

## **IPO PARTNER DOES NOT SUPPORT OVERFLOW TO AUTO ATTENDANT WITH PRI**

### **DETAILS: OFFICIAL AVAYA STATEMENT**

#### **IP Office Partner Edition**

User uses PRI services. Channel setup is programmed with VMS delay day and night to get answered by automated attendant. Calls ring into the Calling Group but never get answered by the Auto Attendant.

#### **PROBLEM CLARIFICATION**

PRI lines directed to a Calling Group will not cover to Auto Attendant.

#### **CAUSE**

This is a limitation of Partner Edition Software Programming.  
DID mapping overrides the Coverage Destination settings of the PRI channel setup.

#### **SOLUTION**

Partner Edition does not have Calling Group overflow. If a user wishes to have calls come into a Calling Group or a Hunt Group and use VMS coverage to an Automated Attendant they need to use Analog lines or a T1 set for Automatic signaling. Otherwise consider an IP Office Standard Edition so that the overflow can be administered.

Hunt Group and Calling Groups cannot have a delayed Auto Attendant setup if DID mapping is used on IP Office Partner Edition. If the customer uses DID or PRI services an IP Office Standard Edition will allow them to overflow to an Auto Attendant.