

Avaya IP Office Essential/Standard Mode

Add a 9 for Call Log Dialing

Telquest Tech Support

If you are using Analog CO Lines and the numbers in the log start with a 1 then add a 9 to the Prefix area for each outside line.

If you are using Analog CO Lines and the numbers in the log do not start with a 1 then add 91 to the Prefix area for each outside line.

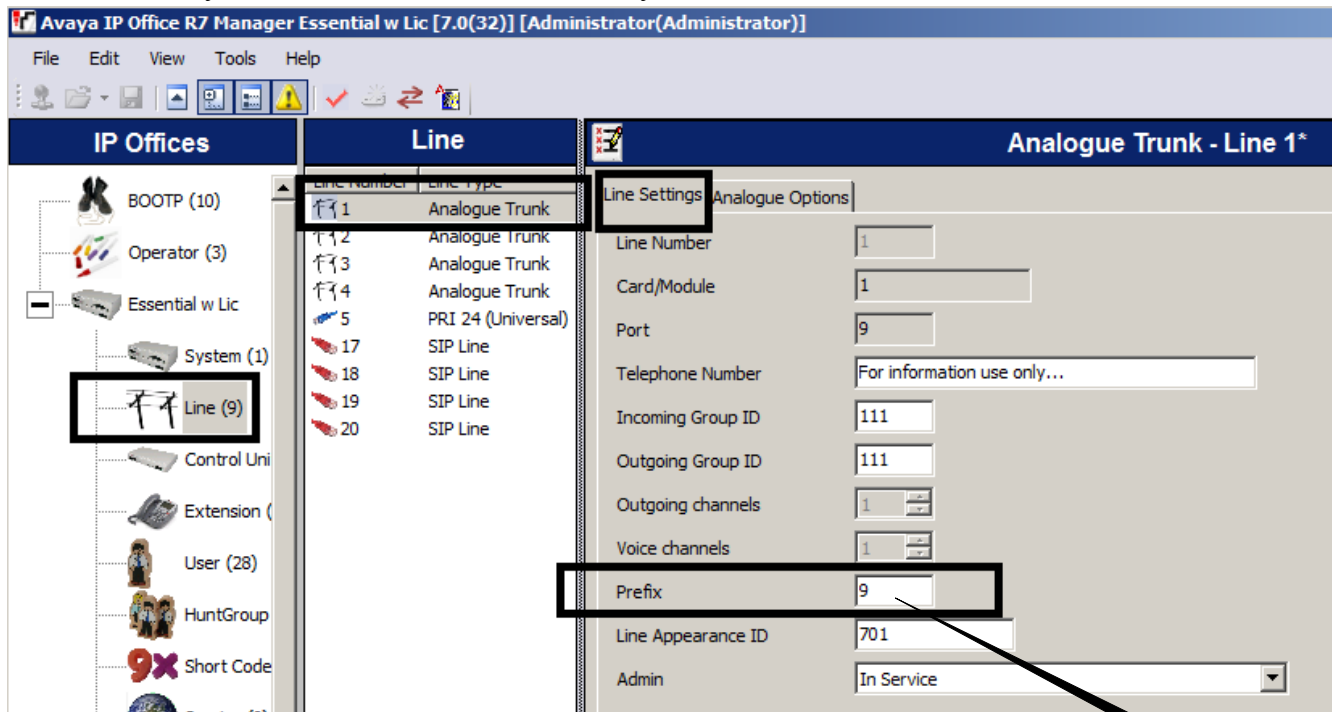
Whether you add 9 or 91 depends on what you see in the log and what your telephone service provider needs to dial the number.

Some providers will allow 10 digit dialing like 212 235-1234

Some providers require 11 digit dialing like 1 212 235-1234

If you are not sure, then try 9 first and test to see if the call goes through.

If it does, then you are OK. If it does not, then try 91.



Try 9 first – then try 91 if needed.

If you are using a PRI, then the same rules above apply.

Just use the Prefix area in the PRI as shown below.

The screenshot shows the Avaya IP Office R7 Manager interface. On the left, a tree view shows the system hierarchy: IP Offices, BOOTP (10), Operator (3), Essential w Lic, System (1), Control Uni, Extension (1), User (28), HuntGroup, Short Code, Service (0), and RAS (1). The 'Line (9)' is selected. The main window displays the configuration for 'PRI 24 (Universal) - Line 5'. The 'Line' tab is active, showing a table of lines:

Line Number	Line Type
1	Analogue Trunk
2	Analogue Trunk
3	Analogue Trunk
4	Analogue Trunk
5	PRI 24 (Universal)
17	SIP Line
18	SIP Line
19	SIP Line
20	SIP Line

The configuration details for Line 5 are shown on the right:

- Line Number: 05
- Card: 2
- Port: 9
- Switch Type: NI2
- Channel Allocation: 1 -> 23
- Prefix: 9
- Line SubType: PRI
- Admin: In Service
- Provider: Local Telco
- Information Element: Never
- Send Redirecting Number: ☐
- Test Number:
- Clock Quality: Network
- CSU Checking: ☒
- CSU Operation: ☐
- Haul Length: 0-115 ft
- Framing: ESF
- Zero Suppression: B8ZS
- Line Signalling: CPE
- Incoming Routing Digits: 4

Try 9 first – then try 91 if needed.