

Porta  Switch[®]



New Features Guide

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Table of Contents

Preface	4
Multiple Pickup Groups within IP Centrex Environment.....	5
SIM Card Inventory	9
Improved Interface for Call Screening Management.....	10
JSON API (REST).....	12
Multiple Low Credit Warnings During the Call	12
Auto-provisioning for New Models of IP Phones.....	13

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.

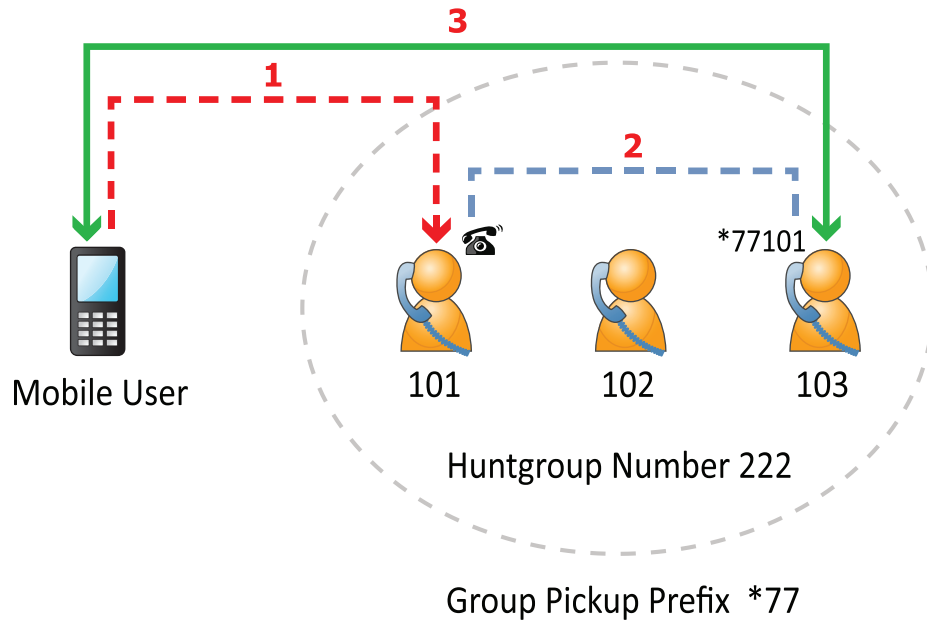
For configuring call pickup within huntgroups these new options were added: **Pickup Allowed** on the **Huntgroups** tab and **Primary Group** on the **Extensions** tab.

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.

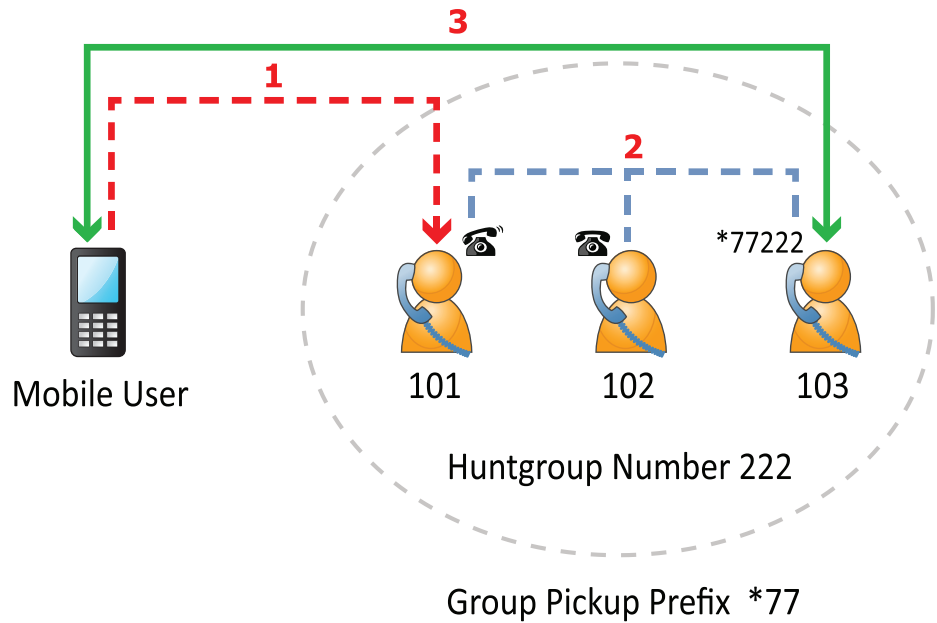
Note that for backward compatibility, extensions are not assigned a primary huntgroup, by default, and therefore users may pick up any incoming call within the IP Centrex environment.

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

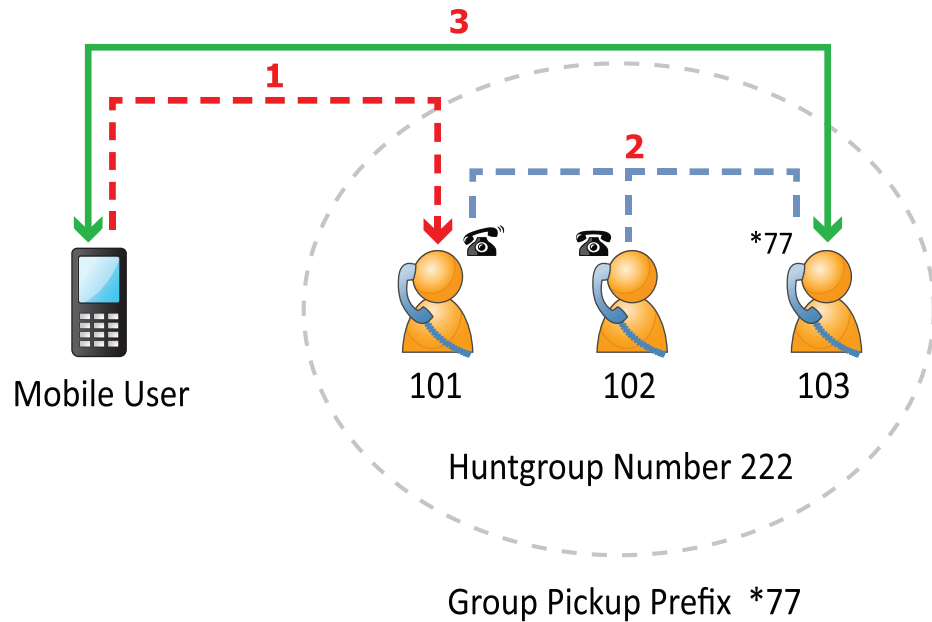
- **Directed** – The user inputs the group pickup prefix and an extension number that belongs to the same huntgroup as the user who picks up the call. In previous releases all the extensions were allowed to pick up all calls within the IP Centrex Environment;



- 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);



- **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.

Edit Customer 'EasyCall Ltd.'																									
Customer ID EasyCall Ltd.		Customer Class Default customer class		Opening Balance 0.00000 USD		Balance 191.29810 USD																			
<table border="1"> <tr> <td>Taxation</td> <td>Abbreviated Dialing</td> <td>Subscriptions</td> <td>Volume Discounts</td> <td>Trouble Tickets</td> <td>Notepad</td> <td>Service Features</td> <td>Permitted SIP Proxies</td> <td>Override Tariffs</td> </tr> <tr> <td>Address Info</td> <td>Balance Adjustments</td> <td>Web Self-Care</td> <td>Additional Info</td> <td>Payment Info</td> <td>Auto-Payments</td> <td>Status History</td> <td>Extensions</td> <td>Huntgroups</td> <td>Custom Fields</td> </tr> </table>							Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies	Override Tariffs	Address Info	Balance Adjustments	Web Self-Care	Additional Info	Payment Info	Auto-Payments	Status History	Extensions	Huntgroups	Custom Fields
Taxation	Abbreviated Dialing	Subscriptions	Volume Discounts	Trouble Tickets	Notepad	Service Features	Permitted SIP Proxies	Override Tariffs																	
Address Info	Balance Adjustments	Web Self-Care	Additional Info	Payment Info	Auto-Payments	Status History	Extensions	Huntgroups	Custom Fields																
Edit	Huntgroup Number *	Huntgroup Name *	Assigned Extensions	Keep Original CLI	Hunt Sequence	Pickup Allowed	Delete																		
				Yes	Order	No																			
	88	Sales Department	<ul style="list-style-type: none"> 444 - John 555 - Bill 666 - Jane 	Yes	Order	Yes	<input type="checkbox"/>																		
	99	Support Department	<ul style="list-style-type: none"> 111 - Mark 222 - Catherine 333 - Timothy 	Yes	Random	Yes	<input type="checkbox"/>																		

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

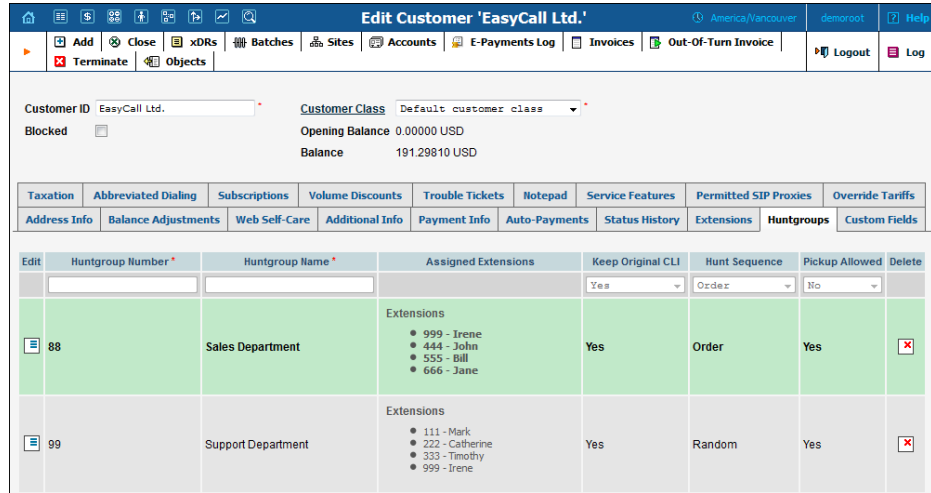
The screenshot shows the 'Edit Customer' page for 'EasyCall Ltd.'. The 'Service Type' section is expanded to 'Incoming Calls', where the 'Group Pickup Prefix' is set to '*77'. Other settings include 'Ext-to-Ext Call Distinctive Ring' (Yes), 'Group Pickup' (Yes), and 'Endpoint Redirection' (Yes).

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

The screenshot shows the 'Edit Customer' page for 'EasyCall Ltd.' with the 'Extensions' tab selected. A table lists various extensions, with extension 999 highlighted in green. The 'Primary Group' for extension 999 is '99 - Support Department'.

Edit	Extension Number*	Extension Name	Assigned Account	Primary Group	Delete
	111	Mark	16045550003	99 - Support Department	X
	222	Catherine	12457000911	99 - Support Department	X
	333	Timothy	160404373456	99 - Support Department	X
	444	John	16045550001	88 - Sales Department	X
	555	Bill	125689005500	88 - Sales Department	X
	666	Jane	123456789999	88 - Sales Department	X
	999	Irene	160416651839	99 - Support Department	X

- 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).

Name	Type	Profile	Managed By	MAC Address	Description	Ports		Inventory ID	Delete
						free	total		
82128000000102	Mobile SIM card	SIM card	Administrator Only		2341700001002@msisdn	∞	∞	B2051BA38E27EE2110B6A08A0C476F89	
82128000000105	Mobile SIM card	SIM card	Administrator Only		2341700001005@msisdn	∞	∞	F64418D78877B930C17B86C2F8A0B194	
82128000000108	Mobile SIM card	SIM card	Administrator Only		2341700001008@msisdn	∞	∞	C12DB2F0CB87CD9ECC7D919B1DBD9389	
82128000000113	Mobile SIM card	SIM card	Administrator Only		2341700001013@msisdn	∞	∞	2B747C1F40C5EA8DD9A7F6BABB0F0451	
82128000000114	Mobile SIM card	SIM card	Administrator Only		2341700001014@msisdn	∞	∞	02305CE544D292B88017E5312F2B9DA3	
82128000000115	Mobile SIM card	SIM card	Administrator Only		2341700001015@msisdn	∞	∞	8A3F79D064A484CE753B7809F9F318F6	
821280000001070	Mobile SIM card	SIM card	Administrator Only		2341700001970@msisdn	∞	∞	FB97FCDF3F62C2989D749735764A631B	
821280000001066	Mobile SIM card	SIM card	Administrator Only		2341700001966@msisdn	∞	∞	7AA6EC2986464095A0D862C8A9371A88	
821280000001098	Mobile SIM card	SIM card	Administrator Only		2341700001998@msisdn	∞	∞	F70A9DC9303AC580B0A94CA91424F86	
821280000001104	Mobile SIM card	SIM card	Administrator Only		2341700002004@msisdn	∞	∞	69A61922730977C762762B6BC4554125	
821280000001112	Mobile SIM card	SIM card	Administrator Only		2341700002012@msisdn	∞	∞	CD39F031412646065478FF22725365C8	
821280000001120	Mobile SIM card	SIM card	Administrator Only		2341700002020@msisdn	∞	∞	68A2CF81A7D81769A37B9595B6201818	
821280000001126	Mobile SIM card	SIM card	Administrator Only		2341700002026@msisdn	∞	∞	8930EBB99808E1161C8ED9E7FDE7A829	

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.

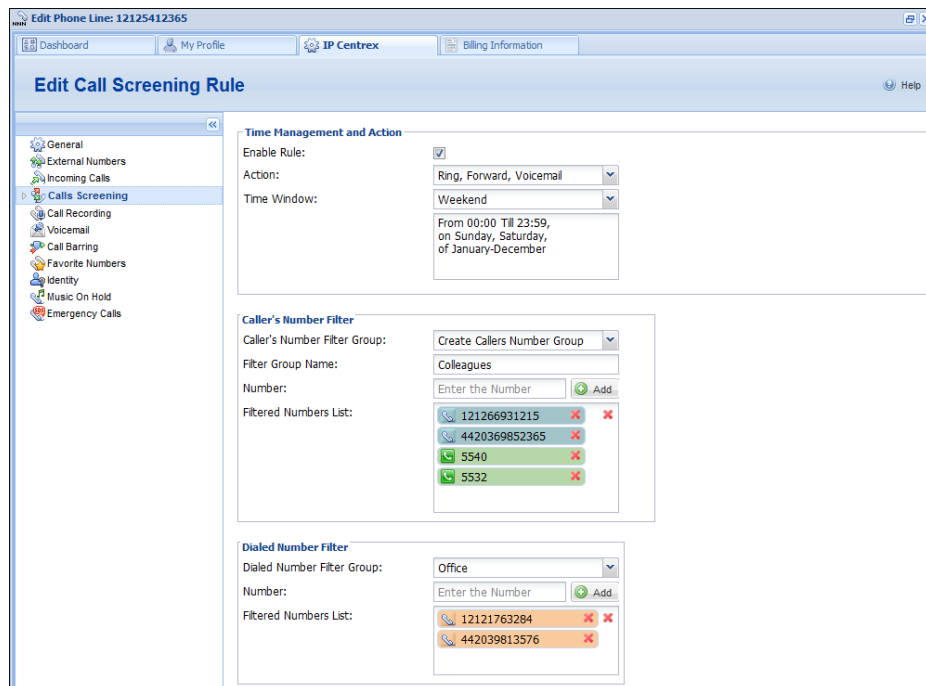
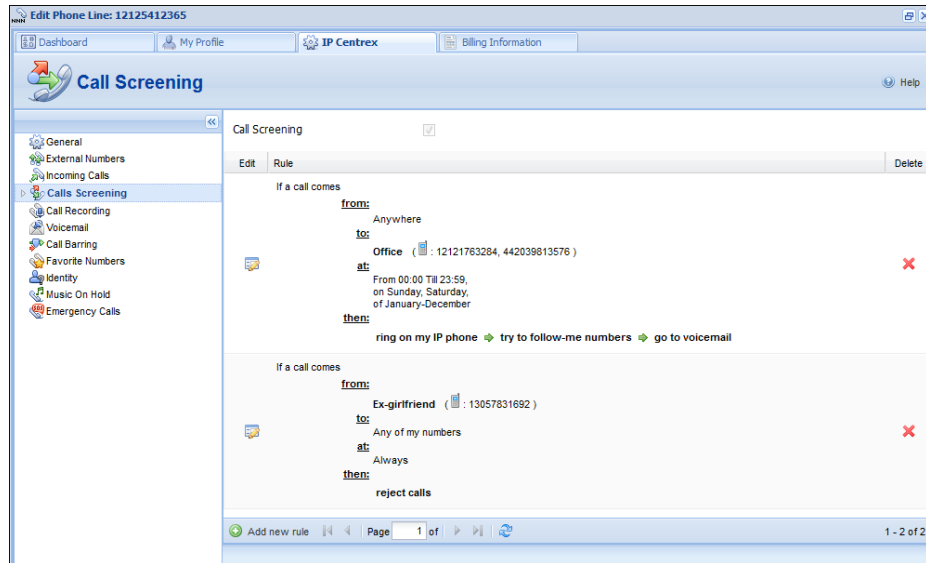
Now your customers may edit the call screening (conditional call forwarding) rules via their self-care interface, thus making call screening configuration easier and handy to use.

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.

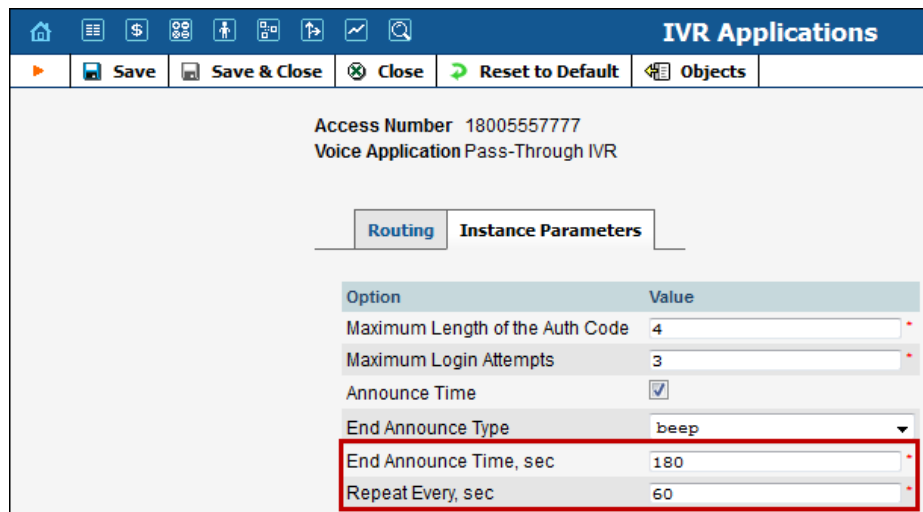
Among the advantages of JSON API are the following:

- 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.



The screenshot shows the 'IVR Applications' configuration page. At the top, there is a navigation bar with icons for home, list, save, save & close, close, reset to default, and objects. Below the navigation bar, the 'Access Number' is 18005557777 and the 'Voice Application' is Pass-Through IVR. There are two tabs: 'Routing' and 'Instance Parameters'. The 'Instance Parameters' tab is active, showing a table of configuration options. The last three rows of the table are highlighted with a red border.

Option	Value
Maximum Length of the Auth Code	4
Maximum Login Attempts	3
Announce Time	<input checked="" type="checkbox"/>
End Announce Type	beep
End Announce Time, sec	180
Repeat Every, sec	60

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.