

# Avaya IPO Essential

## Flexible Call Forwarding of an Extension

### Telquest Tech Support

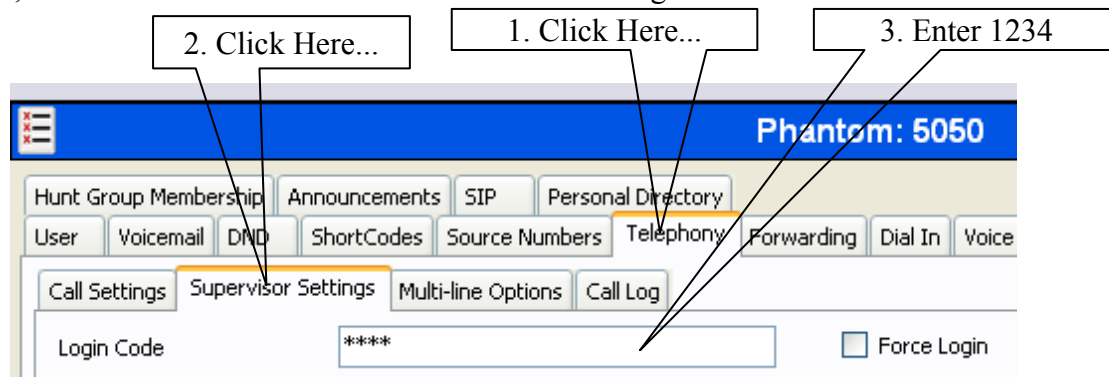
Step 1, create a Phantom User and call it 5050

Step 2, use the Extn Login Short Code (\*35\*N#) to change the extension number of any phone to Extn5050.

Step3, use a Short Code I created to enter a variable Forward Number for Extn5050 from that phone.

Step 4, return the phone that was used to its original extension number.

First, create a new User 5050 and then do the following:



2. Click Here...

1. Click Here...

3. Enter 1234

Phantom: 5050

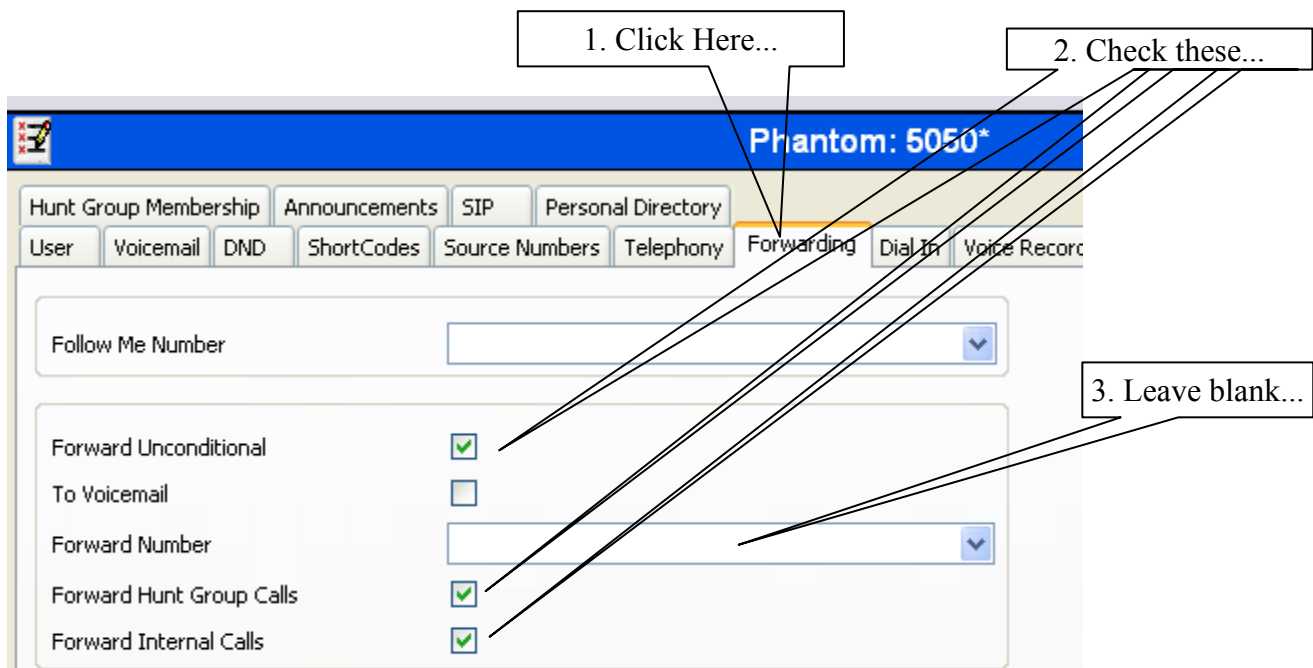
Hunt Group Membership Announcements SIP Personal Directory

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice

Call Settings Supervisor Settings Multi-line Options Call Log

Login Code \*\*\*\*

☐ Force Login



1. Click Here...

2. Check these...

3. Leave blank...

Phantom: 5050\*

Hunt Group Membership Announcements SIP Personal Directory

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Record

Follow Me Number

Forward Unconditional ☒

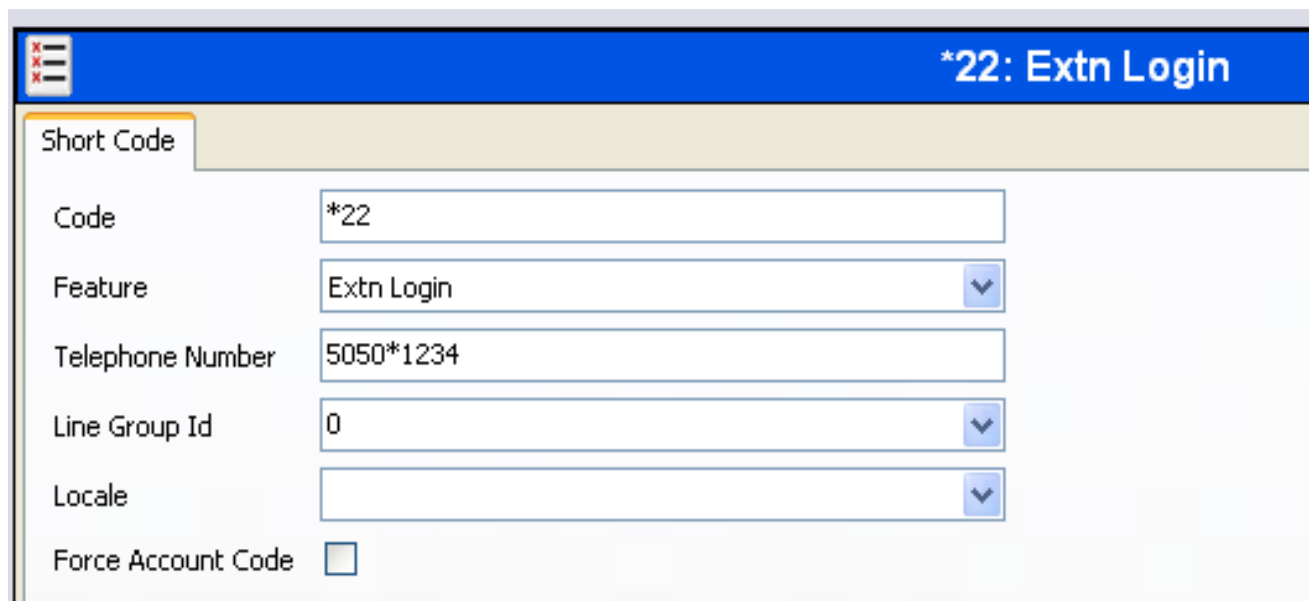
To Voicemail ☐

Forward Number

Forward Hunt Group Calls ☒

Forward Internal Calls ☒

Create a new Short Code exactly like this:



The screenshot shows a web interface for configuring a short code. The title bar is blue and says '\*22: Extn Login'. Below it is a tab labeled 'Short Code'. The form has the following fields:

- Code: \*22
- Feature: Extn Login (dropdown menu)
- Telephone Number: 5050\*1234
- Line Group Id: 0 (dropdown menu)
- Locale: (dropdown menu)
- Force Account Code: ☐

Be sure to OK your changes on each page and then use the Blue Floppy Disc Icon to send your configuration to the IP Office system.

Now you should be able to go to any telephone, select an Appearance Button (a=, b=) and dial \*22 (STAR 2 2 ) and that phone now becomes Extn5050.

Now, as Ext 5050, when you select an Appearance Button you will hear what sounds like a Busy Signal as your dial tone.

Now dial \*07\* plus the telephone number you want the calls for Extn5050 to go to, followed by a #.

Example: To send calls to 1 212 2351234

Dial \*07 \* 9 1 212 2351234 # ( I spaced the characters out for clarity)

You will hear a Double Beep as confirmation

Example: To turn Off the Call Forwarding

Dial \*07 \* #

You will hear a Double Beep as confirmation

To restore the extension from 5050 to its original extension number, dial \*36 (STAR 36)

You will hear a Double Beep as confirmation