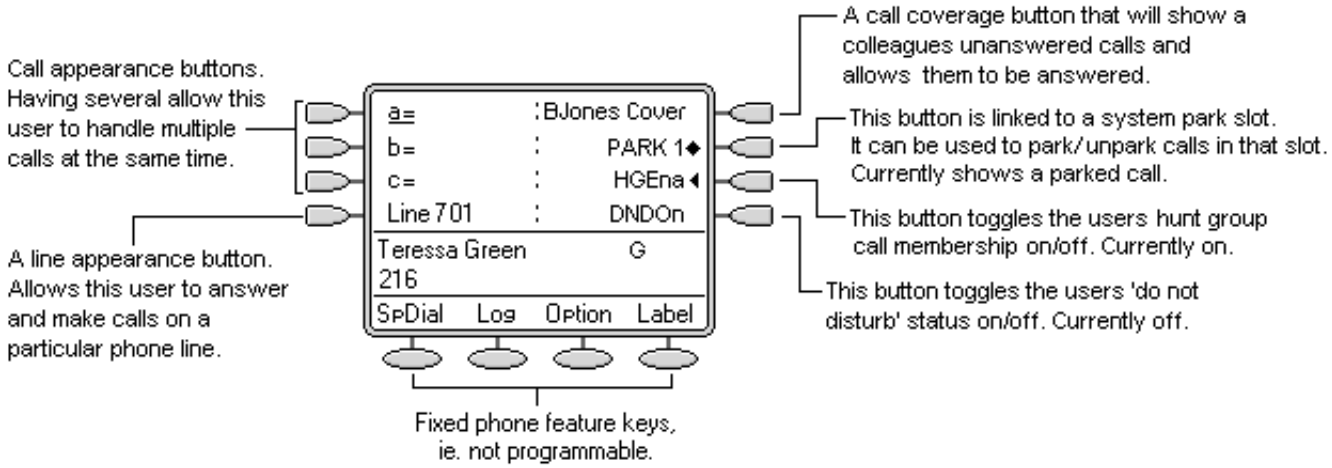
Manager:

IP Office Key and Lamp

Many Avaya phones supported on IP Office have a programmable keys or buttons (the terms 'key' and 'button' mean the same thing in this context). Various actions can be assigned to each of these keys, allowing the phone user to access that action.

Many of the phones also have indicator lamps next to the programmable buttons. These lamps are used to indicate the status of the button, for example 'on' or 'off'. On other phones the programmable buttons use an adjacent area of the phones display to show status icons and text labels for the buttons.

- **Example**
  The example below shows the display and programmable buttons on an Avaya 5421 phone where a number of programmable features have been assigned to the user.



- This type of phone displays text labels for the programmed features. On other phones a paper label may have to be updated to indicate the programmed feature.

IP Office 3.0* and higher supports four 'appearance' actions - Call Appearance, Bridged Appearance, Line Appearance and Call Coverage Appearance. These actions can be assigned to the programmable buttons on a user's phone. Those 'appearance' buttons can then be used to answer, share, switch between and in some case make calls. This type of call handling is often called 'key and lamp mode'.

This document covers the programming and operation of phones using the appearance functions. Details of the other actions that can be assigned to programmable keys are covered in Button Programming.

Note

- *IP Office 3.0DT does not support appearance buttons.
- For all the examples within this documentation, it is assumed that **Auto Hold** is on and **Answer Pre-Select** (4.0+) is off unless otherwise stated.
- The text shown on phone displays are typical and may vary between phone types, locales and IP Office software releases.

© 2010 AVAYA
15-601011 Issue 24.h.-
09:26, 20 February 2010
(html_ip_office_key_and_lamp.htm)

Performance figures, data and operation quoted in this document are typical and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments at its own discretion. The publication of information in this document does not imply freedom from patent or any other protective rights of Avaya or others.

All trademarks identified by (R) or TM are registered trademarks or trademarks respectively of Avaya Inc. All other trademarks are the property of their respective owners.

http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/html_ip_office_key_and_lamp.htm
Last Modified: 06/04/2009