IP Office Partner Version Twinning / Mobile Worker Setup Info

The SIP Channels must appear on any phone that wants to use the Twinning feature.
The SIP Channels MUST be the first choices after the Intercoms (1&2) in the AutoLineSelection.

☑ Modify ALS Programming

| Intercom 1, Intercom 2, Line 16, Line 01, Line 02 |

Line 16 is the SIP Trunk/Line

The Mobile Twin feature button must be lit. (Lit = On, Unlit = Off)

In the Admin Task Column of the programming Manager

Step 1: We need to activate the Twinning feature on selected phones.

Click on User Setup: Make sure that you have enough licenses.
You get 3 for free on Release 6&7. Release 8 and higher require purchasing licenses.
Place a Check in the "Twinning" box for every phone that will have this feature.

In the "Twinned Number" column enter the number to be dialed and then a **#** (POUND).
You do not need to add a prefix like 9, 801, 802 etc...

Step 2: We need to place a "Mobile Twin" Feature Button on every phone that will use this feature.
Click on User Setup – Button Programming:

In the "User Buttons" area, select the user (extension) that you want to program.

If there **is** a phone connected, you will see a picture of the phone used at this extension.
Right Click on a spare button:
OR
If there **isn't** a phone connected then you will see a chart of the buttons and their "Action"
Right Click on a spare "Action" area for the button you want to program:

Choose "Assign a Feature"
Click on the Upper Tab "Line Assignment"
In the "Lines" column, select the first of your SIP Channels Appearances. (CO Line Number)
Click the :OK" button at the bottom of the screen.
Repeat this step until you have entered as many channels/lines as you need. (Usually 3 channels)

Step 3: We need to set the order of lines selected when 9 is dialed.

Click the "Modify ALS Programming" (Automatic Line Selection) box at the bottom of the page.

Click the "Clear ALS" button.
Left Click on the left Intercom button and then Left Click the right Intercom button in the picture.
(Or a= then b= in the "Action Data" area if you are working with a chart)
(Intercom 1, Intercom 2 will appear in the ALS Box)

Left Click on the button where you want your first SIP Channel Line to appear in the picture.
(Or "Button No." area if you are working with a chart)
Left Click on the button where you want your next SIP Channel Line to appear in the picture.
(Or "Button No." area if you are working with a chart)
Continue clicking and selecting SIP Channel Lines.
If you make a mistake, click the "Clear ALS" button and repeat Step 3.

Click "Apply" - Click "File" and then select "Save Configuration" - Click OK

Notes: 7/25/2011 with Version 7.0

From my testing, it looks like a 9 is automatically dialed before the "Twinned Number".

I have tried 801, 802 types of access codes but they don't work.

What ever you enter into the "Twinned Number" is sent out over the SIP Trunk/Line and appears in the "To:" line of the the SIP Header.

Twinning will work on Intercom and Transferred calls.

Including calls that are transferred by the Auto Attendant.

When the call is being "Twinned", you will see the LED of the SIP Trunk/Line light up.

It will not work on Incoming CO calls or Group Calls.

The Caller ID of the Caller is not sent to the "Twinned" destination.

Rather, the "Local URI" is always sent.