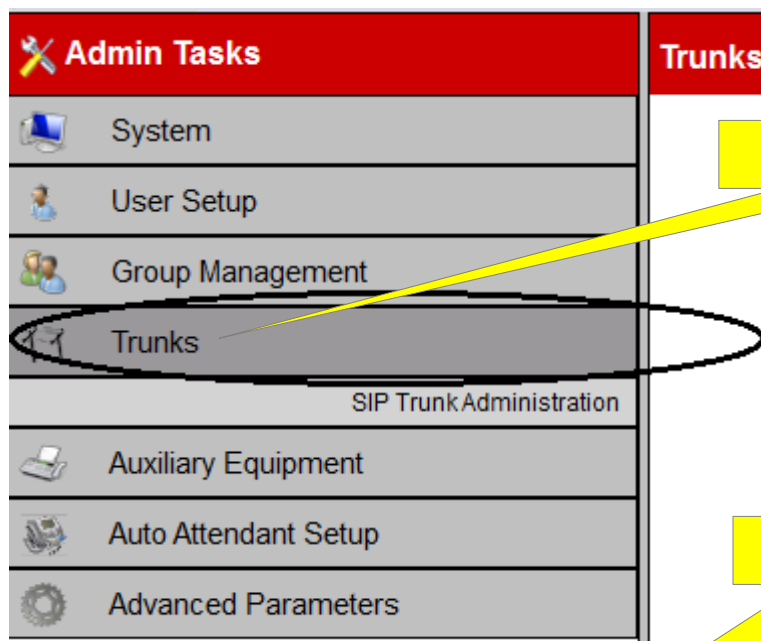


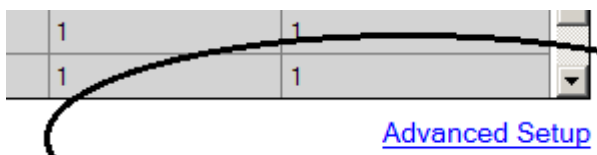
Avaya IP Office Partner KSU Setting the CO Lines Audio Gains Control Telquest Tech Support

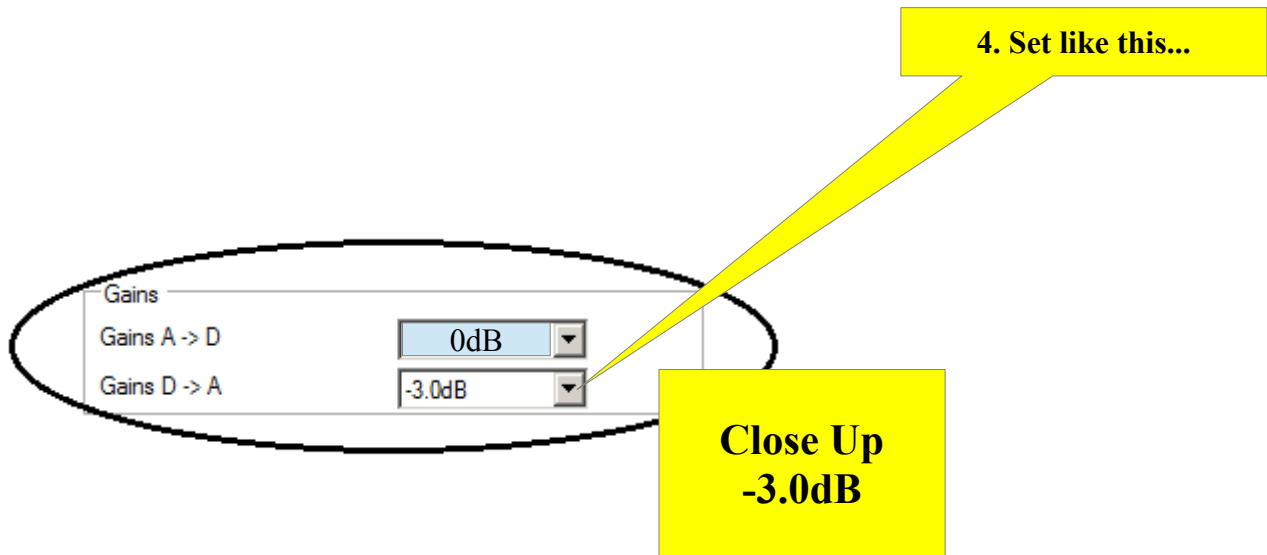
Sometimes the audio level of the Caller ID is too loud coming into the IP Office KSU. This is usually happens with cable and Fios dial tone providers. You can turn down the overall level of the audio coming into the KSU to solve a “No Caller ID” report.



The screenshot shows a table titled 'Installed Trunks'. The first row is highlighted in blue. A yellow callout bubble points to the first row with the text '2. Select first Analog Trunk'.

	Line Number	Line Type	Line Subtype	Card/Module	Number of Channels
1	1	Analogue Trunk		1	1
2	2	Analogue Trunk		1	1





You will need to change the Gains on EACH of the Analog Trunks.

A>D is the audio level coming into the KSU from the service provider.

D>A is the audio level going out of the KSU to the service provider.

You can try different negative values to see what works best.

