

XO® Automatic Call Routing: Frequently Asked Questions



Why do I need ACR if my on-site PBX can already handle a phone number that is not reachable?

While some service interruption situations can be handled quite well by a premises-based PBX, when the network connection to that PBX is severed, the necessary emergency routing must be handled by the network. This is where XO® Automatic Call Routing (ACR) is able to offer services that complement those already available on your PBX.

Can every XO number (DID/TN) have a separate failover number?

Yes. Your telecom administrator can create an unlimited number of ACR groups allowing a high level of customization for your organization's specific needs.

Does the failover number need to be an XO number?

No. The telephone number to which calls are forwarded must be a valid PSTN number, but does not have to be served by XO.

What restrictions are there on failover numbers?

- Failover number must be able to handle the volume of calls to be re-routed with ACR
- Entry of international numbers for ACR is not permitted
- No restricted use numbers, such as 911
- Failover number must be a 10-digit number

How do I configure/update the failover numbers?

The "forward-to" numbers are easy to set up and can be changed or updated at any time. To configure or modify your organization's ACR settings, your telecom administrator must log into the XO Business Center and open the Products and Services tab. Then click on Configure Existing Services link to open Online Feature Management (OFM) portal. The Automatic Call Routing menu option will be displayed in the XO VoIP Services navigation menu on the left side of the screen.

The menu option for Automatic Call Routing will be displayed in orange any time an ACR group has been created. This does not mean that calls are being forwarded – it only means that ACR is configured and ready to be initiated when the system detects an out-of-service condition at the customer location.

Automatic Call Routing: On Off

Name of Forward:

Incoming Calls will be Forwarded to phone number:

Location: 8851 S SANDY PKWY SANDY,Utah

Forward	Phone Number
<input type="checkbox"/>	Select All
<input type="checkbox"/>	8012080003
<input type="checkbox"/>	8012080020
<input type="checkbox"/>	8012080021
<input type="checkbox"/>	8012080041
<input type="checkbox"/>	8012080042
<input type="checkbox"/>	8012080043

Selected Numbers

Buttons: Add, Delete, Cancel, Apply

Can the failover number be a cell phone?

Sure. With XO® Automatic Call Routing, you can forward calls to:

- To the corresponding recipient's mobile phone
- To a main phone number associated to another PBX, either at the same site or a different site
- To an answering service or voicemail system, even if the lines associated to the voicemail service are down

When is an XO Flex number (DID/TN) considered unreachable?

A DID/TN will be considered unreachable in two scenarios. The number may be unreachable because the on-site Internet Access Device (IAD) is either physically not reachable (there is no response to an incoming call after a defined length of time) or because its status is "unregistered" (the server does not have a registered endpoint recorded for the DID/TN associated with the device receiving the incoming call).

What if I already have Selective Call Forwarding or Call Forwarding Always set up for the impacted number?

Selective Call Forwarding and Call Forwarding Always will take precedence over ACR if they are configured on the impacted XO Flex telephone number.

What if I have Call Forwarding No Answer set up for the same number?

Call Forward No Answer (CFNA) and ACR will not be triggered in the same instance. If IAD is reached by the server, IAD will send an OK back to the server. This will stop the ACR timer, and ACR would no longer apply as long as the IAD has been reached. CFNA can be set to any number of rings with no conflict.

What if the XO VoIP phone line is busy?

ACR will not be activated under a busy phone condition. If the user's phone is busy, the line is not considered unreachable, and the Call Forward Busy setting (if enabled) will be used.

Whose responsibility is it to program the "forward-to" numbers for ACR?

After XO provisions the ACR feature, it is the customer's responsibility to program the failover numbers using the Online Feature Management portal.

How is ACR billed?

Charges are based on the number of customer sites and access speed, not the number of lines. Billing starts when ACR is provisioned by XO. Credits will not be issued if a customer has the feature installed but not configured (i.e., failover numbers not programmed). ACR calls will be billed as part of your XO IP Flex/SIP calling plan. ACR-related calls will be notated with *** on invoices with a footnote stating "***Automatic Call Routing call."

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