

Avaya IP Office Release 9.0 Basic Door Phone Workaround Telquest Tech Support

There is a software bug in the 9.0.0 to 9.0.2 versions of IP Office Basic Mode where an Unanswered Call from the Door Phone will ring forever on the phones that receive a Door Phone Alert.

This workaround does not use the Door Phone Option in the KSU.

Instead, we use the Hotline Alert Number option to dial a “Ring All” Calling Group that contains all the extensions that should receive a Door Phone Alert. I am using Calling Group 71 as an example.

Open the manager program and start here:
I am using Ext. 17 as an example.

1. Click Here...

2. Click on one of the Analog Station Ports. Then name it Door Phone

Extension	Name	Language
13		English (US)
14		English (US)
15		English (US)
16		English (US)
17	Door Phone	English (US)

1. Click Here...

2. Select Door Phone

3. Enter 71...

User Selection: Select User 17: Door Phone

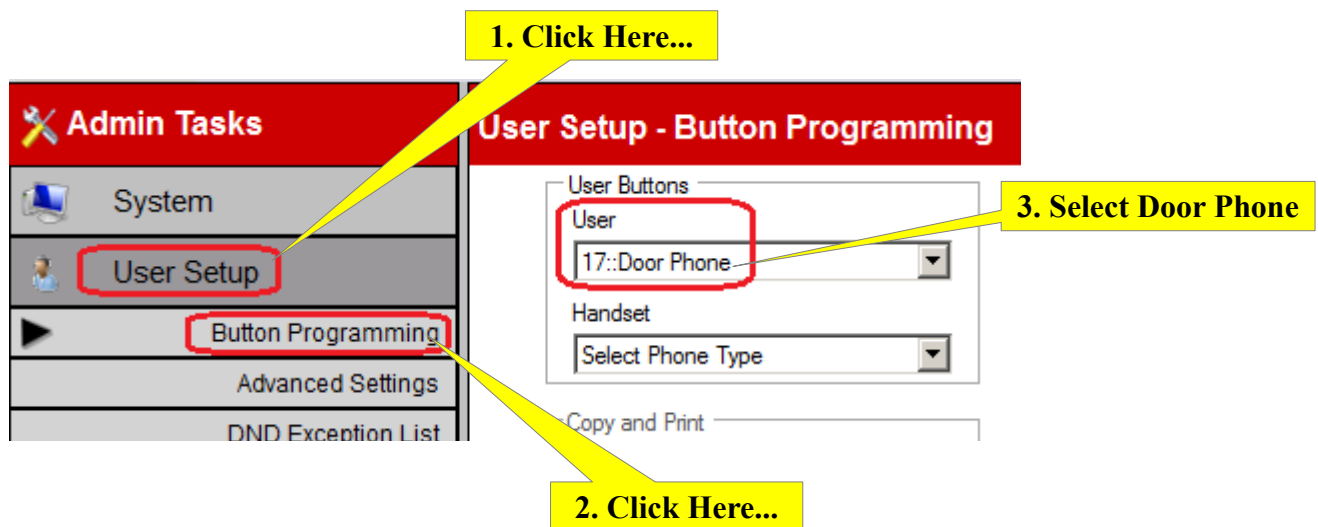
Base Card #: BP1

Port: 8

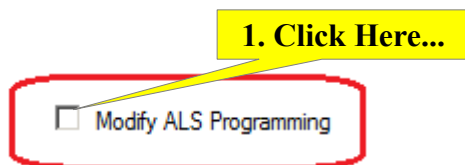
Advanced Parameters

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	71
Automatic VMS Coverage	Assigned*	Privacy Enabled	<input type="checkbox"/>
Transfer Return Extension	None	Override Line Ringing	<input type="checkbox"/>

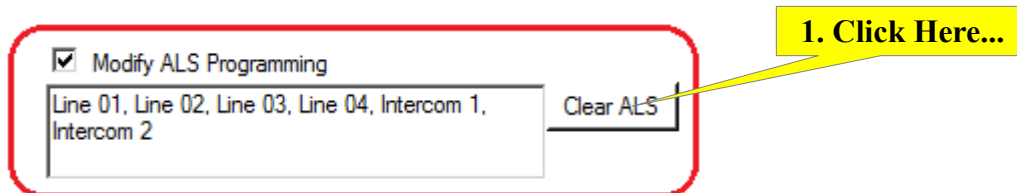
We are still on the same screen in the Manager:



You will see this at the bottom of the screen:



Then you will see this:

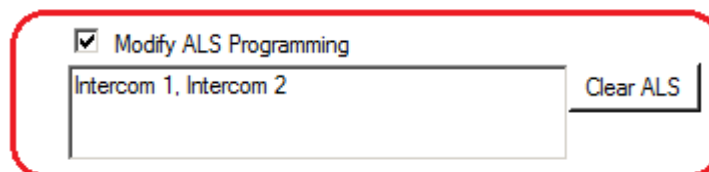


Then at the top of the page, click on Button No. 1 and then Button No. 2

Button No.	Label	Action	Action Data
1	Intercom 1	Appearance	a=
2	Intercom 2	Appearance	b=

Yellow boxes labeled '1. Click' and '2. Click' point to the first and second rows of the table, respectively.

It should look like this at the bottom of the screen:



1. Click Here...

2. Click Here...

3. Click Here...

Keep the Door Phone Extension HERE....

Add all the extensions that should ring when the Door Phone calls. Do Not add the Analog Extension that was used for the Door Phone...

Admin Tasks

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

Group Management

- [Hunt Groups](#)
- [Pickup Groups](#)
- [Calling Groups](#)**
- [Night Service Group](#)

Calling Groups Configured

Name	Number	Ring Mode
Calling Group 1	71	Ring All
Calling Group 2	72	Ring All
Calling Group 3	73	Ring All
Calling Group 4	74	Ring All

Assign Users to Group

Available Users	Selected Users
17::Door Phone	10::
	11::
	12::
	13::
	14::
	15::
	16::

System Details

Name	00E00708644A
IP Address	192.168.111.115
Version	9.0(860)
Edition	BASIC
Status	Online

What can I do from here?

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

Be sure to click the “Apply” button on each screen when you make a change.

The be sure to click the “Blue Floppy Disc” icon on the top of the screen to send your changes to the KSU.

In my testing I found that even though Extension 17 (in this example) was named “Door Phone’, the name does not appear on the LCD of the phones receiving a Door Phone call.

It will say “External 17”.

I could not find a way to change it to say “Door Phone”.