

Telephony Services

All Mediatrix Products

DGW 49.2.2941

2023-08-09

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1 Basic Telephony Services Concepts

1.1 Default vs Specific Endpoint Configuration

It is possible to configure all endpoints to the default value, or an endpoint to a specific value, or a mix of both.

When you do not change your configuration, the values keep the default configuration. In order to modify the codec settings for a specific endpoint, the endpoint must first be selected from the drop-down list. It is also possible to have a default configuration followed by one or more specific endpoint configurations.

- Default configuration
- Mix of default and specific endpoint configurations
- All endpoints enabled with specific configurations

1.1.1 TelIf Default vs Specific Endpoint Configuration Examples

Here are some examples from the command line interface CLI for default parameters, followed by specific endpoint configuration.

```
Global>TelIf.DefaultCountryCustomizationUserGainInputOffset
0

Global>TelIf.DefaultCountryCustomizationUserGainOutputOffset
0
```

```
Global>TelIf.SpecificCountryCustomizationUserGain
```

InterfaceId	EnableConfig	InputOffset	OutputOffset
Slot1/E1T1	Disable	0	0
Slot2/E1T1	Disable	0	0
Slot3/E1T1	Disable	0	0
Slot4/E1T1	Disable	0	0
Slot5/FXS1	Disable	0	0
Slot5/FXS2	Disable	0	0
Slot5/FXS3	Disable	0	0
Slot5/FXS4	Disable	0	0
Slot6/FX01	Disable	0	0
Slot6/FX02	Disable	0	0
Slot6/FX03	Disable	0	0
Slot6/FX04	Disable	0	0
Slot7/FXS1	Disable	0	0

Slot7/FXS2	Disable	0	0
Slot7/FXS3	Disable	0	0
Slot7/FXS4	Disable	0	0
Slot8/FX01	Disable	0	0
Slot8/FX02	Disable	0	0
Slot8/FX03	Disable	0	0
Slot8/FX04	Disable	0	0

Command examples with their results.

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot1/
E1T1].EnableConfig = Enable
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot1/
E1T1].InputOffset = -6
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot1/
E1T1].OutputOffset = -8
```

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot5/
FXS3].EnableConfig = Enable
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot5/
FXS3].InputOffset = -3
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot5/
FXS3].OutputOffset = -3
```

Global>TelIf.SpecificCountryCustomizationUserGain

InterfaceId	EnableConfig	InputOffset	OutputOffset
Slot1/E1T1	Enable	-6	-8
Slot2/E1T1	Disable	0	0
Slot3/E1T1	Disable	0	0
Slot4/E1T1	Disable	0	0
Slot5/FXS1	Disable	0	0
Slot5/FXS2	Disable	0	0
Slot5/FXS3	Enable	-3	-3
Slot5/FXS4	Disable	0	0
Slot6/FX01	Disable	0	0
Slot6/FX02	Disable	0	0
Slot6/FX03	Disable	0	0
Slot6/FX04	Disable	0	0
Slot7/FXS1	Disable	0	0
Slot7/FXS2	Disable	0	0
Slot7/FXS3	Disable	0	0
Slot7/FXS4	Disable	0	0
Slot8/FX01	Disable	0	0
Slot8/FX02	Disable	0	0
Slot8/FX03	Disable	0	0
Slot8/FX04	Disable	0	0

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot3/
E1T1].InputOffset = -1
```

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot3/
E1T1].OutputOffset = +1
```

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot7/
FXS3].InputOffset = +2
```

```
TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot7/
FXS3].OutputOffset = -4
```

```
Global>TelIf.SpecificCountryCustomizationUserGain
```

InterfaceId	EnableConfig	InputOffset	OutputOffset
Slot1/E1T1	Enable	-6	-8
Slot2/E1T1	Disable	0	0
Slot3/E1T1	Disable	-1	1
Slot4/E1T1	Disable	0	0
Slot5/FXS1	Disable	0	0
Slot5/FXS2	Disable	0	0
Slot5/FXS3	Enable	-3	-3
Slot5/FXS4	Disable	0	0
Slot6/FX01	Disable	0	0
Slot6/FX02	Disable	0	0
Slot6/FX03	Disable	0	0
Slot6/FX04	Disable	0	0
Slot7/FXS1	Disable	0	0
Slot7/FXS2	Disable	0	0
Slot7/FXS3	Disable	2	-4
Slot7/FXS4	Disable	0	0
Slot8/FX01	Disable	0	0
Slot8/FX02	Disable	0	0
Slot8/FX03	Disable	0	0
Slot8/FX04	Disable	0	0

```
Global>TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot3/
E1T1].EnableConfig
Disable
```

```
Global>TelIf.SpecificCountryCustomizationUserGain[InterfaceId=Slot7/
FXS3].EnableConfig
Disable
```

1.2 Automatic Call

The automatic call feature allows you to define a telephone number that is automatically dialed when taking the handset off hook. When this service is enabled, the second line service is disabled but the call waiting feature is still functional. The user can still accept incoming calls.

1.3 Call Completion

The call completion service allows you to configure the Completion of Calls on No Reply (CCNR) and Completion of Calls to Busy Subscriber (CCBS) features. CCBS allows a caller to establish a call with a “busy” callee as soon as this callee is available to take the call. It is implemented by monitoring the activity of a UA and look for the busy-to-idle state transition pattern. CCNR allows a caller to establish a call with an “idle” callee right after this callee uses his phone. It is implemented by monitoring the activity of a UA and look for the idle-busy-idle state transition pattern. The information about the call completion is not kept after a restart of the EpServ service. This includes the call completion activation in the Pots service and the call completion monitoring in the SipEp service.

1.4 Call Waiting

The call waiting tone indicates to an active call that a new call is waiting on the second line. Users can activate/deactivate the call waiting tone for their current call. This is especially useful when transmitting faxes. The user that is about to send a fax can thus deactivate the call waiting tone to ensure that the fax transmission will not be disrupted by an unwanted second call. When the fax transmission is completed and the line is on-hook, the call waiting tone is automatically reactivated.

2 Basic Telephony Services Tasks

2.1 Configuring Telephony Services for all Endpoints

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default**.
- 3) Complete the fields as required.
- 4) Click **Apply**.

2.2 Configuring Telephony Services for a Specific Endpoint

Information

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select the endpoint to configure.
- 3) From the **Endpoint Specific** drop-down menu, select **Yes**.
- 4) Complete the remaining fields as required.
- 5) Click **Apply**.

2.3 Configuring Hook Flash Processing

Before you start

Note: Depending on your unit model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **General Configuration** section, complete the field as required.
- 5) Click **Apply**.

2.4 Configuring Automatic Calls

Before you start

Note: Depending on your unit model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Automatic Call** section, complete the fields as required.
- 5) Click **Apply**.

2.5 Configuring Call Completion

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Completion** section, complete the fields as required.
- 5) Click **Apply**.

2.6 Configuring Call Transfer

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: The blind transfer allows a user to transfer a call on hold to a call that is still ringing (unanswered) without speaking to the person, whereas the attended transfer allows the user to speak to the person before transferring the call.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Transfer** section, complete the fields as required.
- 5) Click **Apply**.

2.7 Configuring Call Waiting

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.

- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Waiting** section, complete the fields as required.

- 5) Click **Apply**.

2.8 Configuring Conference

Before you start

Only 3-way conference calls are supported on DGW, when hosted locally. If a conference server is used, the limit depends on the server capacity.

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Conference** section, complete the field as required.

- 5) Click **Apply**.

2.9 Configuring Delayed Hotline

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.

- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Delayed Hotline** section, complete the fields as required.

- 5) Click **Apply**.

2.10 Configuring Direct IP Address Call

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Direct IP Address Call** section, complete the field as required.

- 5) Click **Apply**.

2.11 Configuring Hold

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.

- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Hold** section, complete the field as required.

- 5) Click **Apply**.

2.12 Configuring Second Call

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Services**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration of the **Endpoint Specific**, select **Yes**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Second Call** section, complete the field as required.

- 5) Click **Apply**.

2.13 Configuring Call Forward on Busy

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Call Forward**.

- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration, select **Enable**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Forward On Busy** section, complete the fields as required.

- 5) Click **Apply**.

2.14 Configuring Call Forward on No Answer

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Call Forward**.
- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration, select **Enable**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Forward on No Answer** section, complete the fields as required.

- 5) Click **Apply**.

2.15 Configuring Call Forward Unconditional

Before you start

Note: Depending on your model, whether it has E1/T1, FXS, or FXO ports, when you select a specific endpoint, the configuration parameters will vary and may not be available.

Steps

- 1) Go to **Telephony/Call Forward**.

- 2) From the **Select Endpoint** drop-down menu, select **Default** or a specific endpoint.

Note: For more information, refer to the [Default vs Specific Endpoint Configuration](#) section.

- 3) To change the default configuration, select **Enable**.

Note: Often, in order to configure a blank field, you must first enable the previous field.

- 4) In the **Call Forward Unconditional** section, complete the fields as required.

- 5) Click **Apply**.

3 Online Help

If you are not familiar with the meaning of the fields and buttons, click **Show Help**, located at the upper right corner of the Web page. When activated, the fields and buttons that offer online help will change to green and if you hover over them, the description will be displayed.

4 DGW Documentation

Mediatrix devices are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available on the [Media5 Documentation Portal](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customise to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This exhaustive document has been created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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