

XO IP Flex, IP Flex with VPN, SIP Service

Automatic Call Routing

For Group Administrators

Automatic Call Routing is a business continuity failover feature. You may use this option to automatically redirect an incoming call to an alternate number in the event of an unforeseen interruption in service.

This enables you to continue to communicate with employees, customers and partners.



About Automatic Call Routing

With Automatic Call Routing, you gain optimal performance by managing consistent uptime. You may choose a mobile, home, PBX main number or other dedicated number as your alternate number. You can control routing preferences through Online Feature Management in the XO Business Center. You may change the failover number at any time, and the change is immediately effective.

To use this feature, you must:

- Purchase this optional feature when you order services
- Contact XO Customer Care to initiate the Automatic Call Routing feature at your location(s).

How It Works

An XO VoIP number or Direct Inward Dialing (DID) number is considered unreachable when the Integrated Access Device (IAD) does not respond to an incoming call after 1 ring (6 seconds), or an XO server does not have a registered endpoint recorded for the DID or telephone number associated with the Integrated Access Device.

When you ordered Automatic Call Routing, XO provisioned the feature so that it is available for all telephone numbers or DID numbers at that XO VoIP location. There are a few restrictions. International numbers, restricted use numbers such as 911, and any number that does not contain 10 digits are not allowed to be used as alternate numbers.

Note that Selective Call Forwarding and Call Forward always will take precedence over Automatic Call Routing if either is configured on the impacted XO VoIP number. In addition, ACR will not forward on a busy phone condition. If the user's phone is busy, the line is not considered unreachable and the Call Forward Busy setting is used (if available). Call Forward No Answer and Automatic Call Routing will not be triggered in the same instance. The original telephone number is passed in the event of fail over.

Billing

Automatic Call Routing calls will appear on your invoice with *** and a footnote stating "****Automatic Call Routing call". XO rates these calls at standard XO VoIP outbound rates. Rating will be the same as for any forwarded call. Charges will depend on whether the failover number is local or long distance. Billing begins when the feature gets installed. Credits will not be issued if you have the feature installed but have not yet configured it. Billing is per site, and not based on the number of lines/numbers.

Accessing Automatic Call Routing

OFM Home>Automatic Call Routing

The screenshot shows the Online Feature Management (OFM) interface. At the top, there is a navigation bar with links for 'My Account', 'Billing', 'Network Management', 'My Services', 'Orders', and 'Support'. Below this, there is a search bar with the text 'Find a telephone number or location, and manage its options & services.' and a 'Find' button. The main content area displays 'Automatic Call Routing' for the location '2637 SUMMIT AVE, PLANO, Texas'. A sidebar on the right titled 'Manage This Location' contains a list of services, with 'Automatic Call Routing' selected. The main content area includes an 'ACR Wizard' section with a 'What would you like to do?' prompt and options for 'Add Call Forward' and 'Call Forwards Listing'. Callouts 'A' and 'B' are placed on the 'Manage This Location' sidebar and the 'Add Call Forward' option respectively.

A After you enter your location, use the Manage This Location navigation bar, and click on [Automatic Call Routing](#) to display the Automatic Call Routing section.

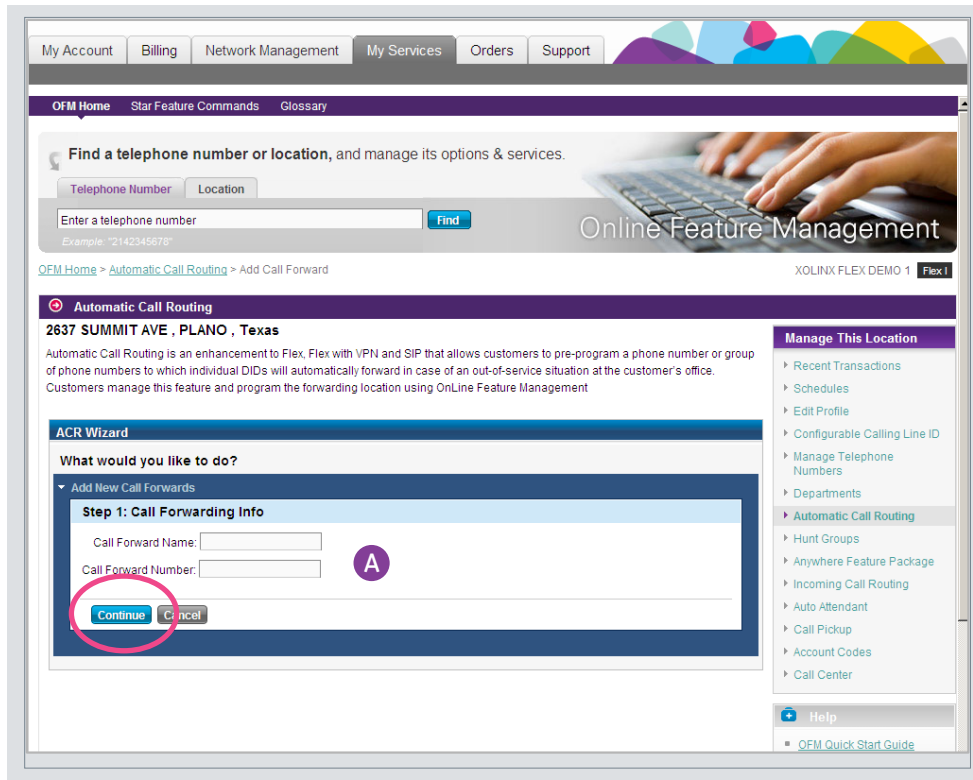
B Select [Add Call Forward](#) if you want to add a call forwarding number, or [Call Forward Listing](#) if you want to edit or delete an existing call forwarding number.

The ACR Wizard will help you set up the feature using easy steps.

Figure 1: Accessing the Automatic Call Routing ACR Wizard

Add New Call Forwards

To set up a new Automatic Call Routing number, use the ACR Wizard to Add New Call Forwards.



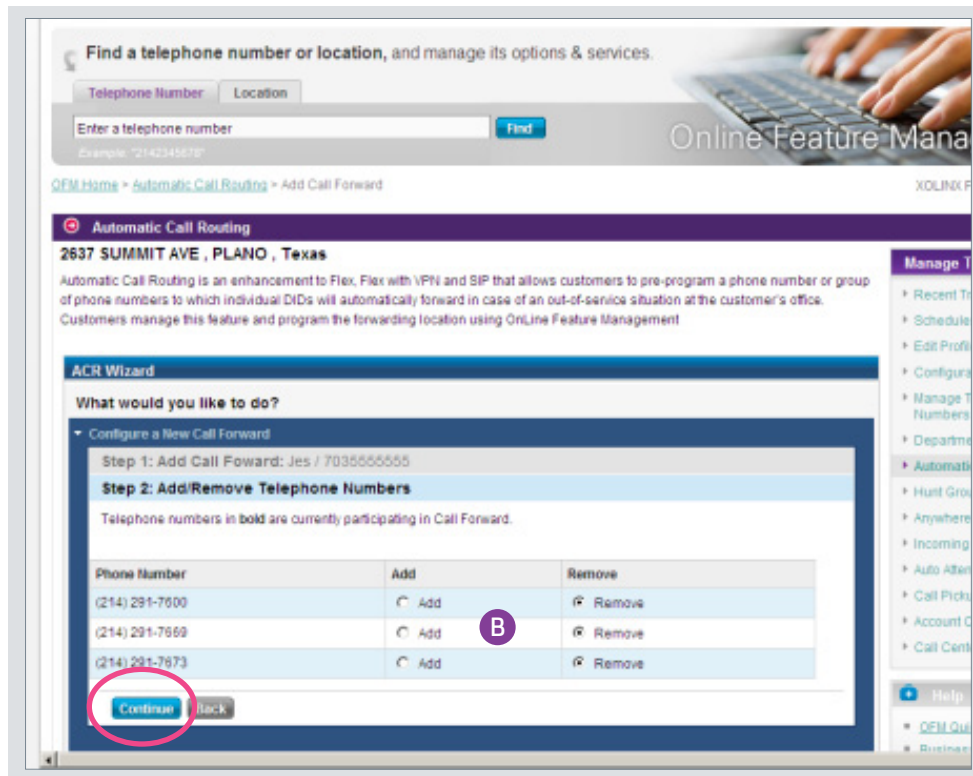
- A Enter the **Call Forward name** and number. The **Call Forward Number** is the number to which you wish to forward calls during an outage situation.

In many situations, this number is not a number that is associated with your office location. International numbers, and special use numbers such as 911, are not permitted.

Note: Remember to Save Changes

Figure 2: Add New Call Forwards

Configure a New Call Forward



- B Review the list of phone numbers associated with the location and either **Add** or **Remove** them from being forwarded to the ACR number.

The phone numbers shown in bold are currently participating in a Call Forward scheme. You can select one number, or several numbers whose numbers will be forwarded in the event of an outage.

Note: Remember to Save Changes

Figure 3: Add/Remove Telephone Numbers Associated with the Call Forwarding

Step 1: Add Call Forward: Jes / (703) 555-5555

Step 2: Add/Remove Telephone Numbers Complete

Confirm Changes

Call Forward Name: Jes ([Change](#))

Call Forward Number: (703) 555-5555 ([Change](#))

Telephone Numbers Added/Removed: ([Change](#))

+ (214) 291-7669

Confirm & Submit Cancel

- C Review the changes you've made. Then, select **Confirm & Submit** to confirm your changes.

Figure 4: Confirm Changes in ACR Wizard