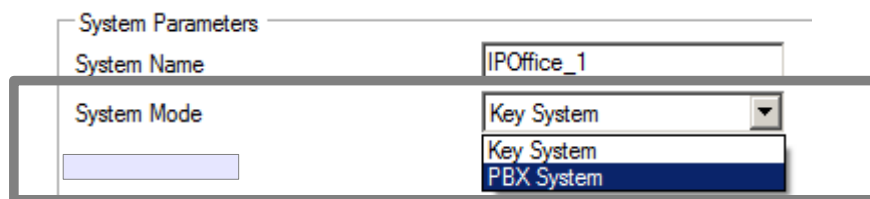


Avaya IP Office Basic Mode Controlling CO Line Ringing on Analog Station Ports Telquest Tech Support

The Avaya IP Office Basic Mode (aka Quick Mode & Partner Mode) does not have an easy way to control ringing for the Analog Station Ports with CO Lines.

The Basic Mode has two “System Modes” within itself, Key System and PBX System.



System Parameters	
System Name	IPOffice_1
System Mode	Key System
	Key System
	PBX System

Here are the rules:

Key System Mode:

All CO Lines are programmed to appear and ring on ALL Analog Station Ports. This includes the Analog Station Ports on Combo Cards, Phone 2 and Phone 8 Cards as well. However, Analog Station Ports on ETR Cards are not affected by this and can be programmed.

You can remove any of the CO Lines from the Analog Station Ports, but you cannot change the ringing.

The best that you can do is to put the Analog Station Port(s) in Do Not Disturb to stop the ringing. You will need to add all of the extensions to the DND Exception List to get Intercom Calls. **See Page 4.**
To turn DND Off/On, Go Off Hook and Dial #01 (POUND 01) to toggle DND On and Off.

PBX System Mode:

All CO Lines are programmed to not appear or ring on ALL Analog Station Ports. This includes the Analog Station Ports on Combo Cards, Phone 2 and Phone 8 Cards as well. However, Analog Station Ports on ETR Cards are not affected by this and can be programmed.

You can program CO Lines to appear on the Analog Station Ports, but you cannot make them ring.

The best that you can do is to put the Analog Station Port(s) in a Hunt Group and the program that Hunt Group to ring on a CO Line.

Note: If you use the PBX Mode, there will be 3 Intercom Buttons instead of 2.

This cannot be changed.

Here you can see where I have added Analog Ext. 16 to Hunt Group 1 (PBX Mode ONLY)

Avaya IP Office Manager

File Edit View Tools Help

Admin Tasks

- System
- User Setup
- Group Management**
- Trunks
- Auxiliary Equipment
- Auto Attendant Setup
- Advanced

Group Management

[Hunt Groups](#)

[Pickup Groups](#)

[Calling Groups](#)

[Night Service Group](#)

[Operator Group](#)

Hunt Groups Configured

Name	Number	Ring Mode
Hunt Group 1	771	Rotary
Hunt Group 2	772	Rotary
Hunt Group 3	773	Rotary
Hunt Group 4	774	Rotary
Hunt Group 5	775	Rotary
Hunt Group 6	776	Rotary

Assign Users to Group

Available Users

- 10::
- 11::
- 12::
- 13::
- 14::
- 15::
- 17::Analog Ext. 17
- 18::
- 19::
- 20::
- 21::
- 22::

Add >

Add All >>

< Remove

<< Remove All

Selected Users

- 16::Analog Ext. 16

System Details

Name: IPOffice_1

IP Address: 192.168.42.1

Version: 9.0.500.0

Edition: BASIC, DADTNEO

What can I do from here?

Configure and assign users to calling, hunt, pickup and night service groups.

Here you can see where I have added Hunt Group 1 to CO Line 1

Avaya IP Office Manager

File Edit View Tools Help

Admin Tasks

- System
- User Setup
- Group Management
- Trunks**
- SIP Trunk Administration
- Outbound Call Handling
- Auxiliary Equipment
- Auto Attendant Setup
- Advanced

Trunks

Installed Trunks

Line Number	Line Type	Line
1	Analogue Trunk	
2	Analogue Trunk	
3	Analogue Trunk	

Analogue Trunk Setup

Line Appearance ID: 01

Hold Disconnect Time: 500*

Coverage Destination: Hunt Group 1

Unique Line Ringing: Pattern 1*

Additional Analog Station Port info.

It appears that Avaya has changed the way Analog Station Ports dial outside calls that require a 1 as the first digit.

Example:

If you normally dial 1 212 5551212 to make a call, you cannot do that any more.

You must either dial 801, 802, 803 etc... for an individual CO Line or have the Analog Station Ports' Automatic Line Selection set for CO Lines first.

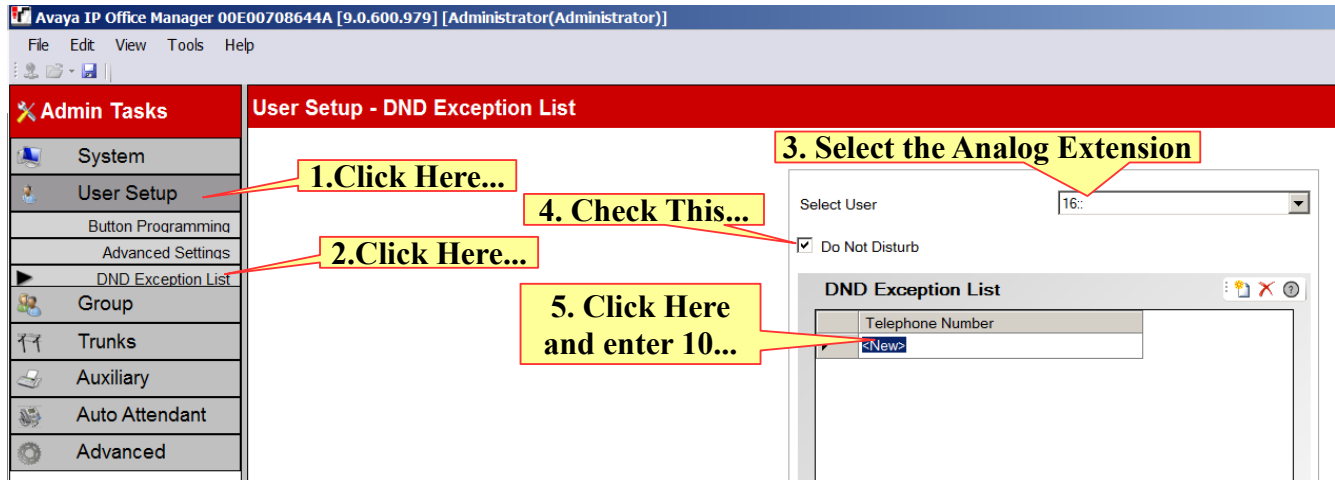
It looks like this was done to make it easier for anyone, with or without system knowledge, to dial 911 for emergencies.

If you dial 9 for an outside line, the following digits MUST be 11 (for emergencies) or a telephone number that starts with 2 – 0.

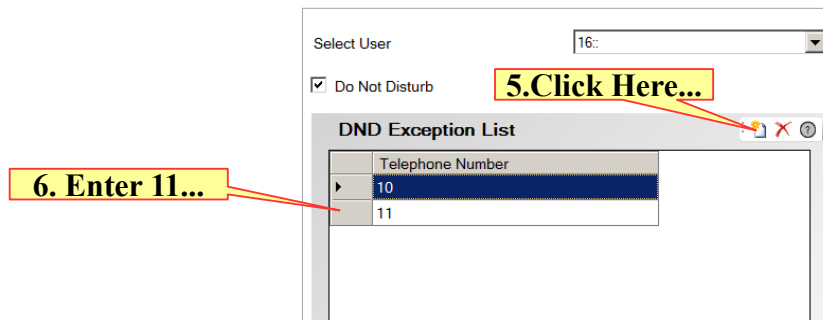
Example:

You can dial 9 212 555 1212 and the call will go through.

Doing this will disable incoming CO Line calls but allow other extensions to call the Analog Station.

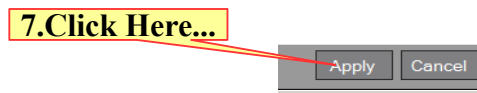


You are still on the same screen...



Repeat Steps 5 & 6 until you have entered all the extensions.

Then do Step 7.



Then click the Blue Floppy Disk Icon.

It will be a "Merge" so just click the "OK" button to save.

Thanks to Rob Kreckle for this solution...