

Telquest Tech Support

Why the KSU Takes 2 Rings to Start Ringing the Phones

Avaya IPO Partner and Essential

The KSU waits for the Caller ID burst to finish after the first ring cycle.

If you have Direct Line Appearances you will see the Line LED come on Steady RED.

The KSU begins ringing the phones on the second incoming ring cycle.

Remember: The ring that you hear in your ear, when you place the call, is not synchronous with the ringing voltage being applied to the KSU.

You may hear 3 or maybe even 4 rings when actually only 2 rings may be sent to the KSU.

The accurate test is to connect your testset/buttset directly across one of the outside lines and then dial that number from your cell phone.

Listen to how many rings you hear in the cell phone as you also listen to the actual rings (ringing voltage) sent to the KSU.

The KSU should answer shortly after the first ring (Caller Id data delivered) that is applied to it.