

IVR / VWM - Dynamic RAD intermittently playing wrong prompt message

PROBLEM

When using Dynamic RADs, caller sometimes hears incorrect prompt message.

SYMPTOMS

Multiple Hunt Groups configured with RAD ports, all using the same starting port.

CAUSE

We have confirmed that this is an unexpected behavior on the PBX itself.

WORKAROUND

Configure your Hunt Groups so that they do not share a common RAD port as the first port in the group. By ensuring each Hunt Group starts on a different port, you should be able to prevent the issue from occurring.

RESOLUTION

This issue appears to be resolved in MCD 5.0 and newer.

APPLIES TO

IVR / VWM 6.0

Keywords: dynamic rad hunt group wrong incorrect prompt message

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<http://micc.mitel.com/kb/KnowledgebaseArticle51641.aspx>

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