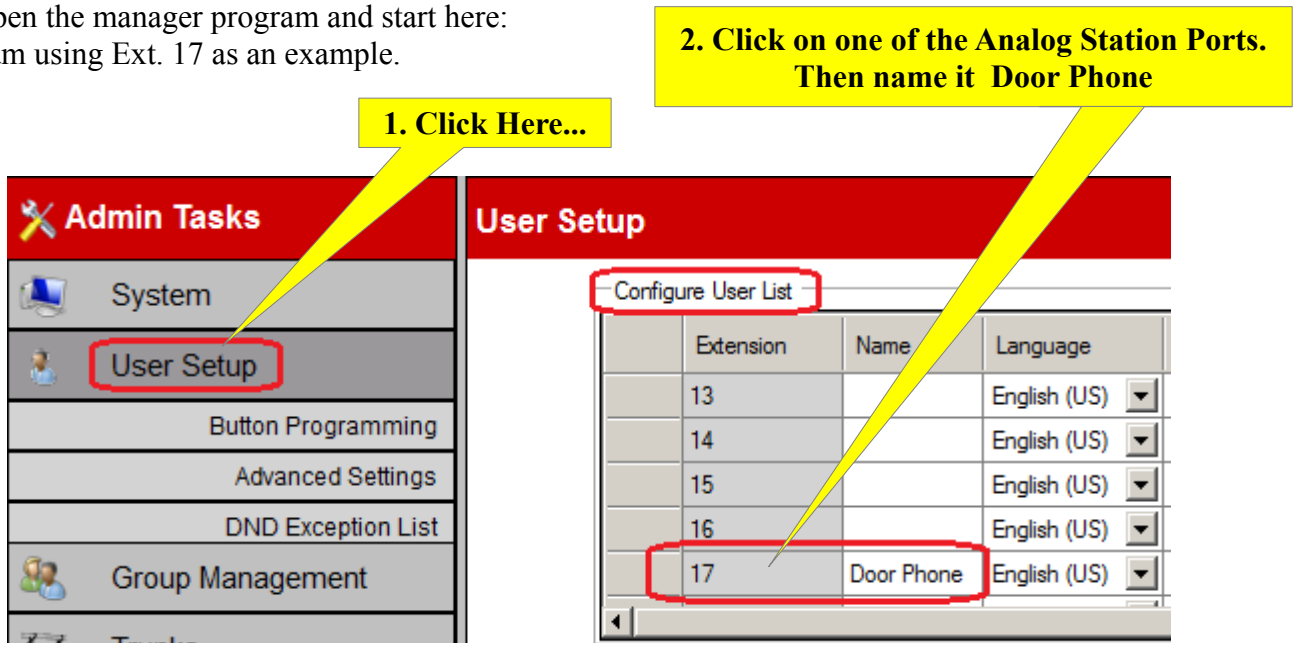
Avaya IP Office Release 9.0 Basic
Door Phone Workaround
Telquest Tech Support

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.



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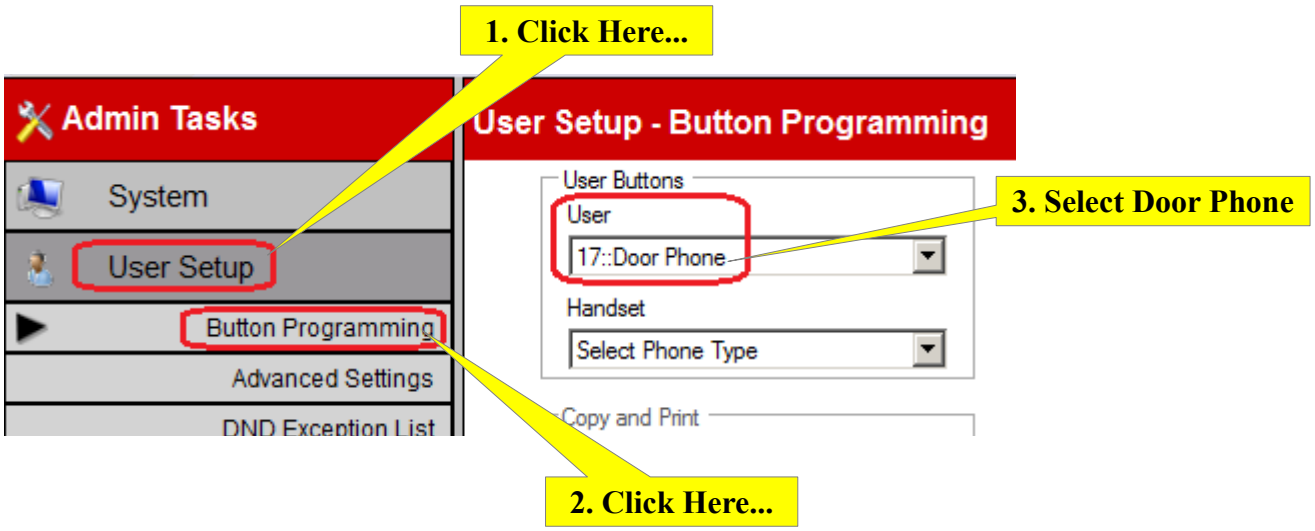
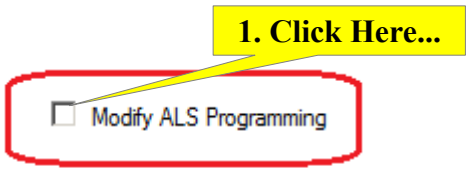
We are still on the same screen in the Manager:



You will see this at the bottom of the screen:



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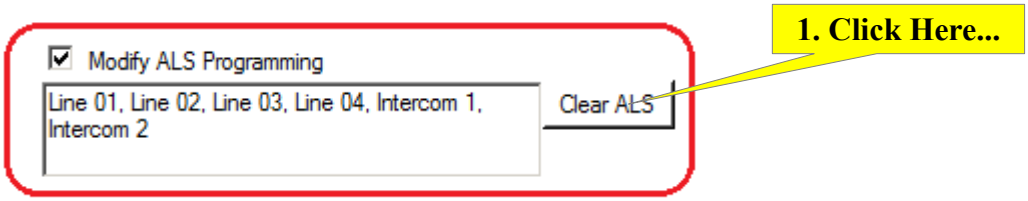
Then you will see this:



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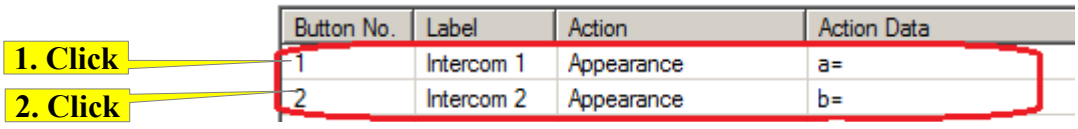
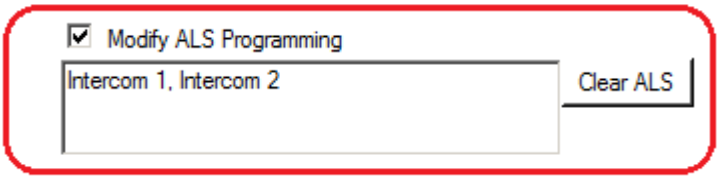
Then at the top of the page, click on Button No. 1 and then Button No. 2



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



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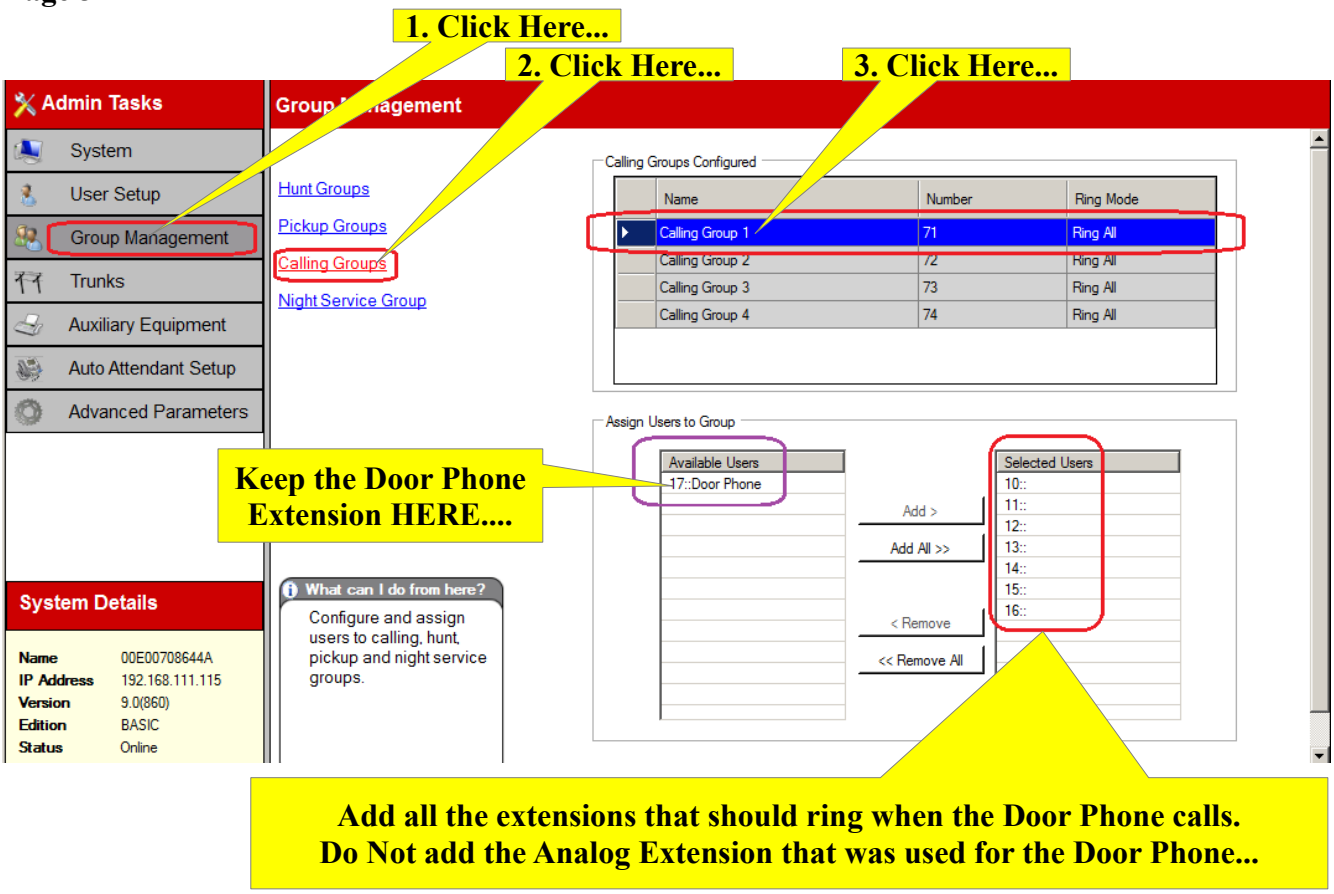

Be sure to click the “Apply” button on each screen when you make a change.

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”.