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Telefonix Voice & Data have installed and maintain Avaya telephone system solutions for every size and type of business. Avaya telephone systems since the launch of the IP Office platform. We are a fully certified Avaya Partner with more than 2500 Avaya phone system solutions throughout the UK.

Telefonix Voice & Data

"SMB **expert"** Avaya business partner specialising in Avaya IP Office telephone systems

Telefonix Voice and Data is one of the test centres for new versions of Avaya IP Office and we have had Nortel handsets running on IP Office since the beta, which we were a part of. We have put up a complete site for the Nortel BCM to Avaya IP Office migration at http://www.nortel-to-avaya.co.uk/

- If you have a telecoms problem, we'll craft a solution to suit your company.
- One of the finest demonstration centre in England.
- Ongoing record of success with Avaya telephone systems as witnessed by these Avaya case studies:

  - "We were at our wits end with our phone and contact centre supplier experience and were concerned about the levels of customer service being offered to our customers. Luckily we found Telefonix, a converged voice and data solutions provider who matched us in hard work, creativity and knowledge."
  - "We've been delighted with the technology recommendations that Telefonix have made to us. In particular, investment in Telefonix' recommendation of the Avaya IP Office system continues to bear dividends, serving our factories, offices and mobile sales team to an equally high standard."
  - "Our aggressive business plans require shrewd investment in a technology solution that will support the evolution of the business, and Telefonix demonstrated a rare understanding of not only the technology, but how to apply it to support a rapidly growing multi-site operation."
  - "Investing in Avaya IP Office when our company was in need has proven to be a very smart business decision, coupled with the backup and support of Telefonix who are as creative in telephony as we are in ballooning."
  - "By redesigning our account handling departments into four separate call groups, we immediately noticed a difference in the customer service that we were able to give to our clients. Since then we have gone from strength to strength, expanding our customer teams as much as 70% in one year, and with Telefonix maintaining the system for us, the system is completely hassle free."

- Our staff are all Avaya-certified
- Competitive deals on offer because of our volume of sales
- Discounts on support, maintenance and subsequent item purchases

Contact Us

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Note: Please note that this tab only lists which BCM Features codes are supported on BST and 1100 and 1200 Series IP Phones connected to an IP Office 7.0. If a feature is listed as not supported "N", it does not mean that the feature or similar feature does not exist on IP Office. It means simply that the feature can not be used through a Feature Code, but the feature could be used through an IP Office Short Code or button.

Feature Code	Feature(s)	Feature code is available to BST users on IP Office		Feature code is available for 1100 or 1200 users on IP Office		IP Office Feature Equivalent / Alternative	Notes
		Supported	Notes	Supported	Notes		
F-HOLD	Exclusive Hold	✗		✗		None	
F*0	Key Inquiry	✔	Very similar to BCM interface.	✔	Very similar to BCM interface.	None	
F*1	Program External Autodialer	✔	Very similar to BCM interface. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons.	✔	On 1100/1200, F*1 and F*2 do the same thing.	Abbreviated Dial Program	Must be assigned to a button in System Administration or Self-Administration.
F*2	Program Internal Autodialer	✔	Very similar to BCM interface. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons.	✔	On 1100/1200, F*1 and F*2 do the same thing.	Abbreviated Dial Program	Must be assigned to a button in System Administration or Self-Administration.
F*3	Program Feature Key	✔	Very similar to BCM interface, and can also be used to set all buttons to default or to select from a list of features. If the user has a login code (password) defined, then he will be prompted for it before being allowed to program buttons. In addition users will have the option to program features on button by scrolling through a list of features. See below under * for a full list of selectable features.	✔	Very similar to BCM interface. Fewer options than BST on IP Office interface. No option to scroll through list of programmable features.	Self-Administration	Must be assigned to a button in System Administration.
F*4	Program Personal (Set) Speed Dialer	✔	Very similar to BCM interface.	✗		Personal directory of IP Office	System Administration can add and delete entries; some user features can add entries (e.g., call log).
F*501-F*504	Select Language	✗		✗		Language is one aspect of user locale.	Controlled in System Administration
F*510	Time Zone Offset for IP Sets	✗		✗		None	
F*520	Park on First Free SWCA	✗		✗		None	
F*521-F*536	System Wide Call Appearances	✗		✗		Call Park appearance buttons	
F*537	Retrieve Oldest SWCA Call	✗		✗		None	
F*538	Retrieve Newest SWCA Call	✗		✗		None	
F*550	Silent Monitor	✗		✗		Call Listen	
F*6	Select Ring Type	✔	Very similar to BCM interface. Can also select ring volume here through the volume bar.	✗	Local to phone, therefore phone-specific.	None	Local to phone, therefore phone-specific.
F*7	Select Display Contrast	✔	Very similar to BCM interface.	✗	Local to phone, therefore phone-specific.	None	Local to phone, therefore phone-specific.
F*80	Select Ring Volume	✔	Very similar to BCM interface.	✗	Local to phone, therefore phone-specific.	None	Local to phone, therefore phone-specific.
F*81	Move Line	✗		✗		None	
F*82	Select Dialing Option	✔	In BCM, choice of standard, predial, or automatic. In IP Office, choice of enbloc on (predial) or enbloc off (automatic dial).	✗	On-hook dialing is always equivalent to predial/enbloc.	Enbloc dialing	
F*84	Auto Call Logging Mode	✗		✗		None	Most calls are always logged, but some are controlled by centralized Call Log settings in System Administration.
F*85	Set Call Log Password	✗		✗		None	
F*89	Programmed Release Reach-through Code	✗		✗		None	
F*9	Run/Stop Reach-through Code	✗		✗		None	
F*9xx	IP Set External Feature Request	✗		✗		None	

Code	Feature		Description		Description	IP Office Feature	Notes
F0	Invoke Speed Dial	✔	Very similar to BCM interface. BST User can use the IP Office Directory. On all BST models the user can add a directory button through F*3. On the two-line display phones the user can also press the call appearance button (intercom) and will get a softkey in the display labeled "Dir", which provide access to the directory. User have to use the volume bar to scroll through the entries.	✖		System and Personal directories on some IP Office phones. Entry selection is performed via Dial by Name.	
F1	Send Message	✖		✖		None	
F#1	Cancel Sent Message	✖		✖		None	
F2	Ring Again	✔	Very similar to BCM interface.	✖		Ring back when free/automatic callback	
F#2	Cancel Ring Again	✔	Very similar to BCM interface.	✖		Cancel ringback when free	
F3	Conference	✔	Somewhat similar to BCM interface. In IP Office, make all calls, then enter F3; this will collapse all of the calls into a conference. The IP Office conference feature is more like the BCM multiparty conference feature than the BCM three-party conference feature.	✔		Conference	
F#3	Split Conference	✖		✖		None. This feature relates to BCM 3-party conference on specific BCM phone models.	
F4	Call Forward All Calls	✔	Similar to BCM interface. In IP Office, does not forward internal or hunt group calls unless administered to do so in System Administration. Forward internal is on by default; forward hunt group calls is off by default. If the call is not answered at the Forwarded To extension, the call will be treated based on the Forwarded To extension rules. Short codes will be based on the Forwarded To extension.	✔	Very similar to BCM interface. In IP Office, does not forward internal or hunt group calls unless administered to do so in System Administration. Forward internal is on by default; forward hunt group calls is off by default.	Forward Unconditional	Follow Me To/Here is alternative feature but can only be used to forward calls to internal destinations. If a call is forwarded through Follow Me To/Here from set A to set B, the call will be treated based on the rules for set A. For example the short codes will be based on set A and the call would go to set A voicemail.
F#4	Cancel Call Forward All Calls	✔	Very similar to BCM interface.	✔		Cancel Call Forward	
F5	Last Number Redial	✔	Very similar to BCM interface.	✔		Last number redial	
F60	Page General	✔	Somewhat similar to BCM interface; enter a group DN rather than a page zone.	✔		Page Group	
F61	Page Internal	✖		✖		Page Group	
F62	Page External	✖		✖		None	Page Group to group of one member which is an analog port connected to a 3rd party speaker device.
F63	Page Internal and External	✖		✖		None	Page Group to group which includes users and an analog port connected to a 3rd party speaker device.
F64	Line Pool Selection	✖		✖		None	
F65	Reply Message Waiting	✔	Somewhat similar to BCM interface. In IP Office, connects to audio Voice Mail (no visual voice).	✖		Somewhat similar to BCM interface. In IP Office, connects to audio Voice Mail (no visual voice).	
F#65	Cancel Received Message	✖		✖		None	
F66	Voice Call	✔	Very similar to BCM interface.	✔		Dial intercom	
F67	Save Number/Saved Number Redial	✖		✖		None	
F68	Restriction Override	✖		✖		Authorization codes	
F69	Priority Call	✔	Somewhat similar to BCM interface. Rings a phone that has DND turned on, does not barge in on an active call.	✖		Priority call or Call intrude	
F70	Transfer	✔	Somewhat similar to BCM interface. On BCM, user may press the Rls button to complete a transfer. On IP Office, user must press "Complete" softkey or Transfer programmed button, or dial F70 again to complete the transfer. Transfer requires a free call appearance, different to BCM. For example, if a set has two call appearances and the user has one call on hold, the second call cannot be transferred since there is no free call appearance.	✖	Transfer softkey is displayed. User will receive option first Consult with party the call is being transferred to or directly transfer the call. In case of direct transfer, success message will be displayed.	Transfer	

Code	Feature		Comment		Comment	IP Office	Notes
F#70	Cancel Transfer	✖		✖		None	
F71	Link Reach-through Code	✖		✖		Flash hook button	Must be assigned to a button in System Administration.
F72	Timed Release Reach-through Code	✖		✖		None	
F73	Auto Hold On	✖		✖		None	
F#73	Auto Hold Off	✖		✖		None	
F74	Call Park	✔	Somewhat similar to BCM interface; park codes can be selected by the user. If not selected by user, then they are based on the DN of the user parking the call. In IP Office, F#74 has been added to retrieve a parked call.	✔		Call Park	
F#74	Unpark Call (does not exist BCM)	✔	New features for BST sets on IP Office to unpark calls.	✔	New features for IP sets on IP Office to unpark calls.	Unpark Call	
F75	Group Call Pickup	✔	Somewhat similar to BCM interface. Group Call Pickup answers a ringing hunt group call of which the user is a member. Does not pickup up non-hunt group calls to other members of the hunt group.	✔		Group Call Pickup	
F76	Directed Call Pickup	✔	Very similar to BCM interface.	✔		Call Pickup Extn	
F77	Call Duration Timer	✔	Very similar to BCM interface.	✖		Timer	
F78	Pause Reach-through Code	✖		✖		Pause button	Must be assigned to a button in System Administration. Can only be dialed while making a call; cannot be programmed an autodialer dial string.
F79	Exclusive Hold	✖		✖		None	
F800	Trunk Answer From Any Station	✖		✖		None	Call Pickup Any could be used, but it is not tied to Night Service and is not restricted to external calls.
F801	Off-hook Call Queuing	✖		✖		Ringing Line Preference	
F802	Group Listen	✔	Very similar to BCM interface.	✖		Group Listen	
F#802	Cancel Group Listen	✔	Very similar to BCM interface.	✖		Cancel Group Listen	
F803	Show Time and Date	✔	Very similar to BCM interface.	✖		Time of Day	
F804	Dial Tone Detect	✖		✖		None	
F805	Station Set Test	✖		✖		None	
F806	Static Time/Date	✖		✖		None	
F#806	Cancel Static Time/Date	✖		✖		None	
F807	Ringing (Signal) Call	✖		✖		None	
F808	Long Tones	✖		✖		None	
F809	ATA Tones On	✖		✖		Call Waiting Tones	Must be configured in System Administration
F#809	ATA Tones Off	✖		✖		Call Waiting Tones	Must be configured in System Administration
F811	Call Inquiry	✖		✖		None	
F812	Call Log	✔	Very different from BCM interface, but most of the same information is available.	✖		Centralized Call Log	
F813	Log It	✖		✖		None	
F814	Call Offer Reject	✖		✖		None	DPNSS feature
F815	Call Log Autobumping On	✖		✖		None	
F#815	Call Log Autobumping Off	✖		✖		None	
F816	Callback and Auto Redial	✖		✖		None	
F818	Call Charge Information	✖		✖		Advice of Charge	Available only on certain phone types
F819	ONN Blocking	✖		✖		None	Can be blocked on outgoing routes in System Administration, but not by users on a call by call basis.
F#819	Cancel ONN Blocking	✖		✖		None	Can be blocked on outgoing routes in System Administration, but not by users on a call by call basis.
F82	Camp On/Call Waiting	✖		✖		None	Could use Transfer, but the destination must have a free appearance button.
F83	Privacy Control Toggle	✖		✖		Private Calls	
F84	Selective Line Redirection	✖		✖		Short code as destination on an incoming call route	Must be configured in System Administration
F#84	Cancel Selective Line Redirection	✖		✖		Remove destination short code on incoming route	Must be configured in System Administration
F85	Do Not Disturb	✔	Very similar to BCM interface.	✔		Do not disturb	
F#85	Cancel Do Not Disturb	✔	Very similar to BCM interface.	✔		Cancel do not disturb	
F86	Background Music	✖		✖		None	
F#86	Cancel Background Music	✖		✖		None	
F870	Display Service Mode	✖		✖		None	
F871	Ringing Service	✖		✖		Time Profiles	Must be configured in System Administration
F#871	Cancel Ringing Service Manual Override	✖		✖		Time Profiles	Must be configured in System Administration
F872	Restriction Service	✖		✖		Time Profiles	Must be configured in System Administration
F#872	Cancel Restriction Service Manual Override	✖		✖		Time Profiles	Must be configured in System Administration
F873	Routing Service	✖		✖		Time Profiles	Must be configured in System Administration
F#873	Cancel Routing Service Manual Override	✖		✖		Time Profiles	Must be configured in System Administration
F875	Hospitality Room Alarm	✖		✖		None	
F#875	Cancel Hospitality Room Alarm	✖		✖		None	
F876	Hospitality Room Condition	✖		✖		None	
F877	Hospitality Desk Alarm	✖		✖		None	
F878	Hospitality Desk Room Condition	✖		✖		None	
F879	Hospitality Desk Room Occupied	✖		✖		None	
F88	Voice Call Deny	✖		✖		None	
F#88	Cancel Voice Call Deny	✖		✖		None	
F897	Malicious Call ID	✖		✖		Malicious Call Tracing	Permission must be configured for the user in System Administration

F9xx	X-Features	F981 only	In IP Office, F981 performs the same action as F65. Somewhat similar to BCM interface.	F981 only			
F930	MeetMe Conference	✖		✖	Conference Meet Me	This feature allows a user to join a specific conference.	Provides direct access to a particular MeetMe bridge. MeetMe Conferencing UI is different and more flexible
F960	Find Me Follow Me Handoff	✖		✖		Mobile Twinned Call Pickup	This short code feature allows the user to pickup a call ringing or connected at the destination of their mobile twinning number. This short code can only be used from the primary extension which is being used for the twinning
F980	Express Messaging	✖		✖			In VM Pro there is the option to build the required call flow and associate it with a short code.
F981	Voice Mail Login	✔	Brings user to IP Office Embedded VM or VM Pro, different interface, no visual VM on BSTs	✔	Brings user to IP Office Embedded VM or VM Pro, different interface, no visual VM on BSTs		
F982	Voice Mail Operator Settings	✖		✖			Not supported
F983	Voicemail Programming	✖		✖			All done via GUI
F984	Call Forward to Voice Mail	✖		✖			In VM Pro there is the option to build the required call flow and associate it with a short code.
F985	Display Voice Mail DN or Skillset	✖		✖			
F986	Transfer to mailbox	✖		✖			
F987	Voice Mail Interrupt	✖		✖			Not supported
F988	Voice Mail Dial by name or directory	✖		✖			In VM Pro there is the option to build the required call flow and associate it with a short code.
F989	Record call	✖		✖		Call Record	This feature allows user to record a conversation
F**NNN	Administration and engineering features	✖		✖		None	

Notes:							

* The follwing feature can be programmed on M7000 and T7000 Series set on IP Office through F*3. Press F*3, Press "More" softkey, scroll through feature list with softkey or volume bar, then select feature and button.

1. Speed Dial	16. Contrast
2. Ring Agn/Back	17. Group Listen
3.Conference	18. Time of Day
4. Call Fwd All	19. Call Log
5. Lost No. Redial	20. Self-Administ
6. Page Group	21. Account Code
7. Voicemail	22. ForwardOnBusy
8. Voice /Auto IC	23. ForwardOnNoAnser
9. Priority Call	24. Pickup
10. Transfer	25. Directory
11. Call Park	26. FlashHook
12. Group PickUp	27. Internal Auto
13. Direct PickUp	28. Set Hunt GroupN
14. Timer	29. Twinning

✔	Feature is availablegeneral opertions is very similar, even though there might be small differences
✖	Feature not available or supported, alternatives will be listed if available
↔	Feature or functionality is available in general, but functionality, oeprtation and configuration might be very different