

IP Office Standard Mode

Create a Phantom User with Call Forwarding

Telquest Tech Support

Run the Manager program and connect to the KSU, then:

Create Phantom User:

1. Right click here...

2. Click here...

3. Click here...

4. Name it...

5. Give it an Extension Number...

6. Click here...

Not Important

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

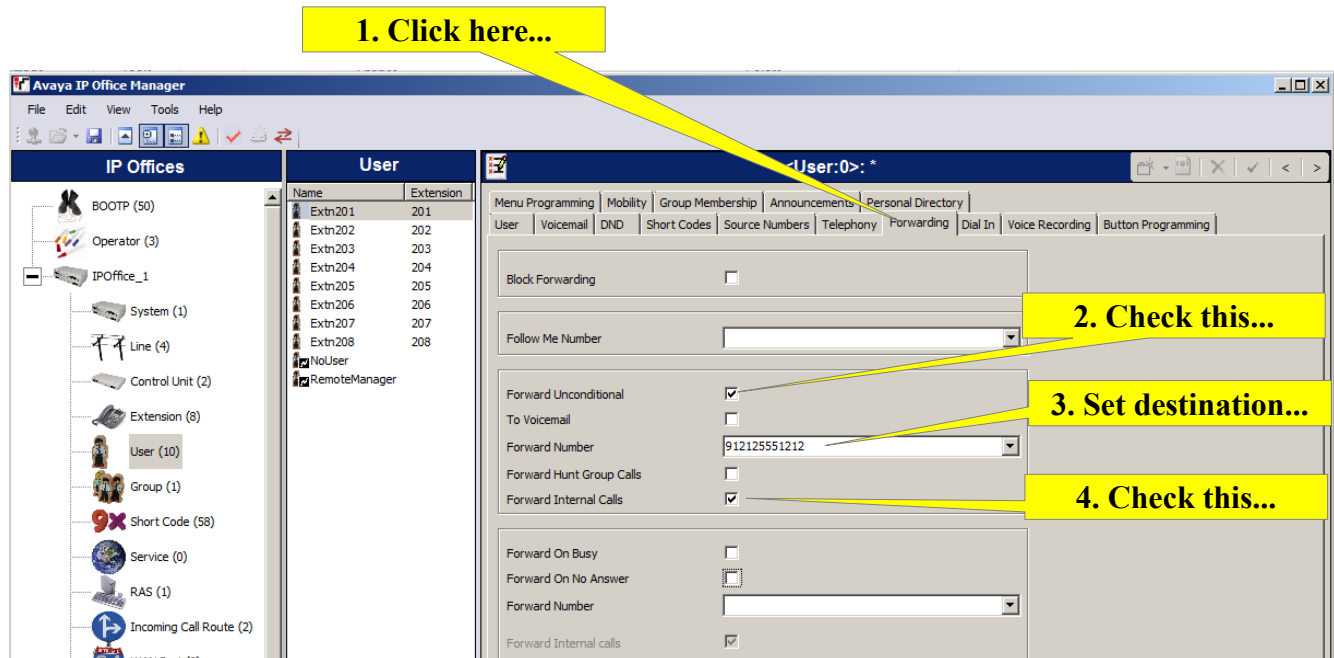
Name: Phantom 777

Extension: 777

Account Status: Enabled

OK **Cancel** **Help**

Set Call Forwarding:



Note:

Step 3. Set destination...

You need to add an Access Code as the first digit.

This tells the system which Trunk Group to send the call out on.

This feature works best with SIP Trunks and PRI.

If you use it with Analog CO Lines there is a chance they may lock up.

Some Cable and Fios companies do not provide the “Positive Disconnect Supervision” signal on Analog CO Lines to tell the KSU that the call has ended.

Note:

If your KSU is 9.1 or higher, you will need to make the change shown on Page 3.

1. Click here...

2. Click here...

3. Click here...

The screenshot displays the Avaya IP Office Manager interface. On the left, the 'IP Offices' tree shows 'IPOffice_1' selected, with 'System (1)' highlighted. A yellow callout points to this selection. The main window shows the 'IPOffice_1' configuration tabs. The 'Telephony' tab is selected, and a yellow callout points to it. Within the 'Telephony' tab, the 'Inhibit Off-Switch Forward/Transfer' checkbox is unchecked, and a yellow callout points to it. Other settings visible include 'Analogue Extensions' and 'Companding Law'.

4. Uncheck this...

Note: It does not exist on Release 9.0 and lower.