

**Porta  Switch<sup>®</sup>**



**New Features Guide**

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**PortaSwitch: New Features Guide, October 2012**  
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## Preface

PortaSwitch® Maintenance Release 29 is the next leap-forward release, consistent with the “fast releases, precisely on time” ideology introduced earlier in 2012 year.

### Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only and does not always contain the latest material on enhancements introduced between major releases. The online copy of this guide is always up-to-date and integrates the latest changes to the product. You can access the latest copy of this guide at: [www.portaone.com/support/documentation/](http://www.portaone.com/support/documentation/).

## Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**
- Terminal sessions, console screens, or system file names are displayed in fixed width font



The **exclamation mark** draws your attention to important information or actions.

**NOTE:** Notes contain helpful suggestions about or references to materials not contained in this manual.



**Timesaver** means that you can save time by performing the action described here.



**Tips** provide information that might help you solve a problem.

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## Temporary Credit Limit Increase

This feature allows you to implement better control over operations related to the customer's credit limit. Customers often request a temporary credit limit increase (e.g. to continue using the service while payment is being processed). A temporary credit limit increase in PortaBilling® enables you to grant this extension so the customer can still use the service – but after a specific date the credit limit is restored to the original value.

The screenshot shows the 'Edit Customer' interface for 'EasyCall Ltd.'. The interface includes a navigation bar with options like 'Save', 'Save & Close', 'Close', 'xDRs', 'Batches', 'Sites', 'Accounts', 'E-Payments Log', 'Invoices', 'Logout', and 'Log'. The main content area displays customer details and credit limit settings.

Taxation	Abbreviated Dialing	Subscriptions	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies	Override Tariffs	
Address Info	Balance Adjustments	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Extensions	Huntgroups	Custom Fields

Customer ID: EasyCall Ltd. Customer Class: Default customer class  
 Blocked:  Opening Balance: 0.00000 USD  
 Balance: 40.00000 USD

Current Credit Limit: 50.00000 USD  
 Permanent Credit Limit: 50.00000 USD  
 Temporary Credit Limit Increase: 25 USD  
 Valid Until: October 31, 2012 MONTH D, YYYY 00:00:00 HH24:M:SS  
 Balance Warning Threshold: USD  
 Unallocated Payments: 10.00000 USD  
 Preferred Payment Method: Not set

This prevents unplanned “permanent” increases in the credit limit due to operator negligence and improves the overall financial situation of the service provider.

## On-demand DID provisioning with DIDx

Based on numerous requests from PortaOne customers, the next DID provider to be added as a source for automated on-demand provisioning is DIDx.net. DIDx serves as an online DID marketplace that vastly expands its coverage of available countries and areas for DID numbers that in turn will help PortaOne customers to provide better service to their consumers.

## Call forwarding from an IP Phone

In order to simplify the migration of “traditional” PBX users to IP Centrex services powered by PortaSwitch® and improve sales to the

enterprise segment, a new feature will be introduced to PortaSIP®. The end-user may program a “forward to” phone number directly into the phone (many old-style PBX users are accustomed to doing this via feature codes), which will afterwards be returned by the phone in a “302” response to an incoming call request.

PortaSIP® will process a “302” SIP redirect message as if this number were configured in the forward / follow-me settings on the PortaSwitch® web interface (including authorization and charging the user who originated the forward, for the forwarded portion on the call). Advanced settings such as multiple forwarding numbers, simultaneous ringing and time periods are not available for phone-initiated forwarding.

Note: By design, the “302” redirect does not incorporate authentication, rendering it a potential security risk when used on a public Internet. This is why this feature must be specifically enabled for a customer or account – PortaOne strongly suggests that this be done *only* for those customers who indeed require this feature and are aware of the implications.

## SMS notifications

Text message alerts are becoming increasingly popular – it will be possible to deliver the same alerts (balance close to the credit limit, payment due, etc.) that are currently available via email – via SMS messages sent directly to the user’s mobile phone.

## BillSoft – new taxation mode

A new taxation mode, “switched trunk services” (which applies to services such as SIP trunking or hosted IP PBX) is supported in addition to the

current one, “non-switched trunk services” (applicable to residential VoIP services).

The screenshot shows the 'Edit Customer' interface for 'John Doe'. The top navigation bar includes 'Save', 'Save & Close', 'Close', 'xDRs', 'Batches', 'Sites', 'Accounts', 'E-Payments Log', 'Invoices', 'Logout', and 'Log'. The main content area displays customer details: Customer ID 'John Doe', Customer Class 'Default customer class', and a balance of 50.00000 USD. Below this is a grid of tabs for various services like Taxation, Abbreviated Dialing, Subscriptions, etc. The 'Taxation Method' is set to 'Billsoft (US, Canada)'. Under 'Type', 'Default' is selected. 'Incorporated City Area' is set to 'Inside'. 'Taxation Mode' is 'Non-switched'. There are also checkboxes for 'Exempt From' taxes: Federal, State, County, and Local.

## Corporate PINless dialing IVR

This new IVR application functionality will allow administrators to provide the PINless dialing service for enterprise customers when multiple individuals place outgoing calls using the same caller number (typically from the company’s main phone line). In this case a user will enter an additional PIN to correctly identify himself so that calls can be properly authorized against individual accounts and be presented, later, on a combined invoice.

The screenshot shows the 'Access Numbers' configuration interface. The top navigation bar includes 'Save', 'Save & Close', 'Close', and 'Reset to Default'. The main content area shows 'Access Number' 16047899001 and 'Voice Application' Prepaid card calling. There are two tabs: 'Routing' and 'Instance Parameters'. The 'Instance Parameters' tab is active, displaying a list of configuration options and their values. The options are organized into two columns.

Option	Value	Option	Value
ANI Translation Rule	[Dropdown]	Premium Number Subscribe Command	[Text]
Announce Balance	<input checked="" type="checkbox"/>	Premium Number SMS Number	[Text]
Announce Time	<input checked="" type="checkbox"/>	Premium Number Deposited Amount	[Text]
Play Welcome Message	<input type="checkbox"/>	Premium Number Currency	[Text]
Check Service Password	<input type="checkbox"/>	Languages	[Dropdown]
Minimum Password Length	4	Minimum Voucher Length	11
Maximum Password Length	4	Maximum Voucher Length	11
Prompts Brand	[Text]	Auto Registration	<input type="checkbox"/>
Music on Hold Class	ringtone	Dynamic Reauthorization	<input type="checkbox"/>
Check Associated Number	<input type="checkbox"/>	Enable Self-Care menu	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	Play an announcement about Self-Care menu	<input type="checkbox"/>
Seconds Rounding Mode	none	Select Outgoing Tariff Based on ANI	<input type="checkbox"/>
Restriction for Calling with Low Balance	none	Auto Registration Without Confirmation	<input type="checkbox"/>
ANI Authentication	<input type="checkbox"/>	Use ANI and Auth Code	<input checked="" type="checkbox"/>
End Announce Time, sec	0	Auth Code Length	4
End Announce Type	beep	Manual Authentication	<input checked="" type="checkbox"/>
Disconnect Call Before, sec	0	Minimum Card Length	11
Conf Language List Is Preferred	<input type="checkbox"/>	Maximum Card Length	11
Authorize with IVR Session ID	<input checked="" type="checkbox"/>	Maximum Login Attempts	3
Play Pre-ring MOH	<input type="checkbox"/>	Maximum Dial Attempts	3