

AVAYA PARTNER ACS INTEGRATION SHEET FOR ENGENIUS DURAFON SERIES

Tested with DuraFon Series Phones		Additional support available email support@engeniustech.com
<p>Note: It is recommend you change Engenius handset display from "Engenius" to an Avaya extension and user first name. Example: Joe x15</p>		<p>Press Menu, 5, 5, then 1. Delete it first, then enter in the new text. The reason is to avoid the user mistaking the Engenius two digit extension ID with the Avaya extension that handset is associated with.</p>
<p>Note: For each handset to have its own dedicated extension, the Engenius base station will need to have "lines dedicated", or "group dedicated" configuration for 4x or PRO systems.</p>		<p>See the quick reference sheets for 4x or PRO on how to dedicate lines or group lines. www.engeniustech.com/telecom/support</p>
1	Answer Incoming Call	Press the green "talk" button on the handset.
2	Transfer Incoming Call from Engenius handset to an Avaya Desk Phone	While on the call, press the green "talk" key, (which also serves as the flash key). Wait to hear the the Avaya intercom tone (1 second), then press the Avaya 2 digit ext. Remain on the line to announce the transfer, or press the red "end" button to complete the transfer.
3	Transfer Incoming Call from a desk station to an EnGenius Handset	Same as transferring to an Avaya Deskstation, you'll need to know which extension the handset is specifically dedicated to.
4	Directed Line Retrieval	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "68" + the two digit line number.
5	Call Park	While on the call, press the green "talk" key, (which also serves as the flash key). Wait to hear the the Avaya intercom tone (1 second), then press your own Avaya 2 digit ext. Press the red "end" button to complete the call park.
6	Call Park Retrieve	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "6" + the two digit ext. number the call is parked on.
7	Call Coverage Set	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#20", then your two digit ext., then the two digit ext. you want to ring over to at the same time. Press "end" to complete.
8	Call Coverage Remove	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#20", then your two digit ext. twice. Press "end" to finish.
9a	Call Forward Follow Me	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#11", then your two digit ext., then the two digit ext. you wish to forward to. Press end to complete.
9b	Call Forward Follow Me cancel	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#11", then your two digit ext. twice. Press end to complete.
10	Call Pickup (Picking up a call ringing at another telephone)	While that extension is ringing, press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "6", the two digit ext. that is ringing.
11	Cell Phone Connect	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#11", then your two digit ext., then "*" (star), then the two digit speed dial code (80-99). **Note, pre-programming the speed dial numbers themselves must be done from an Avaya digital deskset with ext. 10 or 11 only.
12	Conference Call	While on the call, press the green "talk" key, (which also serves as the flash key). Wait to hear the Avaya intercom tone (1 second), then dial the second party you wish to conference (2 digit internal ext., or outside dial code + phone number). Then once connected with the second party, press the green "talk/flash" key one last time, to complete and bring in all parties on the call.
14	Contact Closure Release	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#41" for closure #1, or "#42" for closure #2. Press "end" to finish.
15	Direct Line Pickup Active	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "68" + the two digit line number you wish to connect to.

16	Direct Line Pickup Idle	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "8" + the two digit line number you wish to connect to.
17a	Group Calling	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "7" + the one digit group number (1-4).
17b	Group Paging	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "*7" (star 7) + the one digit group number (1-4).
18	Group Pickup	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "*66" + the one digit group number (1-4).
19	Last Number Redial	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "*#05" (pound 05).
20	Make Internal Call to Deskset	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press the Avaya two digit extension number you wish to connect to.
21	Make Internal Call to DuraFon handset	From your Avaya deskstation, dial the 2 digit extension the Engenius handset is dedicated to. (requires Engenius lines to be "dedicated" on 4x and PRO models, see quick reference sheet).
22	Make External Call	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press the Avaya outside line code. If the Avaya system is configured in "key mode", this will be either "9", or 8xx, where xx is the two digit outside line you wish to specifically dial out from. If the Avaya system is configured in "hybrid mode", then the outside line code will be either "880", or "8xx".
23	MW Light On (changing status on a deskstation remotely)	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#10" (pound 10), + the Avaya deskstation ext. you want the indication light to turn off.
24	MW Light Off (changing status on a deskstation remotely)	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#09" (pound 09), + the Avaya deskstation ext. you want the indication light to turn on.
	Message indication on	
	Message indication off	
	Message retrieval	
25	Recall / Flash	While on the call, press the green "talk/flash" key, (which also serves as the flash key). Wait to hear the Avaya intercom tone (1 second), then press "#03" (pound 03). You would then press the green "talk/flash" key + #03 again to toggle between the two calls.
26a	Remote Call Forwarding (line redirection) (external call forwarding)	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#11", then your two digit ext., then "*" (star), then the two digit speed dial code (80-99). **Note, pre-programming the speed dial numbers themselves must be done from an Avaya digital deskset with ext. 10 or 11 only.
26b	Remote Call Forwarding Cancel (line redirection) (external call forwarding)	
27	Simutaneous Page	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "*70" (star 70).
28a	Station Lock	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#21" (pound 21), + the 4 digit code (digits 0-9), wait again for the Avaya intercom tone, then enter the 4 digit code once more to confirm. You should hear the intercom tone after that, for confirmation that this code took into the Avaya system.
28b	Station Lock Cancel	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#21" (pound 21), + the 4 digit code (digits 0-9) once.
29a	Call Hold. (Not available via analog ports of the Avaya system, however, you can alternatively use the Engenius handset hold feature. This acts as an exclusive hold, internal with Engenius system.)	Available between Engenius base unit and handset only. While on a call, press "hold", which is the Engenius top left soft key. Press again to "unhold". MOH (Music on hold), is supported via 3.5mm stereo jack on our Engenius base unit.

29b	Call hold on the Avaya system is not supported by Avaya on analog ports. However, a good alternative is to use call park. (see #5).	Use the call park feature with the Avaya system. By putting the call on park, it will allow other users of the Avaya system to retrieve that call. If you have no intention of moving the call, then an easier method is option 29a.
30	External Paging Access	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "70".
31	System Speed Access	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#" + the system speed dial code (600-699).
32	Personal Speed Dial Access	Press the green "talk" button, wait for the Avaya intercom tone (1 second), then press "#" + the system speed dial code (80-99).
33	Distinctive Ringing (int / out / tran)	Not supported.