Avaya IP Office Partner Edition

Door Phone Setup on ETR Card

Telquest Tech Support

Door Phones __must__ be connected to an extension port on an ETR Card.

Conditions when selecting the "Equipment Type" as Door Phone 1 or 2

Door Phones will not disconnect correctly when connected to an Analog Station Port on a Combo Card, Phone2 or Phone8 Analog Station Card. See Page 5 if must use one of these. There is no CPC Disconnect from the Analog Station Port of a Combo Card and the Door Phone will not release quickly when the call is ended. If you must use an Analog Station Port on a Combo Card, you can set the (Disconnect) Timer on the Door Phone to its shortest value which is about (approx. 11 seconds), but it may work unreliably.
The Door Phone will also produce a low tone (Intercom Dial Tone) before it times out.

(See Special Note on Page 4)

Using a station port on an __ETR Card__:

Go to User Setup and Name the Door Phone(s)

User Setup

	Extension	Name	Language	Ex Directory	Outgoing Call Bar	Twinning	Twinned Number	List Membership	Group Membership
	16		US English	☐	☐	☐		None	None
	17		US English	☐	☐	☐		None	None
	18	Door 1	US English	☐	☐	☐		None	None
	19	Door 2	US English	☐	☐	☐		None	None
	20		US English	☐	☐	☐		None	None
▶	21		US English	☐	☐	☐		None	None

Note: When the Door Phone button is pressed, Digital telephones will continue to ring until the call is answered or the time out from the Door Phone occurs.

18D and 34D telephones will go "Bing Bong" ONCE.......

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Door Phone Setup on ETR Card

Go to User Setup – Advanced Settings and configure the ETR Port for A Door Phone

User Setup - Advanced Settings

Select Extension

User Selection
Select User   18::Door 1

Advanced Parameters

Ring Pattern	1*	VMS Cover Ring	3
Abbreviated Ringing	Active*	Intercom Dial Tone	Regular*
Call Coverage Ring	2	Distinctive Ring	Active*
Call Waiting Extension	Not Assigned*	Hotline Alert Number	
Automatic VMS Cover	Assigned*	Privacy Enabled	☐
Transfer Return Extension	None	Override Line Ringing	☐

Voicemail Settings

Voicemail Code		Reception / Breakout (DTMF 0)	
Confirm Voicemail Code		Breakout (DTMF 2)	
Voicemail Email		Breakout (DTMF 3)	

DTMF Breakout

Voicemail Email
◉ Off   ○ Copy   ○ Forward   ○ Alert

Equipment Type
○ Loudspeaker Paging   ◉ Door Phone 1   ○ Door Phone 2   ○ Fax Machine   ○ Standard   ○ Phantom

Restrictions
Forced Account Code Entry ☐   Outgoing Call Restrictions   No restriction*

Configure for a Door Phone

User Setup - Button Programming

☑ Modify ALS Programming

Intercom 1   Clear ALS

**In Button Programming
Set like this...**

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Door Phone Setup on ETR Card

Go to Auxiliary Equipment and select extension to ring when the Door Phone button is pressed.

Auxiliary Equipment

Door Phone 1

Door Phone 2

Contact Closure Group 1

Contact Closure Group 2

Music On Hold

SMDR

Door Phone 1 Setup

Assign Extension   18

Extensions to be alerted

Available Users		Selected Users
19::Door 2	Add >	10::Bill
	Add All >>	11::
		12::
		13::
		14::
		15::
		16::
		17::
	< Remove	20::
		21::
	<< Remove All	22::
		23::

Special Note: If you need more then 2 Door Phones

Using the Hotline feature on the Analog Station Port of a Combo Card or Phone2 or Phone8 will not work since it is hard coded to pick the first CO Line on the analog extension.

If you remove all the CO Lines from the extension, it will still pick the first CO Line available.

If you need any more then 2 Door Phones, you will need to use a third party device that connects to a spare CO Line port. See below:

Alternate Solution:

The Viking Door Phone Controller connects to a Spare CO Line Position on the KSU.

The Viking Door Phone Control Unit C-2000B (good for up to 4 Door Phones) includes:
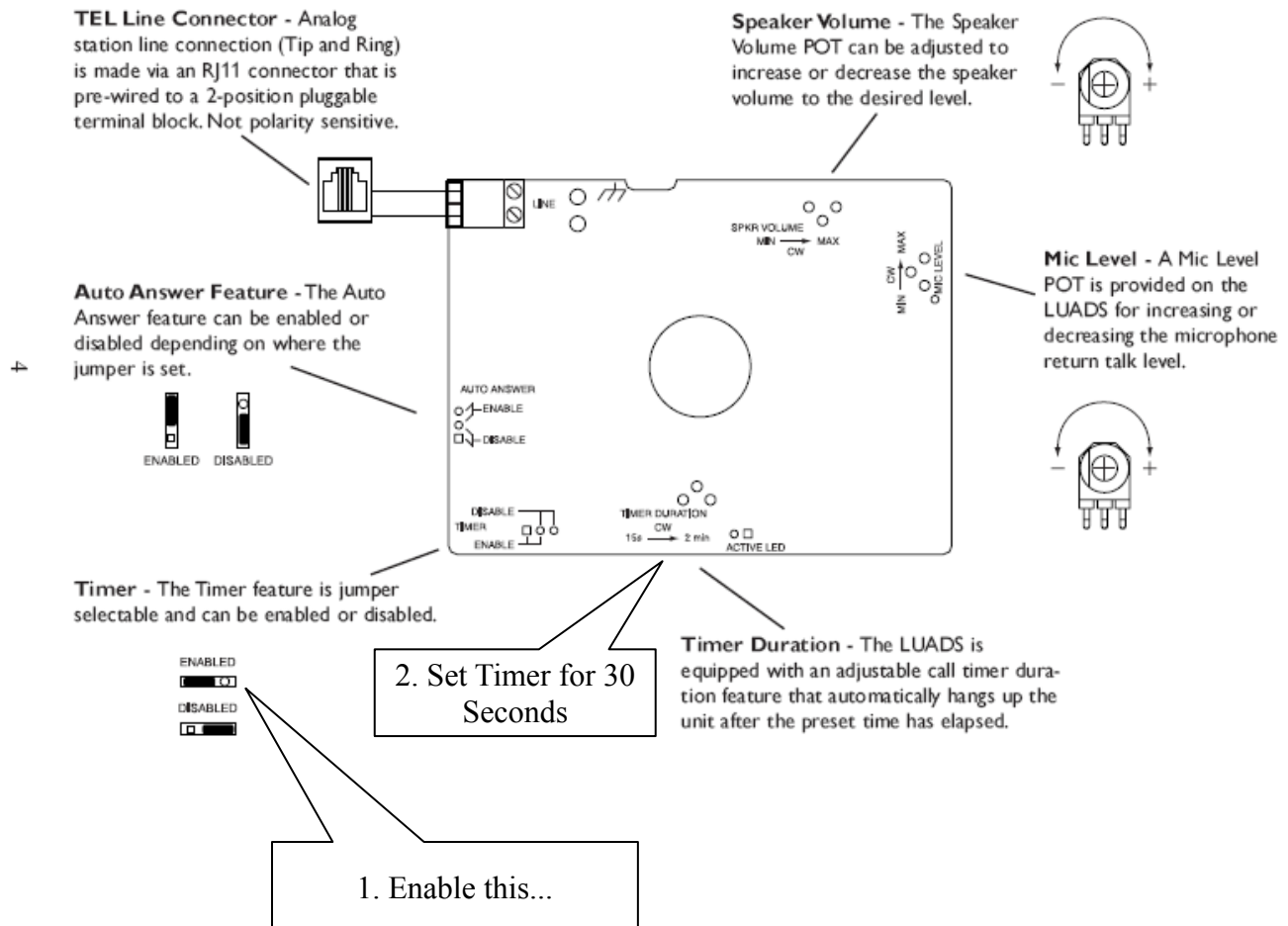
Caller ID to indicate which Door Phone is calling

Real metallic closure Door Release Contacts for each door (AC or DC)

Single cable pair from the Door Phone to connect to the controller

You can use a variety of different Viking Door Phones like E-20B

Speak to your Telquest salesperson

From the Avaya Door Phone Manual

TEL Line Connector - Analog station line connection (Tip and Ring) is made via an RJ11 connector that is pre-wired to a 2-position pluggable terminal block. Not polarity sensitive.

Speaker Volume - The Speaker Volume POT can be adjusted to increase or decrease the speaker volume to the desired level.

Auto Answer Feature - The Auto Answer feature can be enabled or disabled depending on where the jumper is set.

ENABLED   DISABLED

Mic Level - A Mic Level POT is provided on the LUADS for increasing or decreasing the microphone return talk level.

Timer - The Timer feature is jumper selectable and can be enabled or disabled.

ENABLED

DISABLED

2. Set Timer for 30 Seconds

Timer Duration - The LUADS is equipped with an adjustable call timer duration feature that automatically hangs up the unit after the preset time has elapsed.

1. Enable this...

LINE

SPKR VOLUME
MIN → MAX
CW

MIN MAX
CW
MIC LEVEL

AUTO ANSWER
ENABLE
DISABLE

DISABLE
TIMER
ENABLE

TIMER DURATION
CW
15s → 2 min
ACTIVE LED

Since there is no Disconnect Signal from the Analog Station Ports on the Combo Card, you need to have the Door Phone disconnect itself automatically after a period of time.

**I have suggested using 30 seconds in the above diagram.**

You can use more or less based on your installation.

Using this feature of the Door Phone, it will disconnect itself at the end of the Timer Period.

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Door Phone Setup on ETR Card
When Using Nortel Phones

It appears that some, if not all, Nortel phones will flash and light up but not ring when assigned to a Door Phone Ring Group.
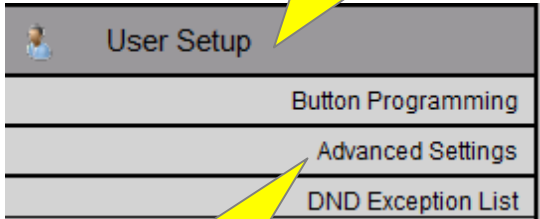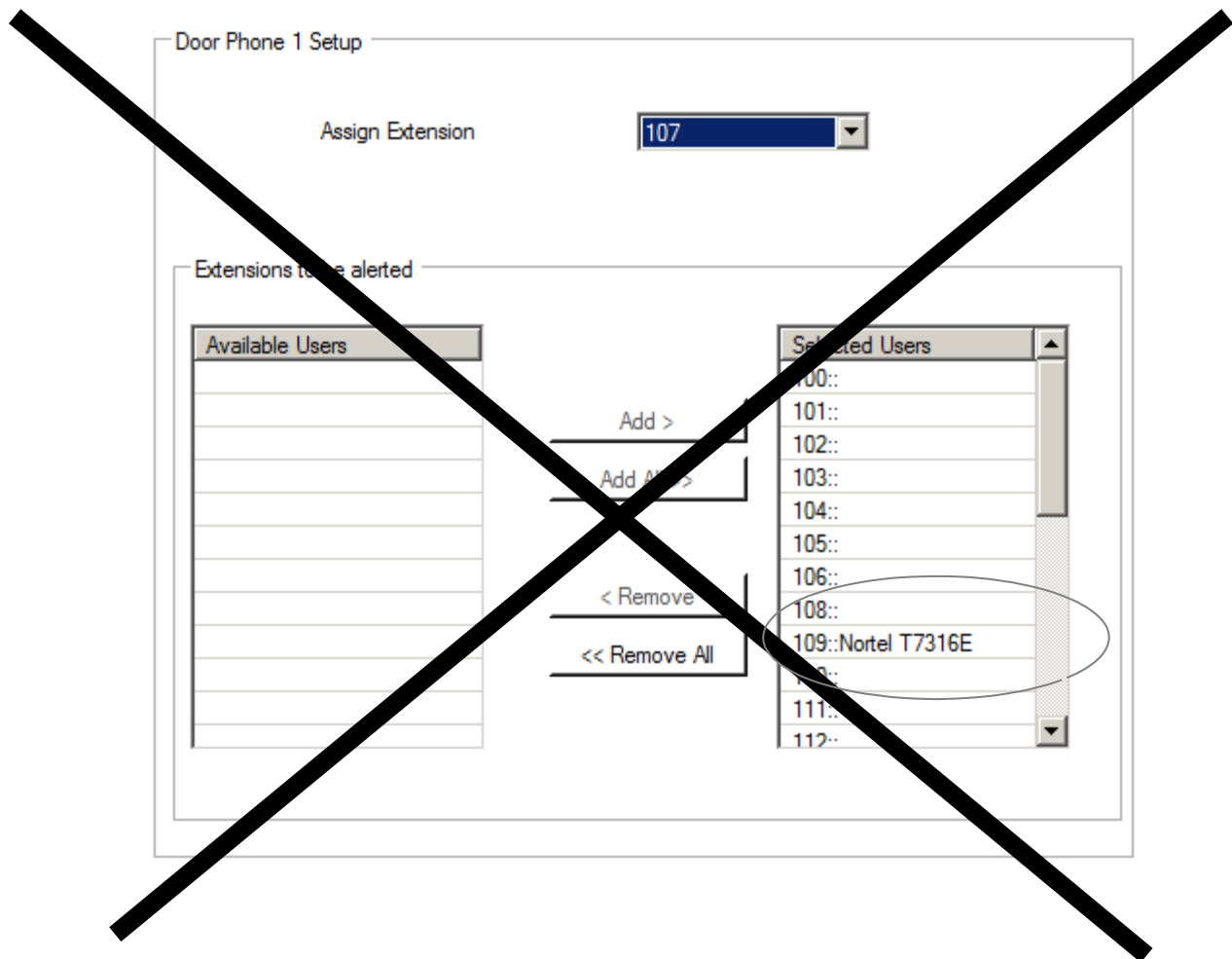

Instead of using the Door Phone function, we will put a Calling Group (74) number as a Hot Line Alert Number in the extension that is used as a Door Phone.

When the Door Phone button is pressed, the KSU will automatically dial 74 and ring all the phones in Calling Group 74. The Name of the Door Phone extension will appear in the LCD.

The work around is to **NOT** set the Analog Station Port that is used for the Door Phone in area "Equipment Type" to Door Phone 1 or Door Phone 2.
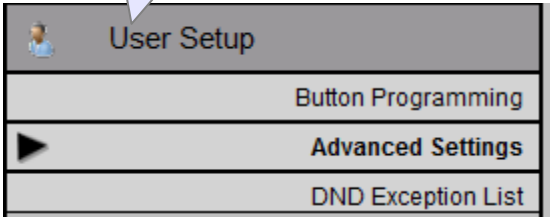Leave it set to its default setting "Standard".

3. Give it a name...

1. Click Here...

Configure User List

	Extension	Name	Language	
	104		English (US)	▼
	105		English (US)	▼
	106		English (US)	▼
	107	Door Phone	English (US)	▼
	108		English (US)	▼

User Setup

Button Programming

Advanced Settings

DND Exception List

2. Click Here...

Do this instead: This example is using Extension 107 (Analog Station Port) for the Door Phone.

This name will appear on the LCD when a call comes in from the Door Phone...

1a. Click Here...

User Setup

Button Programming

▶ Advanced Settings

DND Exception List

2a. Select the Door Phone Extension/User...

User Selection

Select User | 107::Door Phone | ▼

Base Card # | BP1

Port | 8

3a. Enter 74

Advanced Parameters

Ring Pattern	1*	▼	VMS Cover Ring	3	▲▼
Abbreviated Ringing	Active*	▼	Intercom Dial Tone	Regular*	▼
Call Coverage Ring	2	▲▼	Distinctive Ring	Active*	▼
Call Waiting Extension	Not Assigned*	▼	Hotline Alert Number	74	
Automatic VMS Cover	Assigned*	▼	Privacy Enabled	☐	
Transfer Return Extension	None	▼	Override Line Ringing	☐	

Select the phones that you want to ring when the Door Phone button is pressed:

When the Door Phone Button is pressed, it will go "Off Hook" and the Hotline Alert Number will be dialed by the KSU.

I used 74 as the Hotline Alert Number, so it will dial Calling Group 74 and ring all the phones assigned in the Calling Group.