

Rudolf Faix

Von: ippi Support <support@ippi.com>
Gesendet: Donnerstag, 12. Oktober 2017 00:23
An: Rudolf Faix
Cc: WM
Betreff: Re: AW: *SP* Technical : Your system is thinking that it knows better the number I'm entering[#187845]

Hello,

Thank you for your feedback. Actually, the call forward is working but the library creating the format to be displayed on the website has been updated yesterday and had a little bug. We had corrected it. You should now see the correct value.

Do not hesitate to come back to us for any further question.

Regards,

Support (FR)
ippi.com

Découvrez la nouvelle application ippi pour iPhone : ippi.com/app

De: Rudolf Faix <rudolf.faix@wwpa.com>

Répondre: Rudolf Faix <rudolf.faix@wwpa.com>

Date: 11 octobre 2017 at 08:37:33

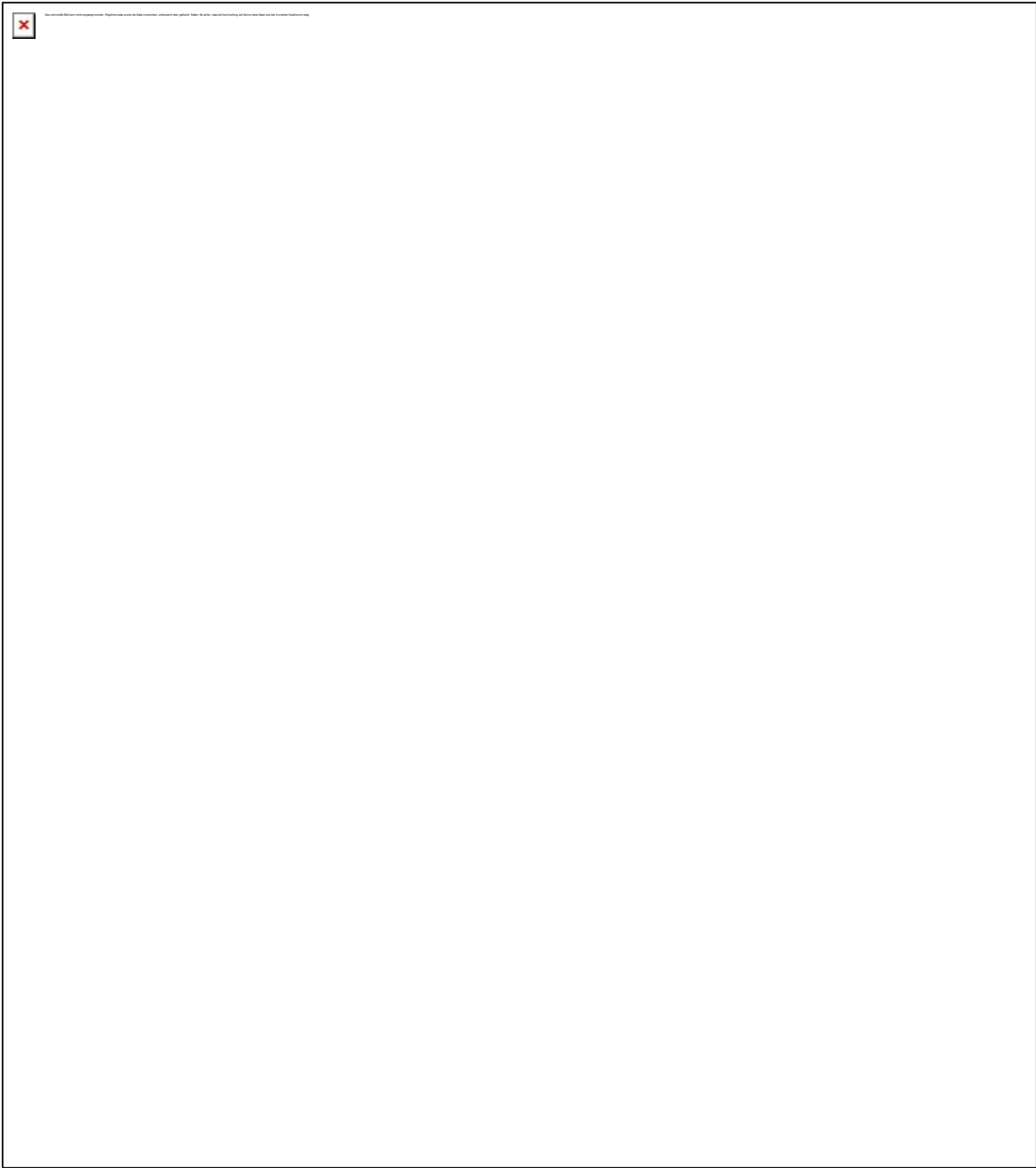
À: support@ippi.com <support@ippi.com>

Cc: WM <wm@rmp.at>

Sujet: AW: *SP* Technical : Your system is thinking that it knows better the number I'm entering[#187845]

Hi

The number shall appear how it got entered. I had entered +436708002641 and I have also tried to enter 436708002641 and 00436708002641. Every the number got changed to +43 **43**67 08002641. By calling with these settings like shown in the screenshot below, it has been ringing first at the SIP device and afterwards switched to busy, because I don't have the phone number +43**43**6708002641, One of my test phones has the number +43-670-8002641.



best regards

Rudolf Faix

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Von: WM [mailto:wm@rmpr.at]

Gesendet: Mittwoch, 11. Oktober 2017 13:42

An: 'Rudolf Faix'

Betreff: WG: *SP* Technical : Your system is thinking that it knows better the number I'm entering[#187845]

Von: ippi Support [<mailto:support@ippi.com>]

Gesendet: Mittwoch, 11. Oktober 2017 05:39

An: Helmut Raucherer <wm@rmpr.at>

Betreff: Re: *SP* Technical : Your system is thinking that it knows better the number I'm entering[#187845]

Hi,

Ok, but how the number should appear?
You can also forward the call permanently.

Kind regards,

Support

ippi.com

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2017-10-10 20:29 GMT-07:00 Helmut Raucherer <wm@rmpr.at>:

==== INFO =====

Name : Helmut Raucherer

Username : Helmut01127

Customer : 702958-SAT17

Email : wm@rmpr.at

Tel : [+436766761000](tel:+436766761000)

Extra : 120.29.65.71-PH

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Your system replaces the number I'm entering into the call forwarding field by an invalid one!!!

If I'm entering for example [+432741757090](#) then your system makes +43 4327 41757090 from it. The same stupid thing happens by entering any number from Austria!

Even the unconditional forwarding has no option for forwarding the call immediately. The minimum time is 5 seconds, but unconditional has the meaning that a call needs to get immediately forwarded and not after 5 seconds ringing at the device!!!

Are we your first customer?