



IP Office Technical Tip

Tip no: 109

Release Date: 4 November 2005

Region: GLOBAL

Avaya IP Office Call Status may show “NoUser” with a long call time

Call Status can indicate that the NoUser profile has been on a call for a long period. This is the result of an agent that has logged off the terminal, but has not cleared down the call. Visual inspection of the terminal will show an appearance LED is still active.

Hot Desking Agents should remember to correctly clear the terminal after logging off.

The standard logoff Code (*36) can be altered to ensure that the phone is cleared:

Shortcode *36

Short Code	*36
Telephone Number	t(1)
Line Group ID	0
Feature	ExtnLogout
Locale	
Force Account Code	<input type="checkbox"/>

OK Cancel Help

t(1) tells the IP Office to hand up the call after one minute.

Avaya SMBS Tier 4 Support

Contact details:-

EMEA/APAC

Tel: +44 1707 392200

Fax: +44 (0) 1707 376933

Email: gsstier4@avaya.com

NA/CALA

Tel: +1 732 852 1955

Fax: +1 732 852 1943

Email: IPOUST4ENG@Avaya.com

Internet: <http://www.avaya.com>

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