



# AVAYA IP OFFICE

## MOBILE TWINNING

### QUICK REFERENCE GUIDE

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**AVAYA**

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# TWINNING

Twinning will simultaneously ring your desk phone and another designated telephone when in use. (ie: mobile phone). You may also be able to activate system features from your mobile phone, such as transferring a call if this has been programmed by your administrator.

## USE YOUR DESK PHONE TO CONTROL MOBILE TWINNING

### TO TURN ON MOBILE TWINNING

- + Scroll to **TWINNING** Key
- + Press **SELECT** Softkey display shows Status of Mobile Twinning
- + Press **ON** Softkey
- + Press **SAVE** Softkey Status Softkeys appears

### TO ADD/CHANGE DESTINATION:

- + Scroll to **TWINNING** Key
- + Press **SELECT** Softkey display shows Status of Mobile Twinning
- + Scroll to **DESTINATION**
- + Press **EDIT** Softkey
- + Press **CLEAR** Softkey to Clear old number if one already exists
- + Enter new number, dialing prefix (typically 8 or 9) 1 area code and number 1 area code and number
- + Press **SELECT** Softkey
- + Press **SAVE** Softkey

### TO TURN OFF MOBILE TWINNING

- + Press **STATUS** Softkey
- + Press **OFF** Softkey

### TO RETRIEVE A TWINNED CALL BACK TO YOUR DESK PHONE

- + Press **Twinning** Key begin speaking Call is immediately connected to desk phone

### TO SEND A TWINNED CALL TO YOUR TWINNED DEVICE FROM YOUR DESK PHONE

- + Press **TWINNING** Key Call is **TRANSFERRED** to twinned device
- + Your twinned device will ring
- + Answer twinned device

## TRANSFER A TWINNED CALL TO ANOTHER EXTENSION

### TRANSFER AN ACTIVE TWINNED CALL TO AN OFFICE EXTENSION (other than your own):

You must be on a call that was received on your twinned device from the Avaya IP Office.

- + Press \*\* Hear System Dialtone Call automatically held
  - + Enter EXTENSION Number
  - + Blind Transfer Hang up, Call is connected
- Or
- + Announced Wait for party to answer, (speak privately)
  - + TO COMPLETE TRANSFER, Hang up
  - + TO RETURN TO HELD CALL: Press \*\* Then Press \*52

**NOTE:** You must have Call Blocking turned OFF to use these features. The IP Office must be able to match the number to the one programmed in the system.

## TURN MOBILE TWINNING ON/OFF REMOTELY

In order to use the features below, the telephone number of the phone you are calling from must be programmed in the Avaya Telephone System and allowed by your System Administrator. You do not have to have mobile twinning or have it turned on to use these features.

You must call from the telephone number that is programmed in the system.

You must have Call Number Blocking turned OFF on the device.

In order to use this feature, you will need to obtain a "backdoor" number from a System Administrator. A backdoor number is a special number that is designated specifically for this feature. Not all systems will allow this feature.

### TO TURN MOBILE TWINNING ON OR OFF REMOTELY:

- + Dial: \_\_\_\_\_ and press 3 for Personal options
  - + When Prompted, enter your extension number
  - + Press 2 to change your Mobile Twinning options
- TO ACTIVATE: Press 1 to Activate Mobile Twinning
- TO DEACTIVATE: Press 2 to Deactivate Mobile Twinning
- TO CHANGE DESTINATION: Press 3 to change destination
- Enter new destination phone number and press #

**NOTE:** You must have Call Blocking turned OFF to use these features. The Avaya system must be able to match the number to the one programmed in the system.

## CHANGE THE TWINNED DESTINATION NUMBER REMOTELY

### TO TURN MOBILE TWINNING ON OR OFF REMOTELY:

- + Dial: \_\_\_\_\_ and press 3 for Personal options
- + When Prompted, enter your extension number
- + Press 2 to change your Mobile Twinning optio
- + Press 3 to change destination
- + Enter new destination phone number and press #