

Avaya IP Office Essential Edition

Hands Free Answer Back Intercom HFAI

Telquest Tech Support

Create a **New Short Code** like this, use **5XXX**: (Your Short Code Number can be different)

The screenshot shows the 'Short Code' configuration page in the Avaya IP Office web interface. The page has a blue header with a menu icon and the text '*85*XXX: Dial Direct'. Below the header is a tab labeled 'Short Code'. The form contains several fields: 'Code' with the value '5XXX', 'Feature' with a dropdown menu showing 'Dial Direct', 'Telephone Number' with the value 'N', 'Line Group Id' with a dropdown menu showing '0', 'Locale' (empty), and 'Force Account Code' (checkbox). A callout box with an arrow pointing to the 'Code' field contains the text 'XXX Means XXX, Not Extension Number'.

| Field | Value |
|--------------------|--------------------------|
| Code | 5XXX |
| Feature | Dial Direct |
| Telephone Number | N |
| Line Group Id | 0 |
| Locale | |
| Force Account Code | <input type="checkbox"/> |

Note: The three X's mean that the IP Office is using 3 Digit Extension Numbers.

If you are using a different number of digits, the simply adjust the number of X's.

Examples:

XX = 2 digit extensions

XXX = 3 digit extensions

XXXX = 4 digit extensions

XXXXX = 5 digit extensions

Etc.....

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Go to User – Button Programming and set the Action as Dial Direct

When you are done, the bottom of the User Button Programming should look like this:

The screenshot shows the 'User Button Programming' interface. On the left, a list of buttons (27-38) is visible. The 'Edit Button' form is open for button 5. The 'Label' is 'Force HFAI'. The 'Action' dropdown is set to 'Dial', and the 'Advanced' submenu is open, showing 'Dial Direct' selected. The 'Action Data' field is empty. Below the screenshot, a detailed configuration table is provided with callouts explaining each field.

| Field | Value / Instruction |
|-------------|---|
| Button No. | Your choice of button (5) |
| Label | Appears on LCD Model 5410 and up (HFAI) |
| Action | Select this... (Dial Direct) |
| Action Data | Short Code... XXX not needed (5) |

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When you are done, this is what you will see:

This Tab...

Announcements
SIP
Personal Directory

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

| Button ... | Label | Action | Action Data |
|------------|-------|-------------|-------------|
| 1 | | Appearance | a= |
| 2 | | Appearance | b= |
| 3 | | Appearance | c= |
| 4 | | | |
| 5 | HFAI | Dial Direct | 5 |
| 6 | | | |

Operation:

Press the HFAI Button. (Note: You MUST press the HFAI Button first or the feature will not work.)

Dial the extensions number **or** press the DSS Button (User) of the extension that you want to call.

The extension you call will Beep 3 times quickly and an Automatic 2 Way Voice Path will be opened.

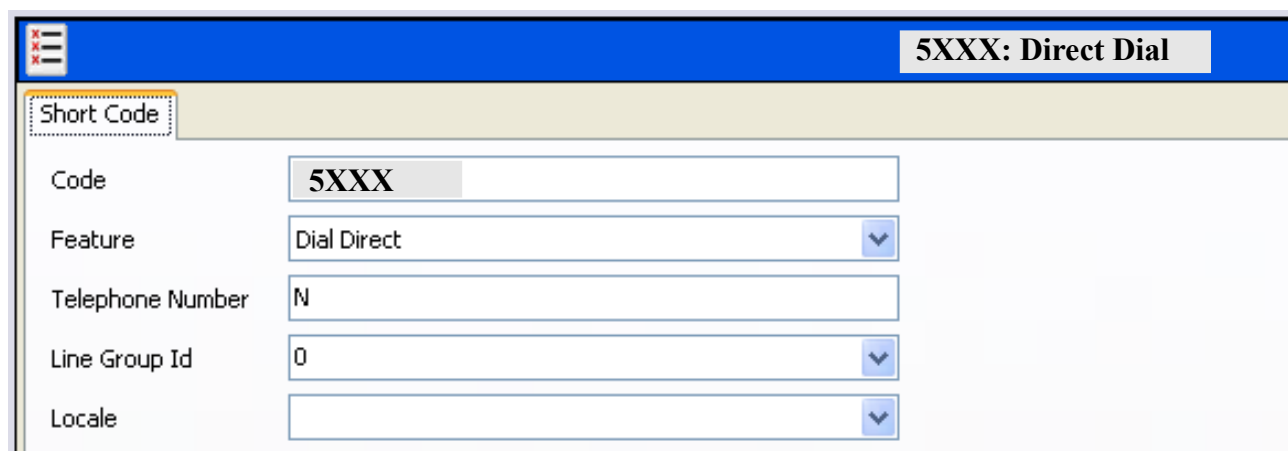
You could place an Extension number after the 5 and have a One Touch Handsfree Answerback as shown below. Goes Handsfree Answer to Extn 201

Goes Handsfree Answer to Extn 201

If you do not want to use a button, you can simply dial the default Short Code (*85* + Ext. Number).

If dialing is your preferred method, consider using a simple Short Code like 5XXX and it will make it easier for the end user to remember the code. See the example below.

It would then be 5 + Ext. Number.



The screenshot shows a web interface with a blue header bar containing a menu icon and the title "5XXX: Direct Dial". Below the header is a tab labeled "Short Code". The form contains the following fields:

| | |
|------------------|-------------|
| Code | 5XXX |
| Feature | Dial Direct |
| Telephone Number | N |
| Line Group Id | 0 |
| Locale | |

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