PORTA
ONE

Porta Switch®

36

Maintenance Release

New Features Guide

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PortaSwitch: New Features Guide, November 2013
Maintenance Release 36
V1.36.3

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Preface

PortaSwitch® Maintenance Release 36 is the next leap-forward release, consistent with our "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/.**

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.

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Multiple Pickup Groups within IP Centrex Environment

For large companies with many employees it may be necessary to control who can pick up certain calls in order to maintain company protocol and authority. When a customer has many extensions, existing group call pickup functionality may not be appropriate since any user can pick up any call.

This situation can be avoided by enabling a call pickup option for existing huntgroups which has been introduced in this release.

For configuring call pickup within huntgroups these new options were added: **Pickup Allowed** on the **Huntgroups** tab and **Primary Group** on the **Extensions** tab.

To set up call pickup within huntgroups, the customer must first enable call pickup and then assign a primary group for each extension. Assigning a primary group allows the extension owner to pick up calls within that group by merely dialing the group pickup prefix.

Note that for backward compatibility, extensions are not assigned a primary huntgroup, by default, and therefore users may pick up any incoming call within the IP Centrex environment.

Any extension within any huntgroup can perform pickup by doing the following:

- **Directed** – The user inputs the group pickup prefix and an extension number that belongs to the same huntgroup as the user who picks up the call. In previous releases all the extensions were allowed to pick up all calls within the IP Centrex Environment;

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1

2

*77101

Mobile User

101   102   103

Huntgroup Number 222

Group Pickup Prefix *77
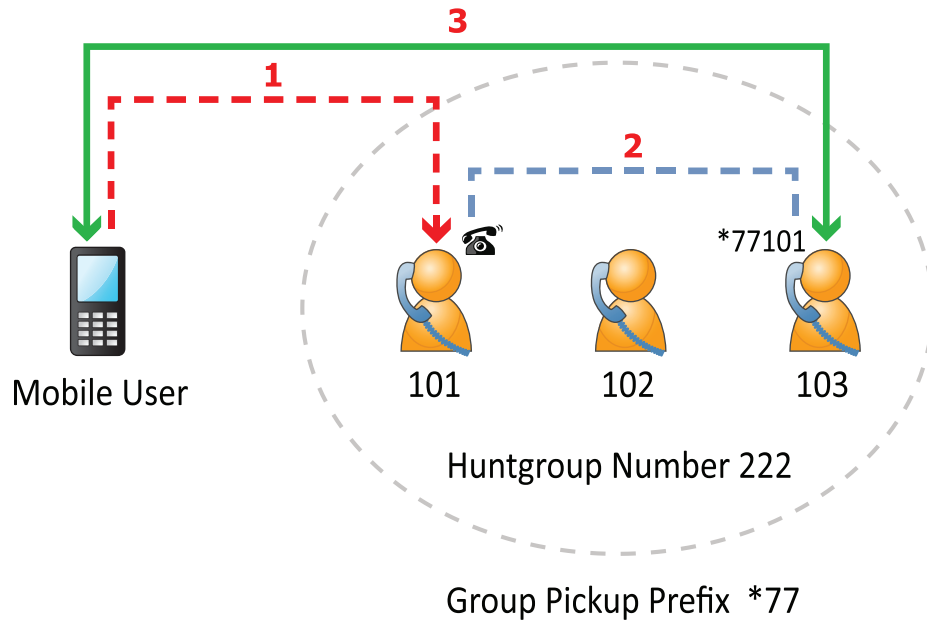
- **Semi-directed with group** – The user inputs the group pickup prefix and huntgroup number and the system searches for any ringing extensions within the specified huntgroup (the user who picks up the call must be a member of that huntgroup);

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1

2

*77222

Mobile User

101   102   103

Huntgroup Number 222

Group Pickup Prefix *77

6
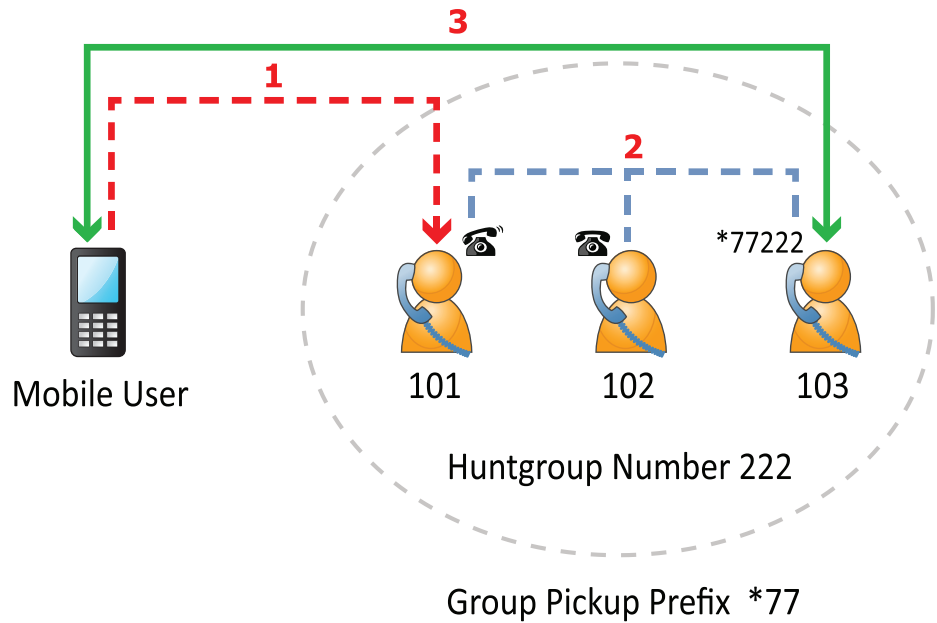
- **Non-directed** – The user inputs the group pickup prefix and the system searches for any ringing extension that pertains to the primary group that the user picking up the call belongs to.
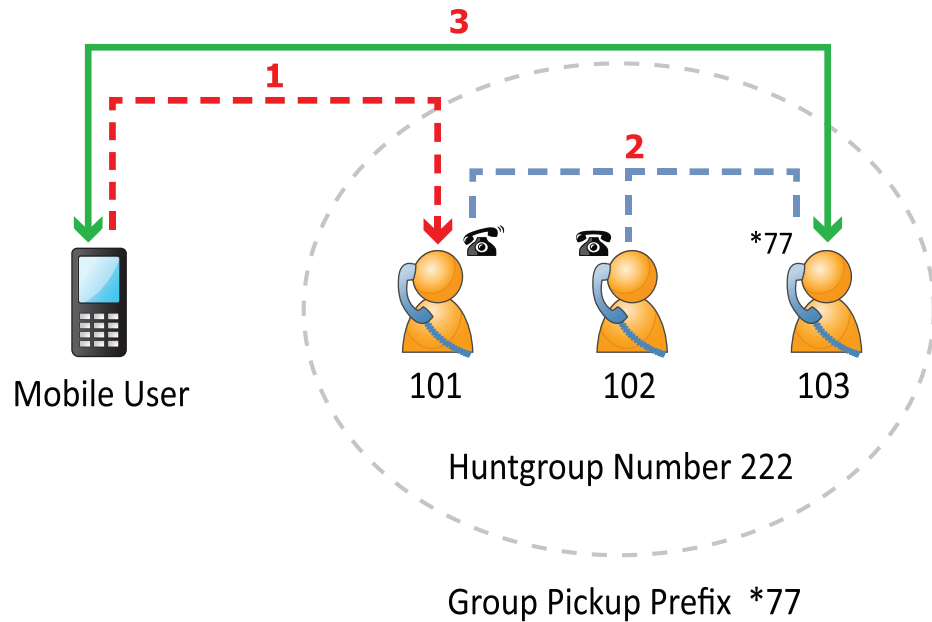
Here's an example of the multiple pickup groups configuration: there are two offices working with shared secretarial services. The administrator defines:

- Huntgroup (*Sales Department*) with huntgroup number *88* (the number to be dialed for picking up incoming calls to this group's extensions). This group is set as the primary group for extensions *444, 555, 666*.
- Huntgroup (*Support Department*) with huntgroup number *99*. This group is set as the primary group for extensions *111, 222, 333*.

- Group pickup prefix (at the customer level) is *77.

- Huntgroup *99* is set as the primary group for secretary's *999* extension.

- Secretary's *999* extension was added to Huntgroup *88*.
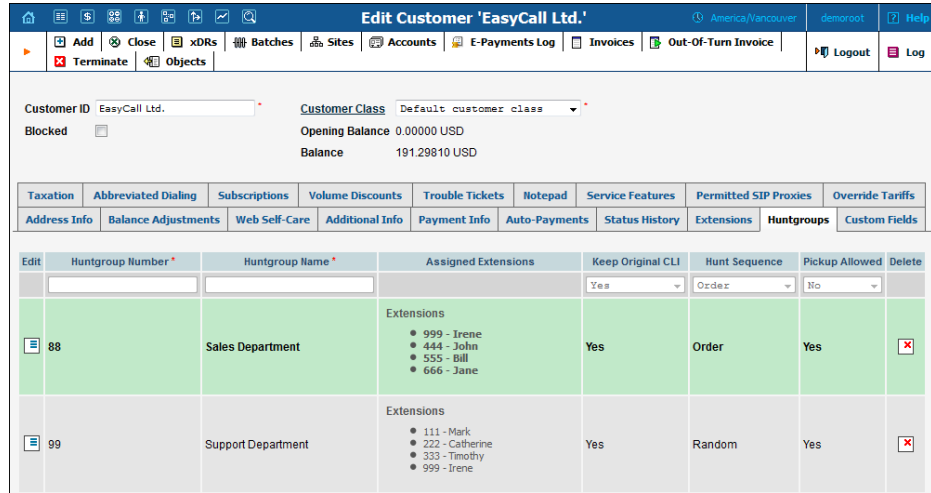
There is an incoming call to extension *444*. The secretary (extension *999*) can dial **7788* to pick up the call (because *444* is in their non-primary group, thus **77* won't work. They have to dial the group pickup prefix and the number of huntgroup).

For your IP Centrex customers, the call pickup configuration is more flexible now, allowing your customers to meet their requirements regarding call pickup functionality.

SIM Card Inventory

With the ongoing introduction of support for new services in PortaBilling® (such as MVNO and LTE service provisioning and billing), there arises a need to manage and maintain various data and provision it into an external system.

If you are a Mobile Virtual Network Operator or provide LTE services you can now store your inventory of SIM cards in PortaBilling®. SIM cards can be imported in bulk and then allocated to subscribers from the inventory exactly the way it is done for IP phones or DID numbers. When a SIM card is assigned to a customer, PortaBilling® can automatically provision the information into HSS / HLR using a service provisioning framework (in particular, the Huawei WASN9770 can be provisioned via a SOAP interface).

The provisioned customer data includes IMSI (The International Mobile Subscriber Identity), MSISDN (The Mobile Station ISDN Number), PCRF (Policy Control and Charging Rules Function), etc.

With this new functionality it is possible to immediately activate or deactivate subscribers without doing any manual work.

Improved Interface for Call Screening Management

Sometimes incoming calls need to be treated differently: calls from your boss or secretary should reach you on your cell phone even during the weekend, while other calls can just go to voicemail. Calls in the evening hours should go straight to your cell phone (there is no point in ringing your IP phone while you are not in the office), while calls from your ex-girlfriend should always go to voicemail. All of this can be done using the call screening functionality in PortaSwitch. When the call screening functionality is enabled for an account (phone line), the end user can define a set of rules that will be applied to every incoming call.

Now your customers may edit the call screening (conditional call forwarding) rules via their self-care interface, thus making call screening configuration easier and handy to use.

During setup your customers can define a list of rules for handling incoming calls to specific phone lines. For each rule there are two filter groups: the **Caller's Number Filter** group that is applied to the caller number and the **Dialed Number Filter** group that is applied to the called number (for example, customer's office phone or mobile phone number). In the Caller's Number Filter group you can define full numbers, extensions and phone patterns (for example, 800% for everything starting with 800). For each rule you can:

- Enable / disable the rule;

- Specify certain time intervals during which the rule is active (for example, only allow calls from colleagues and family members at night and forward all the rest to voicemail);
- Define actions that will be taken if a particular phone call satisfies the conditions for this rule (ring, forward, voicemail, reject).

Note that if a user modifies their already-created filter groups those changes are applied to all other call screening rules where filter groups are used.
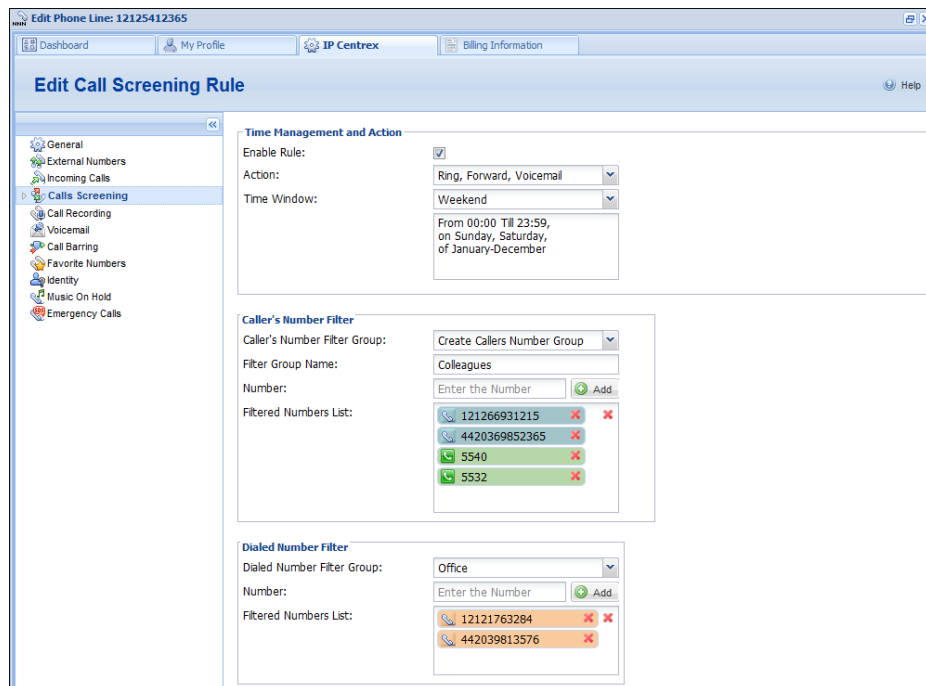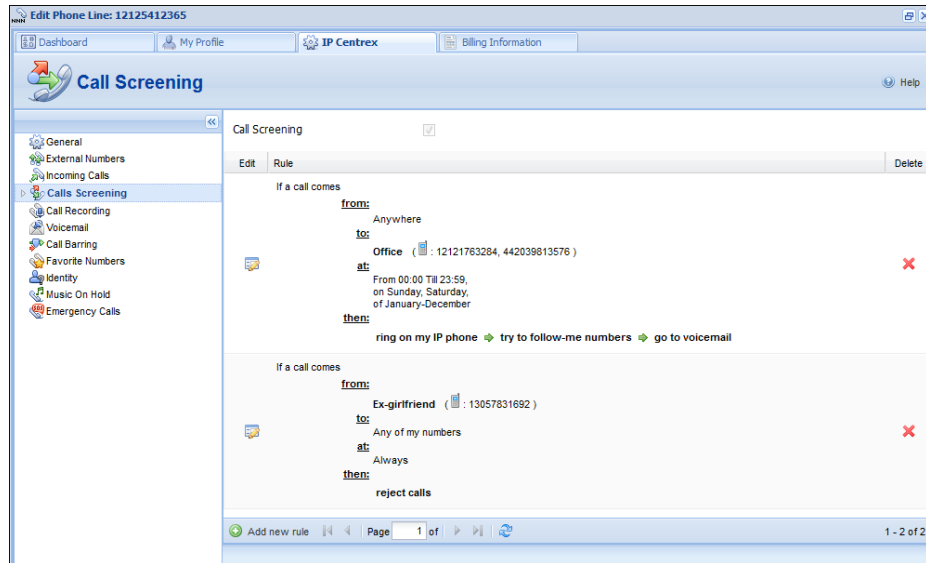
JSON API (REST)

As an alternative to XML API, the PortaSIP® Media Server now supports JSON API, thus providing your development department with a choice of methods and formats that can be used. We would like to remind you that JSON API support was introduced for PortaBilling® in MR31.
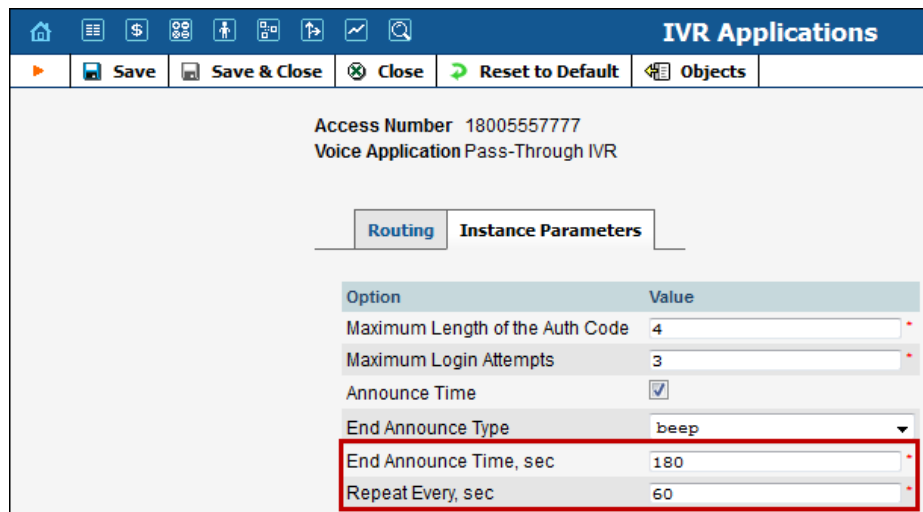
Among the advantages of JSON API are the following:

- Simple data structures that can be easily read and written;
- JSON format is faster in parsing and generating data due to simple syntax, thus there is little influence on the server performance;
- Supports the same methods and structures as those in the SOAP;
- Simplifies the creation of API scripts for operating a unified communication service (e.g. voice mailboxes, auto-attendant menus, conference rooms, etc.).

Multiple Low Credit Warnings During the Call

When this type of warning is configured for your customers, they are provided with information about the amount of time left for the current call. These warnings help your customers to estimate whether there is enough time to finish their conversation or not, or if necessary, to top up their balance. For this reason we added the option for repeated warnings before calls are disconnected on the **Instance Parameters** tab for the following IVR applications: Prepaid card calling, Pass-Through IVR, Callback calling, WEB Callback Trigger, MS Callback Trigger and Email Callback Trigger.

For example, you can specify 180 seconds for the **End Announce Time** option and 60 seconds for the **Repeat Every** option. With these settings the end user will hear warnings 3 minutes, 2 minutes and 1 minute before the call is disconnected.

This feature allows your customers to control the length of their phone conversations and be aware of actions to take in case of imminent call disconnection, thereby improving their user experience.

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 Cisco Linksys SPA-122 IP phone and Yealink W52P IP phone.