

**These are the main features not available on the Nortel Phones:**

- 1) can't use Visual voicemail
- 2) need multiple voicemail box logins, or multiple voicemail Box buttons to retrieve voicemail from Hunt Group mailboxes (easy with Visual Voice)
- 3) glitchy programming issues and a reboot is the ONLY way out.
- 4) loss of some Nortel functionality... the phones do maybe 80% of what they used to. Some feature codes don't work, call park behaviour is changed, etc. This is actually a huge issue as the user is staring at the same phone they've always had, cursing because it doesn't "work". Huge detractor from the "user experience".
- 5) Displays on Nortel phones are smaller, and in the case of some types of transfers (e.g. external supervised transfer), the user name of the person who transfers the call is often partially or largely chopped off on the display.
- 6) Transfer Option no longer available as a soft key at bottom of display
- 7) **Reception should ALWAYS BE SOLD AN AVAYA PHONE, WILL MAKE THINGS SO MUCH EASIER FOR THE RECEPTIONIST!!**

**More Detailed Information:**

**Call Transfer**

The Call Transfer functionality on IP Office works very similar to the BCM and Norstar. Using Feature 70 will invoke the transfer. The user can enter the destination or, on any two-line display phone, access the system directory through the Dir soft key.

Important to note is that on IP Office the user cannot press the Release button to complete the transfer. Instead, the user must press the Complete soft key, Transfer button or F70 again.

The user has the option to consult with the transfer recipient to perform either a supervised or unsupervised transfer.

There will no longer be a Transfer soft key available on the T7316E, M7310 and M7324. Users either need to use F70 or program a button with the Transfer feature.

On IP Office, a transfer requires a free Call Appearance. By default, there are two Call

Appearances on each M7000 and T7000 Series phone, which means that a user cannot transfer a call when the user has a second call on hold. In this situation, the administrator needs to add an additional Call Appearance to the phone.

Note also that On IP Office, if a call is transferred internally, the transfer recipient will receive the CLID of the caller and not the person transferring the call. For example, User A calls User B. User B transfers the call to User C. User C will receive the CLID of User A and not User B. On BCM, User C would have first received the CLID of User B, until the transfer had been completed.

### **Conference**

Unlike BCM and Norstar, invoking the Conference feature (F3) while only a single (or no) call exists on the phone will not create the desired conference. Instead, the user is presented with an error tone and a message indicating that you must have another call in progress (this will not affect the current call).

On the IP Office, the user must have one active call and one or more calls on hold before invoking the Conference feature (F3) in order to add all parties into the conference. Additional parties can be added by selecting a free call appearance and dialing the next party. Pressing F3 again will collapse all calls into a single conference call.

It is important to note that on IP Office all conference participants on the same IP Office have the same rights, which means all conference participants will have the ability to mute or drop participants through their phones or through the One-X Portal interface. On the BCM, only the conference originator has these rights.

Also, note that the Conference Split feature is not supported on IP Office. On IP Office, the conference is consolidated to a single line appearance, which means the conference originator can no longer press one of the line appearances to put one participant on hold and only speak

to the other participant.

Any conference participants that are registered on the IP Office hosting the conference and that are using M7000 and T7000 Series or Avaya phones need to press the Release button twice to disconnect from the conference. Pressing once will provide the option to select a participant that can be disconnected from the conference.

### **Voicemail**

M7000 and T7000 Series phone users on IP Office can continue to use Feature 65 or Feature 981 to access their voicemail, but will not have Visual Voicemail. Users must navigate the audio command prompts of the IP Office, although M7000 and T7000 Series users can use One-X Portal or One-X Mobile Preferred to get Visual Voicemail functionality.

It is important to understand that IP Office Embedded Voicemail and Voicemail Pro will function differently than the BCM Voicemail system, including a different flow of options.

For example, if a user wants to save a message in IP Office Embedded Voicemail in order to listen to it again at a later date, the message needs to be marked as Saved. Otherwise, the message will be automatically deleted after 24 hours.

**Background music:** IP Office does not support the Background Music feature available on the BCM and Norstar (Feature 86), which allows the user to play the Music on Hold music through the phone speaker.