

Avaya Ip Office Standard Mode Short Code Appears in SMDR

Telquest Tech Support

From Tek-Tips.com

Problem:

Noticed that if the trunk is accessed through a trunk access code (ARS + secondary dial tone) the SMDR output includes that short.

Example: Short code 0N/dial/N/ars 50 main, ARS= secondary dial tone and ?/dial/./id line 0, if you dial 0+12345678 the smdr output is 012345678.

Is there a setting to remove the ARS code or is it a bug?

In other words the smdr output includes what is dialed by the extension and not what is really dialed over the trunk

Solution:

Add "NO_DIALLED_REF_EXTERNAL" in the NoUser source number, then the dialed number will be shown and logged in SMDR instead of the shortcode.

