


**Porta  Switch<sup>®</sup>**

	<p data-bbox="938 877 1224 1079"><b>34</b></p> <p data-bbox="932 1115 1227 1146">Maintenance Release</p>
--	--

**New Features Guide**

## Copyright Notice & Disclaimers

Copyright © 2000-2013 PortaOne, Inc. All rights reserved

**PortaSwitch: New Features Guide, June 2013**  
**Maintenance Release 34**  
**V1.34.3**

Please address your comments and suggestions to: Sales Department,  
PortaOne, Inc. Suite #408, 2963 Glen Drive, Coquitlam BC V3B 2P7  
Canada.

Changes may be made periodically to the information in this publication. The changes will be incorporated in new editions of the guide. The software described in this document is furnished under a license agreement, and may be used or copied only in accordance with the terms thereof. It is against the law to copy the software on any other medium, except as specifically provided for in the license agreement. The licensee may make one copy of the software for backup purposes. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopied, recorded or otherwise, without the prior written permission of PortaOne Inc.

The software license and limited warranty for the accompanying products are set forth in the information packet supplied with the product, and are incorporated herein by this reference. If you cannot locate the software license, contact your PortaOne representative for a copy.

All product names mentioned in this manual are for identification purposes only, and are either trademarks or registered trademarks of their respective owners.

## Table of Contents

Preface .....	4
Video Conferencing Service.....	5
Support for Path Extension Header (RFC 3327).....	5
Integration with a CNAM provider .....	6
Customizable Notification Templates for Accounts and Users.....	6
Auto Attendant Configuration Was Added to the New Self-care Interface.....	7
Online Help for the New Self-care Interface .....	7
Auto-provisioning for New Models of IP Phones .....	8

## Preface

PortaSwitch® Maintenance Release 34 is the next leap-forward release, consistent with the “fast releases, precisely on time” ideology introduced in 2012.

### 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**



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.

## Trademarks and Copyrights

PortaBilling®, PortaSIP® and PortaSwitch® are registered trademarks of PortaOne, Inc.

## Video Conferencing Service

Video conferencing is a very popular service and its popularity is continually growing. PortaSwitch® participates in developing technologies and starting from MR34, introduces video conferencing service support so you can now offer customers a new, yet already popular service. End users can participate in video conferences using different SIP clients (such as videophones, softphones, mobile communication clients, etc.) and during the video conference all participants can see the other participants in the conference.

This technology is useful for business customers because it offers them the opportunity to hold meetings, conferences, presentations and trainings remotely, without the need for all parties to be in one single location, thus saving time and money. Apart from the business sphere, this service can be useful in other life situations: for education, medicine, mass media, and of course, for personal use (e.g., communicating with distant relatives).

Video conferencing services provided by PortaSwitch® are manageable by the end user via the UM Self-care interface. Aside from the options available for audio conferences, the user can record a welcome video to be displayed during the authentication or Music on Hold. Video conferencing users can open the OSD (on-screen display) menu by pressing the # key on the phone keypad. The OSD menu provides a list of conference participants and instructions for how to switch among them. Video conferencing service supports video in CIF (352\*288) resolution and one of the most commonly used video codecs – H.264. In addition to videophones, PortaSwitch® supports a variety of softphones for video conferences (we recommend Ekiga and Linphone softphones as they have been approved by our team).

Introducing a new service to your customers provides added value to your business since it helps you to satisfy needs of your customers, and as a result, brings more profit to your company.

## Support for Path Extension Header (RFC 3327)

In some SIP call scenarios there are intermediate proxies (e.g. SBCs) between a SIP UA (user's SIP phone) and PortaSIP® where the SIP UA registers. In some networks SIP routing tables, DNS or similar mechanisms allow SIP requests to traverse these intermediate proxies correctly permitting normal call flow. If there is no such mechanism, then

the support of RFC 3327 implemented in this release will deal with scenarios in which the service is provisioned within complex network environments (e.g. corporate networks).

## Integration with a CNAM provider

Ordinarily, when somebody calls you, the only caller information available is the caller's phone number. This is often not enough. Sometimes an unwanted call (e.g. an annoying real-estate agent) may get through and you may want to avoid the conversation. It is therefore important to see not only the original caller's number but also the caller ID (name and surname, or company name that owns the number).

Integration with a CNAM provider lets you offer the **Caller ID Lookup** feature to your customers so that they can see the caller ID information and respond accordingly. Currently PortaSwitch® is integrated with **OpenCNAM**, which supports numbers from the USA and Canada.

When an incoming call arrives to PortaSIP®, it sends an authorization request to the billing engine and checks whether the account receiving the call has the Caller ID Lookup feature enabled. If enabled, PortaSIP® sends a request with the caller number to the CNAM provider and receives the caller ID in response. The caller ID is then shown on the recipient phone's display.

This feature can be enabled for each account on the account's **Service Features** tab. Note that if both caller and the party called are two separate accounts within a specific IP Centrex environment, then a CNAM request will not be made and the caller ID information that is provisioned in PortaBilling® will be shown instead.

Offering this add-on feature to your IP Centrex or residential customers creates a new source of revenue for your business.

## Customizable Notification Templates for Accounts and Users

Starting from MR34 notification templates for administrative users and accounts were moved to the PortaBilling® web interface. Therefore now you can not only select what email or SMS notification messages to send to different users and accounts, but also customize the content of these notification messages directly on the web interface.

You may find notification templates for users on the **Notifications** tab of the **Edit User** page.

Notification templates for accounts are stored on the **Notifications** tab of the **Customer Class** page. All accounts under one customer receive the same notifications, based on customer class templates.

On the **Notifications** tab you can view the name of the template, sending preferences and template status: **System** (the default template) or **Custom** (the modified one). Upon clicking on the **Custom / System** link you will be redirected to the **Edit Notification Template** page that allows you to view the type of notification template and modify the subject, body, format and post processing rule for variables (**PP Rule** on the web interface).

In the **PP Rule** field you can specify Perl expressions just as in other templates within PortaBilling® (please refer to the **PortaBilling® Templates Guide** for more details).

This functionality greatly simplifies the process of managing notification templates that are delivered to administrative users and customer accounts.

## Auto Attendant Configuration Was Added to the New Self-care Interface

Configuration of Auto Attendant functionality was added to the new account Self-care interface, so now your customers can configure and modify such functionalities as UM preferences (mode, faxes, DISA, etc.) and Auto Attendant from within a single interface.

All options remain the same as they were in the UM Self-care interface. To record prompts using Java Applet we recommend that you install **Java virtual machine** and **Java plugin** for your browser (from [java.com](http://java.com)).

## Online Help for the New Self-care Interface

Your customers should feel comfortable while performing any type of setup on their Self-care interface, which is why it is essential to have help for the Self-care interface. Considering the New Self-care interface being highly intuitive and user friendly, providing online help to your end users is still of a great value since they will know what to insert into a specific field, etc. Now your customers can use the online help within the New Self-care interface.

There are the following advantages of online help for the New Self-care interface:

- The New Self-care interface's online help is context sensitive, which means that when a user clicks the **Help** button, a topic opens that is relevant to the screen that the user is viewing.
- There is a contents panel on the left to simplify the process of navigation through help pages. This panel contains sections duplicating the structure of web interface.
- Online help is identical to the Customer / Account Self-care Interface guides, so there is a choice now for you and your customers whether to use a PDF version of these guides with description of all web interface elements or to use online help for that purpose while performing system setup.
- Online help for the new self-care interface is always up-to-date for every release starting from MR34 which means that it contains description of new elements of the web interface.
- Search field on the top of the screen allows you to find the description for any field or functionality your customer is interested in, so there is no need in browsing through the Self-care guides.
- There is a possibility to print current help page for more convenient system setup.

## **Auto-provisioning for New Models of IP Phones**

The list of IP phones which are auto-provisioned by PortaSwitch® has been extended to include the Yealink VP530 (with firmware version 7x) IP video phone and Yealink SIP-T2xP IP phone family device with updated V7x firmware version.