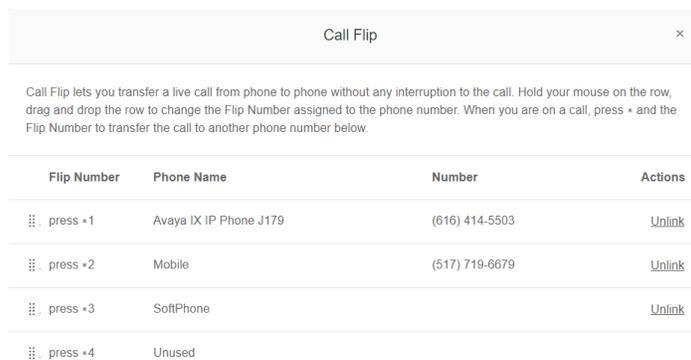


Avaya Cloud Call Flip

Call Flip feature allows you to quickly move the call to another device.

You will need to assign a Flip Number to each device you will use before you can use this feature.

1. Log in to the Avaya Cloud Office account.
2. Go to Settings > Call Handling & Forwarding > Settings tab.
3. Below Call Flip, click Edit.
4. Hold your mouse on the row, drag and drop the row to change the Flip Number assigned to the phone number.
5. To remove a number that should not be in the Call Flip list, click Unlink. The number removed will go to the bottom of the list.
6. To use a number from the list, drag and drop the number to an unused row or to the row of a number to be replaced.
7. Click Save.



Flip Number	Phone Name	Number	Actions
press *1	Avaya IX IP Phone J179	(616) 414-5503	Unlink
press *2	Mobile	(517) 719-6679	Unlink
press *3	SoftPhone		Unlink
press *4	Unused		

How to use Call Flip on Desk Phones

When you are on a call, press * and the Flip Number to which it is assigned, once answered, press # to complete the transfer. The call is transferred immediately to that assigned device.

For example, if you have the number 2 assigned to your home phone, clicking *2 while you are on a call will instantly transfer the call to your home phone, press # once the transferred call is answered.

Note: ensure that the destination device has answered the Flip before depressing the # to complete the transfer otherwise a speech path may not be setup successfully