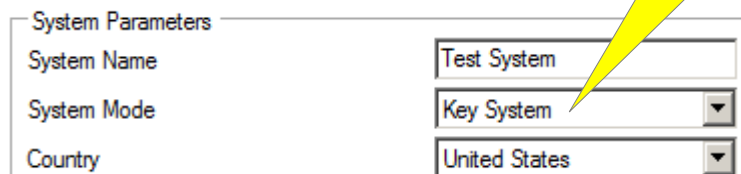# IP Office Basic/Partner
PRI and Auto Attendant Info
Telquest Tech Support

Here is how to get a PRI Trunk to work with a Time Out (Overflow) to Auto Attendant.

First, a few items to explain.

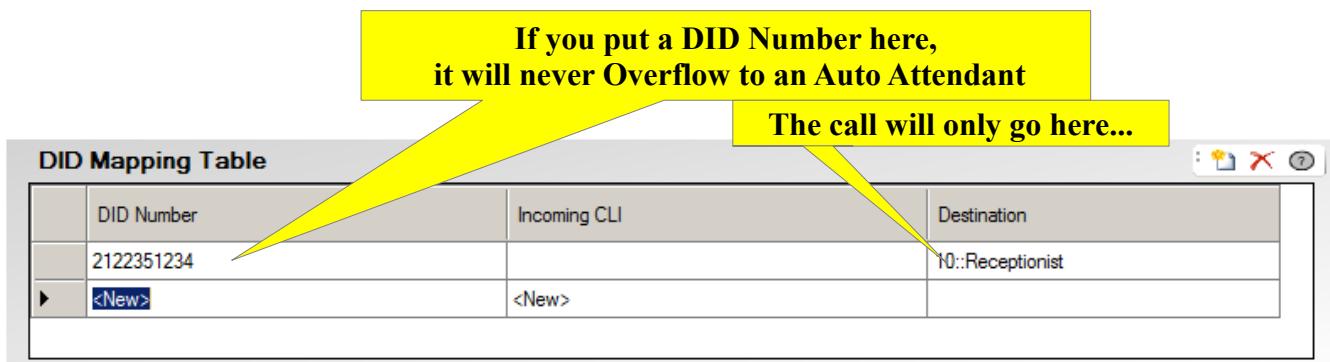The System Mode MUST be set to Key System.

Key System

Test System

System Parameters

System Name	Test System
System Mode	Key System
Country	United States

If a DID Number is placed in the DID Mapping Table shown below, the ability for an unanswered call to time out (Overflow) to an Auto Attendant is DISABLED. Don't put in the Main Telephone Number.
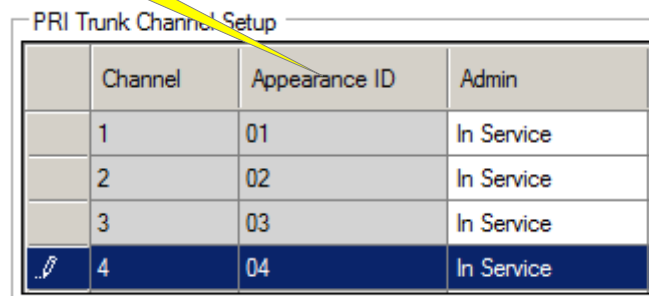
If you put a DID Number here, it will never Overflow to an Auto Attendant

The call will only go here...

DID Mapping Table

	DID Number	Incoming CLI	Destination
	2122351234		70::Receptionist
▶	\<New\>	\<New\>	

Also, each PRI Channel is given an Appearance Id automatically by the KSU.
This is equal to a CO Line Appearance

PRI Trunk Channel Setup

	Channel	Appearance ID	Admin
	1	01	In Service
	2	02	In Service
	3	03	In Service
✎	4	04	In Service

So, assign the ringing to the phone(s) like this:

User Setup - Button Programming

User Buttons
User
10::Receptionist

Handset
Select Phone Type

Copy and Print
Available Users
☐ 11::
☐ 12::
☐ 13::
☐ 14::
☐ 15::
☐ 16::
☐ 17::

☐ Select All   Print Labels

Copy Feature Buttons

ℹ What can I do from here?

Assign user telephone
type and programmable
feature buttons. Copy
feature buttons to other

Button No.	abel	Action	Action Data
234			
235			
236			
237			
238			
239			
240			
241			
242			
243			
244			
245			
246			
247			
248		Line Appearance	08
249		Line Appearance	07
250		Line Appearance	06
251		Line Appearance	05
252		Line Appearance	04
253		Line Appearance	03
254		Line Appearance	02
255		Line Appearance	01

I have 8 Channels on my PRI, so I have 8 Line Appearances.
If you have more, then put them all in.

Start at Button 255 and work backwards.
These buttons do not appear on the phone, but will make the phone ring on the Intercom Button(s)
when a call comes in.
This is exactly how calls would ring if they were programmed to ring members of a Calling Group.

If you do not see the "Chart" representation of the phone, then unplug the phone, close and re-open
your configuration.

Note:
There are only 2 Intercom Buttons on each phone in the Key System Mode.
This means a single phone can only handle 2 calls at any given time.

If a third call comes in, it will not ring on any phone that has both Intercom Buttons in use or on Hold.

Other phones that are programmed to ring will ring OK.

Here is where I have programmed all Line Appearances (Channels) to be answered after 2 rings during the Day and Immediately when in Night Service.

Trunks - PRI Advanced Channel Setup

Trunk Number: 1

Channel Parameters

Channel	Appearance ID	RxGain	TxGain	VMS Delay - Day	VMS Delay - Night	VMS Schedule	VMS Auto Attendant
1	01	0dB	0dB	2	0	Always	Auto Attendant 1
2	02	0dB	0dB	2	0	Always	Auto Attendant 1
3	03	0dB	0dB	2	0	Always	Auto Attendant 1
4	04	0dB	0dB	2	0	Always	Auto Attendant 1
5	05	0dB	0dB	2	0	Always	Auto Attendant 1
6	06	0dB	0dB	2	0	Always	Auto Attendant 1
7	07	0dB	0dB	2	0	Always	Auto Attendant 1
8	08	0dB	0dB	2	0	Always	Auto Attendant 1

To make outgoing calls, just dial 9 and the telephone number.
Remember, this will use one of the two Intercom Buttons.

Note:
If you have any Analog Trunk Modules or Combo Cards in the KSU then here is what to expect.

When you dial 9 the KSU will use the Analog CO Lines first.
(Whether there is dial tone on it or not.)
If they are all in use, it will then use the PRI for outgoing calls.
I have not found a way to change this.

You could dial 8 plus the Channel Number to go out on a specific PRI Channel.

Dialing 805 will send your call out on PRI Channel 05, 821 on PRI Channel 21 etc...
However, if the channel you try to call out on is already in use, you will receive a busy signal.

Mixing Analog CO Lines and PRI does not work very well for outgoing calls unless you actually do want to use the Analog CO Lines first.

If you have all 23 PRI Channels and a very busy office, you should consider switching the KSU to the IP Office Standard/Essential Mode.

It is much better suited for PRI and does not have any of the limitations of the IP Office Basic/Partner.