AVAYA

**Avaya Extension to Cellular User Guide
Avaya Aura® Communication Manager**

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Chapter 1: Extension to Cellular overview

You can use Extension to Cellular (EC500) to extend your deskphone calls to your mobile phone. EC500 can be used to receive work-related calls while you travel, when you work at another location, or even while you walk around the workplace.

EC500 is ideal for anyone who conducts business from multiple locations, such as:

- Sales executive
- Field service personnel
- Real estate agents
- Physicians
- Attorneys
- Engineers
- Operations staff
- Consultants
- Brokers
- Other mobile professionals

Telecommuters who work in home offices can use EC500 to make the telephone transition from office to home go unnoticed to callers.

This "one number reachability" means that you can respond immediately to urgent business matters on your cell phone. When you cannot respond, your voice mail picks up your messages. You can also limit the type of calls that are extended to your cell phone.

You can connect to or disconnect from EC500 anytime. Regardless of whether EC500 is enabled, your cell phone operates as always. You still receive personal calls on your cell phone because personal calls come in through your standard cellular number and service provider. With the help of your system administrator, you can determine how to establish EC500 connection to serve your needs at best.

After setup, you can use any of the following methods to enable or disable the EC500 feature:

- Call an access number to enable EC500.
- Push the EC500 feature button on your deskphone if the administrator has configured the EC500 feature on your deskphone.
- Use your cell phone to call the Off-PBX Call Enable number or the Off-PBX Call Disable number if the administrator has configured the Off-PBX Call feature on your cell phone.

When you enable EC500, your cell phone becomes an extension of your deskphone. You can now answer your deskphone calls through your cell phone.

When you do not want incoming calls to go to your cell phone, you can disable EC500. When you disable EC500, incoming calls follow the coverage path that is set up for your deskphone.

EC500 does not work on analog devices. EC500 only supports the ISDN, H.323, SIP trunks, and high function digital Multi Frequency Compelled (MFC) Signaling trunks.

Related resources

Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at http://support.avaya.com.

Document number	Title	Description	Audience
Understanding			
555-245-205	*Avaya Aura® Communication Manager Feature Description and Implementation*, 555-245-205	Describes the features that you can administer using Communication Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel
Administration			
03-300509	*Administering Avaya Aura® Communication Manager*, 03-300509	Describes the procedures and screens for administering Communication Manager.	Solution Architects, Implementation Engineers, Sales Engineers, Support Personnel

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the *videos* checkbox to see a list of available videos.

> 🟢 **Note:**
>
> Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

Procedure

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Training

The following courses are available on https://www.avaya-learning.com. To search for the course, in the **Search** field, enter the course code and click **Go**.

Course code	Course title
1A00234E	Avaya Aura® Fundamental Technology
4U00030E	Avaya Aura® Communication Manager and CM Messaging Implementation
ATC00838VEN	Avaya Media Servers and Implementation Workshop Labs
AVA00383WEN	Avaya Aura® Communication Manager Overview
AVA00279WEN	Communication Manager - Configuring Basic Features
ATI01672VEN, AVA00832WEN, AVA00832VEN	Avaya Aura® Communication Manager Fundamentals
ATI02348IEN, ATI02348VEN	Avaya Aura® Communication Manager Implementation
AVA00836H00	Communication Manager Basic Administration
AVA00835WEN	Avaya Communication Manager Trunk and Routing Administration
5U00040I	Avaya Aura® Communication Manager Maintenance and Troubleshooting
5U0041I	Avaya Aura® Communication Manager Administration
AVA00833WEN	Avaya Communication Manager - Call Permissions
AVA00834WEN	Avaya Communication Manager - System Features and Administration
4U00121W	Avaya Aura® Communication Manager Technical Delta R6.2
Docu00158	Whats New in Avaya Aura® Release 6.2 Feature Pack 2
4U00115V	Avaya Aura® Communication Manager Implementation Upgrade (R5.X to 6.X)
4U00115V	Avaya Aura® Communication Manager Implementation Upgrade (R5.X to 6.X)

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Warranty

Avaya provides a 90-day limited warranty on Communication Manager. To understand the terms of the limited warranty, see the sales agreement or other applicable documentation. In addition, the standard warranty of Avaya and the details regarding support for Communication Manager in the warranty period is available on the Avaya Support website at http://support.avaya.com/ under **Help & Policies** > **Policies & Legal** > **Warranty & Product Lifecycle**. See also **Help & Policies** > **Policies & Legal** > **License Terms**.

Chapter 2: Extension to Cellular administration

Your system administrator performs most of the preliminary tasks to setup Extension to Cellular (EC500) on your deskphone and cell phone. Two of these tasks are to:

• Add the user information to complete the users profile

• Establish your personal Extension to Cellular connections

The system administrator provides you the following information:

• Feature access codes (FAC) to:

  - Self-administer Extension to Cellular

  - Enable or disable Extension to Cellular

  - Change your security code

• List of feature name extensions (FNE) to access the Communication Manager features from your cell phone.

User access codes

Your system administrator configures your cell phone as an EC500 device and provides you the information to activate EC500.

Your system administrator provides the following information:

• The access number. Use the access number to:

  - Enable or disable the EC500 feature

  - Change your station security code

• The station security code, which you can change as per your requirement. Use the station security code to:

  - Enable or disable the EC500 feature from your cell phone, deskphone, or any other telephone

  - Use the Self Administration Feature access code to add or change your cell phone number

  - Change your station security code

- A list of feature name extensions that you use to activate the features that you want to access from your cell phone.

  To record the list of feature name extensions, see Extension to Cellular Pocket Reference Card on page 61.

Related links

Extension to Cellular pocket reference card on page 61

Self Administration Feature access code

You can use the Self Administration Feature access (SAFE) code on your deskphone to administer your cell phone number for EC500. You can also use this code to remove a current cell phone number from the off-pbx-telephone station-mapping page.

System administrator must administer your deskphone for EC500, before you can use SAFE. EC500 is enabled automatically when you use SAFE to administer your cell phone number.

Communication Manager Release 5.0 and later provides Enhanced SAFE. The version that exists before Communication Manager 5.0 is called Basic SAFE. The features of Enhanced SAFE are a superset of the features of Basic SAFE.

Using Enhanced SAFE, you can use one out of the four SAFE access codes on your telephone to map cell phone numbers with Extension to Cellular and other applications. Enhanced SAFE recognizes the sequence * * # that is used to remove an existing telephone number, and the star key (*) as the field delimiter between the dial prefix, the country code, and the telephone number fields.

For more information about SAFE access codes, dial prefix, and country codes, see *Avaya Aura® Communication Manager Feature Description and Implementation, 555-245-205*.

Basic SAFE administration

You can perform the appropriate mapping task depending on the type of telephone equipment you use to access Basic SAFE.

Using Basic SAFE on a touchtone phone

About this task

Use this procedure to map your deskphone extension to your cell phone through a touchtone phone that is outside the office network.

Procedure

1. On your touchtone phone, dial the EC500 access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

   You hear a dial tone.

7. Enter your cell phone number.

8. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

9. Hang up.

   ✱ **Note:**

   If you hear an intercept tone, it means your cell phone number is not correctly mapped or you have incorrectly performed one or more steps in the procedure. Disconnect and repeat steps 1 through 8. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Basic SAFE on your cell phone

About this task

Use this procedure to map your deskphone extension to your cell phone through your cell phone.

Procedure

1. On the cell phone, dial the EC500 access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

   You hear a dial tone.

7. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through Extension to Cellular.

8. Hang up.

⊛ **Note:**

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 7. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Basic SAFE on any deskphone

About this task

Use this procedure to map your deskphone extension to your cell phone through any deskphone.

Procedure

1. On any deskphone, dial the SAFE access code.

   You hear a dial tone.

   ⊛ **Note:**

   If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

4. Enter your station security code.

5. Press the pound key (#).

   You hear a dial tone.

6. Enter your cell phone number.

7. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through Extension to Cellular.

8. Hang up.

   ⊛ **Note:**

   If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 7. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Basic SAFE on any deskphone that has console permissions

About this task

Use this procedure to map your deskphone extension to your cell phone through any deskphone that has console permissions.

Procedure

1. On any deskphone that has console permissions, dial the SAFE access code.

   You hear a dial tone.

2. Enter your station extension.

   You hear a dial tone.

3. Enter your cell phone number.

4. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

5. Hang up.

   ⊛ **Note:**

   If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 4. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Enhanced SAFE administration

You can perform the appropriate mapping task depending on the type of telephone equipment you use to administer or remove cell phone mapping information.

You can map your cell phones based on the following two conditions:

- You are travelling with your cell phone to other country, or
- Your cell phone number is not from the same country where the Communication Manager software is located.

Long distance or international cell phone calls use numbers that consist of some or all the following parts:

- The dial prefix. This prefix is usually either the long distance access code, which is 1 in the United States and 0 in most of Europe, or the international access code, which is 011 in the United States and 00 in most of Europe.

- The country code. This code comes after the dial prefix and consists of 1 to 3 digits. You use the country code when the cell phone is from another country or you often use the cell phone out of the country.

- The full national cell phone number. The full national cell phone number is the last part of the number and consists of 8 to 10 digits (10 digits in the United States).

Using Enhanced SAFE on a touchtone telephone

About this task

Use this procedure to map your deskphone extension to your cell phone through a touchtone phone.

Procedure

1. On the touchtone telephone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

   You hear a dial tone.

7. Enter the digits required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

   • The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number

   • The dial prefix, the star key (*), and your cell phone number

   • The star key (*), the country code, the star key (*), and your cell phone number.

8. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

9. Hang up.

   ⊛ **Note:**

   If you hear an intercept tone, your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 8. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Enhanced SAFE on your cell phone

About this task

Use this procedure to map your deskphone extension to your cell phone through your cell phone.

Procedure

1. On your cell phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#) on your cell phone.

5. Enter your station security code.

6. Press the pound key (#) on your cell phone.

   You hear a dial tone.

7. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

   • The dial prefix, the star key (*), the country code, the star key (*)

   • The dial prefix, the star key (*)

   • The star key (*), the country code, the star key (*)

8. Press the pound key (#) on your cell phone.

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

9. Hang up.

   ⊛ **Note:**

   If you hear an intercept tone, your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 8. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Enhanced SAFE on any deskphone

About this task

Use this procedure to map your deskphone extension to your cell phone through any deskphone.

Procedure

1. On any deskphone, dial the SAFE access code.

   You hear a dial tone.

> **✱ Note:**
>
> If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

4. Enter your station security code.

5. Press the pound key (#).

   You hear a dial tone.

6. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

   • The dial prefix, the star key (#), the country code, the star key (*), and your cell phone number

   • The dial prefix, the star key (*), and your cell phone number

   • The star key (*), the country code, the star key (*), and your cell phone number

7. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

8. Hang up.

> **✱ Note:**
>
> If you hear an intercept tone, your cell phone number is incorrectly mapped to your deskphone extension or you have incorrectly performed one or more steps in the procedure. Disconnect and repeat steps 1 through 8. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Enhanced SAFE on any telephone in the external network that has console permissions

About this task

Use this procedure to map your deskphone extension to your cell phone through any telephone in the external network that has console permissions.

Procedure

1. On any telephone in the external network that has console permissions, dial the EC500 access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

   You hear a dial tone.

4. Press the pound key (#).

   You hear a dial tone.

5. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of a sequence with a dial prefix, a star key (*), a country code, a star key (*), and your cell phone number

6. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

7. Hang up.

   * **Note:**

   If you hear an intercept tone, your cell phone number is incorrectly mapped to your deskphone extension or you have incorrectly performed one or more steps in the procedure. Disconnect and repeat steps 1 through 6. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Enhanced SAFE on any deskphone that has console permissions

About this task

Use this procedure to map your deskphone extension to your cell phone through any deskphone that has console permissions.

Procedure

1. On any deskphone that has console permissions, enter the SAFE access code.

   You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (#).

   You hear a dial tone.

4. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

   • The dial prefix, the star key (#), the country code, the star key (*), and your cell phone number

   • The dial prefix, the star key (*), and your cell phone number

   • The star key (*), the country code, the star key (*), and your cell phone number

5. Press the pound key (#).

   You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

6. Hang up.

   ✱ Note:

   If you hear an intercept tone, your cell phone number is not correctly mapped to your deskphone extension or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 5. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using Enhanced SAFE on your deskphone that has console permissions

About this task

Use this procedure to map your deskphone extension to your cell phone through your deskphone that has console permissions.

Procedure

1. On your deskphone that has console permissions, enter the SAFE access code.

   You hear a dial tone.

2. Press the pound key (#).

   You hear a dial tone.

3. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

   • The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number

   • The dial prefix, the star key (*), and your cell phone number

   • The star key (*), the country code, the star key (*), and your cell phone number

4. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your deskphone extension through EC500.

5. Hang up.

⊛ **Note:**

If you hear an intercept tone, your cell phone number is not correctly mapped to your deskphone extension or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat steps 1 through 4. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request for the administration steps.

Using touchtone telephone or your cell phone to remove a cell phone number mapping

About this task

Use this procedure to delete a cell phone number from the off-pbx-telephone station-mapping page, using any touchtone telephone or your cell phone.

Procedure

1. On any touchtone telephone or on your cell phone, dial the EC500 access number.

   You hear a dial tone.

2. Enter the SAFE access code.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

   You hear a dial tone.

7. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

   You hear a confirmation tone. Your cell phone number is no longer mapped to your deskphone extension through EC500. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

8. Hang up.

Using any deskphone to remove a cell phone number mapping

About this task

Use this procedure to delete a cell phone number from the off-pbx-telephone station-mapping page, using any deskphone.

Procedure

1. On any deskphone, enter the SAFE access code.

   You hear a dial tone.

   😶 **Note:**

   If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

4. Enter your station security code.

5. Press the pound key (#). You hear a dial tone.

6. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

   You hear a confirmation tone. Your cell phone number is no longer mapped to your deskphone extension through EC500. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

7. Hang up.

Using any deskphone with console permissions to remove a cell phone number mapping

About this task

Use this procedure to delete a cell phone number from the off-pbx-telephone station-mapping page, using any deskphone with console permissions.

Procedure

1. On any deskphone with console permissions, enter the SAFE access code.

   You hear a dial tone.

   😶 **Note:**

   If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

   You hear a dial tone.

4. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

   You hear a confirmation tone. Your cell phone number is no longer mapped to your deskphone extension through EC500. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

5. Hang up.

Using an FNE to access a Communication Manager feature

About this task

An FNE is a telephone extension that you dial to access a Communication Manager feature from your cell phone.

Procedure

1. If you are on a call, place the caller on hold.

2. On another line appearance, dial the FNE for the feature that you want.

3. If you are on a cell phone, press SEND. The tone you hear depends on the FNE that you dialed.

   For more information about how to use FNEs, see Appendix A: Feature Name Extensions on page 63.

Extension to Cellular activation and deactivation

Once your administrator provides you with the Extension to Cellular access number, feature access codes, and feature name extensions, you are ready to enable Extension to Cellular. Note that EC500 is already enabled if you receive this service through your cellular service provider, the company contracted with to provide cellular/wireless services.

If you enable EC500, the incoming calls on your deskphone also ring on your cell phone. The unanswered calls are sent to your preferred voice mail system. If you disable EC500, the incoming calls on your deskphone do not ring on your cell phone. The unanswered calls are sent to your corporate voice mail system. As a rule, you should disable Extension to Cellular before you turn off your cell phone. This helps to direct your voice messages to your corporate voice mail system.

If your cell phone is administered to send office caller ID, you will not be able to use the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

For more information see Chapter 4: Voice mail on page 46.

Enable or disable Extension to Cellular using a feature button on your office deskphone

You can enable or disable Extension to Cellular from an administered feature status button on your deskphone. You can use the feature button only if, your office phone supports administrable feature buttons, and your administrator has enabled the Enhanced Extension to Cellular feature.

The number of button presses required to enable or disable this feature depends on the current state of the feature such as, enabled, disabled, or timer active, and whether the optional Extension to Cellular timer is administered.

For more information about enabling EC500 using a feature button, see Table 1: Enabling EC500 through an administered feature status button on page 24.

When you enable or disable EC500 through an administered feature status button on your office phone, an FAC is not required.

Table 1: Enabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Disabled (lamp is off)	Not administered	Once	Lamp glows green. Message **EC500 Enabled** displays for two seconds.
Disabled (lamp is off)	Administered	Once	Lamp glows green. Message **EC500 Enabled** displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message **EC500 Enabled** displays for two seconds.

The feature status button on the deskphone indicates the current state of Extension to Cellular, regardless of whether the feature was enabled remotely or directly from the deskphone.

For more information about disabling EC500 using a feature button, see Table 1: Disabling EC500 through an administered feature status button on page 25.

Table 2: Disabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Enabled (lamp is on)	Not administered	Once	Lamp glows green. Message **EC500 Disabled** displays for two seconds.
Enabled (lamp is on)	Administered	Once	Lamp glows green. Message **EC500 Disabled** displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message **EC500 Disabled** displays for two seconds.

Using an access number on your deskphone

About this task

Use this procedure to enable EC500 using an access number, through your deskphone.

Procedure

1. On your deskphone, dial the Extension to Cellular access number that your system administrator provides.

   You hear a dial tone.

2. Enter the FAC to enable the Extension to Cellular feature.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

   You hear a confirmation tone that indicates that Extension to Cellular is enabled.

7. Hang up.

   ✱ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 6. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on your deskphone

About this task

Use this procedure to enable or disable all EC500 cell phones that are associated with your deskphone, using your deskphone.

Procedure

1. On your deskphone, dial the FAC to enable or disable Extension to Cellular.

2. Press the pound key (#) to bypass entering the deskphone.

   You hear a dial tone.

3. Enter the office number station security code.

4. Press the pound key (#).

   You hear a confirmation tone.

5. Hang up.

   ✱ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 4. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on an internal extension that is not your deskphone

About this task

Use this procedure to enable or disable all EC500 cell phones that are associated with your deskphone, using an internal extension that is not your deskphone.

Procedure

1. On an internal extension that is not your deskphone, dial the Extension to Cellular enable FAC or the EC500 disable FAC.

   You hear a dial tone.

   ✱ **Note:**

   If you are performing this procedure on your deskphone or from your cell phone that is configured to send office called ID, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

   You hear a dial tone.

4. Enter the office number station security code.

5. Press the pound key (#).

   You hear a confirmation tone.

6. Hang up.

   * **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 5. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on any touchtone telephone in the external network

About this task

Use this procedure to enable or disable all EC500 cell phones that are associated with your deskphone, using any touchtone telephone in the external network.

Procedure

1. On any touchtone telephone in the external network, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the FAC to enable or disable Extension to Cellular.

   You hear a dial tone.

   * **Note:**

   If you are calling from an Extension to Cellular cell phone that is administered to send office caller ID, skip step 3 and continue with step 4.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter the office number station security code.

6. Press the pound key (#).

   You hear a confirmation tone.

7. Hang up.

   * **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 6. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FNE on your cell phone

About this task

Use this procedure to enable or disable all EC500 cell phones that are associated with your deskphone, using your cell phone.

Procedure

1. Dial the Off-PBX Call Enable FNE phone number or the Off-PBX Call Disable FNE phone number.

   You hear a confirmation tone.

2. Hang up.

   ✳ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat step 1. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com for documentation and knowledge articles related to administering Basic SAFE, or to open a service request.

Using FNE on any remote touchtone phone

About this task

Use this procedure to enable all EC500 cell phones that are associated with your deskphone, using any remote touchtone phone. Perform the following steps only if the remote touchtone phone is not mapped with your deskphone. If the remote touchtone phone is mapped with your deskphone, you will need to dial Off-PBX Call Enable FNE.

Procedure

1. On any touchtone telephone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the FAC to enable Extension to Cellular.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter the station security code.

6. Press the pound key (#).

   You hear a confirmation tone indicating EC500 is enabled or disabled.

7. Hang up.

✳ Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 6. If you still do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com for documentation and knowledge articles related to administering Basic SAFE, or to open a service request.

Chapter 3: Extension to Cellular Call Management

This chapter provides information about receiving Extension to Cellular (EC500) calls, making calls, and how this feature interacts with your regular cell phone service. This chapter also provides information about using Conditional Call Extending to restrict unwanted calls to your cell phone and how the Shared Voice Connections feature is used to access and connect the held call.

✳ **Note:**

When using your cell phone, be aware that some situations described in this chapter may not apply to you or may not function exactly as described. Your contract with your cellular service provider may override or restrict certain functions, or prevent them from operating as described. So you should be completely familiar with both, your cell phone's operation and the terms and conditions of your cellular service contract before using this feature.

EC500 Call Management features

Confirmed Answer

When you use the Confirmed Answer feature, an incoming call to your cell phone behaves differently from a regular incoming call. The administrator needs to configure the Confirmed Answer feature for your deskphone. You can use Confirmed Answer as one option for the Cellular Voice Mail Avoidance feature. For more information, see Cellular Voice Mail Avoidance on page 47.

The Confirmed Answer feature is available with Communication Manager 5.0 and later.

The Confirmed Answer feature ensures that the cellular voice mail system does not answer an Extension to Cellular call. When you enable the Confirmed Answer feature, you hear a dial tone when an incoming call is answered. To answer a call, you have to press a particular digit on the cell phone keypad. If you do not answer the call within the administered time, the system treats the call as not answered. The system plays a recall dial tone to indicate that input is expected. If you do not enter a digit before the time-out interval expires, the call is pulled back from the cell phone. The call then continues to ring at the deskphone and eventually follows to call coverage. A cellular voice mail system does not dial a digit when the system receives your call. Therefore, Communication Manager does not treat the calls that cover to cellular voice mail as answered.

For more information, see *Avaya Aura® Communication Manager Feature Description and Implementation*, 555-245-205.

Caller ID

Extension to Cellular provides an optional office caller ID feature. This feature allows your cell phone to function like your deskphone while making calls to other parties connected to your deskphone.

The office caller ID feature is enabled when your system administrator configures your cell phone to send office caller ID. Now, when you call any party who shares your deskphone system, their screen displays your name and deskphone number, and not your cell phone number. For procedures to make calls using Idle Appearance Select FNE, see *Idle Appearance Select FNE*.

> ✱ **Note:**
>
> If your system administrator configures your cell phone to send office caller ID, the office caller ID feature of Extension to Cellular operates regardless of whether EC500 is enabled or disabled.

If your cell phone has the caller ID feature, your cell phone screen displays the phone number of the party calling your deskphone. The display reflects complete 10-digit phone number of the caller. For inter-office calls, the display reflects either complete 10-digit phone number or less than 10-digit extension number.

> ✱ **Note:**
>
> Some cell phone networks pass only 10-digit caller IDs, while other networks are more flexible. A network that pass only 10-digit numbers may prevent you from receiving inter-office caller IDs with less than ten digits, for example, a 4-digit extension. Ask your system administrator if 10-digit numbers can be administered, or check with your cellular service provider for more information on caller ID support.

If the office called ID feature is disable then caller name is not sent.

Call waiting

Using the call waiting feature on your cell phone, you can receive a second call through EC500 even when your cell phone is busy on another call. You can answer the second call and swap between the two calls. You can also conference the calls using Conference Complete FNE. For more information, see *Conference Complete FNE*.

For a cell phone, this feature operates as described in your cell phone documentation.

> ✱ **Note:**
>
> For your cell phone, call waiting and switching between calls are available only if both of the following are true:
>
> • these features are supported by your cellular service provider, and

- these features are a part of your cellular service contract

Switch calls

Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building because of poor reception. An optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Your system administrator should contact Avaya for details. With Extension to Cellular, your cell phone functions as an extension of your deskphone, and you can:

- Switch from cell phone to your deskphone when you are in the office. For example, you enable Extension to Cellular on your cell phone before leaving for work and receive a call on your deskphone while you are on the way to the office. The call continues as you arrive at your office and proceed to your desk. At that point you can use your deskphone to continue the call (this saves additional cell phone charges).

- Switch from deskphone to cell phone when you leave the office. For example, you receive a call on your deskphone when you are about to leave. With Extension to Cellular enabled on your cell, you can continue the call on your cell phone even as you leave your office.

Make sure that you notify the person, with whom you are speaking, that you will be changing phones.

Switching from your cell phone to your deskphone

About this task

Use this procedure to switch calls from your cell phone to your deskphone. This procedure applies to incoming calls picked up on your cell phone when Extension to Cellular is enabled. This procedure also applies to outgoing calls if you have an EC500-enabled cell phone that sends office caller ID.

Procedure

1. Pick up the deskphone handset or turn the speaker on.

2. Press the button next to the line indicator indicating the current call on your deskphone.

   You are now conferred onto the existing call. If not, the Exclusion feature may be activated. For more information, see Exclusion on page 53.

3. Press the appropriate button on your cell phone to disconnect the call.

4. Continue the call on your deskphone handset or speaker.

   For information about enabling or disabling the Extension to Cellular feature and changing your station security code, see Chapter 4: Enabling or disabling Extension to Cellular and maintaining security.

Switching from your deskphone to your cell phone

About this task

Use this procedure to switch calls from your deskphone to your cell phone. This procedure also applies to:

- Incoming calls picked up on your cell phone when Extension to Cellular is enabled.

- Outgoing calls if you have an Extension to Cellular cell phone that sends office caller ID.

  ✱ **Note:**

  Make sure that you notify the person with whom you are speaking to that you will be changing phones.

Procedure

1. Turn on your cell phone.

2. Perform one of the following to extend the call to your cell phone:

   - If your deskphone supports administered feature buttons, press the administered **Extend Call** button.

   - From your cellular phone, dial the Active Appearance Select FNE to extend the call to your cell phone.

   You are now conferenced onto the existing call.

3. Hang up your deskphone.

4. Continue the call on your cell phone.

   For information about enabling or disabling the Extension to Cellular feature and changing your station security code, see Chapter 4: Enabling or disabling Extension to Cellular and maintaining security.

Conditional Call Extending

Using the Conditional Call Extending feature, you can limit the type of calls that are extended to your cell phone when EC500 is enabled. The Conditional Call Extending feature is used by Fixed Mobility Convergence (FMC) applications such as Public Fixed-Mobile Convergence (PBFMC), Private Fixed-Mobile Convergence (PVFMC), and Service Provider Fixed-Mobile Convergence (SPFMC). However, it is not supported for PVFMC application when administered as a dual mode pair (DMX) with a ONE-X application. The Conditional Call Extending feature does not support OPS application.

You can use the Conditional Call Extend Enable FNE and the Conditional Call Extend Activation FAC features to enable or disable the Conditional Call Extending settings.

You can restrict six types of calls using the call type setting sequence and the application number. The **application-number** corresponds to the position of the application on the off-pbx-telephone station-mapping page. Your system administrator provides this application number.

The **call type setting sequence** is the number entered in a key sequence. You can enter multiple call type setting sequence numbers.

Call type setting sequence	Call type	Details
1	S	Standard calls to the station
2	C	Redirected calls: calls covered or forwarded to the station
3	H	Hunt calls: calls to the station through a hunt group
4	I	Intercom calls to the station
5	P	Priority calls to the station
6	R	Class of Restriction (COR) restricted calls

Using FAC on your cell phone

About this task

Use this procedure to enable or disable the conditional call extending feature for specified calls on your cell phone.

Procedure

1. On your cell phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#) on your cell phone.

5. Enter your station security code.

6. Press the pound key (#) on your cell phone.

   You hear a dial tone.

7. Enter the application number.

8. Press the star key (*) on your cell phone.

9. Enter the call type setting sequence.

10. Press the pound key (#) on your cell phone.

    You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 2.

11. Hang up.

> ⊛ **Note:**
>
> If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 2 through 10. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on any deskphone without console permissions

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls on any deskphone without console permissions.

Procedure

1. On any deskphone without console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

   > ⊛ **Note:**
   >
   > If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (**#**) on the office telephone.

4. Enter your station security code.

5. Press the pound key (**#**) on the office telephone.

   You hear a dial tone.

6. Enter the application number.

7. Press the star key (*) on the office telephone.

8. Enter the call type setting sequence.

9. Press the pound key (**#**) the office telephone.

   You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

10. Hang up.

    > ⊛ **Note:**
    >
    > If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 9. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on any deskphone that has console permissions

About this task

Use this procedure to enable or disable the conditional call extending feature for specified calls on any deskphone that has console permissions.

Procedure

1. On any deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (**#**) on the office telephone.

   You hear a dial tone.

4. Enter the application number.

5. Press the star key (*****) on the office telephone.

6. Enter the call type setting sequence.

7. Press the pound key (**#**) on the office telephone.

   You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

8. Hang up.

   ⊛ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the steps 1 through 7. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FAC on your deskphone that has console permissions

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls on your deskphone that has console permissions.

Procedure

1. On your deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Press the pound key (#).

   You hear a dial tone.

3. Enter the application number.

4. Press the star key (*).

5. Enter the call type setting sequence.

6. Press the pound key (#).

   You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

7. Hang up.

   ⊛ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 6. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FNE on your cell phone or off-pbx-telephone

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls on your cell phone or off-pbx-telephone.

Procedure

1. On your cell phone or off-pbx-telephone, dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.

   You hear a dial tone.

2. Enter the call type setting sequence.

3. Press the pound key (**#**).

   You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FNE you dialed in step 1.

4. Hang up.

   ⊛ **Note:**

   If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat steps 1 through 3. If you do not hear a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Using FNE to set COR for Conditional Call Extending on your cell phone or off-pbx-telephone

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FNE to set COR.

Procedure

1. On your cell phone or off-pbx-telephone, dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.

You hear a dial tone.

2. Press the star key (*****).

3. Enter the COR value.

4. Press the pound key (**#**).

5. Hang up.

Using FAC to set COR for Conditional Call Extending on your cell phone

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC to set COR.

Procedure

1. On your cell phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#) on your cell phone.

5. Enter your station security code.

6. Press the pound key (#) on your cell phone.

   You hear a dial tone.

7. Enter the application number.

8. Press the star key (*) on your cell phone.

9. Press the star key (*) on your cell phone.

10. Enter the COR value. The value for COR ranges from 0 to 995.

11. Press the pound key (#) on your cell phone.

12. Hang up.

Using FAC to set COR for Conditional Call Extending on any deskphone without console permissions

About this task

Use this procedure to enable or disable the conditional call extending feature for specified calls using FAC to set COR.

Procedure

1. On any deskphone without console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

   ⊛ **Note:**

   If you are performing this procedure from your deskphone, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#) on the deskphone.

4. Enter your station security code.

5. Press the pound key (#) on the deskphone.

   You hear a dial tone.

6. Enter the application number.

7. Press the star key (*) on the deskphone.

8. Press the star key (*) on the deskphone.

9. Enter the COR value.

   The value for COR ranges from 0 to 995.

10. Press the pound key (#) on the deskphone.

11. Hang up.

Using FAC to set COR for Conditional Call Extending on any deskphone that has console permissions

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC to set COR.

Procedure

1. On any deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (#) on the deskphone.

   You hear a dial tone.

4. Enter the application number.

5. Press the star key (*) on the deskphone.

6. Press the star key (*) on the deskphone.

7. Enter the COR value. The value for COR ranges from 0 to 995.

8. Press the pound key (#) on the deskphone.

9. Hang up.

Using FAC to set COR for Conditional Call Extending on your deskphone that has console permissions

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC to set COR.

Procedure

1. On your deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Press the pound key (#).

   You hear a dial tone.

3. Enter the application number.

4. Press the star key (*).

5. Press the star key (*).

6. Enter the COR value. The value for COR ranges from 0 to 995.

7. Press the pound key (#).

8. Hang up.

Conditional Call Extending for Dual-Mode applications

This section provides information about using conditional call extending feature for dual-mode applications.

Using FNE on your cell phone or off-pbx-telephone (dual-mode applications)

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FNE on your cell phone or off-pbx-telephone.

Procedure

1. On your cell phone or off-pbx-telephone, dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.

   You hear a dial tone.

2. Press the zero key (**0**).

3. Enter the setting number. Here, the setting number is 1.

4. Press the pound key (**#**).

5. Hang up.

Using FAC on your cell phone (dual-mode applications)

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC on your cell phone.

Procedure

1. On your cell phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (**#**) on your cell phone.

5. Enter your station security code.

6. Press the pound key (**#**) on your cell phone.

   You hear a dial tone.

7. Enter the application number.

8. Press the star key (*****) on your cell phone.

9. Press the zero key (**0**) on your cell phone.

10. Enter the Setting number. Here the setting number is 1.

11. Press the pound key (**#**) on your cell phone.

12. Hang up.

Using FAC on an unmapped off-pbx-telephone (dual-mode applications)

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC on an unmapped off-pbx-telephone.

Procedure

1. On an unmapped off-pbx-telephone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

3. Enter the other paired station extension.

4. Press the pound key (**#**) on the office telephone.

5. Enter your station security code.

6. Press the pound key (**#**) on the office telephone.

   You hear a dial tone.

7. Enter the application number.

8. Press the star key (*****) on the deskphone.

9. Press the zero key (**0**) on the deskphone.

10. Enter the Setting number. Here the setting number is 1.

11. Press the pound key (**#**) on the deskphone.

12. Hang up.

Using FAC on any deskphone without console permissions (dual-mode applications)

About this task

Use this procedure to enable or disable the conditional call extending feature for specified calls using FAC on any deskphone without console permissions.

Procedure

1. On any deskphone without console permission, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

   > **Note:**
   >
   > If you are performing this procedure from your deskphone, skip the next step and go to step 3.

3. Enter your station extension.

4. Press the pound key (#) on the deskphone.

5. Enter your station security code.

6. Press the pound key (#) on the deskphone.

   You hear a dial tone.

7. Enter the application number.

8. Press the star key (*) on the deskphone.

9. Press the zero key (**0**) on the deskphone.

10. Enter the Setting number. Here the setting number is 1.

11. Press the pound key (#) on the deskphone.

12. Hang up.

Using FAC on any deskphone that has console permissions (dual-mode applications)

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC on any deskphone without console permissions.

Procedure

1. On any deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (**#**) on the deskphone.

   You hear a dial tone.

4. Enter the application number.

5. Press the star key (*****) on the deskphone.

6. Press the zero key (**0**) on the deskphone.

7. Enter the Setting number. Here the setting number is 1.

8. Press the pound key (**#**) the deskphone.

9. Hang up.

Using FAC on your deskphone that has console permissions (dual-mode applications)

About this task

Use this procedure to enable or disable conditional call extending feature for specified calls using FAC on any deskphone without console permissions.

Procedure

1. On your deskphone that has console permissions, dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

   You hear a dial tone.

2. Press the pound key (**#**).

   You hear a dial tone.

3. Enter the application number.

4. Press the star key (*****).

5. Press the zero key (**0**).

6. Enter the Setting number. Here the setting number is 1.

7. Press the pound key (**#**).

8. Hang up.

Chapter 4: Voice mail

Unanswered office calls are usually routed to your corporate voice mail after a predetermined number of rings. If your cellular service provider offers voice mail, you can use Extension to Cellular to direct the unanswered calls to your preferred voice mail system. Your system administrator can set the number of rings before answer. So that, your preferred voice mail system (corporate) picks up unanswered calls first.

You can also choose your preferred voice mail system when your administrator is setting up your Extension to Cellular profile.

Corporate voice mail system

You can receive voice messages through your corporate voice mail system, by setting the voice mail feature of your cellular service to ring for a longer duration than your corporate voice mail system. That is, if your corporate voice mail automatically picks up an unanswered call on the third ring, you must set the voice mail on your cell phone to pick up unanswered calls on the fourth or fifth ring. This setting ensures that your corporate voice mail picks up all unanswered calls before your cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, contact your cellular service provider for assistance. Make sure you know the number of unanswered rings required for your deskphone calls to be sent to your corporate voice mail system.

> **✳ Note:**
>
> If you use your cell phone exclusively for business purpose, your cellular service provider can disable your cell phone voice mail to direct all the messages to your corporate voice mail.

Extension to Cellular and your corporate voice mail system

If the office caller ID feature is enabled on your cell phone, the calls you make using Extension to Cellular are identified by your deskphone number only if Extension to Cellular and your corporate voice mail system use the same telephone server or switch. If the office caller ID feature is not enabled on your cell phone, your call is identified by your cell phone number.

When you have an Extension to Cellular cell phone with office caller ID feature enabled, you can access your corporate voice mail system the same way that you do from your deskphone. For

example, an Intuity Audix™ AUDIX® user can press the pound key (#) instead of entering the deskphone number.

Cellular Voice Mail Avoidance

The Cellular Voice Mail Avoidance feature of Communication Manager Extended Access reduce the uncertainty of where the unanswered Extension to Cellular calls terminate. If Extension to Cellular is enabled on your cell phone, an unanswered call goes either to your corporate voice mail (for example, at your deskphone) or to the voice mail system of your cellular service provider.

If you want your corporate voice mail system to answer your calls, go to the Avaya Support website at http://support.avaya.com and open a service request to enable the Cellular Voice Mail Avoidance feature. In the service request details, provide the type of cellular service that you use such as, GSM, CDMA, and so on.

Most cellular service providers route calls automatically to their own voice mail systems when a cell phone is turned off or out of a coverage area. The Cellular Voice Mail Avoidance feature detects when the cellular voice mail automatically covers a call. The Cellular Voice Mail Avoidance feature prevent calls from being routed automatically to your cellular voice mail. You might also want to disable Extension to Cellular before you shut off your cell phone. This practice helps to prevent automatic routing of work-related calls to your cellular voice mail system. The incoming calls to your office number is routed to your corporate voice mail system. While your cellular voice mail system continues to answer your personal calls.

When Cellular Voice Mail Avoidance is activated, Communication Manager can determine whether an unanswered call terminates either at your system voice mail (for example, at your deskphone), or at your cellular service provider voice mail system. With this feature enabled, the call will be processed through your corporate voice mail system on your server.

Check with your cellular service provider to verify how many rings occur before an unanswered call goes to cellular voice mail system. Then obtain the same information from your system administrator and discuss setting your corporate voice mail's number of rings before answering higher or lower, to allow the preferred system to pick up messages first.

There may be situations where messages will go to a specific system before the system of choice can receive the message, regardless of the number of rings established. For example, many Avaya communications systems offer coverage options such as Send All Calls, where a call to your office number is immediately sent to a covering phone; in this case the caller would not be able to leave a message on your cell phone voice mail system even if that system is set up to receive your Extension to Cellular messages.

For more information about the Confirmed Answer feature, see Confirmed Answer on page 31.

Notify Me under Unified Messenger for Microsoft Exchange

If you have access to the Notify Me feature of Unified Messenger for Microsoft Exchange (Version 4.0 or later), the display on your cell phone notifies you about messages in your corporate voice mailbox.

For more information, see *Unified Messenger Telephone User Interface Online Guide* on the Avaya Support website at http://www.avaya.com/support.

😊 **Note:**

Your cell phone must support text messaging to use the Notify Me feature.

Chapter 5: Extension to Cellular security and timer

Extension to Cellular timer

You can include the timer option in Extension to Cellular with an administered Extension to Cellular feature button on your deskphone. The timer option can be used when:

- Administrator enables the Enhanced Extension to Cellular feature and configures the timer option on your deskphone
- Your deskphone supports administrable feature buttons

When engaged, the timer disables Extension to Cellular for 60 minutes. When the timer expires, Extension to Cellular is automatically enabled without any intervention.

To verify that the timer option is available to you, go to the Avaya Support website at http://support.avaya.com and open a service request.

> **Note:**
>
> You can start the Extension to Cellular timer only through the administered feature button on your deskphone.

Engaging the timer when Extension to Cellular is enabled

About this task

Use this procedure to engage the timer when EC500 is enabled.

Procedure

If the lamp on your deskphone that corresponds to the administered feature button is green, press the Extension to Cellular feature button.

> **Note:**
>
> The green lamp indicates that Extension to Cellular is currently enabled.

The lamp changes from a steady green to a green inverted wink (250 ms on, 750 ms off). The message `Extension to Cellular Timer Enabled` appears for two seconds on your phone display.

Engaging the timer when Extension to Cellular is disabled

About this task

Use this procedure to engage the timer when EC500 is disabled.

Procedure

If the lamp on your deskphone that corresponds to the administered feature button is off, press the Extension to Cellular feature button twice.

> ✱ **Note:**
>
> The off lamp indicates that Extension to Cellular is currently disabled.

The lamp displays a green inverted wink (250 ms on, 750 ms off). The message `Extension to Cellular Timer Enabled` appears for two seconds on your phone display.

Shutting down the Extension to Cellular timer manually

About this task

Perform the following steps to shut down the EC500 timer manually.

Procedure

1. Press the EC500 feature button once to shut down the timer and disable Extension to Cellular.

2. Press the EC500 feature button a second time to shut down the timer and re-enable EC500.

3. Enter the EC500 enable or disable feature access code on your deskphone keypad.

Station security code

Most users are assigned a station security code to prevent unauthorized use of their deskphone. Your system administrator provides you a station security code while establishing your EC500 user profile. If not, you get a default code to cover both your deskphone and your cell phone when EC500 is enabled. Use the station security code when calling the Extension to Cellular access number to enable or disable your Extension to Cellular extensions. For security reasons, it is a good practice to change your station security code frequently. Your station security code should meet the criteria set by your system administrator. If the station security code does not meet the criteria, go to the Avaya Support website at http://support.avaya.com and open a service request.

⚠️ **Caution:**

Be aware of security issues. For example, while using your Extension to Cellular-enabled cell phone, if someone picks up your deskphone, you will hear a beep tone (if administered by your system administrator). Avaya provides this beep tone for security reasons, to alert the Extension to Cellular user that someone has joined the call. If you suspect unauthorized use of your deskphone or an Extension to Cellular-enabled cell phone, end the call immediately. If your cell phone is lost or stolen, change your station security code immediately. Also notify your system administrator, who can block EC500 activity from that telephone at the server running Avaya Communication Manager. It helps if you have the Extension to Cellular access number recorded on your pocket reference card. See Extension to Cellular pocket reference card on page 61.

If additional privacy is required, your system administrator can administer one of the exclusion features of Avaya.

Changing the station security code from your deskphone network

About this task

Use this procedure to change the station security code from your deskphone network.

Procedure

1. On your deskphone, dial the Station Security Code Change Feature Access Code provided by your system administrator.

   You hear a dial tone.

   ✴️ **Note:**

   If you are performing this procedure from your deskphone, or from your cell phone that sends office caller ID, skip the next step and go to step 3.

2. Enter your station extension.

3. Press the pound key (#).

4. Enter your current station security code.

5. Press the pound key (#).

   You hear a dial tone.

6. Enter a new station security code.

7. Press the pound key (#).

   You hear a dial tone.

8. Enter the same station security code that you entered in step 6.

9. Press the pound key (#).

   You hear a confirmation tone indicating your security code has been changed.

10. Hang up.

> **Note:**
>
> If you do not receive a confirmation tone, hang up and verify the codes entered and repeat steps 1 through 9. If you still do not receive a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Changing the station security code from any remote touchtone phone

About this task

Use this procedure to change the station security code from any remote touchtone phone.

Procedure

1. On any remote touchtone phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the Station Security Code Change Feature Access Code provided by your system administrator.

   You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your current station security code.

6. Press the pound key (#).

   You hear a dial tone.

7. Enter a new station security code.

8. Press the pound key (#).

   You hear a dial tone.

9. Enter the same station security code that you entered in step 7.

10. Press the pound key (#).

    You hear a confirmation tone indicating your security code has been changed.

11. Hang up.

> **Note:**
>
> If you do not receive a confirmation tone, hang up and verify the codes entered and repeat steps 1 through 10. If you still do not receive a confirmation tone, go to the Avaya Support website at http://support.avaya.com and open a service request.

Exclusion

The Exclusion feature helps to ensure the privacy of your call. You can manually activate the Exclusion feature either by a feature button on your deskphone, or by dialing a specific FNE from a cell phone. The Exclusion feature can also be automatically activated by your class of service (COS) designation, as long as an exclusion button is administered for the station. The Exclusion feature applies only to an active call. Once the call is terminated, the Exclusion feature is disabled.

As explained in , you can continue your Extension to Cellular call on your cell phone, walk into your office, and press the line appearance button on your deskphone to continue the conversation on your deskphone. However, anyone can walk into your office and press the line appearance button to listen to your conversation.

Normally, a user may be active on the same call on the deskphone and on a cell phone. When the Exclusion feature is activated, this operation is blocked. If both, the deskphone and the cell phone are active on a call at the same time, the cell phone user can use the FNE to drop the deskphone call. Every time you dial the Exclusion FNE, the state of the Exclusion feature changes. It is either activated or deactivated, depending on its current state. The Exclusion FNE acts as a toggle.

Activating the Exclusion feature using a feature button on your deskphone

About this task

Use this procedure to activate the Exclusion feature using a feature button on your deskphone.

Procedure

1. While on an active call, press the Exclusion feature button on your deskphone keypad. The active call is now excluded.

2. Continue your conversation.

Activating the Exclusion feature using an FNE from your cell phone

About this task

Use this procedure to activate the Exclusion feature using an FNE from your cell phone.

Procedure

1. On your cell phone, put the current caller on hold.

2. Dial the Exclusion FNE.

3. Press `Send`.

The active call is now excluded.

4. Continue your conversation.

Deactivating the Exclusion feature using a feature button on your deskphone

About this task

Use this procedure to deactivate the Exclusion feature using a feature button on your deskphone.

✱ Note:

You must use the same phone to deactivate the Exclusion feature that you used to activate it.

Procedure

1. On your deskphone keypad, press the Exclusion feature button.

   The Exclusion feature is now deactivated for the active call.

2. Continue your conversation.

Deactivating the Exclusion feature using an FNE from your cell phone

About this task

Use this procedure to deactivate the Exclusion feature using an FNE from your cell phone.

✱ Note:

You must use the same phone to deactivate the Exclusion feature that you used to activate it.

Procedure

1. On your cell phone, put the caller on hold.

2. Dial the appropriate FNE.

3. Press `Send`.

   The Exclusion feature is now deactivated for the active call.

4. Return to your call and continue your conversation.

Chapter 6: Extension to Cellular troubleshooting

Calls in progress lost

At times, some in progress calls are lost due to one of the causes mentioned below:

- In-building or cellular network interference
- Out of cellular range

Continuing an in progress call

About this task

You can use this procedure to continue the calls lost due to network interference or lack of cellular range.

Procedure

If you are in your office and lose a call, you can pick your deskphone up within a few seconds and continue the call.

> ✱ **Note:**
>
> Distributed antenna systems reduce or eliminate in-office interference, while cellular network interference usually clears up on its own.

Calls to EC500-enabled cell phone not working over SIP trunk groups

If you are using the XMOBILE station type for the EC500 configuration, calls to EC500-enabled cell phone do not work over SIP trunk groups.

Solution

To convert XMOBILE stations to the officially supported EC500 configuration, follow the steps in the *Extension to Cellular* chapter of *Avaya Aura® Communication Manager Feature Description and Implementation*.

EC500 not working on cell phone when out of country

If you do not have a global cellular coverage plan and a dual- or tri-mode phone, EC500 will not operate globally.

Operating EC500-enabled cell phone globally

About this task

When out of country, use the following procedure to use EC500 on a cell phone.

Procedure

1. If you do not have a global wireless phone, rent a digital cell phone that operates within the local standard of the area in which you are traveling.

2. Go to the Avaya Support website at http://support.avaya.com and open a service request to bridge calls through Extension to Cellular to the rental cell phone number.

3. Remember to have your system administrator remove the bridge to your rental phone once it is no longer being used.

FACs not working on EC500

Your cell phone cannot activate deskphone switch features, except those accessible through an Avaya (non-EC500) telecommuting service plan.

Using non-EC500 FACs

Before you begin

Register as a telecommuting user to use non-EC500 FACs on your cell phone.

About this task

You can use this procedure to use all the FACs.

Procedure

Go to the Avaya Support website at http://support.avaya.com and refer to related documentation.

Call drops when answered at a cell phone

Cellular Voice Mail Avoidance has an option that drops calls when they are answered too quickly.

Avoiding dropped calls

About this task

You can use this procedure to avoid dropped calls while answering calls from your cell phone.

Procedure

Always wait a few seconds before answering call or ask your administrator to remove the Cellular Voice Mail Avoidance feature.

Hear a dial tone when answering calls

If you hear a dial tone when answering calls on an EC500-enabled cell phone, check if the Confirm Answer feature is enabled for your EC500 calls.

Answering call when the Confirm Answer feature is enabled

About this task

You can use this procedure to answer calls when the Confirm Answer feature is enabled.

Procedure

When you answer your cell phone and hear dial tone, press any digit on your cell phone to accept the EC500 call.

Caller ID of the calling party not displayed on cell phone

There can be following causes:

- The caller ID is not delivered by cellular service provider.
- Caller's phone number is blocked.
- External network has not delivered the caller ID information to the switch.
- Your cellular service provider may not recognize numbers less than 10 digits.

Checking with your service provider

Procedure

If the cell phone is not displaying the calling party's caller ID, check with your cellular service provider.

Calls not received on EC500-enabled cell phone

There can be following causes:

- Cell phone is out of your service area (roaming) or out of range.
- Cell phone is off or the battery may be dead.
- EC500 may be disabled.
- Send All Calls is activated on your deskphone and calls are going to coverage.
- Calls are going directly to voice mail.
- Cell phone is in Sleep mode.
- Calls are routed to corporate voice mail because there has not been enough time to route through the cellular service provider's network and find your cell phone.
- Cellular networks sometimes experience network congestion due to large call volumes in their network. During such times, no Extension to Cellular calls (or regular cellular calls) can be answered on your cell phone. Such calls are delivered instantly to cellular voice mail.
- Switch-related issue at the Avaya server running Communication Manager.
- The incoming call type is not allowed to forward to your cell phone (in other words, that call type is restricted).

Checking if calls are forwarded to voice mail

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because your cell phone is out of service area, check if the calls are automatically forwarded to the voice mail system.

Turning cell phone on or recharging battery

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because your cell phone is switched off or does not have battery, turn your cell phone on or replace the battery pack.

Cancelling the Send All Calls feature

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because Send All Calls feature is activated on your cell phone and calls are going to coverage, cancel the Send All Calls feature.

Activating your cell phone

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because your cell phone is on Sleep mode, try making call from your cell phone or use another telephone to call on your cell phone. Sometimes removing and reinserting the battery will activate the cell phone.

Directing unanswered calls to your corporate voice mail system

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because cellular network congestion, disable EC500 and allow all the unanswered calls to be directed to your corporate voice mail system.

Enabling the Conditional Call Extend feature

Procedure

If you do not receive the incoming calls on your EC500-enabled cell phone because the incoming call type is restricted to your cell phone, check if you have disabled Conditional Call Extend for the specific calls that you are not receiving. If you have disabled or restricted these calls, enable them using Conditional Call Extend.

Voice mail messages are not going to correct voice mail system

There can be following causes:

- All calls are being sent to a coverage point.
- Congestion in cellular network.
- All office line are in use causing calls to be directly delivered to corporate voice mail.

Checking if the Send All Calls feature is active

Procedure

If voice mail messages are not going to correct voice mail because all calls are sent to a coverage point, check if the Send All Calls feature is active. Cancel it, if desired.

Disabling EC500 to avoid unanswered calls going to voice mail

Procedure

If voice mail messages are not going to correct voice mail because of congestion in the cellular network, disable EC500 for a short time period.

Unable to access EC500 cell phone call on deskphone

There can be following causes:

- The exclusion feature may be activated for this phone call.

- The exclusion feature may be activated for all calls.

Disabling the exclusion feature

Procedure

If you are not able to access an ongoing EC500 cell phone call on your deskphone because of the activated exclusion feature, disable the exclusion feature by using the same phone you used to enable the exclusion feature.

Chapter 7: Extension to Cellular pocket reference card

Record the information that your system administrator provides on this pocket reference card. Then cut out the card, fold it, and keep it in your wallet or with your cell phone.

You can download this pocket reference card in Microsoft Word format from http://www.avaya.com/support and customize it for your users.

Extension to Cellular (EC) User's Pocket Card

Work or office extension:_____

EC access #:_____

EC feature access codes (FAC)

Enable FAC:_____

Disable FAC:_____

Conditional Call Extend Activation FAC:_____

Conditional Call Extend Deactivation FAC:_____

To enable or disable EC:

5. Dial your EC access number.
6. Enter the applicable FAC, then your work or office extension number.
7. Press the pound key (#), enter your station security code, then press the pound key (#) again.
8. Hear confirmation tones.

To access a feature through a FNE:

1. Place your caller on hold.
2. On another line appearance, dial the FNE for the feature you want. Press SEND if using a cell phone.
3. The feature is accessed. What you hear depends on the feature you dialed.

Feature Name Extensions (FNE)

Feature Name	Extension
Active Appearance Select:	_____
Automatic Callback:	_____
Automatic Callback Cancel:	_____
Call Forward All:	_____
Call Forward Busy or No Answer:	_____
Call Forward Cancel:	_____
Call Park:	_____
Call Park Answer Back:	_____
Call Pick-Up:	_____
Call Pick-Up Extended Group:	_____
Conference on Answer:	_____
Conference Complete:	_____
Calling Number Block:	_____
Calling Number Unblock:	_____
Conditional Call Extend Enable:	_____
Conditional Call Extend Disable:	_____
Directed Call Pick-Up:	_____
Drop Last Added Party:	_____
Exclusion (toggle on or off):	_____
Held Appearance Select:	_____
Idle Appearance Select:	_____
Last Number Dialed:	_____
Malicious Call Trace:	_____
Malicious Call Trace Cancel:	_____
Off-PBX Call Enable:	_____
Off-PBX Call Disable:	_____
Priority Call:	_____
Recall:	_____
Send All Calls:	_____
Send All Calls Cancel:	_____
Transfer Complete:	_____
Transfer on Hang-Up:	_____
Transfer to Voice Mail:	_____
Whisper Page Activation:	_____

Extension to Cellular pocket reference card

Related links

Appendix A: Feature Name Extensions

Feature Name Extensions

Features are activated by dialing either new feature name extensions or feature access codes. Features may be mapped to either the buttons on a principal set or to FNEs designed for each feature that is available. You can place the active call on hold, dial a special DID number followed by the FNE or FAC, and perform the following:

- For a single button-press-invoked feature such as SAC, you would hear confirmation tone and then hang up the call. SAC is now invoked at the principal station.

- For a feature that makes a call such as Last Number Dialed, you would hear call progress tones and connect to the last party that was called from the principal or the last station to have the identity of the principal.

- For a feature like call forwarding, or where you select an idle call appearance, you will hear dial tone, dial the destination, and then hear a confirmation tone.

This appendix lists all of the FNEs available with Communication Manager Extended Access.

Active Appearance Call Select FNE

Using Active Appearance Call Select FNE on your cell phone

About this task

Use this procedure to receive an active call coming to your deskphone, on your cell phone.

Procedure

1. On your cell phone, dial the Active Appearance Call Select FNE phone number.
2. You are directed to the active or ringing call on the deskphone.

Automatic Call Back FNE

When you call a telephone number and the number is busy or your call remains unanswered, you can use Automatic Call Back FNE to activate the Automatic Call Back feature. Using the Automatic Call Back feature, you can receive an alert on your cell phone and your deskphone when the called-party telephone is available to receive a call.

Using Automatic Call Back on your cell phone

About this task

Use this procedure to activate Automatic Call Back when you call from your cell phone to another party on your server.

Procedure

1. Call any Station Extension on the server you are mapped to.

2. Hang up the call on your cell phone if your call is unanswered or you hear the busy tone.

3. Dial the Automatic Call Back FNE.

4. If you hear the confirmation tone, hang up the call on your cell phone.

5. When the called party's telephone is available to receive a call, you receive an alert on your cell phone and your deskphone.

6. Answer the call on your cell phone and hear the ring back tone.

7. The previously busy party receives an alert and picks up the call.

Automatic Call Back Cancel FNE

Using Automatic Call Back Cancel FNE

About this task

Use this procedure to deactivate Automatic Call Back on your cell phone.

Procedure

On your cell phone, dial the Call Back Cancel FNE number.

You hear a confirmation tone.

Call Forwarding All Calls FNE

Using Call Forwarding All Calls FNE on your cell phone

About this task

You can use the Call Forwarding All Calls FNE to redirect all calls to a user specified extension number. Use this procedure to activate Call Forwarding All Calls on your cell phone.

Procedure

1. On your cell phone, dial the Call Forwarding All Calls FNE number.

   You hear a dial tone.

2. Enter the phone number of the second party where the calls are to be forwarded.

   You hear a confirmation tone.

Using Call Forward Busy/Don't Answer FNE

About this task

You can use the Call Forwarding Busy or Don't Answer FNE to redirect incoming calls to a user specified extension number when the user is busy on a call or does not answer the call within the allowed time interval.

Use this procedure to activate Call Forward Busy/Don't Answer feature on your cell phone.

Procedure

1. On your cell phone, dial the Call Forward Busy/Don't Answer FNE number.

   You hear a dial tone.

2. Enter the phone number of the second party where the calls are to be forwarded.

   You hear a confirmation tone.

Call Forwarding Deactivation FNE

Using Call Forwarding Deactivation FNE on your cell phone

About this task

Use this procedure to deactivate Call Forwarding All Calls or Call Forward Busy/Don't Answer feature on your cell phone.

Procedure

On your cell phone, dial the Call Forwarding Deactivation FNE number.

You hear a confirmation tone.

Call Park FNE

Using Call Park FNE on your cell phone

Before you begin

You must administer the call park FAC.

About this task

You can use the Call Park FNE to place the current call in the call park state so it can be retrieved from another phone. Use this procedure to activate Call Park feature on your cell phone.

Procedure

1. Establish a call on your cell phone and then put the call on hold.

2. Dial the Call Park FNE number and the call is parked at your station.

    You hear a confirmation tone.

Call Unpark FNE

Using Call Unpark FNE on your cell phone

About this task

You can use the Call Unpark FNE to retrieve a call parked at another extension. The endpoint will be connected to the parked call. The ACM proper name for this feature is Answer Back. Use this procedure to activate the Call Unpark feature on your cell phone.

Procedure

1. On your cell phone, dial the Call Unpark FNE number.

   You hear a dial tone.

2. Enter the extension.

   You are now on the call.

Call Pickup Group FNE

Using Call Pickup Group FNE on your cell phone

About this task

Use this procedure to activate the Call Pickup Group feature on your cell phone.

Procedure

1. Ensure that your telephone number is administered in a call pickup group.

   If yes, you hear some other phone ringing.

2. Dial the Call Pickup Group FNE number.

   You are now on the call.

Call Pickup Directed FNE

Using the Call Pickup Directed feature, you can answer a call at another extension even if the extension is not within the pickup group.

Using Call Pickup Directed FNE on your cell phone

About this task

Use this procedure to activate to Call Pickup Directed feature on your cell phone.

Procedure

1. When you hear any other telephone ringing.

2. Dial the Call Pickup Directed FNE phone number.

   You hear dial tone.

3. Enter the station extension.

   You are now on the call.

Call Pickup Extended Group FNE

Using the Extended Group Call Pickup feature, you can answer calls directly from another call pickup group only if, the administrator configures your number in the call pickup group, in the extended pickup group, and at the station whose ringing call you want to pickup.

Using Call Pickup Extended Group FNE on your cell phone

About this task

Use this procedure if you hear a station ring, from the same extended pickup group, and you want to answer the call.

Procedure

1. On your cell phone, dial the Call Pickup Extended Group FNE from your cell phone. You hear a dial tone.

2. Dial the pickup number (not the Pickup Group number).

   For more information about this feature, go to the Avaya Support website at http://support.avaya.com.

Calling Party Number Block FNE

Using Calling Party Number Block FNE on your cell phone

About this task

Use this procedure to activate Calling Party Number Block feature on your cell phone.

Procedure

1. On your cell phone, dial the Calling Party Number Block FNE number and the caller ID is blocked for that station with the restricted presentation indicator.

   You hear a dial tone.

2. Dial the destination phone number.

Calling Party Number Unblock FNE

Using Call Party Number Unblock FNE on your cell phone

About this task

Use this procedure to deactivate Calling Party Number Block feature and send calling party number (CPN) for a single call, on your cell phone

Procedure

1. On your cell phone, dial the Calling Party Number Unblock FNE number and the caller ID is unblocked for that station.

   You hear a dial tone.

2. Dial the destination phone number.

Conditional Call Extend Enable FNE

Using Conditional Call Extend Enable FNE on your cell phone

About this task

Use this procedure to activate the conditional call extending settings on your cell phone.

Procedure

1. On your cell phone, dial the Conditional Call Extend Enable FNE number.

   You hear a dial tone.

2. Enter the call type setting sequence. For more information about call type settings sequence, see Conditional Call Extending on page 34.

3. Press the pound key (#).

   You hear a confirmation tone. Extension to Cellular will forward the specified calls.

Conditional Call Extend Disable FNE

Using Conditional Call Extend Disable FNE on your cell phone or on off-pbx telephone

About this task

Use this procedure to deactivate the Conditional Call Extending settings on your cell phone or a off-pbx telephone.

Procedure

1. On your cell phone or off-pbx telephone, dial the Conditional Call Extend Disable FNE number.

   You hear a dial tone.

2. Enter the call type setting sequence. For more information about call types setting sequence, see Conditional Call Extending on page 34.

3. Press the pound key (#).

   You hear a confirmation tone. Extension to Cellular will stop forwarding the specified calls.

Conference on Answer FNE

Using Conference on Answer FNE on your cell phone

About this task

Use this procedure to confer between two or more calls on your cell phone.

Procedure

1. On your cell phone, dial the Conference on Answer FNE number.

   You hear a dial tone.

2. Dial the destination number for the second party.

   If the destination is valid, you hear a confirmation tone. If the destination is invalid, you hear an intercept tone.

3. When the second party answers the call, they will be automatically conferred to the first call.

4. If you want to have six parties on the call, repeat above procedure up to four more times. A party cannot be added until the previous answered and joined the conference.

Conference Complete FNE

Using Conference Complete FNE on your cell phone

About this task

You can use the Conference Complete FNE number when there is an active call and an associated held call, to confer the two calls.

Use this procedure to confer an active call and an associated held call.

Procedure

1. Place the current active call on hold at cell phone.

2. Initiate a second call, to the party you want to conference in, using the Recall FNE.

   The first call will be disconnected at cell phone and placed on hold at your office telephone

3. Place the new active call on hold at cell phone and dial Conference Complete FNE.

   After you hear a confirmation tone, a conference is created on the first call at cell phone.

4. If you want to have six parties on the call, repeat above procedure up to four more times.

Drop FNE

Using Drop FNE on your cell phone

About this task

You can use the Drop feature to drop calls. You can drop calls from automatic hold or drop the last party you added to a conference call.

Use this procedure to drop a call from your cell phone.

Procedure

On your cell phone, dial the Drop FNE number.

You either hear dial tone if there are no other parties on the call or you continue to hear the current call minus the last party added.

Exclusion FNE

You can use the Exclusion FNE if you are a multiappearance telephone user and you do not want the other users to bridge on the existing call. You can activate the Exclusion button to drop all the user who are bridged onto the call. The administrator should configure the Exclusion button on your cell phone. There are two means of activating exclusion.

- **Manual Exclusion**: You can manually activate the Exclusion feature during the call by pressing the exclusion button, on your cell phone. This is a per call feature.

- **Automatic Exclusion**: As long as an exclusion button is configured for the station in COS, the Exclusion feature will be active for all calls. The Exclusion feature may be inactive on a per call basis using Manual Exclusion.

Using Exclusion FNE on your cell phone

About this task

Use this procedure to activate the Exclusion feature on your cell phone.

Procedure

1. On your cell phone, establish a call and then put the call on hold.

2. Dial the Exclusion FNE number.

3. Either the called party on the deskphone is dropped from the call (if they were already on the call) or a called party at the deskphone may not join the call.

If both, cell phone and associated deskphone, are active on the call, then the phone activated with exclusion will drop the other call and the bridges.

Held Appearance Select FNE

You can use the Held Appearance Select feature to provide a method for the off-premises phone to pick up a held call at a principal station. If there is more than one held call at the station, the first one found on the lowest numbered call appearance is chosen.

Using Held Appearance Select FNE on your cell phone

About this task

Use this procedure to activate the Held Appearance Select feature on your cell phone.

Procedure

1. On your cell phone, dial the Held Appearance FNE number.

2. When the call is answered, the voice paths will be connected, but there will be no display updates for any other party on the call. This call does count against the limit of total number of endpoints on a conference call. If the operation violates the total number of parties on a call, the call is not processed.

Idle Appearance Select FNE

Using Idle Appearance Select FNE on your cell phone

About this task

You can use Idle Appearance Select feature to provide a method for your cell phone to pick an idle call appearance at a principal station.

Use this procedure to activate Idle Appearance Select feature on your cell phone.

Procedure

1. On your cell phone, dial the Idle Appearance FNE number.

2. When the call is answered, you hear a dial tone. You may now dial any phone number

Off-PBX Call Enable FNE

Using Off-PBX Call Enable FNE on an off-premises phone

About this task

You can use Off-PBX Call Enable FNE to provide the capability to extend an Extension to Cellular call to your off-premises phone, for example, your cell phone.

Use this procedure to activate Off-PBX Call feature on your cell phone.

Procedure

On your cell phone, dial the Off-PBX Call Enable FNE number.

You hear a confirmation tone.

Off-PBX Call Disable FNE

Using Off-PBX Call Disable FNE on an off-premises telephone

About this task

You can use Off-PBX Call Disable feature to disable an Extension to Cellular call on your off premises telephone, for example, your cell phone.

Use this procedure to disable an EC500 call on an off-premises telephone.

Procedure

On an off-premises telephone, dial the Off-PBX Call Disable FNE number.

You hear a confirmation tone.

Last Number Dialed FNE

Using Last Number Dialed FNE on your cell phone

About this task

Use this procedure to redial a call to the number last dialed by the station from your cell phone.

Procedure

On your cell phone, dial the Last Number Dialed FNE number.

The Last Number Dialed is now called.

Malicious Call Trace FNE

Malicious Call Trace Activation sends a message to the Malicious Call Trace (MCT) control extensions that the user wants to trace a malicious call. MCT activation also starts recording the call, if your system has a MCT voice recorder.

Using MCT FNE on your cell phone

About this task

Use this procedure to send messages to MCT control extension reporting malicious call.

Procedure

1. On your cell phone, establish a call and put the call on hold.
2. Dial the Malicious Call Trace FNE phone number.

   You hear a confirmation tone.

Deactivating MCT on your cell phone

About this task

Use this procedure to deactivate MCT calls on your cell phone.

Procedure

On your cell phone, dial the Malicious Call Trace Cancel FNE number.

You hear a confirmation tone.

Priority Call FNE

Using Priority Call FNE on your cell phone

About this task

Use this procedure to dial a priority call from your cell phone.

Procedure

1. On your cell phone, dial the Priority Call FNE number.

   You hear a dial tone.

2. Make a phone call.

Recall FNE

You can use Recall FNE to put the first active call on hold and connect to the previously held call.

When there is an active call and associated held call, dial Recall FNE phone number to put the active call on hold and connect to the previously held call. The held call will be dropped at cell phone and held at deskphone.

When there is just an active call and no held call, then dial Recall FNE number to put the active call on hold and connect to the dial tone. You may enter digits to make a call or hang up. If you hang up, the first call will remain on hold and can be retrieved later using the Held Appearance Select FNE.

> ✳ **Note:**
>
> If the long hold recall timer is administered, the held call will ring the cell phone as soon as the long hold recall timer is expired.

Send All Calls enable FNE

Using Send All Calls enable FNE on your cell phone

About this task

Use this procedure on your cell phone to direct all incoming calls for the deskphone and cell phone to coverage regardless of the assigned call-coverage redirection criteria.

Procedure

On your cell phone, dial the SAC enable FNE phone number.

You hear a confirmation tone.

Send All Calls disable FNE

Using Send All Calls disable FNE on your cell phone

About this task

Use this procedure to deactivate the Send All Calls feature on your cell phone.

Procedure

On your cell phone, dial the SAC disable FNE number.

You hear a confirmation tone.

Transfer Complete FNE

When there is an active call and an associated held call, dial the Transfer Complete FNE number to transfer the held call to the active call.

Using Transfer Complete FNE to transfer held calls

About this task

Use this procedure to transfer held calls on your cell phone.

Procedure

1. Place the current active call on hold at cell phone.
2. Initiate a second call to the party to whom you want to transfer this call using the Recall FNE.

   The first call will be disconnected at the cell phone and placed on hold at your deskphone.
3. Place the new active call on hold at the cell phone and dial the Transfer Complete FNE.

   You hear a confirmation tone and the call will be transferred.

Transfer on Hang Up FNE

Using Transfer on Hang Up FNE on your cell phone

About this task

Use this procedure to transfer a call on the station to another party using your cell phone.

Procedure

1. On your cell phone, dial the Transfer on Hang Up FNE number.

   You hear a dial tone.

2. Enter the phone number for the second party.

3. If the destination is valid, you hear normal call progress tones, that is, a ringback. If the destination is invalid, you hear an intercept tone.

4. After dialing a valid destination, you may activate the transfer at any time by dropping both calls at the wireless handset simultaneously.

Transfer to Voice Mail FNE

You can use Transfer to Voice Mail FNE when:

- A user is active on a call and wants to transfer a caller to cellular voice mail system, or to the corporate voice mail, if this is a covered call.
- A user goes off-hook for the first time and dials the Transfer to Voice Mail FNE to connect to the voice mail administered in the coverage path. This is identical to dialing a Transfer to Voice Mail FAC.

Using Transfer to Voice Mail FNE on your cell phone

About this task

Use this procedure to activate the Transfer to Voice Mail feature on your cell phone.

Procedure

1. Receive a call or go off hook.

2. Dial the Transfer to Voice Mail FNE number.

3. If the operation was successful, you hear a confirmation tone. Else, you hear intercept or reorder tone.

4. When the call is answered at the voice mail, the caller will hear your standard greeting.

Whisper Page Activation FNE

A whisper page is a soft voice message sent to a person at another extension who is active on a call. The person will hear the message without the other party hearing it.

Using Whisper Page Activation FNE on your cell phone

About this task

Use this procedure to activate the Whisper Page Activation feature on your cell phone.

Procedure

1. On your cell phone, dial the Whisper Page Activation FNE number.

   You hear a dial tone.

2. Dial the destination phone number where you want to send a whisper page.

3. You are automatically connected to your caller's call in progress.

4. You can now whisper to the called party. The called party can still hear the other parties on the call.

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