



Activating Mobile Twinning via a Button or DSS Key

1. To activate Mobile Twinning from your extension, press the Mobile Twinning Button or DSS Key. The following is displayed:

```
Twinning:
<<<           Done
```

2. Enter the phone number that you want to 'twin' to your extension (including any prefix, if required). To backspace, press the softkey under <<<.
3. When the phone number has been entered, press **Done**.

Activating Mobile Twinning via Call Flow on Voicemail Pro

Mobile Twinning can be enabled and disabled remotely via Voicemail Pro. For further information, contact your system administrator.

Introduction

This guide covers the basic functionality of Mobile Twinning.

The Mobile Twinning feature (when enabled) allows an external phone to be twinned with your IP Office extension. The twinned device can be any external phone, such as your mobile or home phone.

When a caller rings your extension, both your extension and the twinned device will ring, enabling you to take the call from either device. If the call is not answered from either device, the call will follow the rules set up for the extension (such as being re-directed to your voicemail).

Notes

- Mobile Twinning is a licensed feature that, once enabled, requires further configuration by the system administrator for use with IP Office.
- If account codes are used, you will be unable to enter an account code when the call is answered at the twinned device.
- If Do Not Disturb is selected, any calls to your extension will hear a busy tone or be re-directed to voicemail. Your external phone will not ring.
- If Mobile Twinning is turned on and you log off at your extension, calls will be re-directed to your twinned device.
- Your caller may be re-directed to your twinned device's voicemail before your extension's voicemail, depending on the voicemail coverage settings for both phones.

Further information about Mobile Twinning is available from www.avaya.com/support and also from <http://www.avaya.com/ipoffice/knowledgebase>.

Issue 1 (1 June 2006)

Reference: 15-601403

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Answering Incoming Calls

With Mobile Twinning activated, incoming calls ring at your extension as well as your twinned device.

To receive the call, you can pick up either at your extension or twinned device:

- If the call is answered at your extension, the call to the twinned device is terminated.
- If the call is answered at the twinned device, the call to your extension is terminated.

Note

- If you pick up an incoming call on your twinned device before No Answer Time is activated on your extension, the call connects directly to the twinned device and not your extension's voicemail.

Switching from your Twinned Device to your Extension

- With the twinned device active, pick up at your extension and press the Twinning call appearance or DSS button. The call to the twinned device is terminated.

OR

- If the extension has no call appearance buttons, pick up the call by dialling the Mobile Twinned Call Pickup shortcode. The call to the twinned device is terminated.

Notes

- If the twinned device is active on a non-twinned call, the call cannot be accessed from your extension.
- If a call is active on your extension, the call cannot be accessed from the twinned device.

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Activating Mobile Twinning via Shortcodes

The shortcodes configured for Mobile Twinning may vary depending on your system and, therefore, may not match the shortcodes listed below. For further information, contact your system administrator.

To turn Mobile Twinning on:

- From your own extension, dial ***90#**.
- From another extension, dial ***90*N#**. Where **N** is the extension for which you want to turn on mobile twinning.

To turn Mobile Twinning off:

- From your own extension, dial ***91#**.
- From another extension, dial ***91*N#**.

To enter a number to be Twinned to:


- From your own extension, dial ***92*M#**. Where **M** is the number to be twinned to.
- From another extension, dial ***92*N*M#**.

To pickup a Mobile Twinning call:

- Dial ***93**.

Activating Mobile Twinning via Phone Manager Pro

With Phone Manager Pro, you can enable/disable Mobile Twinning as well as change the number of the twinned device.

1. From the Phone Manager main screen, click .
2. Select the **Forwarding** tab to display the following screen:



3. Select **Mobile Twinning** and enter the phone number you want to 'twin' your extension to (including any prefix, if required). Phone numbers must be entered with no spaces.
4. Click **OK**.