Using New Cisco Phone

1. **Extension Number changes from 4 digits to 5 digits.**
   
   New Extension: '0' + 4 digit Old Avaya Extension
   
   Example: 6321 becomes 06321
   
   **The external number remains the same.** For example, 020 7612 6321

2. **Internal Call to Avaya Extension or Cisco Extension**
   
   Prefix/Dial '0' followed by 4 digit Avaya Extension number
   
   Example. Dial '0' + 6035 → Dial 06035

3. **External Call to Local/National/Mobile**
   
   Dial ‘9’ followed by 10 digit local/national/mobile number
   
   Example: Dial ‘9’ + 07543218765 or ‘9’ + 02076125123 etc.,
   
   **Note: Please ignore the secondary dial-tone after pressing 90 **

Using Old Avaya Phone

1. **Extension and External Number remain the SAME**
   
   Example. 4digit Extension Number: 5339. Same External Number: 020 7911 5339

2. **Internal Call to New Cisco Extension or Avaya Extension**
   
   Dial the same 4-digit extension number to reach both Cisco and Avaya Extension.
   
   *** **Note to reach Cisco Extension**: The Call Diversion from Old Avaya Extension to New Cisco Extension is assumed. If call diversion has not been done for an extension. You should dial 72 followed by 5-digit extension. Example. Dial 72-06321 ***

3. **Internal Call to Newly Allocated Cisco Extension Number**
   
   Prefix 72 and dial the 5-digit Cisco Extension Number
   
   Example: Dial ‘72’ + 06532.