

# **Avaya IP Office Standard Mode Nortel Phones Do Not Ring via the Auto Attendant Telquest Tech Support**

Calls that are answered by the Auto Attendant and then transferred to a Nortel phone will flash but not ring on the phone.

The documentation from Avaya that says the user needs a Shortcode of \*DCP/84000004,1,1,0/0 is incorrect as it is missing a digit.

That digit being "external calls ring".

The code should have another digit in it \*DCP/84000004,0,1,1,0/0

Add this Shortcode to EACH Nortel User:

**Avaya IP Office Manager**

File Edit View Tools Help

IPOffice\_1 User NoUser

### IP Offices

- BOOTP (30)
- Operator (3)
- IPOffice\_1
  - System (1)
  - Line (4)
  - Control Unit (2)
  - Extension (8)
  - User (10)**
  - Group (1)
  - Short Code (58)
  - Service (0)
  - RAS (1)
  - Incoming Call Rout
  - WAN Port (0)
  - Directory (0)
  - Time Profile (0)
  - Firewall Profile (1)
  - IP Route (0)
  - Account Code (0)

### User

Name	Extens
NoUser	
RemoteManager	
Extn201	201
Extn202	202
Extn203	203
Extn204	204
Extn205	205
Extn206	206
Extn207	207
Extn208	208

### NoUser:

Group Membership Announcements Personal Directory

User Voicemail DND **Short Codes** Source Numbers Telephony For

Code	Telephone Number	Feature
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New Short Code

Code **\*DCP**

Feature Dial

Telephone Number **8400004,0,1,1,0/0**

Line Group ID 0

Locale

Force Account Code ☐