Avaya IP Office Partner Edition

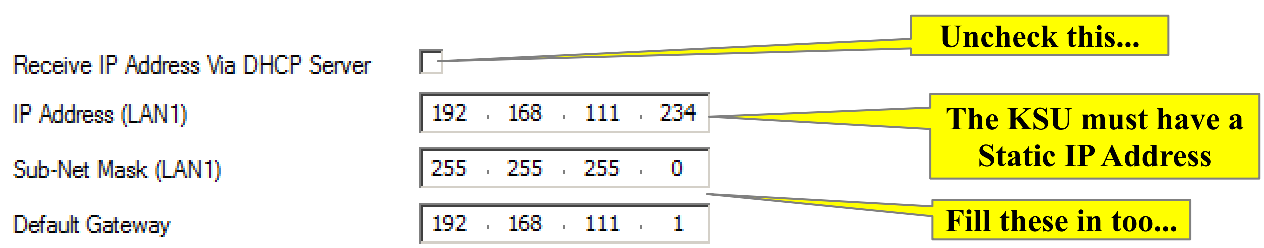
Transferring a Caller from a Mailbox to a Cell Phone

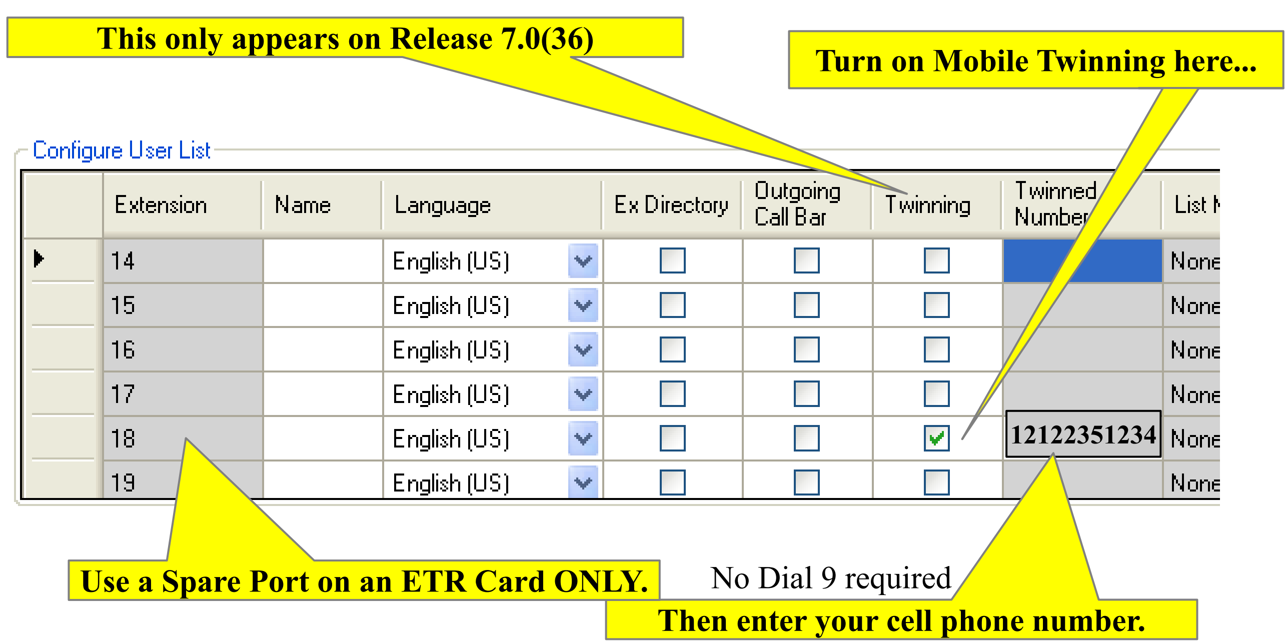
Telquest Tech Support

You must have at least 1 Combo Card and 1 ETR Card.

You must have either a PRI or SIP Trunks to do this.

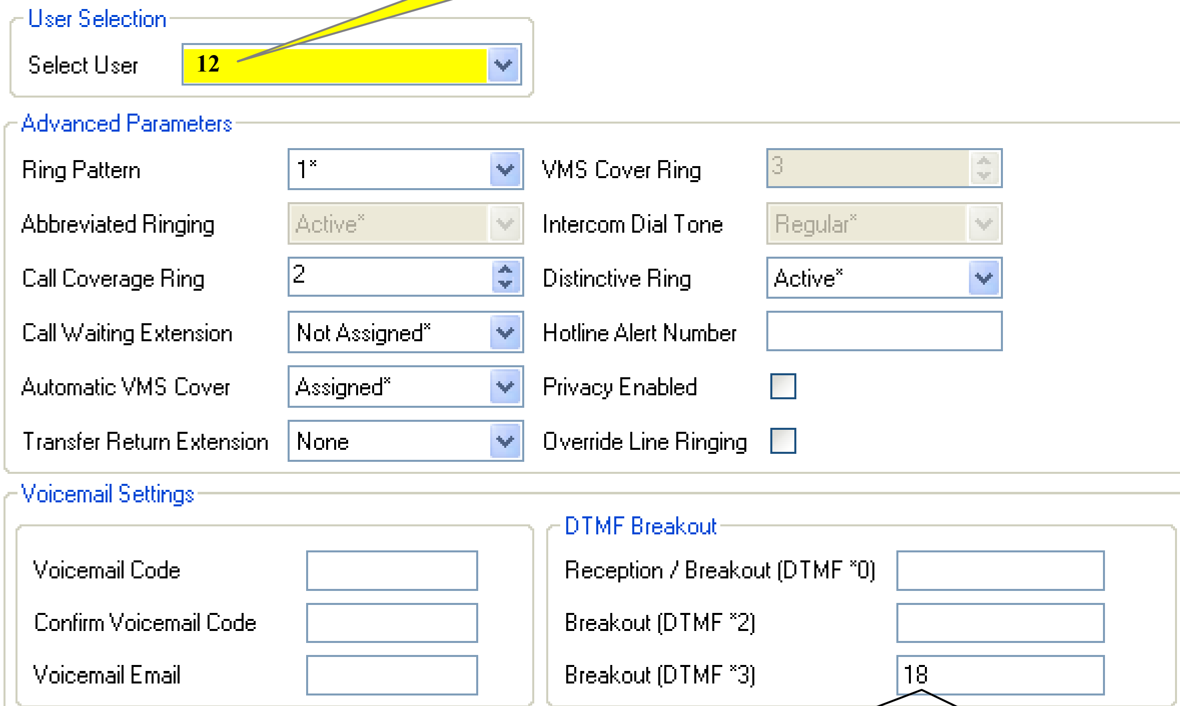
You MUST use a spare Extension Port on an ETR Card.
This will not work with Analog Extension Ports on a Combo Card





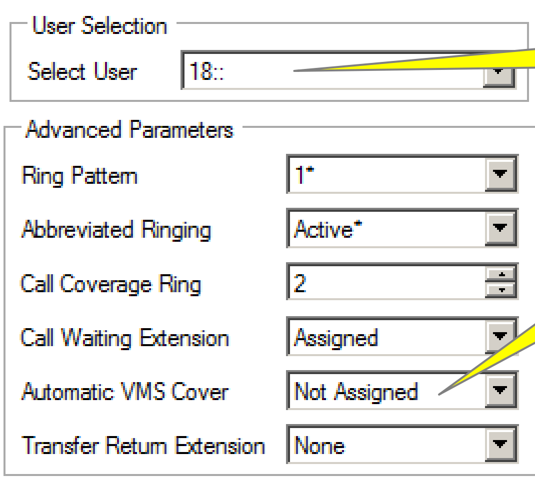
Set the Extension that will have its call sent to the cell phone.

This is the Extension that will have its calls sent to the cell phone



Set the *3 Breakout DTMF Code to the Analog Extensions Number that you assigned on Page 1. (18 in this example)

On Ext/User 18, turn off the Automatic VMS Cover



Avaya IP Office Partner Edition

Transferring a caller from a mailbox to a cell phone

Telquest Tech Support

In your Mailbox Greeting add this: "you can press STAR 3 to be connected to my cell phone."

When the caller presses *3, they will be transferred to the ETR Analog Extension which then uses the first SIP Trunk (or PRI Channel) available to call the cell phone.

Anyone in you office can dial 18 (in this example) to reach you on your cell phone.

Incoming CO Line calls can be transferred to Ext 18 (in this example) by a Receptionist or by an Auto Attendant and they will be sent to your cell phone.

Call Flow: Using Extension 12 and 18...

A call comes in and is Transferred to Extension 12.

The call is not answered by Extension 12 so the caller goes into Extension 12's mailbox.

There are instructed to dial *3 (STAR 3) if they want to be connected to a cell phone.

The caller dials *3.

They are transferred to Extension 18 which has Mobile Twining activated to the cell phone number.

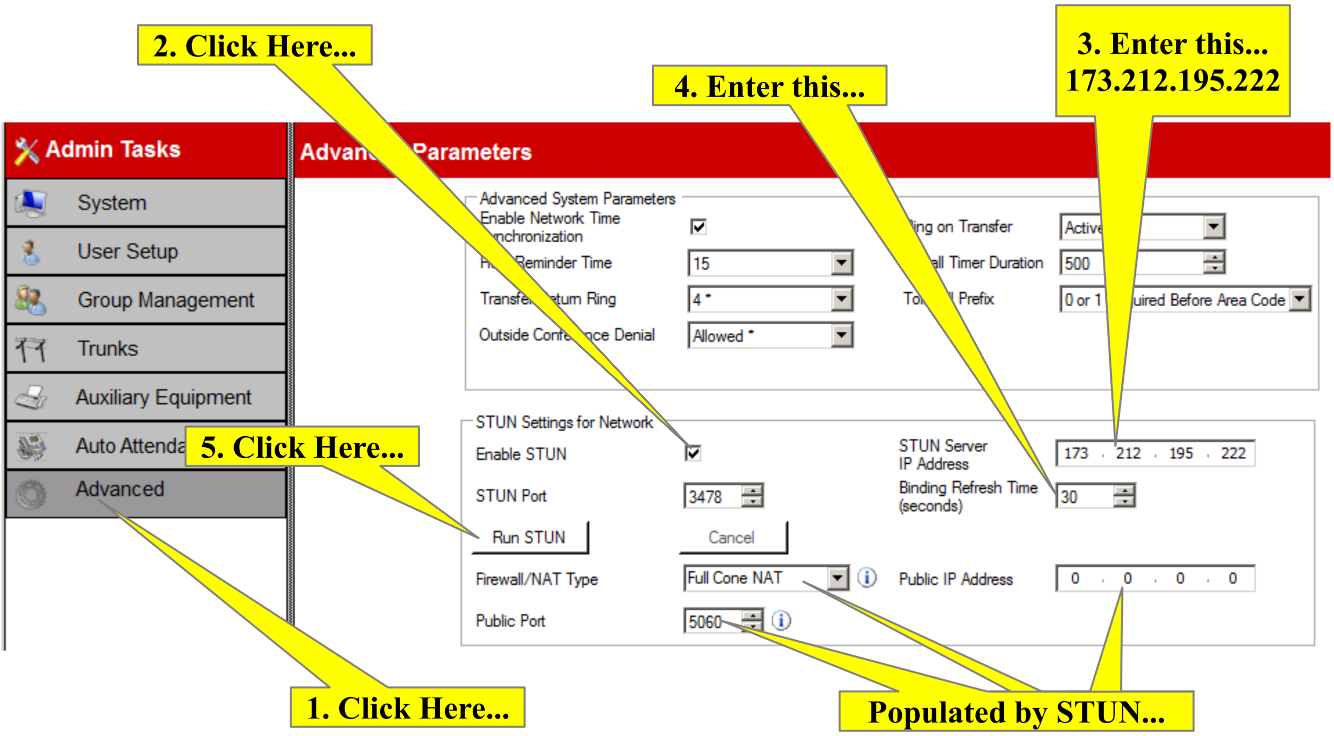
The KSU uses the SIP Trunk and dials the cell phone number, the call is then connected to the cell phone.

Remember, I used Extension 12 and 18 as examples.
Your Extensions will likely be different.

Troubleshooting

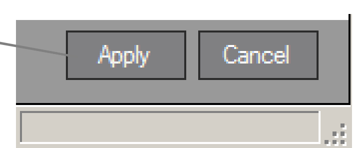
If you have “One Way Audio” then you may need to use a STUN Server to solve the trouble.

Note: If you use callcentric.com you are less likely to have “One Way Audio”.



After the KSU finishes communicating with the STUN Server, the above areas will be populated.

When is done, don't forget to click Apply, the Blue Floppy and then the final OK Button to send your changes to the KSU.



Make a test call.
If it works then it is fixed, if not then you can try the following:

Open/Port Forward Ports 49000 UDP through 49500 UDP to the KSU in the network router.
Or:
Put the KSU in the DMZ of the network router.

If the STUN Server fails to detect anything, then open a Command Prompt Window and ping stun3.3cx.com to get the current IP Address.

The IP Office does not allow you to use a URL like stun3.3cx.com, you can only use its IP Address
If the STUN Server changes its IP Address, your STUN will fail.