

# Avaya IP Office Standard Mode

## How to limit Incoming calls to a User

### Telquest Tech Support

Using the Manager Program:

**1. Click Here...** (Points to 'User (18)' in the left sidebar)

**2. Select User...** (Points to 'Mary Smith' in the 'User' list)

**3. Click Here...** (Points to 'Button Programming' tab)

Button No.	Label	Action	Action Data
1	ICM 201	Appearance	a=
2	ICM 201	Appearance	b=
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			

**3. Only 2 Appearance Buttons assigned... Remove the third..** (Points to the third button in the list)

Next, on the same screen...

**1. Click Here...** (Points to 'Telephony' tab)

**2. Click Here...** (Points to 'Multi-line Options' sub-tab)

**3. Check Here...** (Points to 'Reserve Last CA' checkbox)

Individual Coverage Time (secs): 10

Ring Delay (secs): System Default (5)

Coverage Ring: No Ring

Attention Ring: Ring

☐ Ringing Line Preference

☐ Idle Line Preference

☐ Delayed Ring Preference

☐ Answer Pre-Select

☒ Reserve Last CA

**Operation:**

**The a= and b= buttons are just call appearance buttons (Intercom Buttons) for the User.**

**The User, 201 in this example, should make outgoing calls using the a= button by dialing 9.**

**The Reserve Last CA (Call Appearance) option reserves the last Call Appearance Button (b=) for outgoing calls only.**

**The User can only receive calls on the a= button.**

**So if the User makes or receives a call on the a= button, no additional calls will come through.**

**Any additional calls to the User will be routed to the Users Voice Mail Box.**

**Special Note....**

**If you use Line Appearance (Direct CO Lines on buttons), then this will not work.**

**Remember, the IPO Standard is a PBX not a Key System.**

**It wants to work like a PBX.**

**If you try to make it work like a Key System, you will have problems.**