



IP Office 3.1

Button Programming

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Programming Buttons

Programming Buttons

This document covers the IP Office features that can be assigned to programmable buttons on Avaya phones through the IP Office configuration. This assignment can be done through the IP Office configuration using Manager or Wizard 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". Whilst these are programmable buttons features, they are documented separately. For full details refer to the IP Office Key & Lamp Operation Manual.

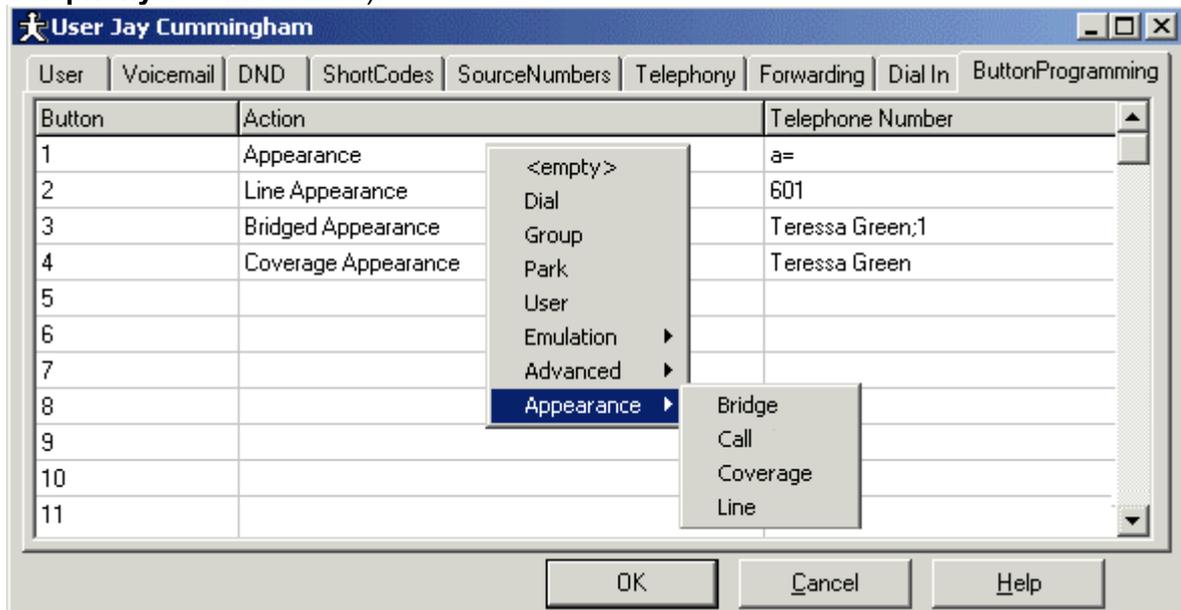
- **Phone Support**

Note that not all functions are supported on all phones with programmable buttons. Where possible exceptions have been indicated. However you should refer to the user guide for a particular type of phone to confirm if the feature is supported and how that feature operates on that type of phone.

Programming Buttons Using IP Office Manager

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

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



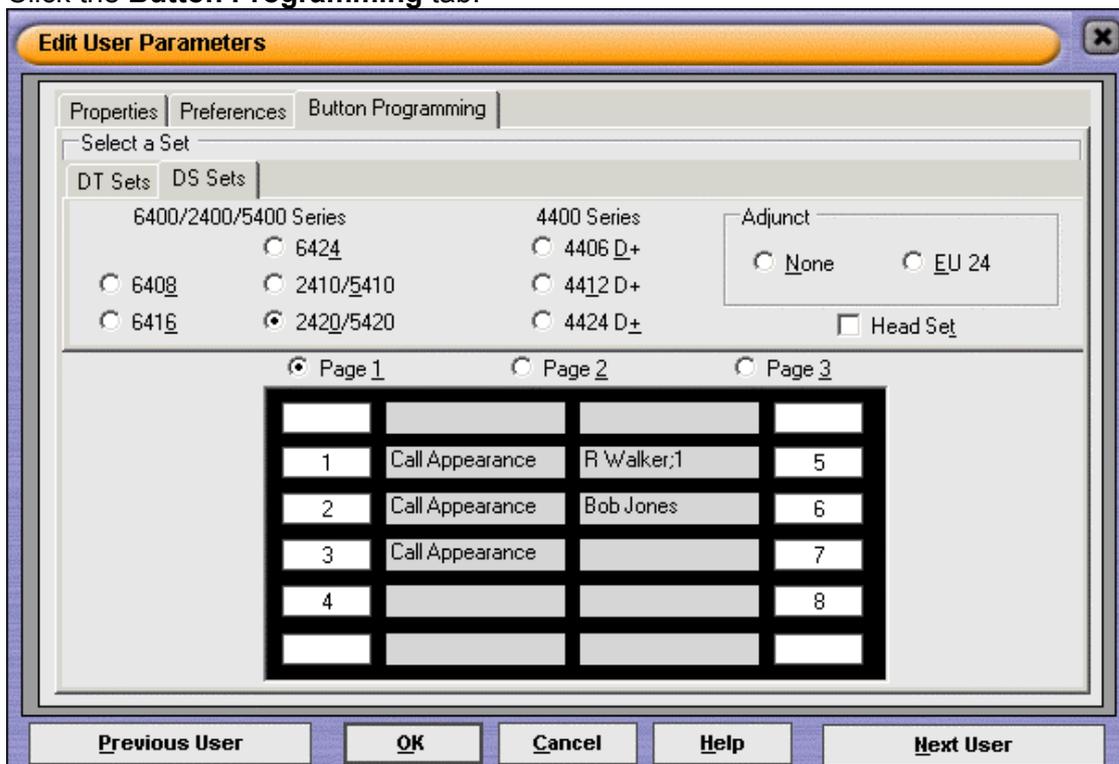
5. For the required button, click on the **Action** field.
6. From the list of options that appears, select the required action. Some actions are group by category and type.
7. Click on the **Telephone number** field for the button just programmed. The value to enter will depend on the action set in the **Action** field.
 - **Custom Text Labels**
 The Telephone Number field can also be used to replace the default function text label with a custom label. The label is shown on phones where the programmable key has an adjacent display area. The custom text label is entered after the telephone number value by adding / followed by the text required (maximum 13 characters). Note that users of 2410, 2420, 5410 and 5420 phones can edit custom text these labels through the phone's menus.
8. Repeat for any additional call appearance buttons required.
9. Click **OK**.
10. Repeat for any other users requiring programmed buttons.
11. Click on .
12. If the only changes made to the configuration were in user button programming, click **Merge Config**, otherwise select either **Immediately** or **When Free**.
13. Click **OK**.

Programming Buttons via the Wizard

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

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

1. Start the IP Office Wizard and select either the IP Office - Small Office Edition Wizard or IP Office Installation and Administration Wizard as appropriate to the IP Office system being configured.
2. Load the current configuration from the IP Office.
3. Click the  plus symbol next to **Users** in the left-hand panel.
4. Click on **Users**. A list of the existing users appears in the left hand panel.
5. Locate and double-click on the required user.
6. Click the **Button Programming** tab.



7. Select the type of phone that the user normally uses so that the button layout diagram matches. Unfortunately this is not saved as part of the configuration. For hot desking users, select the most commonly used type of phone.
8. To program a particular button, click on the numbered button in the displayed button map.
9. From the drop-down list select the action required.
10. Additional selectors will appear matching the selected feature. Use these to set the required 'telephone number' for the action.
11. Repeat for all the button required. Note that on some phones, additional sets of buttons are accessible using the **Page 1**, **Page 2**, etc radio buttons.
12. Click **OK**.
13. Repeat for any additional users requiring button programming.
14. When all button programming has been completed, click **Save**.
15. In the **Save Configuration** window that appears click **OK**.
16. Close the wizard.

Programming Button via the Menu Key

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

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

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

Programming Button via an Admin Button

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

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

The features that can be assigned using an **Admin** button 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. | |

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 a 2410, 2402, 5410 or 5420 phone) or through the IP Office configuration.

Entering a Custom Label in the IP Office Configuration

The text label is added to the value shown in the **Telephone Number** field for the programmed button (on the **Digital Telephony** or **Button Programming** tab). It should be entered as a / followed by the custom label text and should follow any other **Telephone Number** field setting for the button.

Entering a Custom Label from the Phone

Currently this option is only supported on the 2410, 2420, 5410 and 5420 phones. An option to set the label is shown on 4610, 4620, 5610 and 5620 phones but this is currently not supported.

1. First exit any other phone mode:
 - **2410/5410:** Press →  **Exit** to exit any other mode, then press any of the  keys below the display.
 - **2420/5420:** Press →  **Exit** to exit any other mode.
2. Press  **Label**.
 -  **Edit** allows you replace the current labels, see the steps below.
 -  **Inspect** displays the default labels.
 -  **Restore** replaces any custom labels with the default labels.
 -  **Done** exits the button labelling options.
3. Press  **Edit**.
4. Select the function key whose label you wish to change.
5. 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.
6. When the new name is set as required, press **Save**. To return to the label options screen without saving the changes, press **Cancel**.
7. Select another button to re-label or press  **Done**.

Phone Details

Phones

The table below lists the phones supported by IP Office 3.1.

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

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

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

- **Analog phones: ✗✗POT**
- **20DT: ✗✗POT DECT**
- **2402D: ✓✓DS 2**    (Note 1).
- **2410D: ✓✓DS 12 (2 x 6)**   
- **2420: ✓✓DS 24 (3 x 8)**   
- **3616: ✓✓IP 6**   
- **3626: ✓✓IP 6**   
- **3701: ✗✗IP DECT**
- **3711: ✗✗IP DECT**
- **3810: ✓✓DS 4**
- **4406D: ✓✓DS 6**   
- **4412D: ✓✓DS 12**    / 12  
- **4424D: ✓✓DS 24**   
- **4601: ✓✓IP 2**   (Note 2)
- **4602: ✓✓DS 2**    (Note 1)
- **4602SW: ✓✓DS 2**  (Note 1).
- **4606: ✓✓IP 6**
- **4610SW: ✓✓DS 24 (4 x 6)**
- **4612: ✓✓IP 12**
- **4620: ✓✓IP 24 (2 x 12)**
- **4621: ✓✓IP 24 (2 x 12)**
- **4624: ✓✓IP 24**
- **5402: ✓✓DS 2** (Note 1).
- **5410: ✓✓DS 12 (2 x 6)**
- **5420: ✓✓DS 24 (3 x 8)**
- **5601: ✓✓2 IP** (Note 2)
- **5602: ✓✓IP 2** (Note 1).
- **5602SW: ✓✓IP 2** (Note 1).
- **5610SW: ✓✓IP 24 (4 x 6)**
- **5620: ✓✓IP 24 (2 x 12)**
- **6408D: ✓✓DS 8**
- **6416D: ✓✓DS 16**
- **6424D: ✓✓DS 24**
- **9040: ✓✓DS, 8 (2 x 4)**
- **T3 Compact: ✓✗DS 4**
- **T3 Classic: ✓✗DS, 10.**
- **T3 Comfort: ✓✗DS, 18.**

Notes

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

Phone Add-On's

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

- Those marked ✓✗ symbol support programmable buttons but 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 (12 x 2) |*CA|
Add-on for the 2420, 4620, 4620SW, 5420, 5620 and 5620SW. Supports an additional 24 programmable buttons. Button display icons are on two switchable pages with 12 icons on each page. Connects direct to the phone. One per phone. Maximum of two per IP Office DS module or control unit.
 - **EU24BL:** ✓✓+24 (12 x 2) |*CA|
As per the EU24 above but with a backlight function to match the 4621.
 - **XM24:** ✓✓+24 
Add-on for 6416D and 6424D phones. Supports an additional 24 programmable buttons. Connects direct to phone. One per phone. Maximum of two per IP Office DS module or control unit.
 - **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. The first T3 DSS connects via a DSS Link unit fitted to the phone. Subsequent T3 DSS units are daisy-chained to the previous T3 DSS.

Button Types

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

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

-  **4406D, 4412D, 4424D, 4606, 4612, 4624 Phones**
Programmable button with twin lamps. For appearance functions the red lamp is used to indicate the current selected button.
-  **4412 Phone**
Programmable button with no lamps. Found on the last 12 buttons on the Avaya 4412 phone. Not usable for appearance button functions.
-  /  **4450 Phone Add-On**
Programmable 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.
-  **0:014610SW, 4620, 5610SW, 5620**
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.
- **1..... 3616, 3626**
Up to six buttons, indicated by button number. Accessed by pressing **LINE** followed by the required button number.
- **T3 Classic, T3 Comfort**
4 or 10 button respectively, with the icon shown on the base of the display above.

Button Maps

Button Maps & Details

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

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

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

- | | |
|--------------------------|------------------------------|
| • 2402D: Map 02. | • 4621: Map 16. |
| • 2410D: Map 13. | • 4624: Map 07. |
| • 2420: Map 15. | • 5402: Map 02. |
| • 4406D: Map 04. | • 5410: Map 13. |
| • 4412D: Map 05. | • 5420: Map 15. |
| • 3616: Map 17. | • 5601: Map 03. |
| • 3626: Map 17. | • 5602: Map 01. |
| • 3810: Map 18. | • 5602SW: Map 01. |
| • 4424D: Map 07. | • 5610SW: Map 14. |
| • 4450: Map 08. | • 5620: Map 16. |
| • 4601: Map 03. | • 6408D: Map 09. |
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| • 4606: Map 04. | • 9040: Map 12. |
| • 4610SW: Map 14. | • T3 Compact: Map 19. |
| • 4612: Map 06. | • T3 Classic: Map 20. |
| • 4620: Map 16. | • T3 Comfort: Map 21. |

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

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

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

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



Map 02: 2402D, 5402D

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

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

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

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



☎️ * 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**

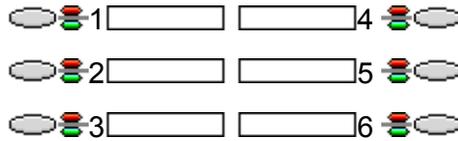
13 = **FEATURE + ***

15 = **FEATURE + #**

14 = **FEATURE + 0**

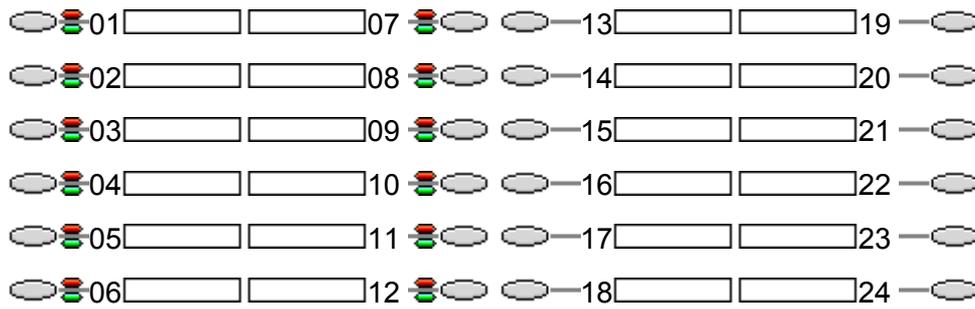
Map 04: 4406D+, 4606

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



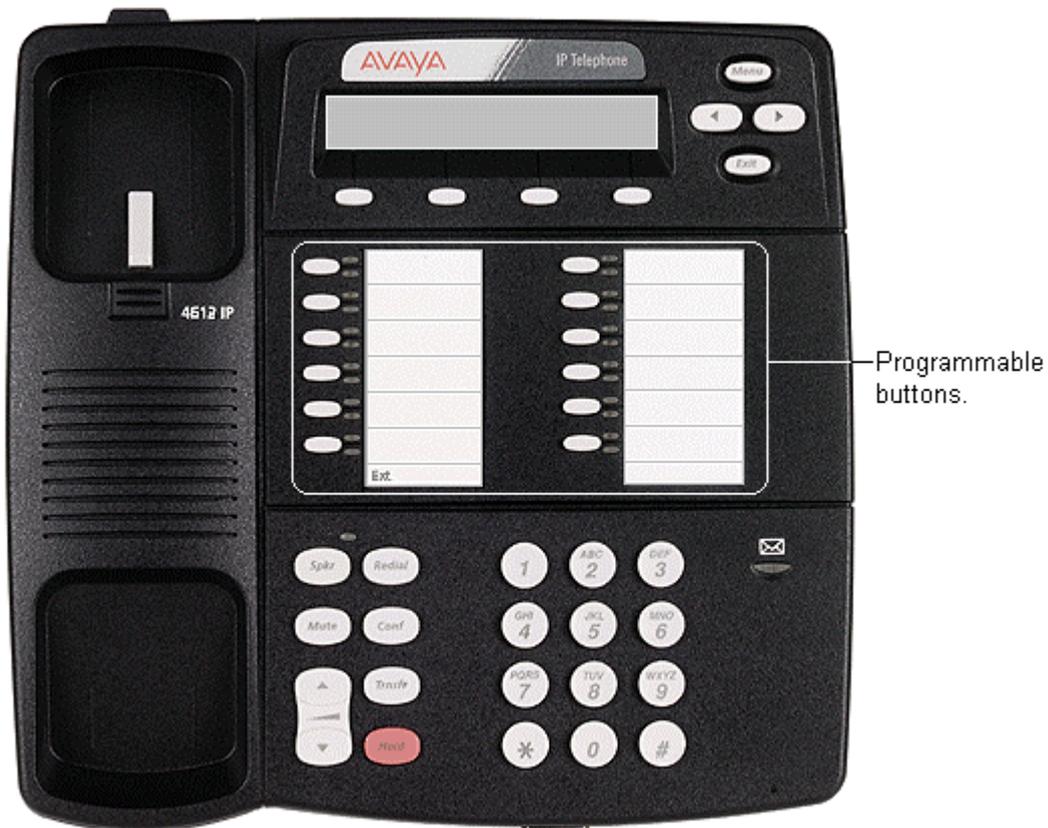
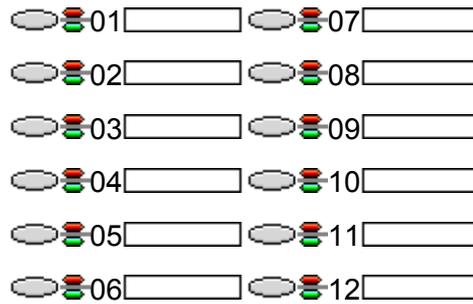
Map 05: 4412D+

This phone has 24 programmable buttons. The first 12 have twin lamps; one green, one red. The last 12 buttons do not include lamps and should not be used for appearance functions.



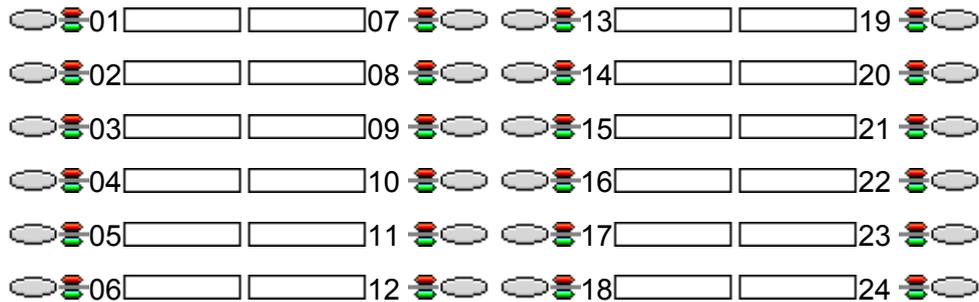
Map 06: 4612

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



Map 07: 4424D+, 4624

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



- Note: No more than 10 4424D+ units are supported on any DS30 module. This restriction does not apply to DS16 units.

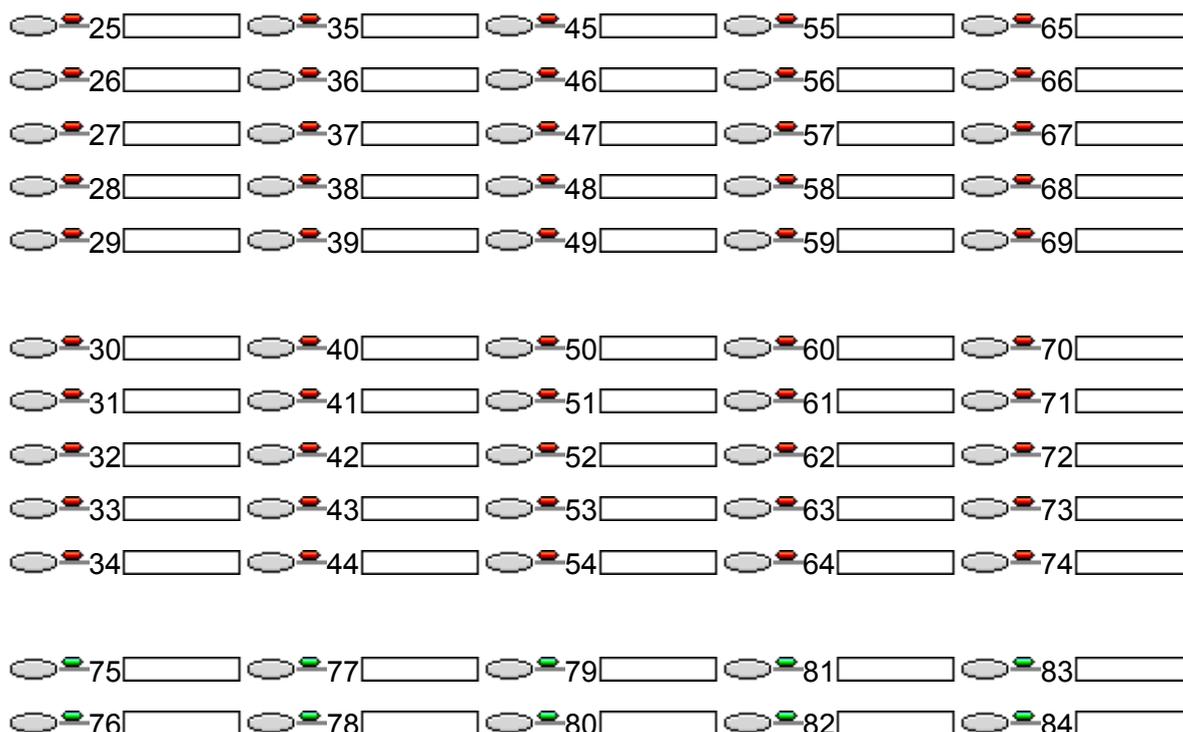
Map 08: 4450

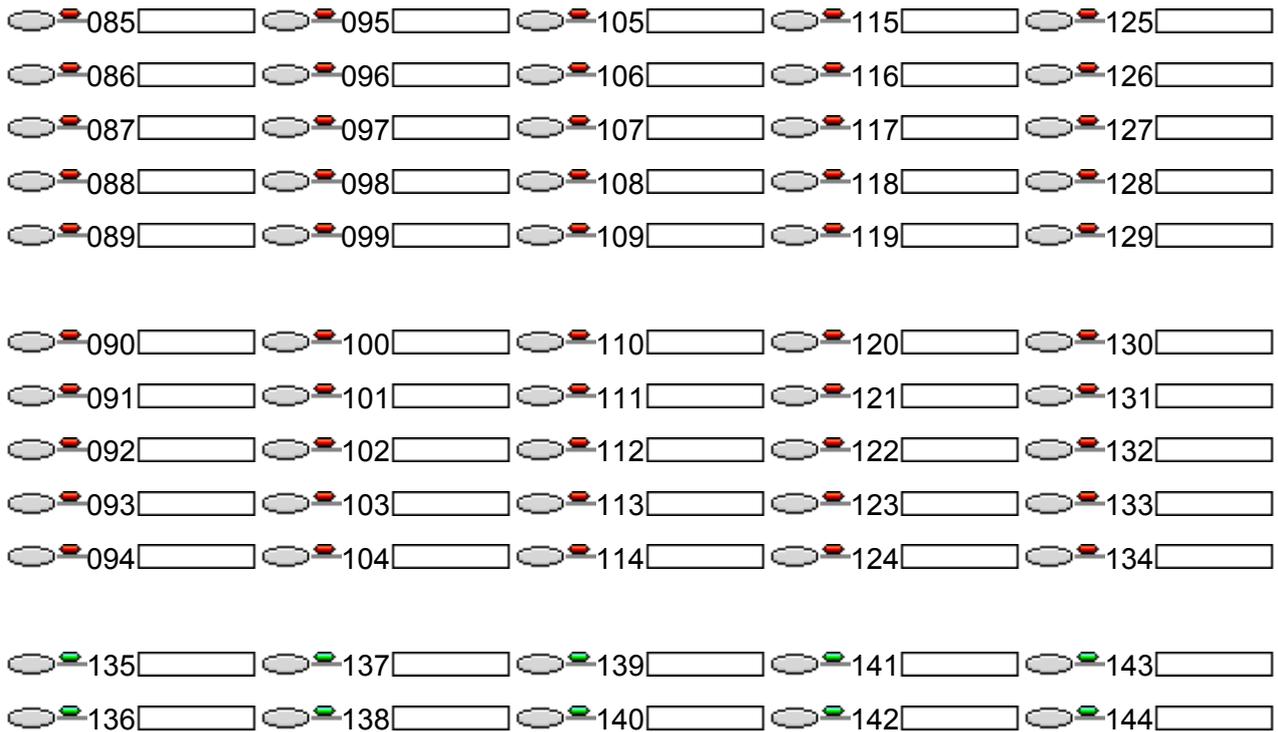
Add-on for 4412D+ and 4424D+ phones. Provides an additional 60 programmable buttons with twin lamps. Up to two 4450 units can be connected to an existing phone. Not recommended for appearance functions as the current selected button and on hold elsewhere are not indicated. A maximum of two 4450 units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

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



4450x1



4450x2

Map 09: 6408D

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



Programmable buttons.

- 01 
- 02 
- 03 
- 04 
- 05 
- 06 
- 07 
- 08 

Map 10: 6416D

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



Programmable buttons.

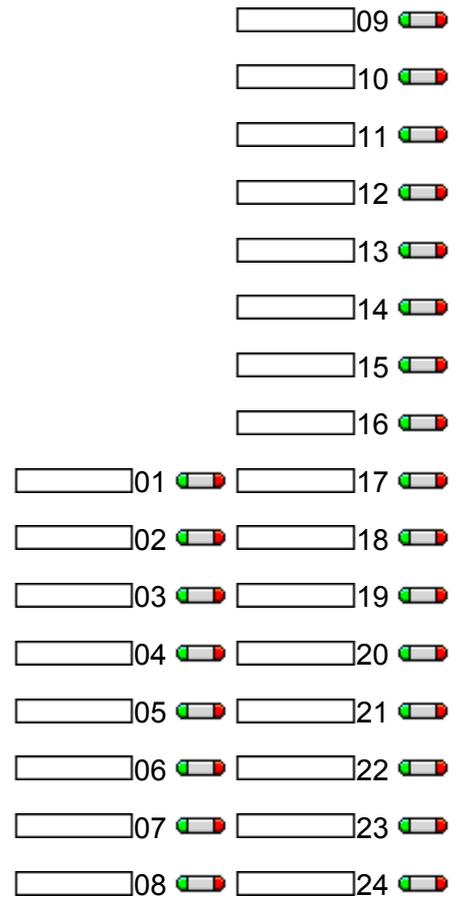
- 01  09 
- 02  10 
- 03  11 
- 04  12 
- 05  13 
- 06  14 
- 07  15 
- 08  16 

Map 11: 6424D

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



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.

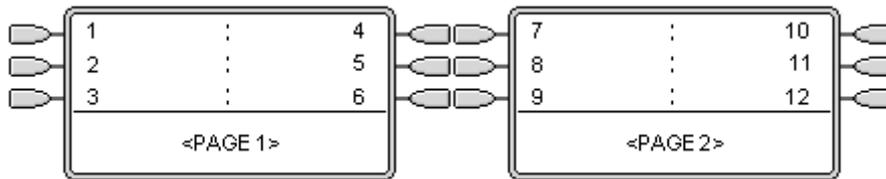


9040 display buttons labeled **1** to **4** correspond with IP Office user buttons 1 to 4. 9040 display buttons labeled **A** to **D** correspond with IP Office user buttons 8 to 11.

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.

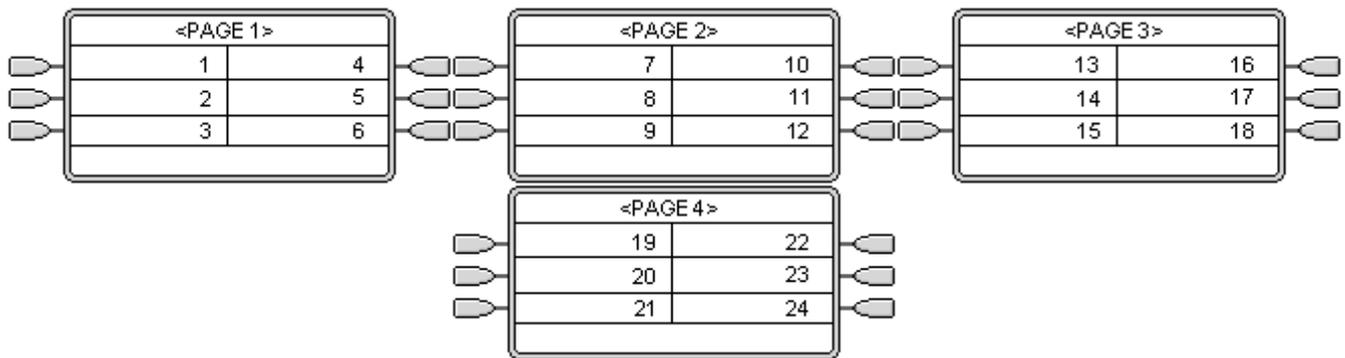
Map 13: 2410, 5410

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



Map 14: 4610SW, 5610SW

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

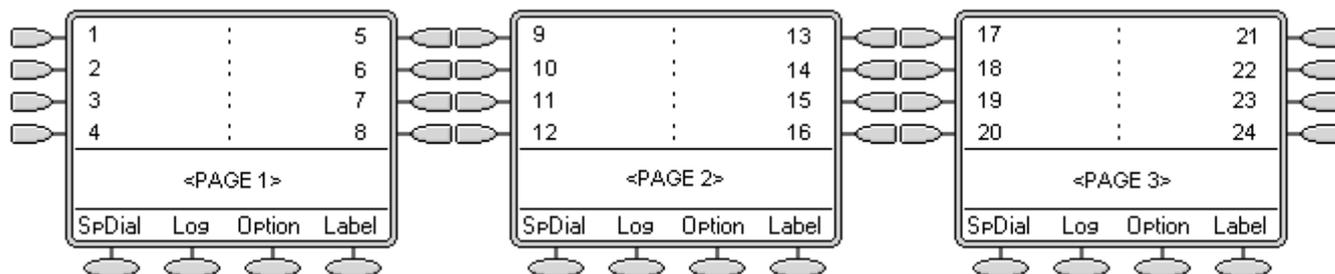


Map 15: 2420, 5420

These phones have 8 physical display keys and 24 programmable buttons. The ◀ and ▶ keys are used to switch the display between different button display pages as shown below.

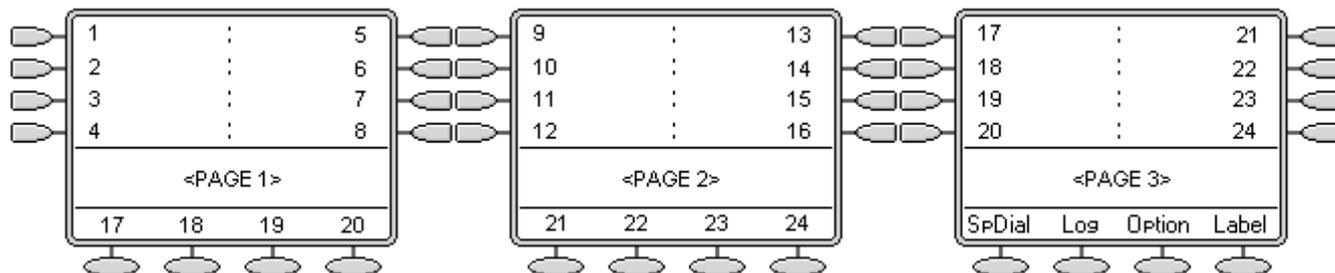
These phones support two modes of button display, selected by the user through the phone (press **Option | Display Mode | Call Center Mode**).

Normal Mode



Call Center Mode

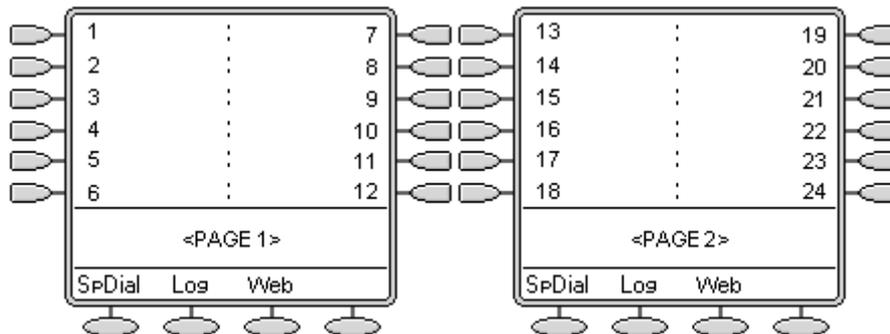
In this mode, several of the programmable button position are repeated and replace the normal functions on the base on the phone display.



Map 16: 4620, 4620SW, 5620, 5620SW

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

By default call appearance or bridged appearance use a full screen width display line and can be accessed by the display key on either side. The number of display pages available is adjusted accordingly up to 3 or 4 pages. They can be changed to half-width mode from the phone by pressing **Options | Application Options | Call Appearance Width**.



Map 17: 3616, 3626

These phones support 6 programmable buttons. These are accessed by pressing **LINE** and then 1 to 6 when the phone is off hook. The **FCN** options are not re-programmable.



<u>IP Office Button</u>	<u>3616/3626 Button</u>
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.



<u>IP Office Button</u>	<u>3810 Button</u>
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

This phone has eight buttons on the right-hand edge, however only 4 are programmable buttons, the remainder are fixed feature buttons. Note also that the programmable buttons have default features and if not programmed or set to an appearance feature, they will perform their default function.

T3 Button	Default Function	IP Office Button
1	Handsfree/Monitoring	–
2	Call List	1
3	Voicemail	2
4	Do Not Disturb	3
5	Forward Unconditional	4
6	Menu	–
7	Redial	–
8	Hold	–



Map 20: T3 Classic

This phone supports 10 programmable buttons amongst its fixed feature buttons. Note also that the programmable buttons have default features and if not programmed or set to an appearance feature, they will perform their default function.

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. In addition the buttons two columns of buttons on the right can be programmed as follows.

T3 Button	Default Function	IP Office Button	T3 Button	Default Function	IP Office Button
			6	Call List	1
1	Handsfree	–	7	Voicemail	6
2	Mute	–	8	Headset	7
3	Menu	–	9	Do Not Disturb	8
4	Redial	–	10	Forward Unconditional	9
5	Hold	–	11	Directory	10



Map 21: T3 Comfort

This phone supports 18 programmable buttons amongst its fixed feature buttons. Note also that the programmable buttons have default features and if not programmed or set to an appearance feature, they will perform their default function.

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. In addition the buttons two columns of buttons on the right can be programmed as follows.

T3	Default Function	IP Office	T3	Default Function	IP Office	T3	Default Function	IP Office
			6	Paging	17	12	Call List	11
1	Handsfree	–	7	Pickup	18	13	Voicemail	12
2	Mute	–	8	Group Enable	–	14	Headset	13
3	Menu	–	9	Group Night Service	–	15	Do Not Disturb	14
4	Redial	–	10	Follow me Here	–	16	Forward All	15
5	Hold	–	11	Door	–	17	Directory	16



Functions

Button Functions List

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

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

Programmable Button Functions

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

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

- **Telephone Number:**
The data required in the button's **Telephone Number** field for the action to work.
 - Some functions can be programmed without a number and will, when the button is pressed, prompt the user to enter a value. This option is not supported on all phones: 2402, 4602, 5402 and 5602.
- **Button Programming Action:**
Path to the function within the list of available actions offered within the IP Office Manager Button Programming tab.
- **Toggles:**
If 'Yes', the buttons action can be reversed by pressing the same button again. This reduces the need to program paired buttons. For example, only a voicemail on button is required rather than separate voicemail on and voicemail off buttons.
- **Default Button Label:**
The text label that will be shown adjacent to the programmed button on phones that support text labels. On some phones this label can be changed by the phone user. See Customizing Button Text Labels.
- **Status Indication:**
On buttons which include status lamps or adjacent icons, the lamp or icon can be used to indicate the status of the buttons associated function.
- **User Admin:**
Indicates whether the feature can be programmed against buttons by the user themselves. This requires their phone to have a button programmed to the **Admin** (Self-Administer) function or a **Menu** key (412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D).
- **Not Supported:**
Those actions listed as '*Not supported*' are those found on other Avaya phone systems which have no equivalent function on the IP Office. However they can still be assigned to a button which, when used, can be overridden by a CTI application. For example, "Stats" could be configured as a soft key and a CTI application run to override it and display suitable agent statistics.

Abbreviated Dial

This allows one touch dialing of a stored number. If a partial number is used, the phone user can complete the dialing manually.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number or partial number.	Emulation Abbreviated Dial.	AD	None.	No.	Yes.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays the telephone number set.
 - **DSS Link LED:** None.

Abbreviated Dial Pause

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Abbreviated Dial Pause.	Pause.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Abbreviated Dial Program.	Prog.	None.	No.	Yes.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Abbreviated Dial Stop

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Abbreviated Dial Stop.	Stop.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Account Code Entry

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

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

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays **1234**.
 - **DSS Link LED:** None.

ACD Agent Statistics

Not supported. Provided for CTI emulation only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation ACD Agent Statistics.	Stats.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

ACD Stroke Count

Not supported. Provided for CTI emulation only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation ACD Stroke Count.	Count.	None.	No.	Yes.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

AD Special Function Mark

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation AD Special Function Mark.	Mark.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

AD Special Function Wait

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation AD Special Function Wait.	Wait.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

AD Special Functions

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation AD Special Functions.	Sfunc.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

AD Suppress

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation AD Suppress.	Spres.	See below.	Yes.	Yes.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	Spres	Spres	Green on.
- Off.	Spres	Spres	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Appearance

See Call.

Automatic Callback

Set a callback when free on the extension called.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Automatic Callback.	AutCB.	See below.	Yes.	Yes.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	AutCB	AutCB	Green on.
- Off.	AutCB	AutCB	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Automatic Intercom

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Emulation Automatic Intercom.	lauto.	None.	No.	No.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays  followed by the set number.
 - **DSS Link LED:** None.

Bridge

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
User name and user call appearance button number.	Appearance Bridge.	<user name><call appearance label>	Yes.	Yes.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Busy

Provide busy signal to the user.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Busy Busy.	Busy.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Busy On Held

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
1 for on, 0 for off.	Advanced Busy Busy on Held.	BusyH	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call

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

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 full details refer to the IP Office Key & Lamp Manual.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Optional text label.	Appearance Call.	<optional text label>	Yes.	Yes.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Forwarding All

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number (optional). If blank, the phone will display the users current forward number setting and allow change it to be changed if required.	Emulation Call Forwarding All.	CFrwd.	See below.	Yes.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	CFrwd	CFrwd	Green on.
- Off.	CFrwd	CFrwd	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Intrude

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number.	Advanced Call Call Intrude.	Intru.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call List

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Call List.	LIST.	Yes. Flashes when new missed calls are in the list.	No.	No.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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** in the IP Office configuration.

- **Warning:** The use of monitoring may be subject to local and national restrictions. This feature should only be used in compliance with those restrictions.
- **Note:** IP phone extensions can be used to monitor but cannot be monitored.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number.	Advanced Call Call Listen.	Listn.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Park

Allows the user to park their current call. This is not a monitored park button, ie. it does not indicate when calls are parked until pressed. For a monitor Park button use Park.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Blank (park slot number assigned based on parking extension number) or specific park slot number.	Emulation Call Park.	CPark.	See below.	Yes.	Yes.	No.

Status Indication	54XX	56XX	44/64XX
- On (parked calls).	CPark	CPark	Green on.
- Off.	CPark	CPark	Off.

- If the telephone number is left blank, with a call connected, pressing the button will park that call using a park slot number assigned by the system based on the extension number. For example, for extension XXX, the first parked call is assigned to park slot XXX0, the next to XXX1 and so on. With no call connected, pressing the button will display details of any calls parked by the extension and allow their retrieval.
- If the telephone number is programmed with a system park slot number, calls are parked in that park slot. To retrieve the calls, another button set to Call Park with no number or to Ride and the same park slot number must be used.
- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Park To Other Extension

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Emulation Call Park to Other Extension.	Park.	None.	No.	Yes.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Pickup

Answer an alerting call on the system.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Call Pickup.	CpkUp.	None.	No.	Yes.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units. 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 Any

Pick up the first available ringing call on the system.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Call Pickup Any.	PickA	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units. 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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Call Pickup Group.	PickG.	None.	No.	No.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units. 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, a call to a phone from another Hunt Group etc.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group number or "Group name".	Advanced Call Call Pickup Members.	PickM	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units. 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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number.	Advanced Call Call Queue.	Queue.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Record

This feature allows you to record a conversation. This option requires Voicemail Pro to be installed. An advice of recording warning will be given if configured on the voicemail system. The recording is placed in the mailbox specified by the IP Office configuration, the default being the users own mailbox.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number.	Advanced Call Call Record.	Recor.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Steal/Acquire Call

This function is called either "Call Steal" or "Acquire Call" depending on locale.

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number or blank for last call transferred.	Advanced Call Call Steal.	Steal.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Call Waiting Off.	CWOff.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Call Waiting On.	CWOn.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	CWOn	CWOn	Green on.
- Off.	CWOn	CWOn	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Call Waiting Suspend

Not supported for button programming. Only used for analog extension short codes to disable call waiting, if on, for the duration of the extension's next call.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Cancel All Forwarding

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Cancel All Forwarding.	FwdOf.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Cancel Leave Word Calling

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Cancel Leave Word Calling.	CnLWC.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Cancel Ring Back When Free

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Miscellaneous Cancel Ring Back When Free.	RBak-	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Channel Monitor

For Avaya use only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Channel.	Advanced Call Channel Monitor.	ChMon.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Consult

Not supported. Provided for CTI emulation only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Consult.	Cnslt.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Clear Call/Cancel or Deny

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Clear Call.	Clear.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Clear CW

End the user's current call and answer any call waiting. Requires the user to also have call waiting indication on.

This function does not work for user using call appearance buttons.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation AD Suppress.	Spres.	See below.	Yes.	Yes.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Clear Hunt Group Night Service

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

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group number.	Advanced Call Clear Hunt Group Night Service.	HGNS-.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Clear Hunt Group Out Of Service

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group number.	Advanced Call Clear Hunt Group Out of Service.	HGOS-.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Clear Quota

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
"Service name" or "" (all services).	Advanced Call Clear Quota.	Quota.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Conference Add

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Conference Add.	Conf+.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Conference Meet Me

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Conference number.	Advanced Call Conference Meet Me.	CnfRV.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Coverage

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
User name.	Appearance Coverage.	<user name>	Yes.	Yes.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number or partial telephone number.	Dial.	Dial.	None.	No.	No.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays the telephone number set.
 - **DSS Link LED:** None.

Dial 3K1

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

Dial 56K

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

Dial 64K

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

Dial CW

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Advanced Call Dial CW.	DCW.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial Direct

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Advanced Call Dial Direct.	Dirct.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial Emergency

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number.	Advanced Call Dial Emergency.	Emrgy.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number or blank.	Advanced Dial Dial Inclusion.	Inclu.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial Intercom

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number or blank.	Emulation Dial Intercom.	Idial.	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays  followed by the set number.
 - **DSS Link LED:** None.

Dial Paging

Makes a paging call to an extension or group specified. If no number is specified, this can be dialed after pressing the button. The target extension or group members must be free and support hands-free auto-answer in order to hear the page.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension or group number or blank.	Advanced Dial Dial Paging.	Page.	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays  followed by target number if set.
 - **DSS Link LED:** None.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Advanced Dial Dial Physical Extn By ID.	DialP.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial Physical Extension By Number

Call the specified extension number, if free, regardless of the current user logged on at that extension and any forwarding, follow me or do not disturb settings applied by the extension user. This function requires the extension to be assigned a default extension number in the IP Office configuration.

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension number.	Advanced Dial Dial Physical Extn By Number.	PhyEx.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial Speech

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number.	Advanced Dial Dial Speech.	DSpch.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Dial V110

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

Dial V120

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

Dial Video

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

Directed Call Pickup

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Ringing extension or group number.	Emulation Directed Pickup.	DpkUp.	None.	No.	Yes.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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 the matching names, with controls indicated for scrolling through matching names and for calling the currently displayed name.

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

- **With Dial by Name on:**
Matching is done against all the dial keys pressed. For example, dialing 527 matches names starting with JAS (ie. Jason) and KAR (ie. Karl).
- **With Dial by Name off:**
Matching is only done against the first letter. For example pressing 5 displays names beginning with J. Press 5 again displays names beginning with K.
- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Directory.	Dir.	None.	No.	Yes.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays .
 - **DSS Link LED:** None.

Display Msg

Allows the sending of special functions to DS port display phones. 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.
- ppppppp is the parameter data (if required).
 - Abbreviated Dial: 129
 - Abbreviated Dial Pause: 130
 - Abbreviated Dial Program: 7
 - Abbreviated Dial Stop: 148
 - Account Code Entry: 128
 - ACD Agent Statistics: 147
 - ACD Stroke Count: 135
 - AD Special Function Mark: 142
 - AD Special Function Wait: 149
 - AD Special Functions: 145
 - AD Suppress: 146
 - Automatic Callback: 6
 - Automatic Intercom: 139
 - Call Forwarding All: 8
 - Call Park: 9
 - Call Park To Other Extension: 143
 - Call Pickup: 132
 - Cancel Leave Word Calling: 133
 - Consult: 134
 - Dial Intercom: 140
 - Directed Call Pickup: 136
 - Send All Calls: 10
 - Stored Number View: 150
 - Time of Day: 11
 - Timer: 4

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
See above.	Advanced Dial Display Msg.	Displ.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Do Not Disturb Exception Add

Adds a number to the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller. Calls from that caller will then ring even when do not disturb is set on.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number or CLI.	Advanced Do Not Disturb Do Not Disturb Exception Add.	DNDX+.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Do Not Disturb Exception Delete

Removes a number from the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number or CLI.	Advanced Do Not Disturb Do Not Disturb Exception Delete.	DNDX-	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Do Not Disturb Do Not Disturb On.	DNDOf.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Do Not Disturb On

Places the user into 'do not disturb' mode. Only calls from numbers in their do not disturb exception list will be received. Callers, other than those on the user's do not disturb exception list, receive busy or are diverted to the users voicemail mailbox.

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

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

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Do Not Disturb Do Not Disturb On.	DNDOn.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	DNDOn	DNDOn	Green on.
- Off.	DNDOn	DNDOn	Off.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays **[#]**.
 - **DSS Link LED:** On when active.

Drop

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

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Drop.	Drop.	None.	No.	Yes.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Extn Login

This feature allows user configured with a login code to take over ownership of an physical extension. That users associated extension number becomes the number of the extension while they are logged in along with all their user settings (if appropriate to the phone type).

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

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

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Blank.	Advanced Extn Extn Login.	Login.	None.	Yes.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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 **No User** user.

If the user who logged out was the default user, dialing *36 should reassociate the phone with that user unless they are set to forced login.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Extn Extn Logout.	Logof.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Flash Hook

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Miscellaneous Flash Hook.	Flash.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Follow Me Here

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension to redirect to this user.	Advanced Follow Me Follow Me Here.	Here+.	None.	No.	No.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Extension being redirected.	Advanced Follow Me Follow Me Here Cancel.	Here-.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Follow Me To

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Follow Me Follow Me To.	FolTo.	None.	Yes.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward Hunt Group Calls Off.	FwdH-.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward Hunt Group Calls On.	FwdH+.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On (no ring).	FwdH+4	FwdDH+	Green on.
- Off (ring).	FwdH+	FwdDH+	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward Number

Sets the extension 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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number.	Advanced Forward Forward Number.	FwdNo.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward On Busy Number

Sets the number to which calls are forwarded when using 'Forward on Busy' and/or 'Forward on No Answer'.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number.	Advanced Forward Forward on Busy Number.	FwBNo.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward On Busy Off

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward on Busy Off.	FwBOF.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward On Busy On

Enables forwarding when the user's extension is busy. For users with call appearance button, they will only return busy when all call appearance buttons are in use.

Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward on Busy On.	FwBOn	See below.	Yes.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	FwBOn	FwBOn	Green on.
- Off.	FwBOn	FwBOn	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward On No Answer Off

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward on No Answer Off.	FwNOFF.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Forward Forward on No Answer On.	FwNOn.	See below.	No.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	FwNOn	FwNOn	Green on.
- Off.	FwNOn	FwNOn	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Forward Forward Unconditional Off.	FwUOf.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Forward Unconditional On

This function is also known as 'divert all' and 'forward all'. It forwards all calls, except hunt group and page calls, to the forward number set for the user's extension. If no forward number has been set the caller, the caller either receives busy indication or is diverted to the user voicemail mailbox.

To also forward hunt group calls to the same number 'Forward Hunt Group Calls On' must also be used. In addition to the lamp indication shown below, most phones display **D** when forward unconditional is on.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Forward Forward Unconditional On.	FwUOn.	See below.	Yes.	No.	Yes.

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

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays  followed by the user name.
 - **DSS Link LED:** On when active.

Group

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

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

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

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group name enclosed in " double-quotes.	Group.	<group name>	See below.	No.	No.	Yes.

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

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Group Paging

Allows a user to make announcements to a group of extensions. The individual extensions must be idle and support handsfree auto-answer in order to hear the page.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group number.	Emulation Group Paging.	GrpPg.	None.	No.	Yes.	Yes.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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 old style 4400 and 4600 series phones. On phones without a headset socket or with a dedicated Headset button this control will have no effect.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Miscellaneous Headset Toggle.	HdSet.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	HdSet 	HdSet	Green on.
- Off.	HdSet	HdSet	Off.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays **HdSet**.
 - **DSS Link LED:** On when active.

Hold Call

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Exchange hold slot number or blank (slot 0).	Advanced Hold Hold Call.	Hold.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Hold CW

Place the user's current call on hold and answers the waiting call.

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Hold Hold CW.	HoldCW.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Hold Music

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Hold Hold Music.	Music.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Hunt Group Disable

An individual users 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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Telephone number.	Advanced Dial Dial Speech.	HGDis.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Group number or blank for all groups of which the user is a member.	Advanced Hunt Group Hunt Group Enable.	HGEEna.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On (no ring).	HGEEna	HGEEna	Green on.
- Off (ring).	HGEEna	HGEEna	Off.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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.

Inspect

Not supported. Provided for CTI emulation only. Allows users on display phones to determine the identification of held calls. Allows users on an active call to display the identification of incoming calls.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Inspect.	Inspt.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Internal Auto-Answer

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Internal Auto-Answer.	HfAns.	See below.	Yes.	Yes.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	HFAns	HFAns	Green on.
- Off.	HFAns	HFAns	Off.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Leave Word Calling.	LWC.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Line

Creates a 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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Line ID number.	Appearance Line.	Line.	Yes.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Manual Exclusion

Not supported. Provided for CTI emulation only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Manual Exclusion.	Excl.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Off Hook Station

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Blank.	Advanced Miscellaneous Off Hook Station.	OHStn.	See below.	Yes.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	OHStn	OHStn	Green on.
- Off.	OHStn	OHStn	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Park

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Park slot number.	Park	Park.	See below.	Yes.	No.	No.

Status Indication	54XX	56XX	44/64XX
- Parked here.	PARK1	PARK1	Green flash.
- Parked elsewhere.	PARK1	PARK1	Red flash.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Park Call

Acts the same as Park.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Park slot number.	Advanced Call Park.	Park.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- Parked here.	PARK1◆	PARK1◆	Green flash.
- Parked elsewhere.	PARK1	PARK1	Red flash.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Priority Call

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Target extension number.	Advanced Call Priority Call.	PCall.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Priority Calling

Not supported. Provided for CTI emulation only.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Priority Calling.	Pcall.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Relay Off

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Switch number (1 or 2).	Advanced Relay Relay Off.	Rely-.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Relay On

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Switch number (1 or 2).	Advanced Relay Relay On.	Rely+.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Relay Pulse

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Switch number (1 or 2).	Advanced Relay Relay Pulse.	Relay.	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Exchange suspend slot number.	Advanced Call Resume Call.	Resum.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Retrieve Call

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Exchange hold slot number.	Advanced Call Retrieve Call.	Retriv.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Ride Call

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
System park slot number. This must match a park slot ID used to park calls.	Advanced Call Ride Call.	Ride.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Ring Back When Free

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

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Miscellaneous Ring Back When Free.	RBak+.	See below.	No.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	RBak+4	RBak+	Green on.
- Off.	RBak+	RBak+	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Ringer Off

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Ringer Off.	RngOf.	See below.	Yes.	Yes.	No.

Status Indication	54XX	56XX	44/64XX
- On (no ring).	RngOf4	RngOf	Green on.
- Off (ring).	RngOf	RngOf	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Self-Administer

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

- **Admin** and **Admin1** buttons are only supported on **2410, 2420, 4406D+, 4412D+, 4424D+, 4606IP, 4612IP, 4624IP, 5410, 5420, 6408D, 6416D** and **6424D**.
- On **4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D** phones, **Admin** can be permanently accessed via **Menu** , , **Admin**. See Using a Menu Key.
- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None or 1.</i>	Emulation Self-Administer.	Admin.	None.	No.	Yes.	No.

- If no value is set for the telephone number, allows user programming of the following emulation actions:
 - Dir - Directory.
 - Drop - Drop.
 - HFAns - Internal Auto-Answer.
 - Timer - Timer.
 - AutCB - Automatic Callback.
 - Prog - Abbreviated Dial Program.
 - CFrwd - Call Forwarding All.
 - CPark - Call Park.
 - SAC - Send All Calls.
 - TmDay - Time of Day.
 - Admin - Self-Administer.
 - 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.
 - 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.
- If **1** is entered as the telephone number, allows user programming of the following IP Office functions:
 - Dial.
 - Group.
 - Park.
 - User.
 - Flash Hook.
- **T3 Phones:** Not supported on T3 phone programmable buttons.

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 user's voicemail mailbox.

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

When on, most Avaya phones display an **N** on the display. This function and the Do Not Disturb On function work in parallel, ie. setting one sets the other.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Send All Call.	SAC.	See below.	Yes.	Yes.	No.

Status Indication	54XX	56XX	44/64XX
- On.	SAC	SAC	Green on.
- Off.	SAC	SAC	Off.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays **[#]**.
 - **DSS Link LED:** On when active.

Set Absent Text

This feature can be used to select the user's current absence text. 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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
See below.	Advanced Set Set Absent Text.	Absnt.	None.	No.	No.	No.

- **Telephone Number:** The telephone number should take the format "**y,n,text**" where:
 - **y** = 0 or 1 to turn this feature on or off.
 - **n** = the number of the absent statement to use, see the list below:

0 = None.	4 = Meeting until.	8 = With cust. til.
1 = On vacation until.	5 = Please call.	9 = Back soon.
2 = Will be back.	6 = Don't disturb until.	10 = Back tomorrow.
3 = At lunch until.	7 = With visitors until.	11 = Custom.
 - **text** = any text to follow the absent statement.
- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Account code or blank. If left blank, the user is prompted to dial the account code after pressing the button.	Advanced Set Set Account Code.	Acct.	None.	No.	No.	No.

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **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 'out of service' mode.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Hunt group extension number.	Advanced Set Set Hunt Group Night Service.	HGNS+.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	HGNS+200	HGNS+200	Green on.
- Off.	HGNS+200	HGNS+200	Off.

- **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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Hunt group extension number.	Advanced Set Set Hunt Group Out of Service.	HGOS+.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	HGOS+2004	HGOS+200	Green on.
- Off.	HGOS+200	HGOS+200	Off.

- **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 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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
0 to 10. See below.	Advanced Set Set Inside Call Sequence.	ICSeq.	None.	No.	No.	No.

- **Telephone Number:** The ring sequences are in seconds with ... indicating the point at which the pattern repeats.
 - 0 = Default system ring.
 - 1 = Ring Normal (varies according to system locale).
 - 2 = Ring Type 1: 1 on/2 off/...
 - 3 = Ring Type 2: 0.25 on/0.25 off/0.25 on/0.25 off/0.25 on/1.75 off/...
 - 4 = Ring Type 3: 0.4 on/0.8 off/...
 - 5 = Ring Type 4: 2 on/4 off/...
 - 6 = Ring Type 5: 2 on/2 off/...
 - 7 = Ring Type 6: 0.945 on/4.5 off/...
 - 8 = Ring Type 7: 0.25 on/0.24 off/0.25 on/2.25 off/...
 - 9 = Ring Type 8: 1 on/3 off/...
 - 10 = Ring Type 9: 1 on/4 off/...
- **T3 Phones:** Not supported on T3 phone programmable buttons.

Set No Answer Time

Allows the user to change their no answer time setting (also called Allocated Answer Interval). This is the time calls will ring before going to voicemail or following the user's divert on no answer setting if set on.

In situations where call coverage is also being used, the user's no answer time must be greater than their individual coverage time for coverage to occur.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Time in seconds.	Advanced Set Set No Answer Time.	NATim.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>See Set Inside Call Seq.</i>	Advanced Set Set Outside Call Sequence.	OCSeq.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>See Set Inside Call Seq.</i>	Advanced Set Set Ringback Call Sequence.	RBSeq.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Set Wrap Up Time

Allows the user to change their Wrap-up Time setting (set on the User | Telephony tab).

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Time in seconds.	Advanced Set Set Wrap Up Time.	WUTim.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Stored Number View

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Stored Number View.	BtnVu.	No.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Suspend Call

Uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Exchange slot number or blank (slot 0).	Advanced Suspend Suspend.	Suspe	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Suspend CW

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
Exchange slot number or blank (slot 0).	Advanced Suspend Suspend CW.	SusCW.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Time of Day

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Time of Day.	TmDay.	See below.	Yes.	Yes.	Yes.

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

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Emulation Timer.	Timer.	See below.	Yes.	Yes.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	Timer	Timer	Green on.
- Off.	Timer	Timer	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Toggle Calls

Cycle between the users current call and any held calls.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Call Toggle Calls.	Toggl.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

User

Monitors whether another user's phone is idle or in use. The Telephone Number field should contain the users name enclosed in double quotes. The button can be used to make calls to the user or pickup their longest waiting call when ringing. On buttons with a text label, the user name is shown.

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
User name enclosed in "double-quotes".	User	<the user name>	See below.	No.	No.	Yes.

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

- **T3 Phones:** Supported on Avaya T3 Classic and Comfort phones and DSS Link units.
 - **Classic/Comfort icon:** Displays the user name.
 - **DSS Link LED:** On when busy, flashing when call alerting user.

Voicemail Collect

Connects to the voicemail server. The telephone number must indicate the name of the Voicemail box to be accessed, eg. "?Extn201" or "#Extn201". The ? indicates "collect Voicemail" and the # indicates "deposit Voicemail". This action is not supported by voicemail using IP Office Intuity emulation mode.

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

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
See above.	Advanced Voicemail Voicemail Collect.	VMCol.	None.	No.	No.	Yes.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Voicemail Voicemail Off.	VMOff.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

Voicemail On

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

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
None.	Advanced Voicemail Voicemail On.	VMon.	See below.	Yes.	No.	Yes.

Status Indication	54XX	56XX	44/64XX
- On.	VMon	VMon	Green on.
- Off.	VMon	VMon	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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 users phone is idle after any call ended by replacing the handset or pressing the **SPEAKER** key.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Voicemail Voicemail Ringback On.	VMRB+.	See below.	Yes.	No.	No.

Status Indication	54XX	56XX	44/64XX
- On.	VMRB+1	VMRB+	Green on.
- Off.	VMRB+	VMRB+	Off.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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.

- Not supported on the programmable buttons of XX01 and XX02 phones.

Telephone Number	Action	Default Label	Status Indication	Toggles	User Admin	Wizard
<i>None.</i>	Advanced Voicemail Voicemail Ringback Off.	VMRB-.	None.	No.	No.	No.

- **T3 Phones:** Not supported on T3 phone programmable buttons.

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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