

TECHNICAL BULLETIN CS-06-01

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Systems Affected: SW Versions = All

HW Revisions = NetLink Wireless Telephones

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Status: Approved

Access Level: General

Revision: A

Problem:

Intermittently a user on an Avaya digital deskset will hear their own voice echo back to them when they are in a call with a NetLink Wireless Telephone.

Description:

The Avaya digital desksets are assigned to a loss group when they are set up. This loss group is typically defaulted to loss group #2. The echo cancellation tail for this loss group is set at 16ms. When digital phones are in this loss group, there is the possibility they will encounter some echo when talking to a Wireless Telephone user.

Resolution:

By moving the digital desksets to a different loss group, this can eliminate a majority of the echo experienced. The loss group to move them to would be loss group 18. This group has an echo cancellation tail of 0ms. This is described in an Avaya white paper discussing echo and echo control. That white paper can be found at http://support.avaya.com/elmodocs2/white_papers/echo_wp.pdf.

