

Avaya IP Office Essential Edition

Hot Desk Setup to Access a Phantom Extension

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 access to the buttons on the Phantom Extension.

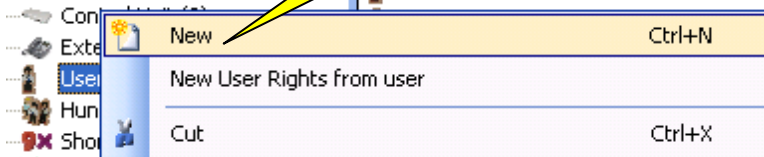
The Phantom User is a User that has no physical phone. This will be explained more as we go along.

1. Right Click here...



2. Click here...

Create a Phantom User



4. Give it a name...

5. Give it an Extn Number...

6. Click here...

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...

Now we will turn on the Forward Unconditional feature:
This will forward all calls to Phantom 777 to the Forward Number destination.
DO NOT enter a telephone number here.

Leaving it blank will allow flexibility....

1. Click here...

The screenshot shows the 'Forwarding' tab in the 'Phantom 777: 777' configuration window. The 'Forward Unconditional' checkbox is checked. The 'Forward Number' dropdown menu is set to 'Leave this blank'. A yellow callout points to the 'Forward Unconditional' checkbox with the text '2. Check these...'. Another yellow callout points to the 'Forward Number' dropdown with the text 'Leave this blank'.

Option	Checked
Block Forwarding	<input type="checkbox"/>
Follow Me Number	<input type="text"/>
Forward Unconditional	<input checked="" type="checkbox"/>
To Voicemail	<input type="checkbox"/>
Forward Number	Leave this blank
Forward Hunt Group Calls	<input type="checkbox"/>
Forward Internal Calls	<input checked="" type="checkbox"/>

2. Check these...

1. Click here...

The screenshot shows the 'Button Programming' tab in the 'Phantom 777: 777' configuration window. A table lists buttons 1 through 6. Button 5 is selected and highlighted. A yellow callout points to the 'FWD to Number' button with the text '1. Click here...'. Below the table, the 'Edit Button' dialog is open, showing the configuration for button 5. A yellow callout points to the 'FWD to Number' label with the text '2. Select a button...'. Another yellow callout points to the 'Forward Number' action with the text '3. Set like this...'. A fourth yellow callout points to the 'Leave this blank' action data with the text '4. See "How to" On Page 4....'.

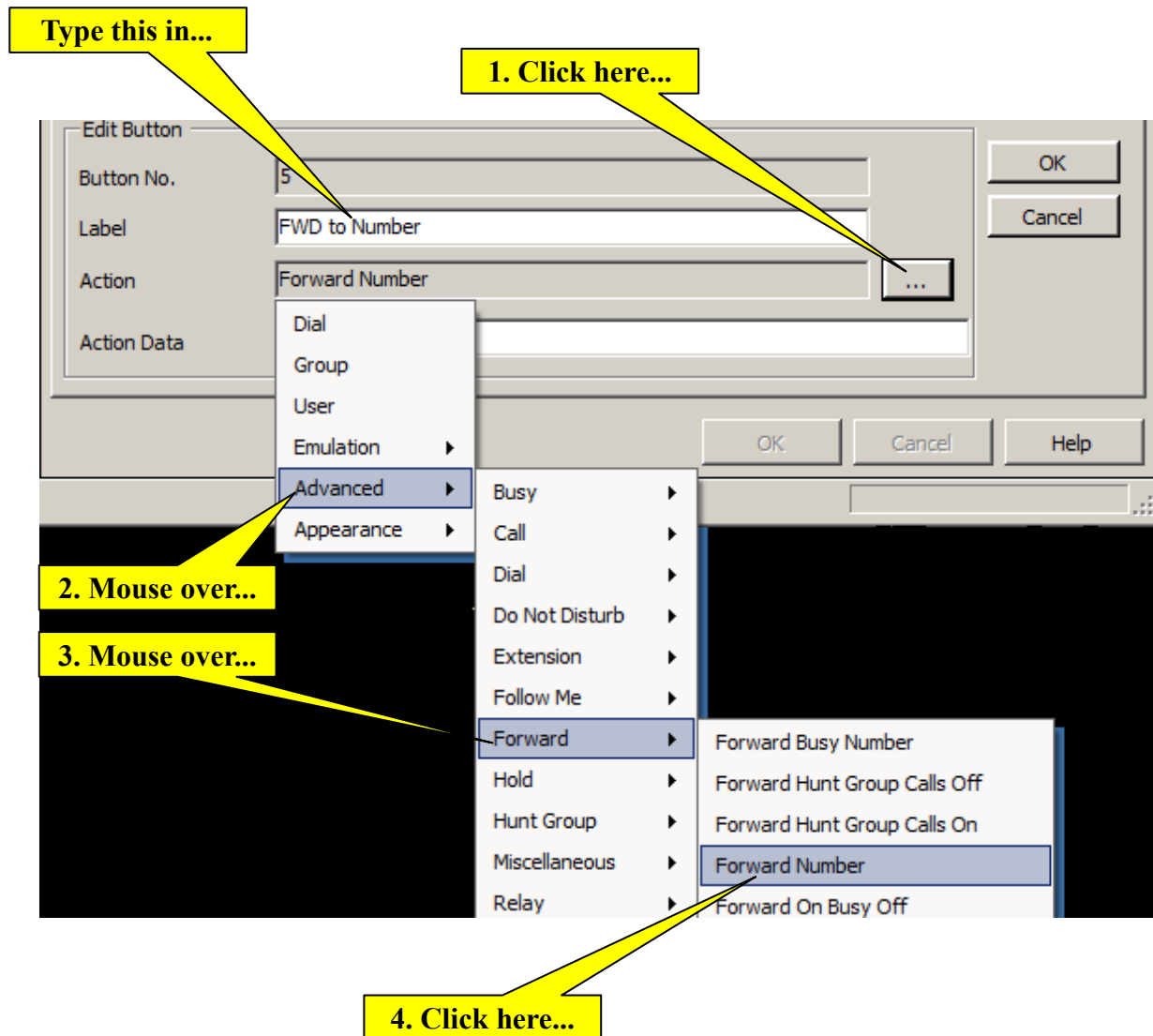
Button ...	Label	Action	Action Data
1		Appearance	
2		Appearance	
3		Appearance	
4		Appearance	
5	FWD to Number	Forward Number	
6			

2. Select a button...

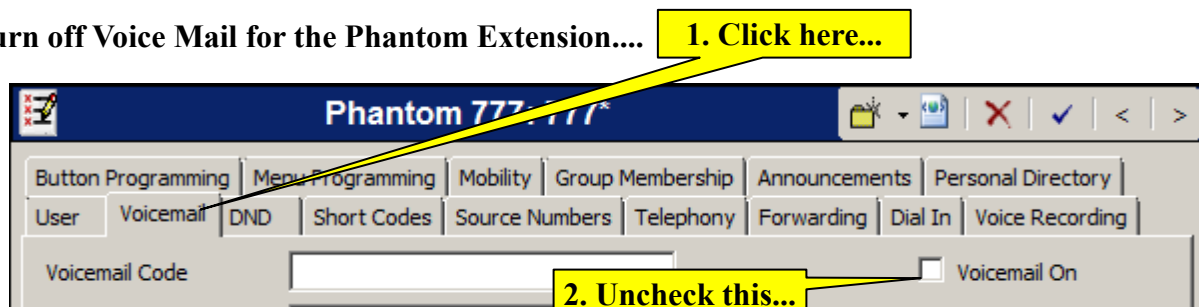
3. Set like this...

4. See "How to" On Page 4....

Here is “How to” set the button to Forward Number.



Turn off Voice Mail for the Phantom Extension....



Operation:

While your phone is acting as the Phantom Extension, you will have access to the buttons that are programmed on the Phantom Extension.

This will allow you to change the Forward Number destination.

Operation:

Lets say that your phone is Extn 201.

Lets say that the Phantom is Extn 777.

The Login Code I assigned is 1234.

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 Extension.

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 buttons that you programmed on the Phantom Extn/User.

Depending on your model telephone, you may or may not see the “FWD to Number” label.

Press the “FWD to Number” button

Enter the Dial Access number to select an outside line. (This is usually 9, but yours may be different.)

Then dial the number that you want the calls to go to.

Example: 915618323801 (9 1 561 832 3801 I added spaces for clarity)

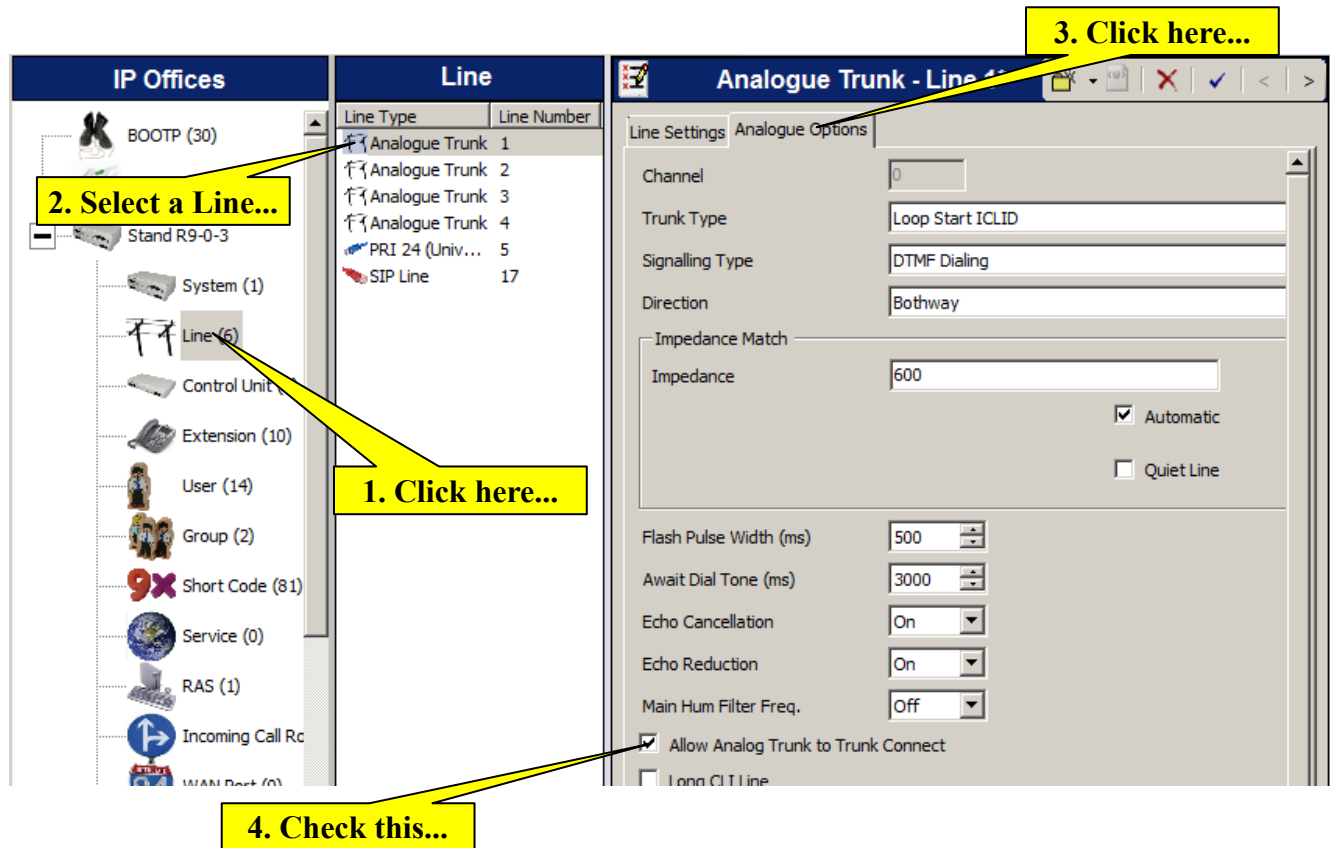
Then press the “Done” button in the LCD.

Now dial your Phantom Extensions number (777 in this example) from another phone in the system and be sure that the call went to the correct destination.

To return your phone to its normal extension, dial * 36 (STAR 36)

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

If you are using Analog CO Lines, you may need to turn on the “Allow Trunk to Trunk Connect” for each CO Line.



You should also be aware that some Dial Tone Providers (Cable & Fios) do not provide a Positive Disconnect Signal.

This may result in CO Lines being “Locked Up” until you reboot the KSU or momentarily disconnect the affected CO Lines from the KSU.

You only solution to this is to NOT use the CO Lines and use a SIP Trunk.

PRI will work just fine.