



## IP Office Technical Tip

**Technical Tip No:** 029 IP Office Echo on Analog Trunks  
**Date:** 3<sup>rd</sup> February 2004

<b>Product:</b> IP Office. Small Office Edition <b>Revision:</b> 1.0	<b>Version:</b> 2.0 <b>Date:</b> 3 <sup>rd</sup> February 2004
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### Issue

Avaya SMBS Technical Support has received the following issue reported from the field.

When making external calls on IP Hard Phones the dialed digits can be echoed back to the user on every key press.

### Operating Environment

IP Office Small Office Edition version 2.0.

### Symptoms

DTMF Digits can be echoed back to the user either through the handset speaker or the earpiece connected to the handset.

### Cause

This is caused by the short codes giving direct access to the analog trunk lines, example below.

Short code	9N
Telephone Number	N
Line Group	xxx (Where xxx equals the analog trunks)
Feature	Dial

### Solution

To overcome the problem add the following short code for Secondary Dial tone and apply a; to the existing dial out short codes. This creates a buffer for the digits before being placed to the external lines.

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Short code 9N;  
Telephone Number N  
Line Group xxx (Where xxx equals the analog trunks outgoing group number)  
Feature Dial

Short code 9  
Telephone Number  
Line Group 0  
Feature Secondary Dialtone

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