Avaya Extension to Cellular

User's Guide

210-100-700
Release 5.2
Issue 7
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Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following Web site: http://www.avaya.com/support.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

Disclaimer

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How to Get Help

For additional support telephone numbers, go to the Avaya support Web site: http://www.avaya.com/support. If you are:

- Within the United States, click the *Escalation Management* link. Then click the appropriate link for the type of support you need.
- Outside the United States, click the *Escalation Management* link. Then click the *International Services* link that includes telephone numbers for the international Centers of Excellence.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Information Technology Equipment, AS/NZS 60950:2000.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998.

The equipment described in this document may contain Class 1 LASER Device(s). These devices comply with the following standards:

- EN 60825-1, Edition 1.1, 1998-01
- 21 CFR 1040.10 and CFR 1040.11.

The LASER devices used in Avaya equipment typically operate within the following parameters:

Typical Center Wavelength	Maximum Output Power
830 nm - 860 nm	-1.5 dBm
1270 nm - 1360 nm	-3.0 dBm
1540 nm - 1570 nm	5.0 dBm

Luokan 1 Laserlaite

Klass 1 Laser Apparat

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposures. Contact your Avaya representative for more laser product information.

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997, EN55022:1998, and AS/NZS 3548.

Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6
- Mains Frequency Magnetic Field IEC 61000-4-8
- Voltage Dips and Variations IEC 61000-4-11

Power Line Emissions, IEC 61000-3-2: Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions.

Power Line Emissions, IEC 61000-3-3: Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

REN Number

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

This equipment complies with Part 68 of the FCC rules. On either the rear or inside the front cover of this equipment is a label that contains, among other information, the FCC registration number, and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

For G350 and G700 Media Gateways:

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. The digits represented by ## are the ringer equivalence number (REN) without a decimal point (for example, 03 is a REN of 0.3). If requested, this number must be provided to the telephone company.

For all media gateways:

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed 5.0. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

REN is not required for some types of analog or digital facilities.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/ REN/ A.S. Code	Network Jacks
Off premises station	OL13C	9.0F	RJ2GX, RJ21X, RJ11C
DID trunk	02RV2-T	0.0B	RJ2GX, RJ21X
CO trunk	02GS2	0.3A	RJ21X
	02LS2	0.3A	RJ21X
Tie trunk	TL31M	9.0F	RJ2GX
Basic Rate Interface	02IS5	6.0F, 6.0Y	RJ49C
1.544 digital interface	04DU9-BN	6.0F	RJ48C, RJ48M
	04DU9-IKN	6.0F	RJ48C, RJ48M
	04DU9-ISN	6.0F	RJ48C, RJ48M
120A4 channel service unit	04DU9-DN	6.0Y	RJ48C

For G350 and G700 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/ REN/ A.S. Code	Network Jacks
Ground Start CO trunk	02GS2	1.0A	RJ11C
DID trunk	02RV2-T	AS.0	RJ11C
Loop Start CO trunk	02LS2	0.5A	RJ11C
1.544 digital interface	04DU9-BN	6.0Y	RJ48C
	04DU9-DN	6.0Y	RJ48C
	04DU9-IKN	6.0Y	RJ48C
	04DU9-ISN	6.0Y	RJ48C
Basic Rate Interface	02IS5	6.0F	RJ49C

For all media gateways:

If the terminal equipment (for example, the media server or media gateway) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Technical Service Center at 1-800-242- 2121 or contact your local Avaya representative. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. It is recommended that repairs be performed by Avaya certified technicians.

The equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment, if it uses a telephone receiver, is hearing aid compatible.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Installation and Repairs

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier’s Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC’s Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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FAX 1.800.457.1764 or 1.207.626.7269

Write: Globalware Solutions
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Haverhill, MA 01835 USA
Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

For the most current versions of documentation, go to the Avaya support Web site: http://www.avaya.com/support.

Contents

Welcome

Welcome to being connected wherever you are! Instead of waiting for a call at your desk, the Avaya Extension to Cellular solution (hereafter called “Extension to Cellular”) offers you the freedom to work anywhere, anytime. You can receive and make calls from your cell or wireless phone just as if you were sitting in your office.

Terms

For ease of reference, the remainder of this document refers to the following terms:

- The term “Extension to Cellular” refers to the set of features offered for cell phone use with Release 2.0 and beyond of Communication Manager.
- The terms “host phone” and “office phone” mean the same thing, and refer to a phone that is directly under the control of Communication Manager – like the desk phone in your office.
- The term “cell phone” refers specifically to a cellular or wireless phone.

  Note:

  Extension to Cellular works with any type of wireless or cellular service.

With Extension to Cellular, calls to your office phone are extended to your cell phone. This allows you to receive work-related calls wherever you are and whenever you need to. Extension to Cellular even provides office caller ID so you know who’s calling before you answer.

Extension to Cellular is ideal for anyone who conducts business on the go:

- salespeople
- field service personnel
- real estate agents
- physicians
- attorneys
- engineers
- operations staff
- consultants
- brokers
- other mobile professionals

Even telecommuters working in their home offices can use Extension to Cellular to make the transition from office to home go unnoticed to callers.

With Extension to Cellular, incoming calls to your cell phone reach you on the road, at another location, or even walking around the workplace. This “one number reachability” means you can respond immediately to urgent business matters. And when you can’t respond, your voice mail picks up your messages.

You control your availability to your cell phone by connecting or disconnecting (we call it “enabling” and “disabling”) to Extension to Cellular as needed. Regardless whether Extension to Cellular is enabled, your cell phone still operates as it always has. You still receive personal calls on your cell phone because personal calls come in through your standard cellular number and service provider.

How does Extension to Cellular do it?

Extension to Cellular treats your cell phone as if it were an extension of your office phone. You discuss with your system administrator how to establish your Extension to Cellular connection to best serve your needs.

After setup, you can turn the Extension to Cellular feature on or off. There are two ways to enable the Extension to Cellular feature:

- You can call an access number to enable Extension to Cellular.
- If configured, you can enable Extension to Cellular through an administered Extension to Cellular feature button on your office phone.

Once enabled, your cell phone becomes an extension of your office phone, allowing you to answer calls on your cell phone that were placed to your office number.

When you are in the office at your desk, or would rather not be disturbed by incoming office calls to your cell phone (for example, during a meeting or dinner), simply disable your Extension to Cellular connection. There are two ways to disable the Extension to Cellular feature:

- You can call an access number to disable Extension to Cellular.
- If configured, you can disable Extension to Cellular through an administered Extension to Cellular feature button on your office phone.

While Extension to Cellular is disabled, incoming calls follow the standard path set up for your office phone.

Reason for reissue

This guide has been reissued to provide information supporting Extension to Cellular based on Communication Manager, Release 2.2.

About this guide

This guide describes Extension to Cellular features and operation. This guide is organized as follows:

Chapter 1: Getting started provides information you need to get up and running with Extension to Cellular, and the procedure to enable Extension to Cellular for first-time use.

Chapter 2: Receiving and making calls describes how Extension to Cellular operates with your cell phone and what features are available.

Chapter 3: Voice mail explains how voice mail works while using Extension to Cellular.

Chapter 4: Enabling/disabling Extension to Cellular and maintaining security contains procedures for enabling and disabling Extension to Cellular, maintaining a secure connection, changing your security code, and excluding others from listening in on your conversation from your office phone.

Chapter 5: Checkpoints and troubleshooting provides troubleshooting tips and answers to common user questions concerning interaction between Extension to Cellular, your cell phone, and your office phone.

Glossary defines terms used in this document related to Extension to Cellular that may not be familiar to you.

Extension to Cellular pocket reference cards provides two cards on which you can record your Extension to Cellular extensions, feature access codes (FAC), and feature name extensions (FNE). Then keep the cards with you and with your cell phone.

Conventions used

Become familiar with the following terms and conventions. They help you use this book with Communication Manager.

- Names of screens are printed in bold italic as follows: **screen name**.

  A “screen” is the display of fields and prompts that appear on a computer or terminal monitor.

- Keys on a keyboard, buttons that appear on a screen, and text that you need to type are printed in bold as follows: **Key**.

- Commands are printed in bold as follows: **command**.

  We show complete commands in this book, but you can usually type an abbreviated version of the command. For example, **list configuration station** can be typed as **list config sta**.

- Command variables are printed in bold italic as follows: ***command variable***.

- Anything that displays on a screen in response to a command or other input is shown in a constant width font as follows: **Command successfully completed**.

- To move to a certain field, you can use the **Tab** key, **arrow** keys, or the **Enter** key (the **Enter** key may appear as the **Return** key or the **Submit** key on your keyboard).

- We show commands and screens from the most recent release of Communication Manager and refer to the most current books. Please substitute the appropriate commands for your system and refer to the manuals you have available.

- When a procedure requires you to press **Enter** to save your changes, the screen you were working on clears and the cursor returns to the command prompt.

  The message line shows “**Command successfully completed**” to indicate that the system accepted your changes.

- If you need help constructing a command or completing a field entry, remember to use **Help**.

  - When you press **Help** at any point on the command line, a list of available commands appears.
  - When you press **Help** with your cursor in a field on a screen, a list of valid entries for that field appears.

- The status line or message line can be found near the bottom of your monitor display. This is where the system displays messages for you. Check the message line to see how the system responds to your input. Write down the message if you need to call our helpline.

Admonishments

Admonishments in this book have the following meanings:

Note:

Draws attention to information that you must heed.

CAUTION:

Denotes possible harm to software, possible loss of data, or possible service interruptions.

WARNING:

Denotes possible harm to hardware or equipment.

DANGER:

Denotes possible harm or injury to your body.

SECURITY ALERT:

Indicates when system administration may leave your system open to toll fraud.

Trademarks

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Related documentation

Avaya Extension to Cellular Administration Guide, Issue 8, January 2005 (document number 210-100-500)

Administrator's Guide for Communication Manager, Issue 9, January 2005 (document number 555-233-506)

Avaya Unified Messenger® Telephone User Interface Online Guide, accessed through the Avaya support Web site: http://www.avaya.com/support.

How to obtain Avaya books on the Web

If you have internet access, you can view and download the latest version of Avaya documentation products. To view any book, you must have a copy of Adobe Acrobat Reader.

Note:

If you don't have Acrobat Reader, you can get a free copy at http://www.adobe.com.

For example, to access an electronic version of this book:

1. Access the Avaya Web site at http://www.avaya.com/support/.
2. Click **Product Documentation**.
3. To find a specific book, type the document number (for example, 210-100-700 for this book) in the **Search Support** text box, and then click **GO**.
4. In the resulting list, locate the latest version of the document, and then click the document title to view the latest version of the book.

How to order documentation

In addition to this book, other description, installation and test, maintenance, and administration books are available.

This document and any other Avaya documentation can be ordered directly from the Avaya Publications Center toll free at 1-800-457-1235 (voice) and 1-800-457-1764 (fax). Customers outside the United States should use +1-410-568-3680 (voice) and +1-410-891-0207 (fax).

How to comment on this book

Avaya welcomes your feedback. Contact us through:

- e-mail: document@avaya.com
- fax: 1-303-538-1741
- Contact your Avaya representative

Mention this document's name and number, *Avaya Extension to Cellular User's Guide*, 210-100-700.

Your comments are of great value and help improve our documentation.

How to get help

If you suspect that you are being victimized by toll fraud and you need technical assistance or support in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

If you need additional help, the following resources are available. You may need to purchase an extended service agreement to use some of these resources. See your Avaya representative for more information.

Go to the Avaya Web site at http://www.avaya.com/support:

- If you are within the United States, click the **Escalation Management** link. Then click the appropriate link for the type of support you need.
- If you are outside the United States, click the **Escalation Management** link. Then click **International Services**, which includes phone numbers for the international Centers of Excellence. Or contact your local Avaya authorized dealer for any additional help and questions.

Chapter 1: Getting started

Introduction

Before receiving your first Extension to Cellular call, there are some steps to take to ensure that Extension to Cellular is set up to suit your needs. Your system administrator performs most of the preliminary setup tasks, including completing a user profile from information you provide and establishing your personal Extension to Cellular connections.

Your system administrator should advise you of the feature access codes (FAC) for enabling/disabling the Extension to Cellular feature, changing your security code, and giving you a list of feature name extensions (FNE). When that happens, you are ready to experience the flexibility that Extension to Cellular offers.

What's new in Extension to Cellular

In addition to features in previous releases of Communication Manager and Extension to Cellular, Extension to Cellular enhancements for Release 2.2 include the following:

- You can receive Extension to Cellular service through your cellular service provider (CSP). Through your CSP, you receive essentially the same features as Extension to Cellular. However, Extension to Cellular is already enabled when you receive the service. Extension to Cellular is always enabled and you cannot disable it.

User access codes

After you have been set up as an Extension to Cellular user, your system administrator provides the information you need to activate Extension to Cellular, as described in the following locations:

- Using Extension to Cellular for the first time on page 19
- Enabling Extension to Cellular on page 31
- Disabling Extension to Cellular on page 34
- Maintaining security on page 40

Your system administrator provides:

- The Extension to Cellular access number so you can dial to enable/disable the Extension to Cellular feature, or to change your station security code.
- The station security code you must use when enabling/disabling Extension to Cellular on your cell phone (if you don't already have the station security code). You can change this code yourself as needed.
- The feature access codes you must use to identify the function you wish to perform
  - enable/disable the administrable Extension to Cellular feature button on your office phone
  - change your station security code
- A list of feature name extension (FNE) numbers that you can dial to activate Communication Manager functions you want to perform

The last page of this guide contains two pocket reference cards on which you can record this information. Complete the information, cut out the pocket reference cards, and keep them with you.

Feature name extension (FNE)

A feature name extension (FNE) is a phone extension you can dial that allows you to access a Communication Manager feature from your cell phone.

For example, let us say that you want to activate the "Send All Calls" feature from your cell phone. All you have to do from your cell phone is dial the FNE that your administrator gave you for this feature. Extension to Cellular activates the Communication Manager feature.

Accessing a feature through an FNE:

To access a feature through an FNE:

1. Place your caller on hold.
2. On another line appearance, dial the FNE for the feature you want.

   Press SEND if using a cell phone.
3. The feature is accessed. What you hear depends on the feature you dialed.

Using Extension to Cellular for the first time

Once you receive the Extension to Cellular access number, feature access codes (FAC), and feature name extensions (FNE) from your administrator, you are ready to enable Extension to Cellular to extend office calls to your cell phone. Note that Extension to Cellular is already enabled if you receive this service through your cellular service provider.

Enabling Extension to Cellular through an access number

To enable Extension to Cellular for the first time using the Extension to Cellular access number, from your office phone:

1. Dial the Extension to Cellular access number provided by your system administrator.

   You hear a dial tone.

2. Enter the Extension to Cellular “enable” feature access code.

   You hear a dial tone.

3. Enter your office phone’s extension number.
4. Press the # button on your phone.
5. Enter your station security code.
6. Press the # button on your phone.

   You hear a confirmation tone indicating Extension to Cellular is enabled.

7. Hang up to end the call.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Enabling/disabling Extension to Cellular with a feature access code

You can enable and disable Extension to Cellular by using Extension to Cellular enable and disable feature access codes (FAC). These codes need to be set up through your system administrator and then communicated to you. Using these feature access codes, you can enable or disable all Extension to Cellular cell phones associated with your office number.

To enable or disable all the Extension to Cellular cell phones while at your office phone, enter the following in sequence:

1. Dial the Extension to Cellular enable or disable FAC.
2. Press the # button on your phone to bypass entering the office phone
3. Dial the office number station security code.
4. Press the # button on your phone.

   You hear a confirmation tone.
5. Hang up to end the call.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

To enable or disable all Extension to Cellular cell phones while at an internal extension that is not your office phone, enter the following in sequence:

1. Dial the Extension to Cellular enable or disable FAC.
2. Dial the extension number of your office phone.
3. Press the # button on your phone.
4. Dial the office number station security code.
5. Press the # button on your phone.

   You hear a confirmation tone.
6. Hang up to end the call.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

To enable or disable all Extension to Cellular cell phones from any touch-tone phone in the external network, enter the following in sequence:

1. Dial the Avaya Extension to Cellular access number (telecommuting access number).

   You should receive a dial tone.

2. Dial the Extension to Cellular enable or disable FAC.

   Note:

   If calling from an Extension to Cellular cell phone administered to send office caller ID, skip the next step and go to Step 4.

3. Dial the extension number of your office phone.
4. Press the # button on your phone.
5. Dial the office number station security code.
6. Press the # button on your phone.

   You hear a confirmation tone.

7. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Enabling/disabling Extension to Cellular via an FNE

Enabling Extension to Cellular via an FNE on your cell phone

If you call from your cell phone the FNE sequence is as follows:

1. Dial the Off-PBX FNE enable phone number.
2. You hear a confirmation tone.

Disabling Extension to Cellular via an FNE on your cell phone

If you call from your cell phone the FNE sequence is as follows:

1. Dial the Off-PBX FNE disable phone number.
2. You hear a confirmation tone.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

For further information:

- Chapter 2: Receiving and making calls provides detailed information about receiving and making Extension to Cellular calls.
- Chapter 3: Voice mail covers voice mail considerations.
- Chapter 4: Enabling/disabling Extension to Cellular and maintaining security describes how to enable and disable Extension to Cellular on a regular basis, how to change your security code as needed, and other security concerns.
- Chapter 5: Checkpoints and troubleshooting provides troubleshooting tips and answers to common user questions.

Chapter 2: Receiving and making calls

Introduction

After Extension to Cellular is administered and enabled, you can begin receiving calls to your office phone on your cell phone. This chapter provides information on receiving Extension to Cellular calls, making calls, and how this feature interacts with your regular cell phone service.

Note:

When using your cell phone, be aware that some situations described in this chapter may not apply to you or may not function exactly as described. Your contract with your cellular service provider may override or restrict certain functions, or prevent them from operating as described. For this reason, you should be completely familiar with both your cell phone's operation and the conditions of your cellular service contract before using this feature.

Receiving calls

You can use the following features when Extension to Cellular is enabled.

Incoming calls

Calls to your office phone ring at both your office phone and your cell phone.

Caller ID

If your cell phone offers caller ID, the phone number of the party calling your office phone displays on your cell phone. The display may reflect the full 10-digit phone number of the caller. For inter-office calls, the display may reflect either the full 10-digit phone number or an extension number having fewer than 10 digits.

Note:

Some cell phone networks pass only 10-digit caller IDs, while other networks are more flexible. Those that pass only 10-digit numbers may prevent you from receiving inter-office caller IDs having fewer than ten digits (for example, a 4-digit extension). Ask your system administrator if 10-digit numbers can be administered, and/or check with your cellular service provider for more information on caller ID support.

Making calls

The following information explains your options when making calls.

Making calls that send office caller ID

Extension to Cellular provides an optional office caller ID feature. This feature allows your cell phone to look like your office phone when making calls to other parties connected to your office phone system.

Your system administrator can administer your cell phone to send office caller ID. When administered this way and you call parties who share your office phone system, their display shows your name and office phone number, not your cell phone number.

Note:

If administered to send office caller ID, the office caller ID feature of Extension to Cellular operates regardless of whether your cell phone is enabled or disabled.

Making calls that do not send caller ID

When your cell phone does not send office caller ID and you call a party having caller ID, the called party’s display shows your cell phone number and not your office phone.

Managing calls

When you are on an Extension to Cellular call, the call management features described in this section are available.

Call waiting

If your cell phone supports call waiting, a second incoming call to your office number is delivered to your cell phone even if your cell phone is currently in use. You can answer the second call, switch between the two calls, or conference the calls.

For cell phones, these features operate as described in your cell phone documentation and do not involve Extension to Cellular or your Avaya phone system.

Note:

For your cell phone, call waiting, switching between calls, and conferencing are available only if both of the following are true:

- these features are supported by your cellular service provider, and
- these features are part of your cellular service contract.

Switching from your cell phone to your office phone

Because Extension to Cellular allows your cell phone to function as an extension of your office phone, you can switch between the two phones when you are in the office. For example, you enable Extension to Cellular on your cell phone before leaving for work and receive a call on the way. The call continues as you arrive at your office and proceed to your desk. At that point you'd like to use your office phone to continue the call (this saves additional cell phone charges).

Note:

Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building because of poor reception. Optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Your system administrator should contact Avaya for details.

This procedure applies to incoming calls picked up on your cell phone when Extension to Cellular is enabled. This procedure also applies to outgoing calls if you have an Extension to Cellular cell phone that sends office caller ID. Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to the office phone while you are on your cell phone with an Extension to Cellular call:

1. Pick up the office phone's handset or turn the speaker on.
2. Press the lighted "call appearance" (line indicator) button on your office phone that shows the line that is currently in use.

   You are now conferenced onto the existing call. (If not, the "exclude" feature may be activated. See Excluding others from an Extension to Cellular call on page 42 for more information.)
3. Disconnect your cell phone from the call by pressing the appropriate "end call" button on your cell phone.
4. Continue speaking using your office phone handset or speaker.

If your cell phone has voice mail, please review Chapter 3: Voice mail for information on receiving business-related messages.

You can find procedures for enabling and disabling Extension to Cellular on a regular basis in Chapter 4: Enabling/disabling Extension to Cellular and maintaining security. This chapter also discusses security and provides a procedure for changing your station security code.

Switching from your office phone to your cell phone

You can also switch between the two phones when you leave the office. For example, you enable Extension to Cellular on your cell phone and receive a call on your office phone before leaving work. The call continues as you want to leave your office. At that point you'd like to use your cell phone to continue the call.

Note:

Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building caused by poor reception. Optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Your system administrator should contact Avaya for details.

Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to your cell phone while you are on your office phone with an Extension to Cellular call:

1. Turn on your cell phone.
2. Extend the call to your cell phone in one of these two ways:
   - Press the administered **Extend Call** button on your office phone (if your office phone supports administered feature buttons). For more information on this button, contact your administrator.
   - From your cellular phone, dial the Active Appearance Select feature name extension (FNE) to extend the call to your cell phone. For a list of the feature name extensions for your system, contact your administrator.

   You are now conferenced onto the existing call.
3. Hang up your office phone.
4. Continue speaking using your cell phone.

If your cell phone has voice mail, please review Chapter 3: Voice mail for information on receiving business-related messages.

You can find procedures for enabling and disabling Extension to Cellular on a regular basis in Chapter 4: Enabling/disabling Extension to Cellular and maintaining security. This chapter also discusses security and provides a procedure for changing your station security code.

Chapter 3: Voice mail

Introduction

Unanswered office calls are usually routed to your corporate voice mail after a predetermined number of rings. If your cellular service provider offers voice mail, you can use Extension to Cellular to default unanswered calls to your preferred voice mail system. You should work with your system administrator to set the number of rings before answering so your preferred voice mail system (corporate or cellular) picks up unanswered calls before the other system does.

Your system administrator may have discussed your voice mail system of choice with you when setting up your Extension to Cellular profile. If you are not sure what voice mail system answers your Extension to Cellular calls, or if you want to change your current system of choice, contact your system administrator.

Note:

Be aware that an unanswered call could sometimes result in a message in *either* system's voice mailbox.

Using corporate voice mail to receive your messages

To receive voice messages through your corporate voice mail system, your cellular service provider's voice mail feature must be set to ring longer than your corporate voice mail system. For example, if your corporate voice mail system automatically picks up an unanswered call on the third ring, you should set your cell phone's voice mail system to pick up unanswered calls on the fourth or fifth ring. This ensures that your corporate voice mail system will pick up all unanswered calls before your cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, your cellular service provider can assist you. Before contacting your cellular service provider, be sure to identify the number of unanswered rings it takes for your office calls to be sent to your corporate voice mail system. When you contact your cellular service provider, request that the number of unanswered rings (or rings before going to cellular voice mail) be greater than the number required to send office calls to your corporate voice mail system. For example, if your office calls are sent to your corporate voice mail after four rings, ask your cellular service provider to set your unanswered call coverage path to no less than five rings.

Note:

If you are using your cell phone exclusively for business purposes, your cellular service provider can disable your cellular voice mail so that all messages go to your corporate voice mail.

Extension to Cellular and your corporate voice mail system

If you have a cell phone that sends office caller ID, messages that you leave by an Extension to Cellular call on your corporate voice mail system are identified by your office number – provided Extension to Cellular and your corporate voice mail system use the same phone server (switch). When your cell phone does not send office caller ID, your call is identified by your cell phone number.

When you have an Extension to Cellular cell phone that sends office caller ID, you can access your corporate voice mail system the same way you would from your office phone. For example, an Intuity™ AUDIX® user can press the pound (#) key in place of entering the office phone number.

Cellular Voice Mail Avoidance feature

The Avaya Communication Manager Extended Access Cellular Voice Mail Avoidance feature reduces the uncertainty as to where unanswered Extension to Cellular calls are sent. With Extension to Cellular enabled, an unanswered call terminates either at your corporate voice mail (for example, at your office telephone), or at your cellular service provider (CSP) voice mail system.

If you want your corporate voice mail to pick up your calls, contact your system administrator to enable the Avoidance feature. You will need to provide your administrator with the type of service you have (GSM, CDMA, etc.).

Most cellular service providers route calls automatically to their own voice mail systems when a cell phone is turned off or out of a coverage area. The Cellular Voice Mail Avoidance feature recognizes when the cellular voice mail automatically covers a call. The Avoidance feature can prevent calls from being routed automatically to your cellular voice mail. Another good practice is to disable Extension to Cellular before shutting off your cell phone which prevents work-related calls from being automatically routed to your cellular voice mail system. Incoming calls to your office number will then be routed to your corporate voice mail system, while personal calls will continue to be picked up by your cellular voice mail system.

“Notify Me” under Unified Messenger for MS Exchange

If you have access to the “Notify Me” feature of Unified Messenger® for Microsoft Exchange (Version 4.0 or later), you are notified of messages in your corporate voice mailbox through your cell phone’s display. For more information on using this feature see “Setting Notify Me” in the *Unified Messenger Telephone User Interface Online Guide,* accessed through: http://www.avaya.com/support.

Note:

Your cell phone must support text messaging to use this feature.

Chapter 4: Enabling/disabling Extension to Cellular and maintaining security

Introduction

Follow the guidelines and procedures in this chapter to enable/disable Extension to Cellular on your cell phone on a regular basis.

- Enable Extension to Cellular when you want to answer calls placed to your office number on your cell phone (for example, while you are out of the office during business hours).
- Disable Extension to Cellular when you want calls to your office number to ring only in the office at your desk, and not ring on your cell phone.

As a rule, you should disable Extension to Cellular before shutting your cell phone off. That way, voice messages would go directly to your corporate voice mail system (see Chapter 3: Voice mail).

Frequently changing your station security code is important for security, and is also covered in this chapter. Other security measures are also discussed.

Enabling Extension to Cellular

Use the following procedures to enable Extension to Cellular from any phone within your office or from any remote touch-tone phone. Note that Extension to Cellular is already enabled when you receive this service through your cellular service provider (CSP). If your CSP provides this service, Extension to Cellular is always enabled.

Enabling Extension to Cellular using a feature button on your office phone

You can enable Extension to Cellular from an administered feature status button on your office phone. For this option to be available, your office phone must support administrable feature buttons, and the Enhanced Extension to Cellular feature must be enabled by your administrator.

The number of button pushes that are required to enable this feature depends upon the current state of the feature (disabled or timer active), and whether the optional Extension to Cellular timer is administered. See Table 1: Enabling Extension to Cellular through an administered feature status button on page 32.

When you enable Extension to Cellular through an administered feature status button on your office phone, no FAC is required.

Note:

The term “EC500” in the following messages refers to Extension to Cellular.

Table 1: Enabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Disabled (lamp is off)	Not administered	Once	Lamp glows green. Message **EC500 Enabled** displays for two seconds.
Disabled (lamp is off)	Administered	Once	Lamp glows green. Message **EC500 Enabled** displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message **EC500 Enabled** displays for two seconds.

The feature status button on the office phone indicates the current state of Extension to Cellular, regardless of whether the feature was enabled remotely or directly from the office phone.

Enabling Extension to Cellular using the feature access code

Note:

It helps if you have the “enable” feature access code (FAC) recorded on your pocket reference card. See Extension to Cellular pocket reference cards on page 71.

To enable Extension to Cellular from your cell phone or any touch-tone phone on your office network.

1. Dial the Extension to Cellular “enable” feature access code (FAC).

   You hear a dial tone.

   If you are performing this procedure from your office phone, or from your cell phone that sends office caller ID, skip the next step and go to Step 3.

2. Enter your office phone’s extension number.
3. Press # on your phone keypad.
4. Enter your station security code.
5. Press # on your phone keypad.

   You hear a confirmation tone indicating Extension to Cellular is enabled.

6. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you’ve enabled Extension to Cellular, incoming calls placed to your office phone also ring on your cell phone. Unanswered calls are sent to your preferred voice mail system (see Chapter 3: Voice mail). If you are administered to send office caller ID, it will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

Enabling Extension to Cellular using a remote phone

Note:

It helps if you have the “enable” feature access code (FAC) and the Extension to Cellular access number recorded on your pocket reference card. See Extension to Cellular pocket reference cards on page 71.

To enable Extension to Cellular using a remote phone:

1. From any remote touch-tone phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the Extension to Cellular “enable” feature access code (FAC).

   You hear a dial tone.

3. Enter your office phone’s extension number.
4. Press # on your phone keypad.
5. Enter the station security code.
6. Press # on your phone keypad.

   You hear a confirmation tone indicating Extension to Cellular is enabled.

7. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you’ve enabled Extension to Cellular, incoming calls placed to your office phone also ring on your cell phone. Unanswered calls are sent to your preferred voice mail system (see Chapter 3: Voice mail). If you are administered to send office caller ID, it will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

Disabling Extension to Cellular

Use the following procedures to disable Extension to Cellular from any phone within your office or from any touch-tone phone. You cannot disable Extension to Cellular when you receive this service through your cellular service provider.

When and how often to disable Extension to Cellular depends upon each individual user. However, you should disable Extension to Cellular under each of the following circumstances:

- Before turning your cell phone off
- When entering an area where there is no cellular coverage
- When roaming

Doing so allows your corporate voice mail system, rather than cellular voice mail, to pick up missed or unanswered business calls (see Chapter 3: Voice mail).

Disabling Extension to Cellular using a feature button on your office phone

You can disable Extension to Cellular from an administered feature status button on your office phone. For this option to be available, your office phone must support administrable feature buttons, and the Enhanced Extension to Cellular feature must be enabled by your administrator.

The number of button pushes that are required to disable this feature depends upon the current state of Extension to Cellular (enabled or timer active), and whether the optional Extension to Cellular timer is administered. See Table 2.

When you disable Extension to Cellular through an administered feature status button on your office phone, no FAC is required.

Note:

The term “EC500” in the following messages refers to Extension to Cellular.

Table 2: Enabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Enabled (lamp is on)	Not administered	Once	Lamp glows green. Message **EC500 Disabled** displays for two seconds.
Enabled (lamp is on)	Administered	Once	Lamp glows green. Message **EC500 Disabled** displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message **EC500 Disabled** displays for two seconds.

Disabling Extension to Cellular using the feature access code

Note:

It helps if you have the “disable” feature access code (FAC) recorded on your pocket reference card. See Extension to Cellular pocket reference cards on page 71.

To enable Extension to Cellular from your cell phone or any touch-tone phone on your office network.

1. Dial the Extension to Cellular “disable” feature access code (FAC).

   You hear a dial tone.

   If you are performing this procedure from your office phone, or from your cell phone that sends office caller ID, skip the next step and go to Step 3.

2. Enter your office phone’s extension number.
3. Press # on your phone keypad.
4. Enter your station security code.
5. Press # on your phone keypad.

   You hear a confirmation tone indicating Extension to Cellular is disabled.

6. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you’ve disabled Extension to Cellular, incoming calls placed to your office phone do not ring on your cell phone. Unanswered calls are sent to your office voice mail system (see Chapter 3: Voice mail). If you are administered to send office caller ID, it will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

Disabling Extension to Cellular using a remote phone

Note:

It helps if you have the Extension to Cellular access number and the “disable” feature access code (FAC) recorded on your pocket reference card. See Extension to Cellular pocket reference cards on page 71.

To disable Extension to Cellular from a remote phone:

1. From any remote touch-tone phone, dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the Extension to Cellular “disable” feature access code (FAC).

   You hear a dial tone.

3. Enter your office phone’s extension number.
4. Press # on your phone keypad.
5. Enter the station security code.
6. Press # on your phone keypad.

   You hear a confirmation tone indicating Extension to Cellular is disabled.

7. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you’ve disabled Extension to Cellular, incoming calls placed to your office phone do not ring on your cell phone. Unanswered calls are sent to your office voice mail system (see Chapter 3: Voice mail). If you are administered to send office caller ID, it will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

Using the Extension to Cellular timer feature

Extension to Cellular has a timer option that can be included with an administered Extension to Cellular feature button on your office phone. For this timer option to be available to you, all of the following conditions must be met:

- The Enhanced Extension to Cellular feature must be enabled for your office phone by your administrator.

  and

- Your office phone supports administrable feature buttons.

  and

- The timer option must be configured by your administrator.

Contact your system administrator to verify that the timer option is available to you.

When engaged, the timer disables Extension to Cellular for one hour (60 minutes). When the timer expires, Extension to Cellular is automatically re-enabled.

Note:

You can only start the Extension to Cellular timer through the administered feature button on your office phone.

Engaging the timer when Extension to Cellular is currently enabled

If Extension to Cellular is currently enabled, the lamp on your office phone that corresponds to the administered feature button lights green.

To engage the Extension to Cellular timer when Extension to Cellular is currently enabled:

Press the Extension to Cellular feature button.

- The lamp changes from a steady green light to a green inverted wink (250 ms on, 750 ms off).
- The message Extension to Cellular **Timer Enabled** appears for two seconds on your phone display.

Once engaged, the timer disables Extension to Cellular for one hour. At the end of one hour, Extension to Cellular is automatically re-enabled without your intervention.

To manually shut down the Extension to Cellular timer, do one of the following:

- Press the Extension to Cellular feature button once to shut down the timer and leave Extension to Cellular disabled.

  or

- Press the Extension to Cellular feature button a second time to shut down the timer and re-enable Extension to Cellular.

  or

- Enter the Extension to Cellular enable or disable feature access code (FAC) on your phone keypad.

Engaging the timer when Extension to Cellular is currently disabled

If Extension to Cellular is currently disabled, the lamp on your office phone that corresponds to the administered feature button is off.

To engage the Extension to Cellular timer when Extension to Cellular is currently disabled:

Press the Extension to Cellular feature button twice.

- The lamp displays a green inverted wink (250 ms on, 750 ms off).
- The message Extension to Cellular **Timer Enabled** appears for two seconds on your phone display.

To manually shut down the Extension to Cellular timer, do one of the following:

- Press the Extension to Cellular feature button once to shut down the timer and leave Extension to Cellular disabled.
- Press the Extension to Cellular feature button a second time to shut down the timer and re-enable Extension to Cellular.
- Enter the Extension to Cellular enable or disable feature access code (FAC) on your phone keypad.

Maintaining security

Most users are assigned a station security code to prevent unauthorized use of their office phone. If you did not have a station security code at the time your Extension to Cellular user profile was established, your system administrator assigned you a default code to cover both your office phone and your cell phone when Extension to Cellular is enabled. Use the station security code when calling the Extension to Cellular access number to enable and disable your Extension to Cellular extensions.

CAUTION:

Be aware of security issues. For example, while using your Extension to Cellular-enabled cell phone, if someone picks up your office phone, you will hear a beep tone (if administered by your system administrator). Avaya provides this beep tone for security reasons, to alert an Extension to Cellular user that someone has joined the call. If you suspect unauthorized use of your office phone or an Extension to Cellular-enabled cell phone, end the call immediately.

If your cell phone is lost or stolen, change your station security code immediately. Also notify your system administrator, who can block Extension to Cellular activity from that phone at the server running Replace variable w/ product name.

If additional privacy is required, your system administrator can administer one of Avaya's exclusion features.

Changing the station security code from your office phone network

To change the station security code from your office phone network:

1. Dial the Extension to Cellular security feature access code provided by your system administrator.

   You hear a dial tone.

   If you are performing this procedure from your office phone, or from your cell phone that sends office caller ID, skip the next step and go to Step 3.

2. Enter your office phone's extension number.
3. Press # on your phone keypad.
4. Enter your current station security code.
5. Press # on your phone keypad.

6. Enter a new station security code.

   Your station security code can be 1-4 digits. Valid values are #, *****, **0-9** for the initial digit; **0-9** for subsequent digits.

7. Press # on your phone keypad.

   You hear a confirmation tone indicating your security code has been changed.

8. Hang up to end the call.

Note:

If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Changing the station security code remotely

To change the security code from any remote touch-tone phone:

Note:

It helps if you have the Extension to Cellular access number recorded on your pocket reference card. See Extension to Cellular pocket reference cards on page 71.

1. Dial the Extension to Cellular access number.

   You hear a dial tone.

2. Enter the Extension to Cellular security feature access code provided by your system administrator.

   You hear a dial tone.

3. Enter your office phone's extension number.
4. Press # on your phone keypad.
5. Enter your current station security code.
6. Press # on your phone keypad.
7. Enter a new station security code.

   Your station security code can be 1-4 digits. Valid values are #, *****, **0-9** for the initial digit; **0-9** for subsequent digits.

8. Press # on your phone keypad.

   You hear a confirmation tone indicating your security code has been changed.

9. Hang up to end the call.

   Note:

   If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Excluding others from an Extension to Cellular call

As explained in Switching from your cell phone to your office phone on page 25, you can walk into your office while on your cell phone (on an Extension to Cellular call), and press the line appearance button on your office phone to continue the conversation on your office phone. However, anyone else could walk into your office and press the line appearance button to listen to your conversation.

To prevent this, an Exclusion feature is available. The Exclusion feature can be manually activated either by a feature button on your office phone, or by dialing a specific FNE from a cell phone. The Exclusion feature can also be automatically activated by your class of service (COS) designation, as long as an exclusion button is administered for the station.

Normally, a user may be active on the same call on the office phone and on a cell phone. When the Exclusion feature is activated, this operation is blocked. If both the office phone and the cell phone are active on a call, whichever one actives the Exclusion feature will knock the other (as well as any bridges) off the call.

The Exclusion feature applies only to an active call. Once the call is terminated, the Exclusion feature is disabled. Be sure to ask your administrator if the Exclusion feature is available to you.

Activating the Exclusion feature using a feature button on your office phone

To activate the Exclusion feature from a feature button on your office phone while on a call:

1. Press the Exclusion feature button on your phone keypad.

   The active call is now excluded.

2. Continue your conversation.

Activating the Exclusion feature using a feature name extension from your cell phone

To activate the Exclusion feature using a feature name extension (FNE) from your cell phone while on a call:

1. Put the caller on hold.
2. Dial the appropriate FNE.
3. Press **Send**.

   The active call is now excluded.
4. Return to your call and continue your conversation.

Deactivating the Exclusion feature using a feature button on your office phone

You must use the same phone to deactivate the Exclusion feature that you used to activate it. You cannot deactivate the Exclusion feature from any other phone.

To deactivate the Exclusion feature from a feature button on your office phone while on a call:

1. Press the Exclusion feature button on your phone keypad.

   The Exclusion feature is now deactivated for the active call.
2. Continue your conversation.

Deactivating the Exclusion feature using a feature name extension from your cell phone

You must use the same phone to deactivate the Exclusion feature that you used to activate it. You cannot deactivate the Exclusion feature from any other phone.

To deactivate the Exclusion feature using a feature name extension (FNE) from your cell phone while on a call:

1. Put the caller on hold.
2. Dial the appropriate FNE.
3. Press **Send**.

   The Exclusion feature is now deactivated for the active call.
4. Return to your call and continue your conversation.

Chapter 5: Checkpoints and troubleshooting

This chapter provides usage tips and answers to common Extension to Cellular user questions. If you have a question not addressed here, contact your system administrator and/or cellular service provider for assistance.

Table 3: Troubleshooting checkpoints *1 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Calling party's caller ID not displayed on cell phone.	Caller ID not delivered by cellular service provider.	Check with your cellular service provider.
	Caller's phone number is blocked.	No action can be taken – the caller has blocked his/her number.
	External network has not delivered the caller ID information to the switch.	No action can be taken.
	Your cellular service provider may not recognize numbers having fewer than 10 digits (for example, a 5-digit extension).	Speak with your system administrator for options to allow caller IDs of fewer than 10 digits.
Calls in progress are being lost.	In-building or cellular network interference; out of cellular range.	If you are in your office and lose a call, you can pick it up on your office phone within a few seconds and continue the call. Distributed antenna systems (DAS) reduce or eliminate in-office interference, while cellular network interference usually clears up on its own.

1 of 7

Table 3: Troubleshooting checkpoints *2 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Extension to Cellular won't work on my cell phone when I'm out of the country on business.	Extension to Cellular can operate globally, but only if you have a global cellular coverage plan and a dual- or tri-mode phone.	If you don't have a global wireless phone, rent a digital cell phone that operates within the local standard of the area in which you are traveling. Contact your system administrator to bridge calls through Extension to Cellular to the rental cell phone number. Remember to have your system administrator remove the bridge to your rental phone once it is no longer being used.
Feature access codes like ACD (Automated Call Distribution), CFwd (Call Forward), and SAC (Send All Calls) won't work under Extension to Cellular.	Your cell phone cannot activate phone switch features, except those accessible through an Avaya (non-Extension to Cellular) telecommuting service plan.	If you are registered as a telecommuting user, you can use non-Extension to Cellular feature access codes. See your system administrator for information.
Incoming calls not received on Extension to Cellular-enabled cell phone.	Cell phone is out of your service area (roaming) or out of range.	Calls are automatically forwarded to voice mail.
	Cell phone is off or the battery may be dead.	Turn cell phone on and/or replace/recharge battery pack.
	Extension to Cellular may be disabled.	Enable Extension to Cellular through the standard dialup procedure, or through an administered feature access button on your office phone.
	SAC (Send All Calls) is activated on your office phone and calls are going to coverage.	Cancel the Send All Calls feature.
	Calls are going directly to voice mail.	Ask your system administrator to verify that the number of rings set before going to voice mail is not superseding incoming calls.

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Table 3: Troubleshooting checkpoints *3 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Incoming calls not received on Extension to Cellular-enabled cell phone *(continued).*	Cell phone is in “sleep” mode.	Some cell phones need to be “woken up” before making or receiving any calls. Try making a call from your cell phone or calling it directly from another phone to “wake it up.” Sometimes removing and reinserting the battery will activate the cell phone.
	Calls are routed to corporate voice mail because there hasn’t been enough time to route through the cellular service provider’s network and find your cell phone.	Ask your system administrator to lengthen the number of rings on your office phone, to allow more time for cellular network routing.
	Cellular networks sometimes experience network congestion due to large call volumes in their network. During such times, no Extension to Cellular calls (or regular cellular calls) can be answered on your cell phone. Such calls are delivered instantly to cellular voice mail.	Your calls will eventually go through normal channels and Extension to Cellular calls will be delivered to your cell phone as congestion lessens and your cellular service provider’s network has available facilities to deliver calls. If network congestion is prolonged, a possible solution is to disable Extension to Cellular, allowing unanswered calls to be directed to your corporate voice mail system.
	Switch-related issue at the Avaya server running Communication Manager.	Check with your system administrator to determine if the issue is switch-related.
The wrong feature is invoked when dialing a feature name extension (FNE).	You misdialed the FNE.	Try calling the number again.
	Your administrator may have provided the wrong extension.	Check with your system administrator to make sure you have the correct extension for the feature you want.

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Table 3: Troubleshooting checkpoints *4 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Your name and office caller ID are not displayed on the recipient's phone when you call from an Extension to Cellular-enabled cell phone that is administered to send office caller ID.	The phone number you called is not part of your corporate phone system (in other words, that number is not a valid number on the home switch).	You can send office caller ID only to phones within your corporate phone system that share the same switch. Office caller ID works only on phones within your phone network.
	You may not be administered to send office caller ID.	Contact your system administrator to verify proper office caller ID administration.
FNEs not working.	You may not be administered to send office caller ID.	Contact your system administrator to verify proper office caller ID administration.
	Your Extension to Cellular phone number is not administered properly.	Contact your system administrator to verify proper office caller ID administration.

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Table 3: Troubleshooting checkpoints *5 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Voice mail messages are not going to the correct voice mail system.	Cellular Voice Mail Avoidance not enabled. As an Extension to Cellular user, you decide the voice mail system (corporate or cell) on which to receive business messages. Your system administrator can activate this feature or adjust the number of rings before answering on the corporate voice mail system, so your preferred system will pick up messages first.	When Cellular Voice Mail Avoidance feature is activated, Communication Manager can determine whether an unanswered call terminates either at your system voice mail (for example, at your office telephone), or at your cellular service provider (CSP) voice mail system. With this feature enabled, the call will be processed through your corporate voice mail system on your server. Check with your cellular service provider to verify how many rings occur before an unanswered call goes to cellular voice mail. Then obtain the same information from your system administrator and discuss setting your corporate voice mail's number of rings before answering higher or lower, to allow the preferred system to pick up messages first. There may be situations where messages will go to a specific system before the system of choice can receive the message, regardless of the number of rings established. For example, many Avaya communications systems offer coverage options like Send All Calls, where a call to your office number is immediately sent to a covering phone; in this case the caller would not be able to leave a message on your cell voice mail even if that system is set up to receive your Extension to Cellular messages.

Table 3: Troubleshooting checkpoints *6 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Voice mail messages are not going to the correct voice mail system *(continued).*	All calls are being sent to a coverage point (or a position other than your corporate voice mailbox).	Check to see if the Send All Calls feature is active. Cancel it, if desired.
	Cellular networks sometimes experience congestion due to a high volume of call activity in the cellular network. Due to congestion in the cellular network, your cellular service provider may not have enough available channels to deliver cellular calls (as well as Extension to Cellular calls) to your cell phone. Therefore, your calls are instantly delivered to your cellular voice mail.	As congestion lessens, calls will eventually be able to travel through their normal cellular channels and then be delivered to your cell phone. If this congestion period is longer than normal, and you do not want unanswered calls delivered to your cellular voice mail, consider disabling Extension to Cellular for a short time period. If you do not mind unanswered calls being delivered to your cellular voice mail, remember to check your cellular voice mail from time to time to see if any business call messages have been left.
	All office phone lines may be in use (busy, active) causing calls to be delivered directly to corporate voice mail. Cellular service may not be available in the area in which you are currently located, causing voice messages to be sent automatically to your cellular voice mail rather than your corporate voice mail system.	Delivery of messages when all lines are in use (or when cellular service is not available) is a temporary condition; when lines (or cellular service) become available, the preferred voice mail system will resume pick-up.
Can’t access an ongoing Extension to Cellular cell phone call on my office phone.	The exclusion feature may be activated for this phone call (call-by-call basis).	Use the same phone you used to enable the exclusion feature to disable it.

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Table 3: Troubleshooting checkpoints *7 of 7*

Situation	Possible cause(s)	Suggested action / resolution
Can't access an ongoing Extension to Cellular cell phone call on my office phone *(continued)*.	The exclusion feature may be activated for all calls.	Contact your system administrator to disable the exclusion feature for all calls.
Call drops when answered at cell phone	Cellular Voice Mail Avoidance has option that drops calls that are answered too quickly	Always wait a few seconds before answering call or have administrator remove Cellular Voice Mail Avoidance feature.

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Appendix A: Feature Name Extensions (FNE)

Features are invoked by dialing either new Feature Name Extensions (FNE) or Feature Access Codes (FAC). Features may be mapped to either the buttons on a principal set or to FNEs designed for each feature that is available. A user, while active on a call, would place the call on hold, dial a special DID number followed by the FNE/FAC, and do the following:

- For a single button press invoked feature such as SAC, the user would hear confirmation tone and then hang up the call. SAC is now invoked at the principal station.
- For a feature that makes a call such as Last Number Dialed, the user would hear call progress tones and connect to the last party that was called from the principal or the last one to have the identity of the principal.
- If a call is originated from the principal and another call is originated at the cell phone - the last number dialed is the call that is truly the last number dialed.
- For a feature that gives you back dial tone like call forwarding, or where the user selects an idle call appearance, the user will hear dial tone, dial the destination, and then hear confirmation tone.

This appendix lists all of the FNEs available with Avaya Communication Manager Extended Access.

Active Appearance Call Select FNE

Active Appearance Call Select allows the off-premises phone (e.g. cell phone) to pick up the active call or ringing call on an active principal desk set.

If the user calls from the off-premises phone, the FNE sequence is as follows:

1. The user dials the Active Appearance Call Select FNE phone number.
2. The user on the cell phone is joined on the active or ringing call on the desk set.

Automatic Call Back Cancel FNE

Automatic Call Back activates or deactivates the Automatic Call Back feature for an endpoint's own extension. When activated, this feature allows a user who placed a call to a busy or unanswered telephone to be called back automatically when the called telephone becomes available to receive a call.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Automatic Call Back Cancel FNE phone number.
2. The user will hear confirmation tone.

Call Forwarding All Calls FNE

This FNE activates Call Forwarding All Calls.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Call Forwarding All Calls FNE phone number.
2. The user hears dial tone.
3. The user enters the phone number for the second party where the calls are to be forwarded.
4. The user will hear confirmation tone.

Call Forwarding Busy/Don't Answer FNE

Call Forward Busy/Don't Answer activates call forwarding for calls when the extension is busy or the user does not answer.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Call Forwarding Busy/Don't Answer FNE phone number.
2. The user hears dial tone.
3. The user enters the phone number for the second party where the calls are to be forwarded.
4. The user will hear confirmation tone.

Call Forwarding Deactivation

This FNE deactivates Call Forwarding All Calls or Call Forwarding Busy/Don't Answer.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Call Forwarding Deactivation FNE phone number.
2. The user hears confirmation tone.

Call Park FNE

The Call Park FNE allows the user to place the current call in the call park state so it can be retrieved from another phone. In order to administer this FNE the call park FAC must already be administered.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user establishes a call and then put the call on hold.
2. The user dials the Call Park FNE phone number and the call is parked at their station.
3. The user hears confirmation tone.

Call Unpark FNE

The Call Unpark FNE allows the user to retrieve a call parked at another extension. The endpoint will be connected to the parked call. The ACM proper name for this feature is Answer Back.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Call Unpark FNE phone number.
2. The user hears dial tone.
3. The user enters the extension.
4. The user is now on the call.

Call Pickup Group FNE

Group Call Pickup allows the user to answer a call that is ringing in the user's pickup group.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user is first administered in a call pickup group.
2. The user hears someone else's phone ringing.
3. The user dials the Call Pickup Group FNE phone number.
4. The user is now on the call.

Call Pickup Directed FNE

Directed Call Pickup allows the user to answer a call ringing at another extension without having to be a member of a pickup group.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user is first administered in a call pickup group.
2. The user hears someone else's phone ringing.
3. The user dials the Call Pickup Directed FNE phone number.
4. The user hears dial tone.
5. The user enters the station extension.
6. The user is now on the call.

Calling Party Number Block FNE

Calling Party Number Block blocks the sending of the calling party number for one call.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Calling Party Number Block phone number and the caller ID is blocked for that station with presentation indicator = restricted.
2. The user hears dial tone.
3. The user dials the destination phone number.

Calling Party Number Unblock FNE

Calling Party Number Unblock deactivates calling party number (CPN) blocking and allows the CPN to be sent for a single call. This is used if the user is administered to not send the ANI when making a call.

1. The user dials the Calling Party Number Unblock phone number and the caller ID is not blocked for that station.
2. The user hears dial tone.
3. The user dials the destination phone number.

Conference on Answer

When there is one call present at the station, the FNE for conference-on-answer may be used to conference in another party to the call.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Conference on Answer FNE phone number.
2. The user hears dial tone dials the destination for the second party.
3. The user will hear confirmation tone (if the destination is valid) or intercept tone otherwise.
4. When the destination answers, it will be automatically conferenced to the first call.
5. Repeat up to 4 more times to have 6 parties on the call. A party cannot be added until the previous answered and joined the conference.

Drop FNE

Drop allows users to drop calls. Users can drop calls from automatic hold or drop the last party they added to a conference call.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Drop FNE phone number.
2. The user either hears dial tone if there are no other parties on the call or the user continues to hear the current call minus the last party added.

Exclusion FNE

Exclusion allows multiappearance telephone users to keep other users with appearances of the same extension from bridging onto an existing call. If the user activates exclusion button while other users are already bridged onto the call, the other users are dropped. Exclusion requires that a button be administered on the desk phone.

There are two means of activating exclusion.

Manual Exclusion — when the user presses the exclusion button (during the call). This is a per call feature.

Automatic Exclusion — by COS as long as an exclusion button is administered for the station. Exclusion will be on for all calls but may be turned off on a per call basis using Manual Exclusion.

The FNE sequence is as follows:

1. The user establishes a call and then put the call on hold.
2. The user dials the Exclusion FNE phone number from the cell phone.
3. Either the user on the desk set is dropped from the call (if they were already on the call) or a user at the desk set may not join the call.

If both the cell phone and desk phone are active on the call, then whichever one actives exclusion will knock the other (as well as any bridges) off the call.

Held Appearance Select FNE

This feature provides a method for the off premises phone to pick up a held call at an principal station. If there is more than one held call at the station the first one found (on the lowest numbered call appearance) is chosen.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Held Appearance FNE phone number.
2. When the call is answered, the voice paths will be connected, but there will be no display updates for any other party on the call. This call does count against the limit of total number of endpoints on a conference call. If the operation would violate either the total number of parties on a call, then the call will be denied.

Idle Appearance Select FNE

This feature provides a method for the off premises phone to pick an idle call appearance at an principal station.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Idle Appearance FNE phone number.
2. When the call is answered, dial tone is provided. The user may now dial any phone number

Off-PBX Call Enable FNE

This FNE provides the capability to enable extending an EC500 call to their off premises phone, e.g., cell phone.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Off-PBX FNE enable phone number.
2. The user will hear confirmation tone.

Off-PBX Call Disable FNE

This FNE provides the capability to disable extending an EC500 call to their off premises phone, e.g., cell phone.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Off-PBX FNE disable phone number.
2. The user will hear confirmation tone.

Last Number Dialed FNE

Last Number Dialed (redial) originates a call to the number last dialed by the station.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Last Number Dialed FNE phone number.
2. The Last Number Dialed is now called.

Malicious Call Trace FNE

Malicious Call Trace Activation: sends a message to the MCT control extensions that the user wants to trace a malicious call. MCT activation also starts recording the call, if your system has a MCT voice recorder.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user establishes a call and puts the call on hold.
2. The user dials the Off-PBX FNE phone number.
3. The user will hear confirmation tone.

Priority Call FNE

Priority Calling allows a user to place priority calls or change an existing call to a priority call.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Off-PBX FNE phone number.
2. The user will hear dial tone.
3. The user makes a phone call.

Send All Calls enable FNE

Send All Calls allows users to temporarily direct all incoming calls for the desk and cell phone to coverage regardless of the assigned call-coverage redirection criteria.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the SAC enable phone number.
2. The user will hear confirmation tone.

Send All Calls disable FNE

Send All Calls disable turns off Send All Calls.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the SAC disable phone number.
2. The user will hear confirmation tone.

Transfer on Hang up FNE

When there is one call present at the station, the FNE for Transfer may be used to transfer the call to another party.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user dials the Transfer on Hang Up FNE phone number.
2. The user hears dial tone.
3. The user enters the phone number for the second party.
4. The user will hear normal call progress tones (i.e. ringback) if the destination is valid, intercept tone otherwise.
5. After dialing a valid destination, the user may activate the transfer at any time by dropping both calls at the wireless handset simultaneously

Operationally, the user would only have to press the transfer button once and then drop all calls. The switch will time the dropping of the calls and treat them as simultaneous if they are dropped within a second of each other. If only one call is dropped, the other call will remain connected to the switch.

Transfer to Voice Mail FNE

Transfer to Voice Mail allows a user to transfer the caller to the original call recipient's AUDIX mail where the caller can leave a message.

If the user calls from the off-premises phone the FNE sequence is as follows:

1. The user receives a call.
2. The user dials the Transfer to Voice Mail FNE phone number.
3. The user hears confirmation tone if the operation was successful) or intercept/reorder tone otherwise.
4. When the call is answered at the voice mail, the caller will hear the user's standard greeting

Glossary

A

Avail server running Communication Manager — The system on which a corporate phone system runs; also referred to as the “switch.”

C

cellular service provider — The company contracted with to provide cellular/wireless services.

Communication Manager — The product formerly known as MultiVantage™ Software.

D

DEFINITY® — Former name for an Avaya, Inc., phone system, referred to as a “switch.”

disable — To deactivate Extension to Cellular or disconnect a cell or other remote phone from the Avaya server running Communication Manager.

dual setup — Extension to Cellular configuration having two incoming/outgoing call appearances (lines) and extensions mapped to a primary office phone. This type of setup allows the second line to be used for Call Waiting, provided that feature is part of the standard cellular service contract.

E

Extension to Cellular access number — The phone number dialed to connect to the Avaya server running *Communication Manager*, to initiate the process of enabling or disabling Extension to Cellular, or changing the station security code.

enable — To activate Extension to Cellular or connect a (cell or other remote) phone to the Avaya server running *Communication Manager* and Extension to Cellular.

F

feature access codes (FAC) — For Extension to Cellular, codes used to enable or disable Extension to Cellular on a cell (or other remote) phone and to change a station security code. Other feature access codes allow authorized Avaya telecommuting service users (a non-Extension to Cellular offering) to access other phone system features remotely.

feature name extensions (FNE) An extension that fits your dial plan that you can dial from an outside Extension to Cellular phone in order to active a Communication Manager feature. The FNEs must be set up by your administrator, and communicated to you so you know what extension activates what feature in Communication Manager.

M

MultiVantage™ Software Former product name (now *Communication Manager*) of the DEFINITY® switching software application.

O

office number The phone number assigned to your office phone.

office phone The primary phone used for business calls; typically a “desk” phone, but may be a wireless or other type of non-desk phone.

P

pocket reference cards A pair of cards (provided on the final page in this document) on which you can record user-specific information about accessing Extension to Cellular.

S

service provider See cellular service provider.

setup A specific configuration of Extension to Cellular. See dual setup, single setup, and standalone setup for specific information.

single setup Extension to Cellular setup providing one call appearance (incoming/outgoing line). This configuration does not provide a line for Call Waiting.

standalone setup Extension to Cellular setup that allows a single phone (cell or other) to be used as a member of a hunt group or coverage group. Standalone users are called AWOH (Admin Without Hardware) users.

station security code A unique code assigned to the office number. The station security code is used to identify a valid user to the Avaya server running *Communication Manager* during enable/disable or change security code procedures.

T

text messaging A cell phone feature that allows the user to receive short text messages on the phone’s display screen/area. Message receipt is often accompanied by an audible alert, and the user can then display, delete or save the message. Text messaging is sometimes referred to as *short message services* (SMS).

U

Unified Messenger® for MS Exchange

A software application that consolidates voice, email and fax messages into one mailbox. When combined with Extension to Cellular, provides a text message through the cell (or other remote) phone's display screen to notify users of messages in their corporate voice mail system. Applies only to Extension to Cellular users with Unified Messenger's "Notify Me" feature installed on their office phone system.

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Extension to Cellular pocket reference cards

Record the information that your system administrator provides on these pocket reference cards. Then cut out the cards, fold them, and keep them in your wallet or with your cell phone.

AVAYA

Extension to Cellular (EtC)
User's Pocket Card

Work or office extension:_____

EtC access #:_____

EtC feature access codes (FAC)

Enable FAC:_____

Disable FAC:_____

To enable/disable EtC:

1. Dial your EtC access number.
2. Enter the applicable FAC, then your work/office extension number.
3. Press #, enter your station security code, then press # again.
4. Hear confirmation tones.

To access a feature through a FNE:

1. Place your caller on hold.
2. On another line appearance, dial the FNE for the feature you want. Press SEND if using a cell phone.
3. The feature is accessed. What you hear depends on the feature you dialed.

Feature Name Extensions (FNE)

Feature Name	Extension
Active Appearance Select:	_____
Automatic Callback Cancel:	_____
Call Forward All:	_____
Call Forward Busy/No Answer:	_____
Call Forward Cancel:	_____
Call Park:	_____
Call Park Answer Back:	_____
Call Pick-Up:	_____
Conference on Answer:	_____
Calling Number Block:	_____
Calling Number Unblock:	_____
Directed Call Pick-Up:	_____
Drop Last Added Party:	_____
Exclusion (toggle on/off):	_____
Held Appearance Select:	_____
Idle Appearance Select:	_____
Last Number Dialed:	_____
Malicious Call Trace:	_____
Malicious Call Trace Cancel:	_____
Off-PBX Call Enable:	_____
Off-PBX Call Disable:	_____
Priority Call:	_____
Send All Calls:	_____
Send All Calls Cancel:	_____
Transfer on Hang-Up:	_____
Transfer to Voice Mail:	_____
_____:	_____
_____:	_____