Avaya IP Office Standard Essential
How To Access CO Line 1 From Dial 9 and Dial 7
Telquest Tech Support

Place CO Line 1 in its own Outgoing Group ID

1. Click here...

Line (4)

Line	
Line Number	Line Type
1	Analogue Trunk
2	Analogue Trunk
3	Analogue Trunk
4	Analogue Trunk

2. Click here...

Line Settings | Analogue Options

Line Number	1
Card/Module	1
Port	9
Telephone Number	
Incoming Group ID	0
Outgoing Group ID	1

3. Click here and change to 1

4. Click here...

OK   Cancel   Help

Create a new ARS for CO Line 1

1. Right Click here...

ARS (2)

2. Click here...

	New	Ctrl+N
	Cut	Ctrl+X
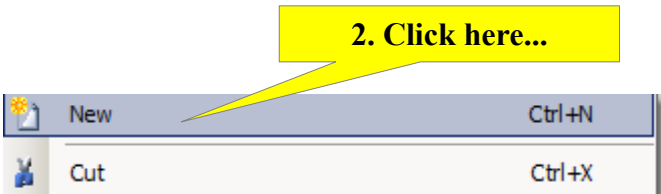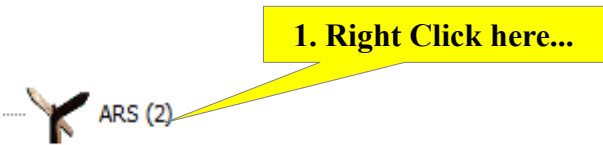
Note: This is set automatically

3. Give it a name...

ARS

ARS Route Id	**51**	□ Secondary Dial tone
Route Name	Over to CO 1	SystemTone
Dial Delay Time	System Default (4)	□ Check User Call Barring

In Service	☑	⟶	Out of Service Route	<None>
Time Profile	<None>	⟶	Out of Hours Route	<None>

Code	Telephone Number	Feature	Line Group ID
11	911	Dial Emergency	1
911	911	Dial Emergency	1
0N;	0N	Dial	1
1N;	1N	Dial	1
XN;	N	Dial	1
XXXXXXXXXXN	N	Dial	1

Add...
Remove
Edit...

4. Enter all this...

Alternate Route Priority Level	3	
Alternate Route Wait Time	30	⟶ Alternate Route <None>

5. Click here...

OK	Cancel	Help

Set the "Main" ARS (CO Lines 2, 3 & 4) to overflow to the "Over to CO 1" ARS
Remember: CO Lines 2, 3 & 4 are assigned to Line Group ID 0

1. Click here...

ARS (2)

2. Click here...

ARS
Name
Main

3. You are now in this area...

ARS

ARS Route Id   50   ☐ Secondary Dial tone

Route Name   Main   SystemTone

Dial Delay Time   System Default (4)   ☑ Check User Call Barring

In Service   ☑   →   Out of Service Route   <None>

Time Profile   <None>   →   Out of Hours Route   <None>

Code	Telephone Number	Feature	Line Group ID
11	911	Dial Emergency	0
911	911	Dial Emergency	0
0N;	0N	Dial 3K1	0
1N;	1N	Dial 3K1	0
XN;	N	Dial 3K1	0
XXXXXXXXXXN	N	Dial 3K1	0

Add...
Remove
Edit...

4. Set to Off...

5. Set like this...

Alternate Route Priority Level   3

Alternate Route Wait Time   Off   →   Alternate Route   51: Over to CO 1

6. Click here...

OK   Cancel   Help

Create a new Short Code to Directly Access CO Line 1
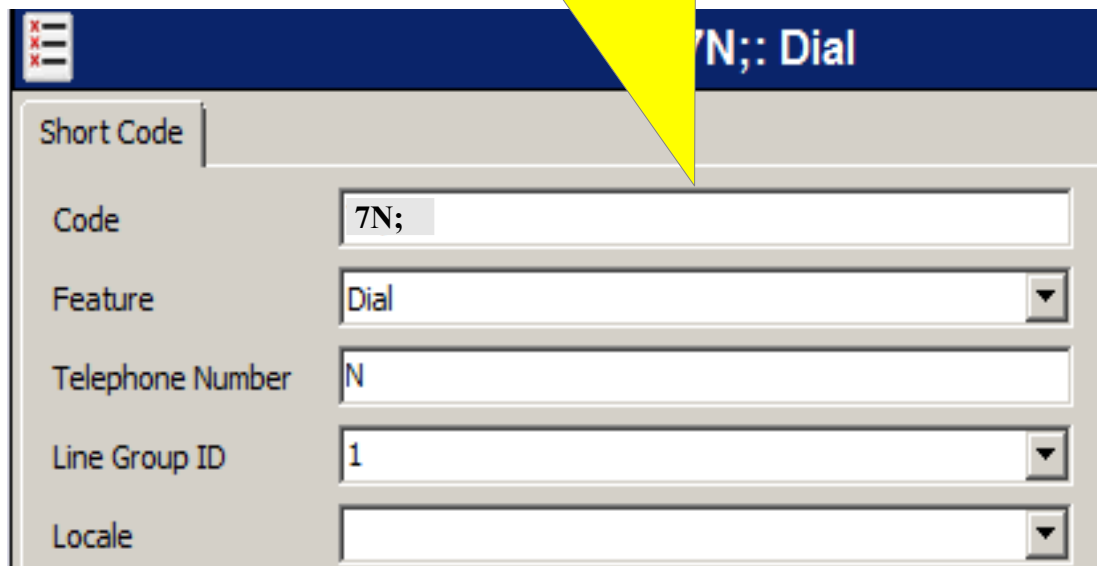
1. Right Click here...

9X Short Code (59)

2. Click here...
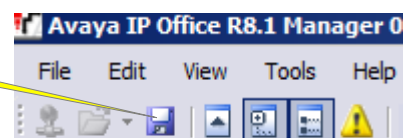
| | New | Ctrl+N |
| | Cut | Ctrl+X |

3. Fill in these four areas like this...

7N;: Dial

Short Code

Code	7N;
Feature	Dial
Telephone Number	N
Line Group ID	1
Locale	

4. Click here...

OK   Cancel   Help
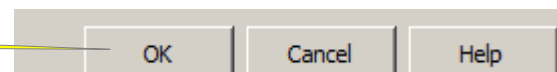
5. Click the Blue Floppy to send to the KSU...

Avaya IP Office R8.1 Manager 0
File   Edit   View   Tools   Help

Operation: Outgoing call

When a user dials 9 to make an outside call, they will access ARS Main.

The ARS will select one of the available CO Lines in Line Group ID 0 to send the call out on.

If all 3 CO Lines (in this example) are in use, the ARS will use its Alternate Route, Over to CO 1.

The call will then go out on CO 1.

This plan makes all CO Lines available for outgoing calls.

Operation: Select CO Line 1

To specifically select CO Line 1, you dial the Short Code 7# (7 POUND).

The dial tone that is returned is from CO Line 1 and comes directly from the Telco provider.

You can then dial Call Forwarding/Call Unforwarding codes like 72# or 73# etc....

Operation: Incoming call

Since CO Line 1 is in Incoming Group ID 0, it will ring into the same destination as the other CO Lines in Incoming Group 0.