



# New Features Guide

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**PortaSwitch® New Features Guide, June 2021**  
**Maintenance Release 93**  
**V1.93.03**

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## Preface

PortaSwitch® Maintenance Release 93 is the next leap-forward release, consistent with our “fast releases, precisely on time” ideology.

### 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 actions that must be taken for proper configuration.

**NOTE:** Notes contain additional information to supplement or accentuate important points in the text.



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



**Archivist** explains how the feature worked in previous releases.



**Gear** points out that this feature must be enabled on the Configuration server.



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

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## PortaPhone Web

PortaPhone Web, an alternative to IP phones, enables PBX users to make audio/video calls and record conversations using their mobile or desktop browsers. PortaPhone Web is supported by major browsers such as Google Chrome, Firefox, Safari. By using PortaPhone Web, PBX end users can save on purchase of IP phones. Thus, service providers need less time to launch their services and thereby become more competitive in the marketplace.

The PortaPhone Web is available via PortaOne® iPaaS, not just for PortaSwitch MR93, but for any other release starting with MR75. Sign up for iPaaS via this [link](#).

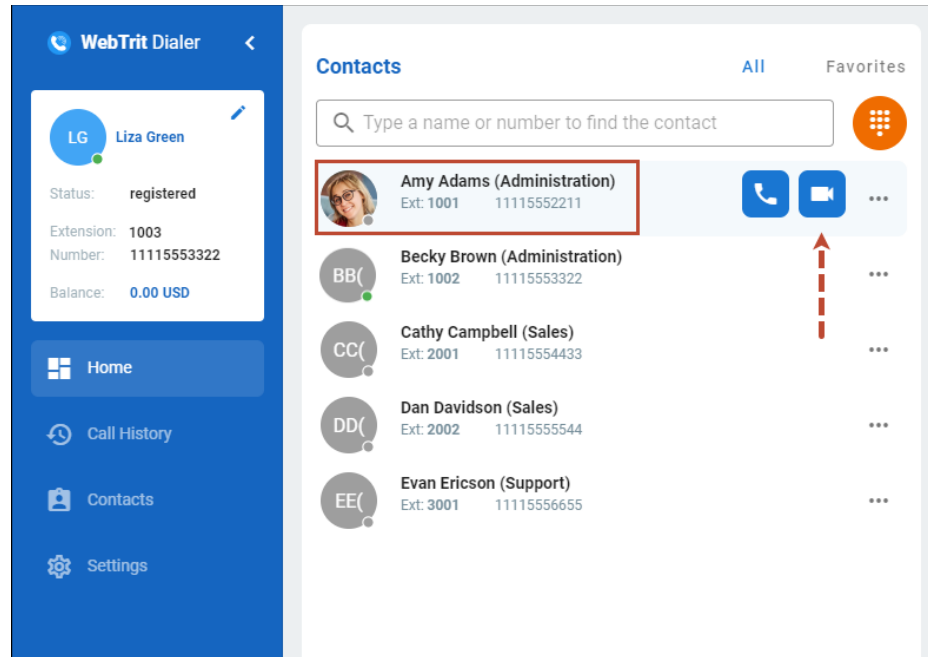
This is how it works:

To allow PBX customers to use PortaPhone Web, a service provider subscribes to it via PortaOne® iPaaS.

Upon subscription, a PBX administrator creates accounts for corporate users and performs the cloud PBX configuration (e.g., creates extensions, configures call transfer, call forwarding, voicemail, auto attendant) in PortaBilling®. Then the PBX end users can sign in to PortaPhone Web using their corporate phone number and a verification code they receive via email.

Let's say the ABC company uses the cloud PBX service via PortaPhone Web. The administrator creates an account for a new employee, Liza Green, and specifies her email in the account information.

Liza Green opens PortaPhone Web link in a browser. On the sign-up page, she enters her corporate phone number, e.g., 11115553322. PortaSwitch® sends Liza a verification code via email to authenticate Liza as an employee of ABC company and prevent service abuse. Liza enters the verification code and logs in to ABC corporate PortaPhone Web. Now, she can see her colleagues as contacts and call them. Liza opens the contact list and makes a video call to her colleague, Amy Adams.

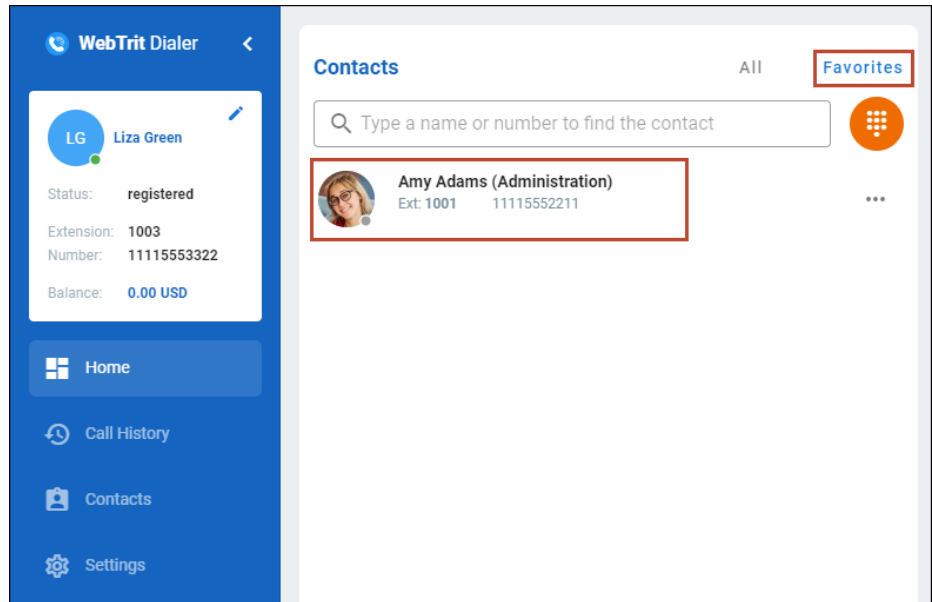


PortaPhone Web supports such popular features as:

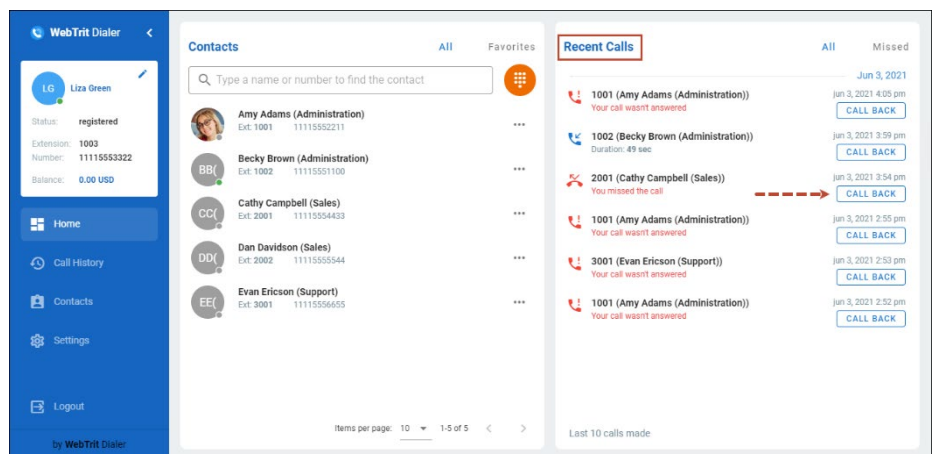
- Call recording – end users can record their conversations, play the recordings and download them.

**NOTE:** For Opus codec call recording is supported starting with MR90.

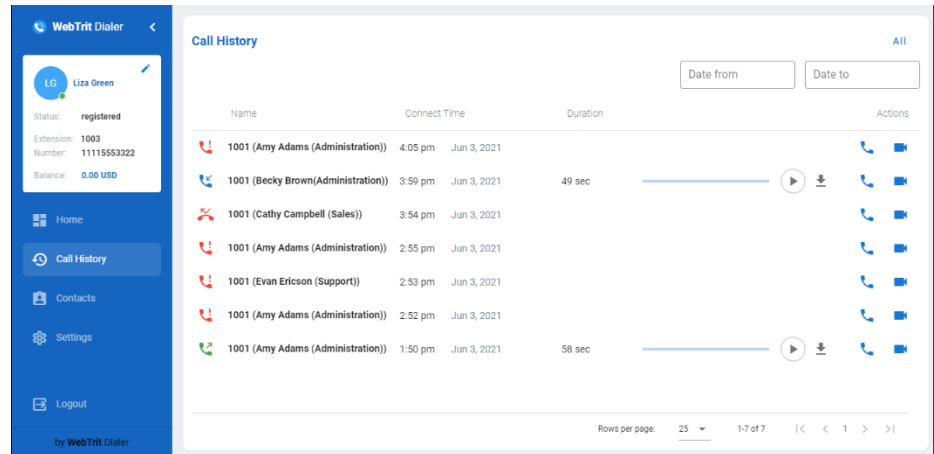
- Voice calls to external numbers – end users can make off-net voice calls to external phone numbers.
- Favorite contacts – end users can add contacts to the list of favorites.



- Recent calls – end users can look through the list of the last 10 calls and promptly call back.



- Call history – end users can look through the list of all incoming and outgoing calls, filter them by date, play or download the call recordings and make a new voice/video call to a specific contact.



Also, the PBX end users can edit their contact information, for example, the mobile phone number.

### *Benefits*

- PBX end users are no longer tied to physical IP phones and can make and receive audio/video calls from any place using only their browser.
- Service providers need less time to launch their services and thereby become more competitive in the marketplace.

## **Faster voicemail processing for site-redundant PortaSwitch®**

Users of site-redundant PortaSwitch® can now receive their voicemails faster.

In a geographically dispersed installation, the sites may be located halfway across the globe from each other – at a distance that can cause considerable latency between sites. So, transferring a large file such as a “raw” voice recording takes noticeable time. With multiple transfers between the main and secondary sites (e.g., first the “raw” recording is submitted to storage, then it’s downloaded for conversion and then the converted file is saved in the voicemail database), it took a while for voicemails to be processed and become available to users. With this release, there is only one transmission of the actual file across the network: when a voicemail recorded by the IVR on a secondary site is sent to the main site. After that, the voicemail is completely processed in one place – on the main site. This significantly decreases the total voicemail processing time.



Let's say, service provider Panda Telecom has the main site in the UK and a secondary site in Singapore. The average voicemail processing time is 5 minutes. According to our lab tests, for such an installation the processing time can be reduced from 5 minutes to 20 seconds after the update to MR93. The actual reduction in the time of voicemail processing depends on the latency between the sites.

With the update to MR93, the voicemail processing speeds up automatically. There's no need to perform any additional configuration.

### *Benefit*

Service providers with site-redundant PortaSwitch® where the sites are at a large distance can increase user satisfaction by making the recorded messages available virtually instantly.

## **New version of Linux PortaSwitch®**

Maintenance Release 93 utilizes Oracle Enterprise Linux [version 7.9](#).

Oracle Enterprise Linux version 7.9 includes a new version of kernel and an updated collection of applications that offer the following benefits:

- More straightforward administration.
- Higher reliability.
- Superior security introduced with cryptography enhancements.