

Avaya IP Office Essential Edition

Hot Desk Setup

Telquest Tech Support

Hot Desking allows one Extension to be re-assigned to a different Extension Number.
It also allows the extension to be restored to its original Extension Number.
Hot Desking to a Phantom allows us to gain direct access to CO Lines on any phone.

The Phantom User is a User that has no physical phone.
This will be explained more as we go along.

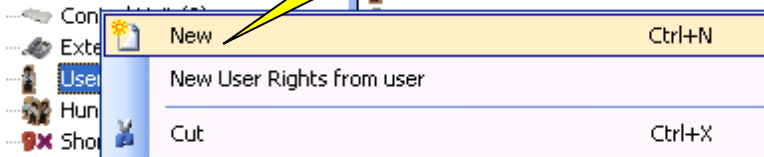
1. Right Click here...



2. Click here...

Create a Phantom User

3. You are here...



4. Give it a name...

<User:0>: *

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording Button

Name Phantom 777

Password

Confirm Password

Full Name

Extension 777

OK Cancel Help

5. Give it an Extn Number...

6. Click here...

Avaya IP Office Manager

Would you like a new VoIP extension created with this number?

☒ None

☐ H323 Extension

☐ SIP Extension

OK

7. Select None...

8. Click here...

Assign an Extn Login code for the Phantom...

User	
Name	Extension
NoUser	
RemoteManager	
Extn201	201
Extn202	202
Extn203	203
Extn204	204
Extn205	205
Extn206	206
Extn207	207
Extn208	208
Phantom 777	777

1. Select the Phantom...

2. Click here...

3. Click here...

Hunt Group Membership	Announcements	SIP	Personal Directory
User	Voicemail	ShortCodes	Source Numbers
Telephony	Forwarding	Dial In	Voice Record
Call Settings	Supervisor Settings	Multi-line Options	Call Log

Login Code	****	<input type="checkbox"/> Force Login
Login Idle Period (secs)		<input type="checkbox"/> Force Account Code
Monitor Group	<None>	
Coverage Group	<None>	
Status on No-Answer	Logged On (No change)	<input type="checkbox"/> Outgoing Call Bar

I used 1234

4. Assign an Extn Login code...

Assign CO Lines to the Phantom....

1. Now, Click here...

Notice, we are still in the Phantom User...

Button No.	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4			
5			
6			
7			
8			
9			
10			
11			
12			

2. Double Click here...

3. Enter like this...

4. Click here...

5. Select this...

6. Select the CO Line

7. Click here...

This is the Ringing Control

Action Data: 701 Immediate

Repeat this method for each CO Line that you want to put on the Phantom....

Note: You MUST keep the Appearance a= button on the Phantom.

You can move it to a different button, but it MUST stay on the phone.

On the IP Office Standard PBX system, CO Lines are not supposed to appear on all the phones.

You will have the a=, b= and c= Appearance (Intercom) Buttons only.

Sometimes you do need Direct Access to the CO Lines for troubleshooting and Call Forwarding.

By setting up a Phantom User/Extn with CO Lines on it, you can Hot Desk/Switch any phone in the system to become that Phantom User/Extn.

While your phone is acting as the Phantom, you will have Direct Access to the CO Lines that are programmed on the Phantom.

Operation:

Lets say that your phone is Extn 201.

Lets say that the Phantom is Extn 777.

The Login Code I assigned is 1234.

Short Code: Press either a=, b= or c= button first.....

From your phone you will dial * 35 * 777 * 1234 # (STAR 35 STAR 777 STAR 1234 POUND) to switch your phone to Extn 777, the Phantom.

Remember, I used 1234 as the Login Code, yours may be different.

If you get an “INVALID” message on your LCD, then you may not have entered it correctly. Dial the code again, slowly, and make sure the * (STAR) is entered at the right places.

You will hear two short beeps to confirm that your phone is now the Phantom Extn/User.

Depending on what type of phone that you have, you may see Phantom 777 in the LCD of your phone.

You now have access to all of the CO Lines that you programmed on the Phantom Extn/User.

You can press CO Line 1 and dial the Call Forwarding Access Code from the Telco Provider.

To return your phone to its normal extension, press a= button first and dial * 36 (STAR 36)

You will hear two short beeps to confirm that your phone is now back to your extension.

You can program the Short Codes on to buttons to make it easier to switch the telephone between extension numbers.

Program this on Extension 201, the Receptionists phone:

Program *35*777*1234# on to a One Touch Button

1. Click here... Then select 201

2. Click here...

It will look like this after programming

3. Select a button...

4. Set areas like this...

Button ...	Label	Action	Action Data
1	Appearance	a=	
2	Appearance	b=	
3	Appearance	c=	
4	Switch to 777	Dial 3K1	*35*777*1234#
5	208	User	"Extn208"
6	Night Test	Set Non-Work Out Of S...	551
7			
8			
9			
10			
11			

Edit Button

Button No. 4

Label Switch to 777

Action Dial 3K1

Action Data *35*777*1234#

This is a close up of the settings to use:

Edit Button

Button No. 4

Label Switch to 777

Action Dial 3K1

Action Data *35*777*1234#

You can program the Short Codes on to buttons to make it easier to switch the telephone between extension numbers.

Program this on Extension 777, the Phantom:

Program *36 on to a One Touch Button

1. Click here... Then select 777

2. Click here...

3. Select a button...

4. Set areas like this...

Button No.	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3	Switch to 201	Dial 3K1	*36
4	Line 1	Line Appearance	701
5	Line 2	Line Appearance	702
6			
7			
8			
9			
10			
11			
12			
13			

Edit Button

Button No. 3

Label Switch to 201

Action Dial 3K1

Action Data *36

Edit Button

Button No. 3

Label Switch to 201

Action Dial 3K1

Action Data *36