calls. The number entered corresponds to the ring pattern required.

Only supported for analog extensions. The distinctive ringing pattern used for DS port phones is set by the phone type.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Outside Call Sequence.

- **Action Data:** 0 to 10 as follows:

  - 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/... .

- **Default Label:** OCSeq.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✓	3620 ✗	4412 ✗	4612 ✗	5410 ✗	5621 ✗	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✗	4424 ✗	4620 ✗	5420 ✗	6408 ✗	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✗	5601 ✗	6416 ✗	T3 Comfort ✗
20CC ✗	2410 ✗	3711 ✗	4602 ✗	4625 ✗	5602 ✗	6424 ✗	T3 IP Compact ✗
20DS ✗	2420 ✗	3810 ✗	4606 ✗	4624 ✗	5610 ✗	9040 ✗	T3 IP Classic ✗
	3616 ✗	4406 ✗	4610 ✗	5402 ✗	5620 ✗		T3 IP Comfort ✗

Set Ringback Seq

Allows the user to select the ringing pattern used on their extension for ringback calls. The number entered corresponds to the IP Office ring pattern required.

Only supported for analog extensions. The distinctive ringing pattern used for DS port phones is set by the phone type.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Ringback Call Sequence.

- **Action Data:** 0 to 10 as follows:

    - 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/...

- **Default Label:** RBSeq.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✓	3620 ✗	4412 ✗	4612 ✗	5410 ✗	5621 ✗	T3 Compact ✗
2030 ✗	20DT ✗	3626 ✗	4424 ✗	4620 ✗	5420 ✗	6408 ✗	T3 Classic ✗
2050 ✗	2402 ✗	3701 ✗	4601 ✗	4621 ✗	5601 ✗	6416 ✗	T3 Comfort ✗
20CC ✗	2410 ✗	3711 ✗	4602 ✗	4625 ✗	5602 ✗	6424 ✗	T3 IP Compact ✗
20DS ✗	2420 ✗	3810 ✗	4606 ✗	4624 ✗	5610 ✗	9040 ✗	T3 IP Classic ✗
	3616 ✗	4406 ✗	4610 ✗	5402 ✗	5620 ✗		T3 IP Comfort ✗

Set Wrap Up Time

Allows the user to change their Wrap-up Time setting.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Set -> Set Wrap Up Time.

- **Action Data:** Time in seconds. Range 0 to 99999 seconds.

- **Default Label:** .WUTim

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Suspend -> Suspend.

- **Action Data:** Exchange slot number or blank (slot 0).

- **Default Label:** Suspe.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Suspend -> Suspend CW.

- **Action Data:** Exchange slot number or blank (slot 0).

- **Default Label:** SusCW.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

Toggle Calls

Cycle between the user's current call and any held calls.

- **IP Office Software Level: 2.1**, **3.0DT**, **3.0**, **3.1**, **3.2**, **4.0**.

- **Action:** Advanced -> Call -> Toggle Calls..

- **Action Data:** *None*.

- **Default Label:** Toggl.

- **Toggles:**.

- **Status Indication:**.

- **User Admin:**.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✓
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✓
2050 ✓	2402 ✗	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✓
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✓
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✓
	3616 ✓	4406 ✓	4610 ✓	5402 ✗	5620 ✓		T3 IP Comfort ✓

Unpark 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.

- **IP Office Software Level: 2.1 ✔**, **3.0DT ✔**, **3.0 ✔**, **3.1 ✔**, **3.2 ✔**, **4.0 ✔**.

- **Action:** Advanced -> Call -> Unpark Call.

- **Action Data:** System park slot number. This must match a park slot ID used to park the call.

- **Default Label:** Ride.

- **Toggles: ✘**.

- **Status Indication: ✘**.

- **User Admin: ✘**.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Voicemail -> Voicemail Collect.

- **Action Data:** *See above*.

- **Default Label:** VMCol.

- **Toggles:** ✘.

- **Status Indication:** ✘.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Voicemail -> Voicemail Off.

- **Action Data:** *None*.

- **Default Label:** VMOff.

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Voicemail On

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

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Voicemail -> Voicemail On.

- **Action Data:** *None*.

- **Default Label:** VMOn.

- **Toggles:** ✗.

- **Status Indication:** ✓.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	VMOn◀	VMOn	Green on.
- Off.	VMOn	VMOn	Off.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

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.

- **IP Office Software Level: 2.1** ✓, **3.0DT** ✓, **3.0** ✓, **3.1** ✓, **3.2** ✓, **4.0** ✓.

- **Action:** Advanced -> Voicemail -> Voicemail Ringback Off..

- **Action Data:** *None.*

- **Default Label:** VMRB-

- **Toggles:** ✗.

- **Status Indication:** ✗.

- **User Admin:** ✗.

- **Phone Support:**

2010 ✗	POT ✗	3620 ✓	4412 ✓	4612 ✓	5410 ✓	5621 ✓	T3 Compact ✗
2030 ✓	20DT ✗	3626 ✓	4424 ✓	4620 ✓	5420 ✓	6408 ✓	T3 Classic ✗
2050 ✓	2402 ✓	3701 ✗	4601 ✗	4621 ✓	5601 ✗	6416 ✓	T3 Comfort ✗
20CC ✓	2410 ✓	3711 ✗	4602 ✓	4625 ✓	5602 ✗	6424 ✓	T3 IP Compact ✗
20DS ✓	2420 ✓	3810 ✓	4606 ✓	4624 ✓	5610 ✓	9040 ✓	T3 IP Classic ✗
	3616 ✓	4406 ✓	4610 ✓	5402 ✓	5620 ✓		T3 IP Comfort ✗

Voicemail Ringback On

Enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages in their own mailbox or a hunt group mailbox for which they have been configured with message waiting indication.

The ringback takes place when the user's phone returns to idle after any call is ended.

- **IP Office Software Level: 2.1** ✔, **3.0DT** ✔, **3.0** ✔, **3.1** ✔, **3.2** ✔, **4.0** ✔.

- **Action:** Advanced -> Voicemail -> Voicemail Ringback On.

- **Action Data:** None.

- **Default Label:** VMRB+.

- **Toggles:** ✔.

- **Status Indication:** ✔.

Status	24XX/54XX	46XX/56XX	44XX/64XX
- On.	VMRB+◀	VMRB+	Green on.
- Off.	VMRB+	VMRB+	Off.

- **User Admin:** ✘.

- **Phone Support:**

2010 ✘	POT ✘	3620 ✔	4412 ✔	4612 ✔	5410 ✔	5621 ✔	T3 Compact ✘
2030 ✔	20DT ✘	3626 ✔	4424 ✔	4620 ✔	5420 ✔	6408 ✔	T3 Classic ✘
2050 ✔	2402 ✔	3701 ✘	4601 ✘	4621 ✔	5601 ✘	6416 ✔	T3 Comfort ✘
20CC ✔	2410 ✔	3711 ✘	4602 ✔	4625 ✔	5602 ✘	6424 ✔	T3 IP Compact ✘
20DS ✔	2420 ✔	3810 ✔	4606 ✔	4624 ✔	5610 ✔	9040 ✔	T3 IP Classic ✘
	3616 ✔	4406 ✔	4610 ✔	5402 ✔	5620 ✔		T3 IP Comfort ✘

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, ie. 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.

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.

O

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.

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