



IP Office Technical Tip

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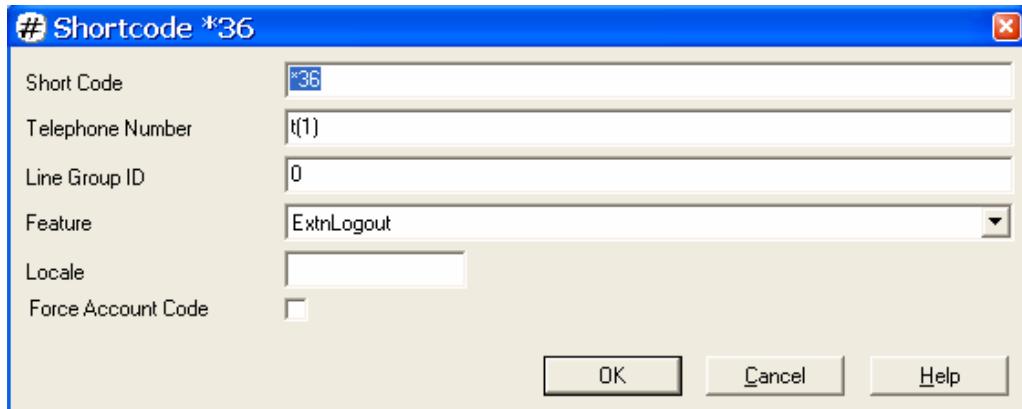
Region: GLOBAL

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:



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

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