



Administering Avaya IP Office using Manager

Notices

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Twinning

This action can be used by user's setup for mobile twinning. This action is not used for internal twinning.

While the phone is idle, the button allows the user to set and change the destination for their twinned calls. It can also be used to switch mobile twinning on/off and indicates the status of that setting.

When a call has been routed by the system to the user's twinned destination, the **Twinning** button can be used to retrieve the call at the user's primary extension.






In configurations where the call arrives over an IP trunk and the outbound call is on an IP trunk, multi-site network may optimise the routing and in this case the button may not be usable to retrieve the call.

Mobile Twinning Handover When on a call on the primary extension, pressing the **Twinning** button will make an unassisted transfer to the twinning destination. This feature can be used even if the user's **Mobile Twinning** setting was not enabled.

During the transfer process the button will wink. Pressing the twinning button again will halt the transfer attempt and reconnect the call at the primary extension.

The transfer may return if it cannot connect to the twinning destination or is unanswered within the user's configured **Transfer Return Time** (if the user has no **Transfer Return Time** configured, a enforced time of 15 seconds is used).

- **Action:** Emulation | Twinning.
- **Action Data:** None.
- **Default Label:** Twinning.
- **Toggles:** Yes.
- **Status Indication:** Yes.

• Status	• 1400, 1600, 9500	• 9608, 9611, J100	• 9621, 9641	• M-Series, T-Series
• - On.	• Green on	• Green on	•  Green	•  On
• - Off.	• Off	• Off	•  Grey	• Off
• - Twinned call at secondary	• Red on	• Red on	•  Blue	•  On

- **User Admin:** No.

Twining

- **Phone Support:** Note that support for particular phone models is also dependent on the system software level.
 - 9500 Series, 9600 Series and J100 Series.
 - 1400 Series and 1600 Series.
 - M-Series and T-Series.
 - 1100 Series and 1200 Series.
 - This button action is also supported by the Vantage Connect Expansion application.