
MultiVOIP®

Voice over IP gateways

User Guide

Digital Models: MVP-2410/3010

**Analog Models: MVP-130/130FXS
& MVP-210/410/810**

BRI Models: MVP-410ST/810ST



User Guide

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Analog MultiVOIP Units (Models MVP130, MVP130FXS, MVP210, MVP410, MVP810)

ISDN-BRI MultiVOIP Units (Models MVP410ST, and MVP810ST)

Digital MultiVOIP Units (Models MVP2410, & MVP3010)

Upgrade Units (MVP24-48 and MVP30-60)

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CONTENTS

CHAPTER 1: OVERVIEW	7
ABOUT THIS MANUAL	8
INTRODUCTION TO TI MULTIVOIPS (MVP2410 & MVP24-48)	11
<i>TI Front Panel LEDs</i>	16
INTRODUCTION TO EI MULTIVOIPS (MVP3010 & MVP30-60)	18
<i>EI Front Panel LEDs</i>	23
<i>EI LED Descriptions</i>	24
INTRODUCTION TO ANALOG MULTIVOIPS (MVP-130/130FXS, MVP-210/410/810 & MVP428)	25
<i>Analog MultiVOIP Front Panel LEDs</i>	30
INTRODUCTION TO ISDN-BRI MULTIVOIPS (MVP410ST & MVP810ST)	34
<i>ISDN BRI MultiVOIP Front Panel LEDs</i>	38
<i>ISDN-BRI MultiVOIP LED Descriptions</i>	39
COMPUTER REQUIREMENTS	40
SPECIFICATIONS	41
<i>Specs for Digital TI MultiVOIP Units</i>	41
<i>Specs for Digital EI MultiVOIP Units</i>	42
<i>Specs for Analog/BRI MultiVOIP Units</i>	43
INSTALLATION AT A GLANCE	44
RELATED DOCUMENTATION	44
CHAPTER 2: QUICK START INSTRUCTIONS.....	45
INTRODUCTION	46
MULTIVOIP STARTUP TASKS	46
<i>Phone/IP Details *Absolutely Needed* Before Starting the Installation</i>	47
Gather IP Information.....	47
Gather Telephone Information (T1)	47
Gather Telephone Information (E1)	48
Gather Telephone Information (Analog).....	48
Gather Telephone Information (ISDN BRI).....	49
Obtain Email Address for VOIP (for email call log reporting).....	50
Identify Remote VOIP Site to Call.....	50
Identify VOIP Protocol to be Used.....	50
<i>Placement</i>	51
<i>The Command/Control Computer (Specs & Settings)</i>	51
<i>Quick Hookups</i>	52
<i>Load MultiVOIP Control Software onto PC</i>	58
<i>Phone/IP Starter Configuration</i>	59
<i>Phonebook Starter Configuration (with remote voip)</i>	63
Outbound Phonebook	63
Inbound Phonebook	67
<i>Phonebook Tips</i>	70
<i>Phonebook Example</i>	73
<i>Connectivity Test</i>	78
<i>Troubleshooting</i>	82
CHAPTER 3: MECHANICAL INSTALLATION AND CABLING.....	84

INTRODUCTION	85
SAFETY WARNINGS	85
<i>Lithium Battery Caution</i>	85
<i>Safety Warnings Telecom</i>	85
UNPACKING YOUR MULTIVOIP	86
<i>Unpacking the MVP2410/3010</i>	86
<i>Unpacking the MVP-410/810</i>	87
<i>Unpacking the MVP210</i>	88
<i>Unpacking the MVP-130/130FXS</i>	89
RACK MOUNTING INSTRUCTIONS FOR MVP-2410/3010 & MVP-410/810	90
<i>Safety Recommendations for Rack Installations</i>	91
<i>19-Inch Rack Enclosure Mounting Procedure</i>	92
CABLING	93
<i>Cabling Procedure for MVP2410/3010</i>	93
<i>Cabling Procedure for MVP-410/810</i>	95
<i>Cabling Procedure for MVP-410ST/810ST</i>	100
<i>Cabling Procedure for MVP210</i>	104
<i>Cabling Procedure for MVP-130/130FXS</i>	108
CHAPTER 4: SOFTWARE INSTALLATION	110
INTRODUCTION	111
LOADING MULTIVOIP SOFTWARE ONTO THE PC	111
UN-INSTALLING THE MULTIVOIP CONFIGURATION SOFTWARE	118
CHAPTER 5: TECHNICAL CONFIGURATION FOR DIGITAL T1/E1	
MULTIVOIPS (MVP2410, MVP3010).....	121
CONFIGURING THE DIGITAL T1/E1 MULTIVOIP	122
LOCAL CONFIGURATION.....	124
<i>Pre-Requisites</i>	124
IP Parameters.....	124
T1 Telephony Parameters (for MVP2410)	125
E1 Telephony Parameters (for MVP3010)	126
SMTP Parameters (for email call log reporting).....	127
<i>Local Configuration Procedure (Summary)</i>	128
<i>Local Configuration Procedure (Detailed)</i>	129
<i>Modem Relay</i>	150
CHAPTER 6: TECHNICAL CONFIGURATION FOR ANALOG/BRI	
MULTIVOIPS (MVP-130/130FXS, MVP-210, MVP-410, MVP-810 & MVP-	
410ST/810ST).....	206
CONFIGURING THE ANALOG/BRI MULTIVOIP	207
LOCAL CONFIGURATION.....	210
<i>Pre-Requisites</i>	210
IP Parameters.....	210
Analog Telephony Interface Parameters (for MVP-130/130FXS/210/410/810)	211
ISDN-BRI Telephony Parameters (for MVP-410ST/810ST)	212
SMTP Parameters (for email call log reporting).....	213
<i>Local Configuration Procedure (Summary)</i>	214
<i>Local Configuration Procedure (Detailed)</i>	215

<i>Modem Relay</i>	238
CHAPTER 7: T1 PHONEBOOK CONFIGURATION	307
CONFIGURING THE MVP2410 MULTIVOIP PHONEBOOKS	308
T1 PHONEBOOK EXAMPLES	336
<i>3 Sites, All-T1 Example</i>	336
<i>Configuring Mixed Digital/Analog VOIP Systems</i>	342
<i>Call Completion Summaries</i>	351
<i>Variations in PBX Characteristics</i>	354
CHAPTER 8: E1 PHONEBOOK CONFIGURATION	355
MVP3010 INBOUND AND OUTBOUND MULTIVOIP PHONEBOOKS.....	356
<i>Free Calls: One VOIP Site to Another</i>	357
<i>Local Rate Calls: Within Local Calling Area of Remote VOIP</i>	358
<i>National Rate Calls: Within Nation of Remote VOIP Site</i>	360
<i>Inbound versus Outbound Phonebooks</i>	361
PHONEBOOK CONFIGURATION PROCEDURE.....	364
E1 PHONEBOOK EXAMPLES	387
<i>3 Sites, All-E1 Example</i>	387
<i>Configuring Digital & Analog VOIPs in Same System</i>	394
<i>Call Completion Summaries</i>	402
<i>Variations in PBX Characteristics</i>	405
<i>International Telephony Numbering Plan Resources</i>	406
CHAPTER 9: ANALOG/BRI PHONEBOOK CONFIGURATION	408
CHAPTER 10: OPERATION AND MAINTENANCE	410
OPERATION AND MAINTENANCE	411
<i>System Information screen</i>	411
<i>Statistics Screens</i>	414
<i>About Call Progress</i>	414
<i>About Logs</i>	420
<i>About IP Statistics</i>	425
<i>About Link Management</i>	429
<i>About Packetization Time</i>	432
<i>About T1/E1 and BRI Statistics</i>	435
<i>About Registered Gateway Details</i>	447
MULTIVOIP PROGRAM MENU ITEMS	449
<i>Configuration Option</i>	451
<i>Configuration Port Setup</i>	451
<i>Date and Time Setup</i>	452
<i>Obtaining Updated Firmware</i>	452
<i>Implementing a Software Upgrade</i>	456
<i>Identifying Current Firmware Version</i>	456
<i>Downloading Firmware</i>	457
<i>Downloading Factory Defaults</i>	460
<i>Downloading IFM Firmware (Analog Voips only)</i>	462
<i>Setting and Downloading User Defaults</i>	466
<i>Setting a Password (Windows GUI)</i>	468

<i>Setting a Password (Web Browser GUI)</i>	472
<i>Un-Installing the MultiVOIP Software</i>	473
<i>Upgrading Software</i>	475
FTP SERVER FILE TRANSFERS (“DOWNLOADS”).....	476
WEB BROWSER INTERFACE	486
SYSLOG SERVER FUNCTIONS	491
CHAPTER 11: REGULATORY INFORMATION	494
<i>EMC, Safety, and R&TTE Directive Compliance</i>	495
FCC DECLARATION.....	495
<i>Industry Canada</i>	496
<i>FCC Part 68 Telecom</i>	496
<i>Canadian Limitations Notice</i>	497
APPENDIX A: EXPANSION CARD INSTALLATION (MVP24-48 & MVP30-60).....	498
INSTALLATION.....	499
OPERATION.....	501
APPENDIX B: CABLE PINOUTS	502
APPENDIX B: CABLE PINOUTS	503
<i>Command Cable</i>	503
<i>Ethernet Connector</i>	503
<i>TI/EI Connector</i>	504
<i>Voice/Fax Channel Connectors</i>	504
<i>ISDN BRI RJ-45 Pinout Information</i>	506
<i>ISDN Interfaces: “ST” and “U”</i>	507
APPENDIX C: TCP/UDP PORT ASSIGNMENTS	508
WELL KNOWN PORT NUMBERS	509
PORT NUMBER ASSIGNMENT LIST	509
APPENDIX D: INSTALLATION INSTRUCTIONS FOR MVP428 UPGRADE CARD.....	510
INSTALLATION INSTRUCTIONS FOR MVP428 UPGRADE CARD.....	511
INDEX	515

Chapter 1: Overview

About This Manual

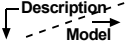
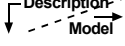
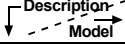
This manual is about Voice-over-IP products made by Multi-Tech Systems, Inc. It describes four product groups.

1. T1 Digital MultiVOIP units, models MVP2410, and the capacity-doubling add-on expansion card, model MVP24-48 (which fits the MVP2410 only).
2. E1 Digital MultiVOIP units, models, MVP3010 and the capacity-doubling add-on expansion card, model MVP30-60.
3. Analog MultiVOIP units, models MVP810, MVP410, MVP210, MVP130 & MVP130FXS.
4. ISDN-BRI MultiVOIP units, models MVP410ST & MVP810ST.

These MultiVOIP units can inter-operate with the earlier generation of MultiVOIP products (the MVP200, MVP400, MVP800, MVP120, etc.)

In this manual, an “x” suffix to a model number means the assertion applies to all suffix types of that model number. E.g., “MVP410x” refers collectively to MVP410 and MVP410ST.

The table below describes the vital characteristics of the various models described in this manual.

MultiVOIP Product Family						
		MVP-2410	MVP 24-48	MVP 3010	MVP 30-60	
Function		T1 digital VOIP unit	T1 digital VOIP add-on card	E1 digital VOIP unit	E1 digital VOIP add-on card	
Capacity		24 channels	24 added channels	30 channels	30 added channels	
Chassis/ Mounting		19" 1U rack mount	circuit card only	19" 1U rack mount	circuit card only	
		MVP 810	MVP 428	MVP 410	MVP-210	MVP-130/130FXS
Function		analog voip	add-on card	analog voip	analog voip	analog voip
Capacity		8 channels	4 added channels	4 channels	2 channels	1 channel
Chassis/ Mounting		19" 1U rack mount	circuit card only	19" 1U rack mount	Table top	table top
		MVP810ST		MVP410ST		
Function		ISDN-BRI voip		ISDN-BRI voip		
Capacity		4 ISDN lines (8 B-channels)		2 ISDN lines (4 B-channels)		
Chassis/ Mounting		19" 1U rack mount		19" 1U rack mount		
		1. "BRI" means Basic Rate Interface.				

How to Use This Manual. *In short, use the index and the examples.*

When our readers crack open this large manual, they generally need one of two things: information on a very specific software setting or technical parameter (about telephony or IP) *or* they need help when setting up phonebooks for their voip systems. The index gives quick access to voip settings and parameters. It's detailed. Use it. The best way to learn about phonebooks is to wade through examples like those in our chapters on T1 (North American standard) Phonebooks and E1 (Euro standard) Phonebooks. Also, the quick setup info of the printed Quick Start Guide is replicated in this manual for your convenience. Finally, this manual is meant to be comprehensive. If you notice that something important is lacking, please let us know.

Additional Resources. The MultiTech web site (www.multitech.com) offers both a list of Frequently Asked Questions (the MultiVOIP FAQ) and a collection of resolutions of issues that MultiVOIP users have encountered (these are Troubleshooting Resolutions in the searchable Knowledge Base).

Variable Model/Version Icon and Typography. The MultiVOIP product family is a coordinated set of products that can operate with each other in a seamless fashion. For example, both the digital and analog MultiVOIP units use the same graphic user interface (GUI) in the MultiVOIP configuration software and both operate under a single GUI in the MultiVoipManager remote management software. Because this is the case, the various model numbers and version numbers of MultiVOIP family products will each appear in various dialog boxes and commands. But instead of showing these dialog boxes once for each model in this manual, we substitute the following icon.



Figure 1-1: Variable Model/Version Icon

It indicates that, whatever MultiVOIP model you are using, all details except the very model and version numbers themselves will be the same regardless of the MultiVOIP model used. Also, in some cases, we will use other typographic devices, like blank underlining ("MultiVOIP ____") to denote information that applies to any and all of the products in this product family.

Introduction to T1 MultiVOIPs (MVP2410 & MVP24-48)

We proudly present MultiTech's T1 Digital Multi-VOIP products. The MVP2410 is a rack-mount model; and the MVP24-48 is an add-on expansion card that doubles the capacity of the MVP2410 without adding another chassis. These voice-over-IP products have fax capabilities. These models adhere to the North American standard of T1 trunk telephony using digital 24-channel time-division multiplexing, which allows 24 phone conversations to occur on the T1 line simultaneously. They can also accommodate T1 lines of the ISDN Primary Rate Interface type (ISDN-PRI).



Figure 1-2. MultiVOIP MVP2410 LEDs

Scale-ability. The MVP2410 is tailored to companies needing more than a few voice-over-IP lines, but not needing carrier-class equipment. When expansion is needed, the MVP2410 can be field-upgraded into a dual T1 unit by installing the MVP24-48 kit, which is essentially a second MultiVOIP motherboard that fits in an open expansion-card slot in the MVP2410. The upgraded dual unit then accommodates two T1 lines.

T1 VOIP Traffic. The MVP2410 accepts its outbound traffic from a T1 trunk that's connected to either a PBX or to a telco/carrier. The MVP2410 transforms the telephony signals into IP packets for transmission on LANs, WANs, or the Internet. Inbound IP data traffic is converted to telephony data and signaling.

When connected to PBX. When connected to a PBX, the MVP2410 creates a network node served by 10/100-Base T connections. Local PBX phone extensions gain toll-free access to all phone stations directly connected to the VOIP network. Phone extensions at any VOIP location also gain toll-free access to the entire local public-switched telephone network (PSTN) at every other VOIP location in the system.

When connected to PSTN. When the T1 line(s) connected to the MVP2410 are connected directly to the PSTN, the unit becomes a Point-of-Presence server dedicated to local calls off-net.

H.323, SIP & SPP. Being H.323 compatible, the MVP2410 can place calls to telephone equipment at remote IP network locations that also contain H.323 compatible voice-over-IP gateways. It will interface with H.323 software and H.323 gatekeeper units. H.323 specifications also bring to voip telephony many special features common to conventional telephony. H.323 features of this kind that have been implemented into the MultiVOIP include Call Hold, Call Waiting, Call Name Identification, Call Forwarding (from the H.450 standard), and Call Transfer (H.450.2 from H.323 Version 2). The fourth version of the H.323 standard improves system resource usage (esp. logical port or socket usage) by handling call signaling more compactly and allowing use of the low-overhead UDP protocol instead of the error-correcting TCP protocol where possible.

The MultiVOIP is also SIP-compatible. ("SIP" means Session Initiation Protocol.) However, H.450 Supplementary Services features can be used under H.323 only and not under SIP.

SPP (Single-Port Protocol) is a non-standard protocol developed by Multi-Tech. SPP is not compatible with the "Proprietary" protocol used in Multi-Tech's earlier generation of voip gateways. SPP offers advantages in certain situations, especially when firewalls are used and when dynamic IP address assignment is needed. However, when SPP is used, certain features of SIP and H.323 will not be available and SPP will not inter-operate with voip systems using H.323 or SIP.

Data Compression & Quality of Service. The MultiVOIP MVP2410 comes equipped with a variety of data compression capabilities, including G.723, G.729, and G.711 and features DiffServ quality-of-service (QoS) capabilities.

VOIP Functions. The MultiVOIP MVP2410 gateway performs four basic functions: (a) it converts a dialed number into an IP address, (b) it sends voice over the data network, (c) it establishes a connection with another VOIP gateway at a remote site, and (d) it receives voice over the data network. Voice is handled as IP packets with a variety of compression options. Each T1 connection to the MultiVOIP provides 24 time-slot channels to connect to the telco or to serve phone or fax stations connected to a PBX.

Ports. The MVP2410 has one 10/100 Mbps Ethernet LAN interface and one Command port for configuration. An MVP2410 upgraded with the MVP24-48 kit will have two Ethernet LAN interfaces and two Command ports.

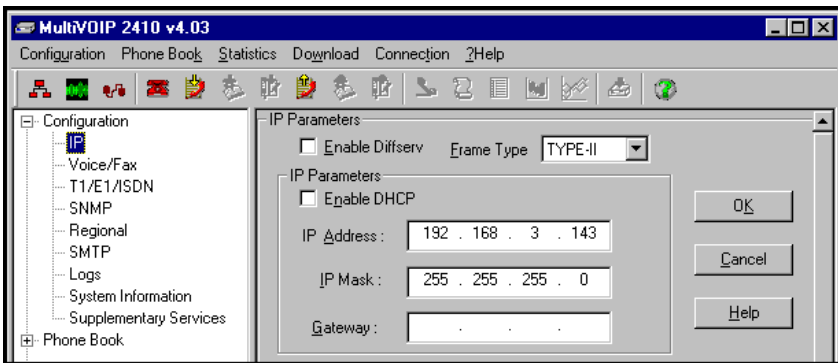
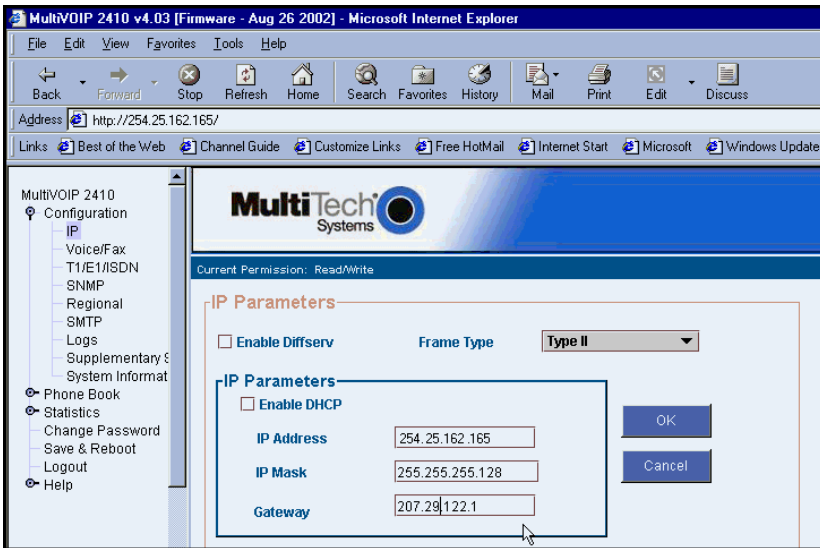
PSTN Failover Feature. The MultiVOIP can be programmed to divert calls to the PSTN temporarily in case the IP network fails.

Gatekeeper. T1 voip systems can have gatekeeper functionality by adding, as an endpoint, a Multi-Tech standalone gatekeeper (special

software residing in separate hardware). Gatekeepers are optional but useful within voip systems. The gatekeeper acts as the 'clearinghouse' for all calls within its zone. MultiTech's stand-alone gatekeeper software performs all of the standard gatekeepers functions (address translation, admission control, and bandwidth control) and also supports many valuable optional functions (call control signaling, call authorization, bandwidth management, and call management).

Management. Configuration and system management can be done locally with the MultiVOIP configuration software. After an IP address has been assigned locally, other configuration can be done remotely using the MultiVOIP web browser GUI. Remote system management can be done with the MultiVoipManager SNMP software or via the MultiVOIP web browser GUI. All of these control software packages are included on the Product CD.

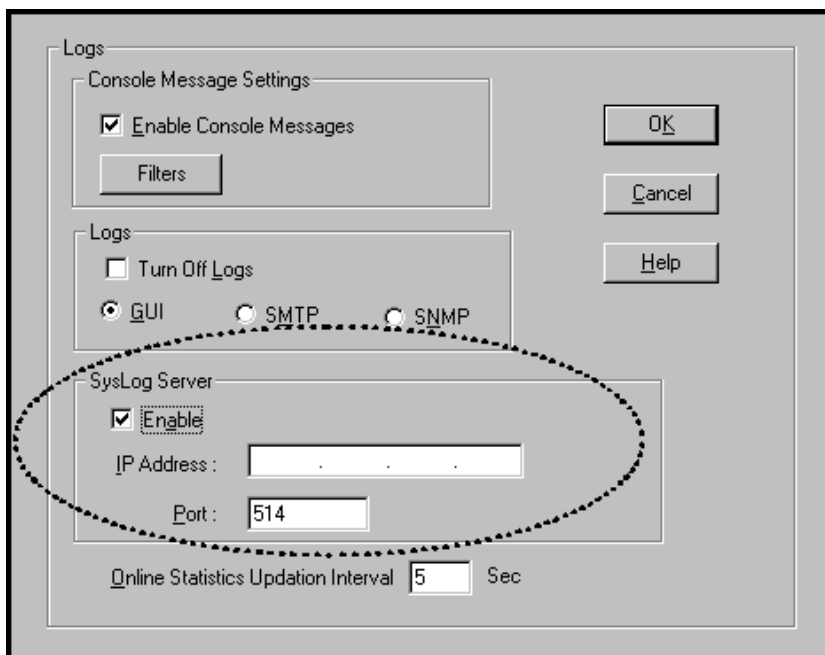
While the web GUI's appearance differs slightly, its content and organization are essentially the same as that of the Windows GUI (except for logging).



The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

Logging of System Events. MultiTech has built SysLog Server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.



The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a “daemon”). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by any qualified provider should suffice for use with MultiVOIP units. Kiwi’s brief description of their SysLog program indicates the typical scope of such programs. “Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customizable options available.”

Supplementary Telephony Services. The H.450 standard (an addition to H.323) brings to voip telephony more of the premium features found in PSTN and PBX telephony. MultiVOIP units offer five of these H.450 features: Call Transfer, Call Hold, Call Waiting, Call Name Identification (not the same as Caller ID), and Call Forwarding. (The first four features are found in the “Supplementary Services” window; the fifth, Call Forwarding, appears in the Add/Edit Inbound phonebook screen.) Note that the first three features are closely related. All of these H.450 features are supported for H.323 operation only; they are *not* supported for SIP or SPP.

T1 Front Panel LEDs

The MVP2410 and MVP24-48 both use a common main circuit board or motherboard. Consequently the LED indicators are the same for both.

Active LEDs. The MVP2410 front panel has two sets of identical LEDs. In the MVP2410 as shipped (that is, without an expansion card), the left-hand set of LEDs is functional whereas the right-hand set is not.

When the MVP2410 has been upgraded with an MVP24-48 kit, the right-hand set of LEDs will also become active.

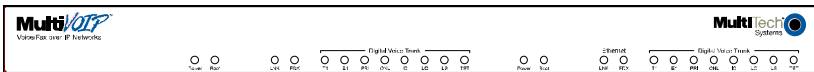


Figure 1-3: MVP2410 LEDs

T1 LED Descriptions. The descriptions below apply to the digital T1 MultiVOIP units. The MVP2410 has four sets of LEDs plus a lone LED at its far right end. As viewed from the front of the MVP2410, it is the two left groups that are active and present feedback about the operation of the unit. If an MVP24-48 expansion card is added to the MVP2410, the two LED groups on the right become operational with respect to the second T1 connection.

MVP2410 Front Panel LED Definitions	
LED NAME	DESCRIPTION
Power	Indicates presence of power.
Boot	After power up, the Boot LED will be on for about 10 seconds while the MVP2410 is booting.
FDX	Full-Duplex & Collision LED. This LED indicates whether the Ethernet connection is half-duplex or full-duplex (FDX) and, in half-duplex mode, indicates occurrence of data collisions. LED is on constantly for full-duplex mode; LED is off constantly for half-duplex mode. When operating in half-duplex mode, the LED will flash during data collisions.
LNK	Link/ Activity LED. This LED is lit if Ethernet connection has been made. It is off when the link is down (i.e., when no Ethernet connection exists). While link is up, this LED will flash off to indicate data activity.
T1	When lit, indicates presence of T1 connection.
E1	E1. Not supported.
PRI	PRI. On if T1 line is of ISDN-Primary-Rate type.
ONL	Online. This LED is on when frame synchronization has been established on the T1/E1 link.
IC	IC LED is on when Internal Clocking is selected in T1/E1 configuration.
LC	Indicates Loss of Carrier.
LS	Indicates Loss of Signal.
Test	For testing purposes only.

Introduction to E1 MultiVOIPs (MVP3010 & MVP30-60)

We proudly present MultiTech's E1 Digital Multi-VOIP products. The MVP3010 is a rack-mount model and the MVP30-60 is an add-on expansion card that doubles the capacity of the MVP3010 without adding another chassis. All of these voice-over-IP products have fax capabilities. All adhere to the European standard of E1 trunk telephony using digital 30-channel time-division multiplexing, which allows 30 phone conversations to occur on the E1 line simultaneously. All can also accommodate E1 lines of the ISDN Primary Rate Interface type (ISDN-PRI).



Figure 1-4. MultiVOIP MVP3010 Chassis

Scale-ability. The MVP3010 is tailored to companies needing more than a few voice-over-IP lines, but not needing carrier-class equipment. When expansion is needed, the MVP3010 can be field-upgraded into a dual E1 unit by installing the MVP30-60 kit, which is essentially a second MultiVOIP motherboard that fits into an open expansion-card slot in the MVP3010. The upgraded dual unit then accommodates two E1 lines.

E1 VOIP Traffic. The MVP3010 accepts its outbound traffic from an E1 trunk that's connected to either a PBX or to a telco/carrier. The MVP3010 transforms the telephony signals into IP packets for transmission on LANs, WANs, or the Internet. Inbound IP data traffic is converted to telephony data and signaling.

When connected to PBX. When connected to a PBX, the MVP3010 creates a network node served by 10/100-Base T connections. Local PBX phone extensions gain toll-free access to all phone stations directly connected to the VOIP network. Phone extensions at any VOIP location also gain local-rate access to the entire local public-switched telephone network (PSTN) at every other VOIP location in the system.

When connected to PSTN. When the E1 line(s) connected to the MVP3010 are connected directly to the PSTN, the unit becomes a Point-of-Presence server dedicated to local calls off-net.

H. 323, SIP, & SPP. Being H.323 compatible, the MVP3010 can place calls to telephone equipment at remote IP network locations that also contain H.323 compatible voice-over-IP gateways. It will interface with H.323 software and H.323 gatekeeper units. H.323 specifications also bring to voip telephony many special features common to conventional telephony. H.323 features of this kind that have been implemented into the MultiVOIP include Call Hold, Call Waiting, Call Identification, Call Forwarding (from the H.450 standard), and Call Transfer (H.450.2 from H.323 Version 2). The fourth version of the H.323 standard improves system resource usage (esp. logical port or socket usage) by handling call signaling more compactly and allowing use of the low-overhead UDP protocol instead of the error-correcting TCP protocol where possible.

The MultiVOIP is also SIP-compatible. ("SIP" means Session Initiation Protocol.) However, H.450 Supplementary Services features can be used under H.323 only and not under SIP.

SPP (Single-Port Protocol) is a non-standard protocol developed by Multi-Tech. SPP is not compatible with the "Proprietary" protocol used in Multi-Tech's earlier generation of voip gateways. SPP offers advantages in certain situations, especially when firewalls are used and when dynamic IP address assignment is needed. However, when SPP is used, certain features of SIP and H.323 will not be available and SPP will not inter-operate with voip systems using H.323 or SIP.

Data Compression & Quality of Service. The MultiVOIP3010 comes equipped with a variety of data compression capabilities, including G.723, G.729, and G.711 and features DiffServ quality-of-service (QoS) capabilities.

VOIP Functions. The MultiVOIP MVP3010 gateway performs four basic functions: (a) it converts a dialed number into an IP address, (b) it sends voice over the data network, (c) it establishes a connection with another VOIP gateway at a remote site, and (d) it receives voice over the data network. Voice is handled as IP packets with a variety of compression options. Each E1 connection to the MultiVOIP provides 30 time-slot channels to connect to the telco or to serve phone or fax stations connected to a PBX.

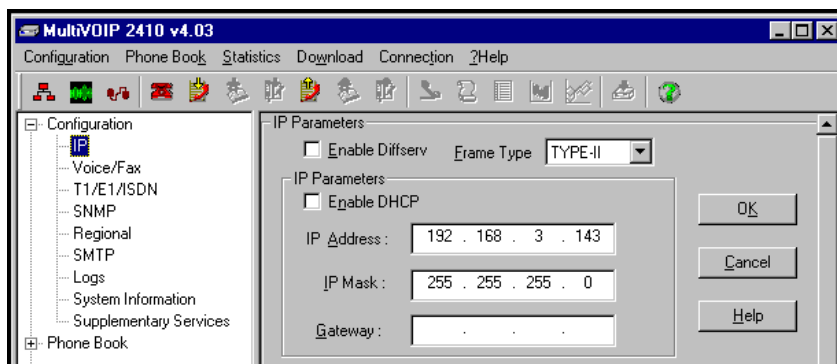
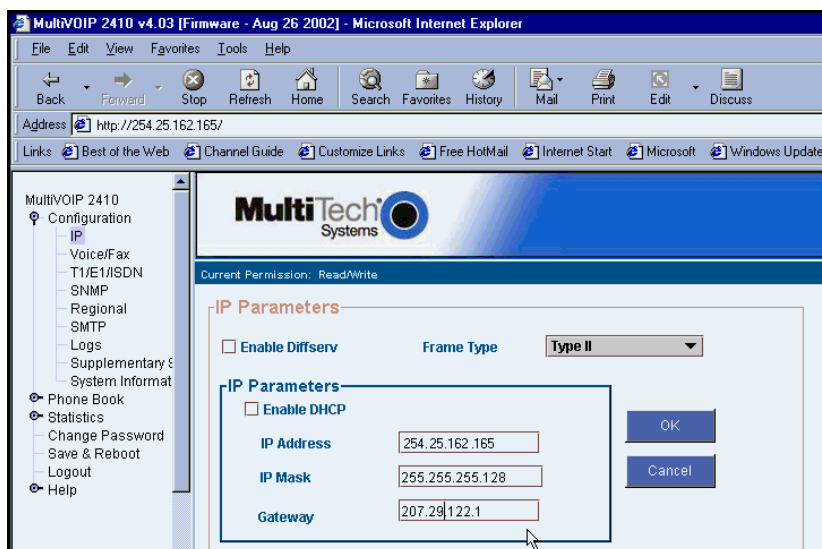
Ports. The MVP3010 also has a 10/100 Mbps Ethernet LAN interface, and a Command port for configuration. An MVP3010 upgraded with the MVP30-60 kit will have two Ethernet LAN interfaces and two Command ports.

PSTN Failover Feature. The MultiVOIP can be programmed to divert calls to the PSTN temporarily in case the IP network fails.

Gatekeeper. E1 voip systems can have gatekeeper functionality by adding, as an endpoint, a Multi-Tech standalone gatekeeper (special software residing in separate hardware). Gatekeepers are optional but useful within voip systems. The gatekeeper acts as the 'clearinghouse' for all calls within its zone. MultiTech's stand-alone gatekeeper software performs all of the standard gatekeepers functions (address translation, admission control, bandwidth control, and zone management) and also supports many valuable optional functions (call control signaling, call authorization, and bandwidth management).

Management. Configuration and system management can be done locally with the MultiVOIP configuration software. After an IP address has been assigned locally, other configuration can be done remotely using the MultiVOIP web browser GUI. Remote system management can be done with the MultiVoipManager SNMP software or via the MultiVOIP web browser GUI. All of these control software packages are included on the Product CD.

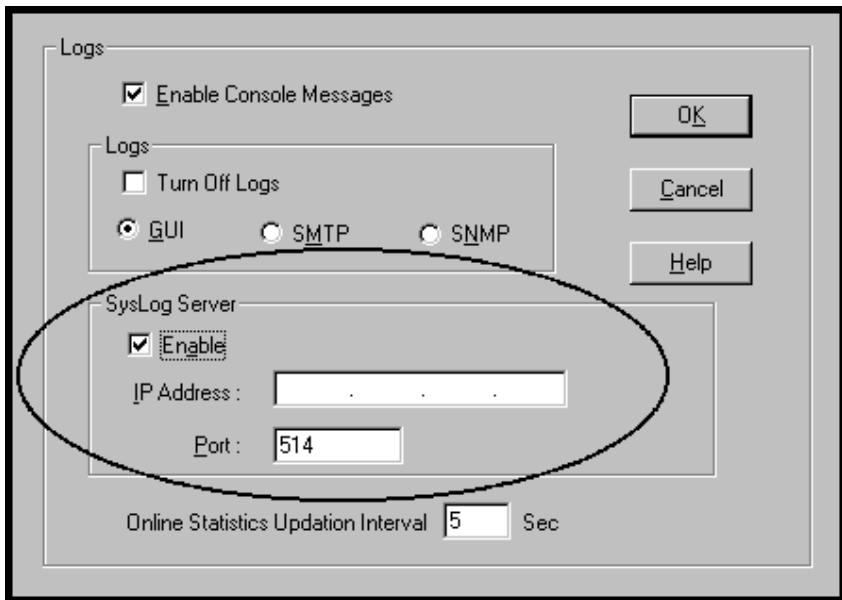
While the web GUI's appearance differs slightly, its content and organization are essentially the same as that of the Windows GUI (except for logging).



The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

Logging of System Events. MultiTech has built SysLog Server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.



The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a "daemon"). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by any qualified provider should suffice for use with MultiVOIP units. Kiwi's brief description of their SysLog program indicates the typical scope of such programs. "Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customizable options available."

Supplementary Telephony Services. The H.450 standard (an addition to H.323) brings to voip telephony more of the premium features found in PSTN and PBX telephony. MultiVOIP units offer five of these H.450 features: Call Transfer, Call Hold, Call Waiting, Call Name Identification (not the same as Caller ID), and Call Forwarding. (The first four features are found in the “Supplementary Services” window; the fifth, Call Forwarding, appears in the Add/Edit Inbound phonebook screen.) Note that the first three features are closely related. All of these H.450 features are supported for H.323 operation only; they are *not* supported for SIP or SPP.

E1 Front Panel LEDs

Because the MVP3010 and MVP30-60 both use a common main circuit card or motherboard, the LED indicators are the same for both.

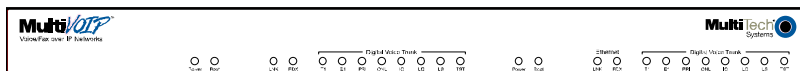


Figure 1-5: MVP3010 LEDs

Active LEDs. The MVP3010 front panel has two sets of identical LEDs. In the MVP3010 as shipped (that is, without an expansion card), the left-hand set of LEDs is functional whereas the right-hand set is not.

When the MVP3010 has been upgraded with an MVP30-60 kit, the right-hand set of LEDs will also become active.

E1 LED Descriptions

MVP3010 Front Panel LED Definitions	
LED NAME	DESCRIPTION
Power	Indicates presence of power.
Boot	After power up, the Boot LED will be on for about 10 seconds while the MVP3010 is booting.
FDX	Full-Duplex & Collision LED. This LED indicates whether the Ethernet connection is half-duplex or full-duplex (FDX) and, in half-duplex mode, indicates occurrence of data collisions. LED is on constantly for full-duplex mode; LED is off constantly for half-duplex mode. When operating in half-duplex mode, the LED will flash during data collisions.
LNK	Link/Activity LED. This LED is lit if Ethernet connection has been made. It is off when the link is down (i.e., when no Ethernet connection exists). While link is up, this LED will flash off to indicate data activity.
T1	T1. Not supported.
E1	E1. When lit, indicates presence of E1 connection.
PRI	PRI. On if E1 line is of ISDN-Primary-Rate type.
ONL	Online. This LED is on when frame synchronization has been established on the T1/E1 link.
IC	IC LED is on when Internal Clocking is selected in T1/E1 configuration.
LC	Indicates Loss of Carrier.
LS	Indicates Loss of Signal.
Test	For testing purposes only.

Introduction to Analog MultiVOIPs (MVP-130/130FXS, MVP-210/410/810 & MVP428)

VOIP: The Free Ride. We proudly present Multi-Tech's MVP-130/130FXS and MVP-210/410/810 generation of MultiVOIP Voice-over-IP Gateways. All of these models allow voice/fax communication to be transmitted at no additional expense over your existing IP network, which has ordinarily been data only. To access this free voice and fax communication, you simply connect the MultiVOIP to your telephone equipment and your existing Internet connection. These analog MultiVOIPs inter-operate readily with T1 or E1 MultiVOIP units.

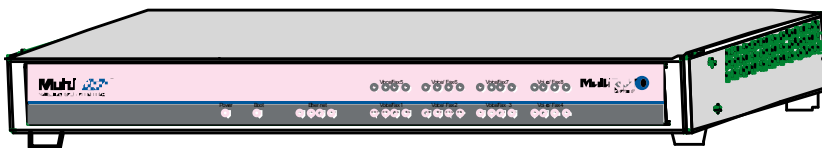


Figure 1-6: MVP-410/810 Chassis

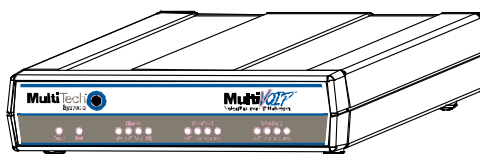


Figure 1-7: MVP-210 Chassis



Figure 1-8: MultiVOIP MVP-130/130FXS Chassis

Capacity. MultiVOIP model MVP810 is an eight-channel unit, the model MVP410 is a four-channel, the model MVP210 is a two-channel units, the MV130 is a single-channel unit and the MVP130FXS is a single-channel unit that supports the FXS telephony interface only. All of these MultiVOIP units have a 10/100Mbps Ethernet interface and a command port for configuration. The MVP428 is an expansion circuit card for the four-channel MVP410 that turns it into an eight-channel voip.

Mounting. Mechanically, the MVP410 and MVP810 MultiVOIPs are designed for a one-high industry-standard EIA 19-inch rack enclosure. By contrast, MVP-130/130FXS and the MVP210 are tabletop units. The product must be installed by qualified service personnel in a restricted-access area, in accordance with Articles 110-16, 10-17, and 110-18 of the National Electrical Code, ANSI/NFPA 70.

Phone System Transparency. These MultiVOIPs inter-operate with a telephone switch or PBX, acting as a switching device that directs voice and fax calls over an IP network. The MultiVOIPs have “phonebooks,” directories that determine to who calls may be made and the sequences that must be used to complete calls through the MultiVOIP. The phonebooks allow the phone user to interact with the VOIP system just as they would with an ordinary PBX or telco switch. When the phonebooks are set, special dialing sequences are minimized or eliminated altogether. Once the call destination is determined, the phonebook settings determine whether the destination VOIP unit must strip off or add dialing digits to make the call appear at its destination to be a local call.

H. 323, SIP, & SPP. Being H.323 compatible, the analog MultiVOIP unit can place calls to telephone equipment at remote IP network locations that also contain H.323 compatible voice-over-IP gateways. It will interface with H.323 software and H.323 gatekeeper units. H.323 specifications also bring to voip telephony many special features common to conventional telephony. H.323 features of this kind that have been implemented into the MultiVOIP include Call Hold, Call Waiting, Call Identification, Call Forwarding (from the H.450 standard), and Call Transfer (H.450.2 from H.323 Version 2). The fourth version of the H.323 standard improves system resource usage (esp. logical port or socket usage) by handling call signaling more compactly and allowing use of the low-overhead UDP protocol instead of the error-correcting TCP protocol where possible.

The MultiVOIP is also SIP-compatible. ("SIP" means Session Initiation Protocol.) However, H.450 Supplementary Services features can be used under H.323 only and not under SIP.

SPP (Single-Port Protocol) is a non-standard protocol developed by Multi-Tech. SPP is not compatible with the "Proprietary" protocol used in Multi-Tech's earlier generation of voip gateways. SPP offers advantages in certain situations, especially when firewalls are used and when dynamic IP address assignment is needed. However, when SPP is used, certain features of SIP and H.323 will not be available and SPP will not inter-operate with voip systems using H.323 or SIP.

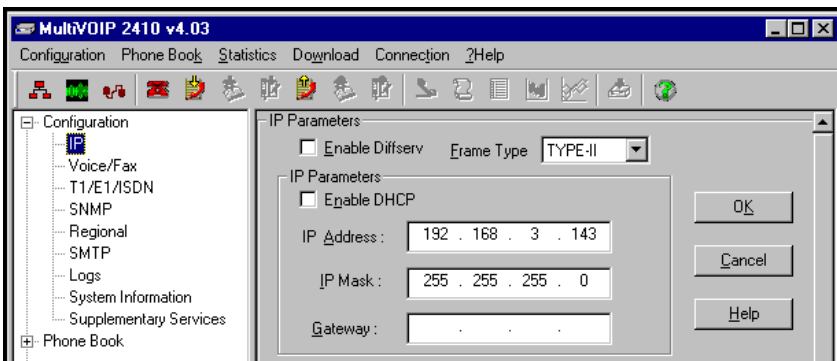
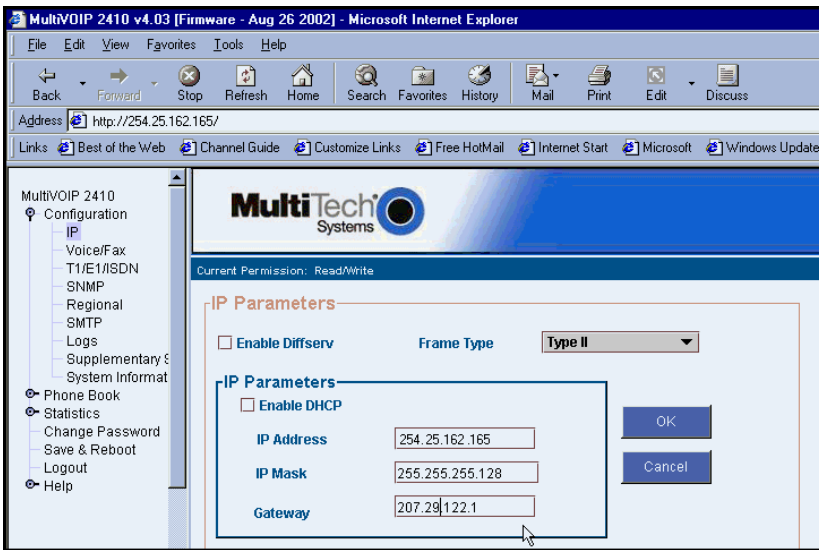
Data Compression & Quality of Service. The analog MultiVOIP unit comes equipped with a variety of data compression capabilities, including G.723, G.729, and G.711 and features DiffServ quality-of-service (QoS) capabilities.

PSTN Failover Feature. The MultiVOIP can be programmed to divert calls to the PSTN temporarily in case the IP network fails.

Gatekeepers. For voip systems built with MultiTech's analog gateway units, users can have a stand-alone gatekeeper (gatekeeper software residing in separate hardware). Gatekeepers are optional but useful within voip systems. The gatekeeper acts as the 'clearinghouse' for all calls within its zone. MultiTech's stand-alone gatekeeper software performs all of the standard gatekeepers functions (address translation, admission control, and bandwidth control) and also supports many valuable optional functions (call control signaling, call authorization, bandwidth management, and call management).

Management. Configuration and system management can be done locally with the MultiVOIP configuration software. After an IP address has been assigned locally, other configuration can be done remotely using the MultiVOIP web browser GUI. Remote system management can be done with the MultiVoipManager SNMP software or via the MultiVOIP web browser GUI. All of these control software packages are included on the Product CD.

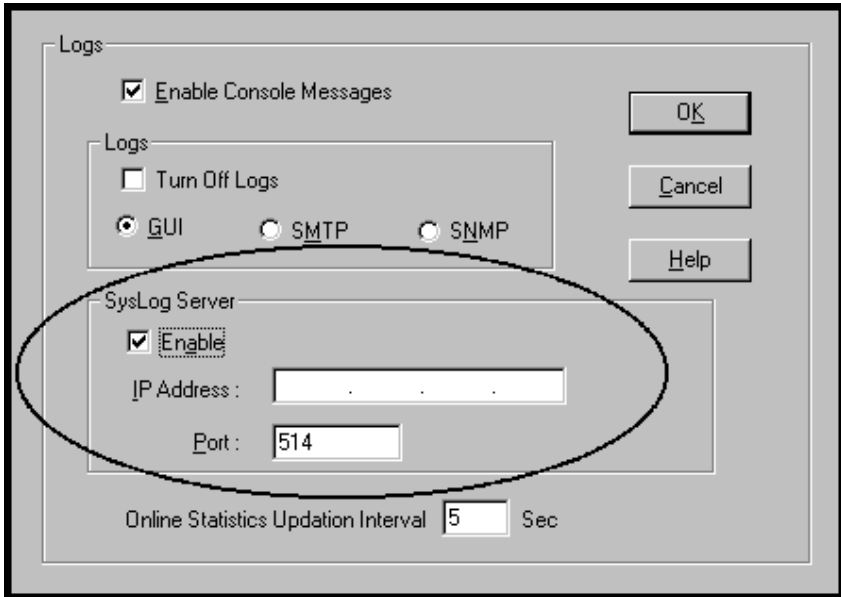
While the web GUI's appearance differs slightly, its content and organization are essentially the same as that of the Windows GUI (except for logging).



The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

Logging of System Events. MultiTech has built SysLog Server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.



The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a "daemon"). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by any qualified provider should suffice for use with MultiVOIP units. Kiwi's brief description of their SysLog program indicates the typical scope of such programs. "Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customizable options available."

Supplementary Telephony Services. The H.450 standard (an addition to H.323) brings to voip telephony more of the premium features found in PSTN and PBX telephony. MultiVOIP units offer five of these H.450 features: Call Transfer, Call Hold, Call Waiting, Call Name Identification (not the same as Caller ID), and Call Forwarding. (The first four features are found in the “Supplementary Services” window; the fifth, Call Forwarding, appears in the Add/Edit Inbound phonebook screen.) Note that the first three features are closely related. All of these H.450 features are supported for H.323 operation only; they are *not* supported for SIP or SPP.

Analog MultiVOIP Front Panel LEDs

LED Types. The MultiVOIPs have two types of LEDs on their front panels:

- (1) general operation LED indicators (for power, booting, and ethernet functions), and
- (2) channel operation LED indicators that describe the data traffic and performance in each VOIP data channel.

Active LEDs. On both the MVP410 and MVP810, there are eight sets of channel-operation LEDs. However, on the MVP410, only the lower four sets of channel-operation LEDs are functional. On the MVP810, all eight sets are functional.



Figure 1-9. MVP410/810 LEDs

Similarly, the MVP210 has the general-operation indicator LEDs and two sets of channel-operation LEDs, one for each channel.

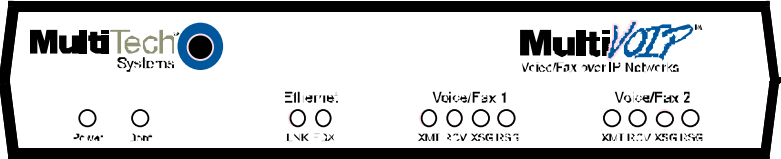


Figure 1-10. MVP210 LEDs

Finally, the MVP130 has the general-operation indicator LEDs and a set of channel-operation LEDs for its single voip channel.

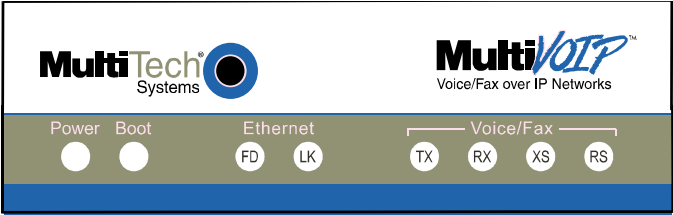


Figure 1-11. MVP-130/130FXS LEDs

Analog MultiVOIP LED Descriptions

MVP-210/410/810 Front Panel LED Definitions	
LED NAME	DESCRIPTION
General Operation LEDs (one set on each MultiVOIP model)	
Power	Indicates presence of power.
Boot	After power up, the Boot LED will be on briefly while the MultiVOIP is booting. It lights whenever the MultiVOIP is booting or downloading a setup configuration data set.
Ethernet	<p>FDX. LED indicates whether Ethernet connection is half-duplex or full-duplex (FDX) and, in half-duplex mode, indicates occurrence of data collisions. LED is on constantly for full-duplex mode; LED is off constantly for half-duplex mode. When operating in half-duplex mode, the LED will flash during data collisions.</p> <p>LNK. Link/ Activity LED. This LED is lit if Ethernet connection has been made. It is off when the link is down (i.e., when no Ethernet connection exists). While link is up, this LED will flash off to indicate data activity.</p>
Channel-Operation LEDs (one set for each channel)	
XMT	Transmit. This indicator blinks when voice packets are being transmitted to the local area network.
RCV	Receive. This indicator blinks when voice packets are being received from the local area network.
XSG	Transmit Signal. This indicator lights when the FXS-configured channel is off-hook, the FXO-configured channel is receiving a ring from the Telco, or the M lead is active on the E&M configured channel. That is, it lights when the MultiVOIP is receiving a ring from the PBX.
RSG	Receive Signal. This indicator lights when the FXS-configured channel is ringing, the FXO-configured channel has taken the line off-hook, or the E lead is active on the E&M-configured channel.

MVP-130/130FXS Front Panel LED Definitions	
LED NAME	DESCRIPTION
General Operation LEDs	
Power	Indicates presence of power.
Boot	After power up, the Boot LED will be on briefly while the MultiVOIP is booting. It lights whenever the MultiVOIP is booting or downloading a setup configuration data set.
Ethernet	<p>FDX. LED indicates whether Ethernet connection is half-duplex or full-duplex (FDX) and, in half-duplex mode, indicates occurrence of data collisions. LED is on constantly for full-duplex mode; LED is off constantly for half-duplex mode. When operating in half-duplex mode, the LED will flash during data collisions.</p> <p>LNK. Link/ Activity LED. This LED is lit if Ethernet connection has been made. It is off when the link is down (i.e., when no Ethernet connection exists). While link is up, this LED will flash off to indicate data activity.</p>
Channel-Operation LEDs	
TX	Transmit. This indicator blinks when voice packets are being transmitted to the local area network.
RX	Receive. This indicator blinks when voice packets are being received from the local area network.
XS	Transmit Signal. This indicator lights when the FXS-configured channel is off-hook or the FXO-configured channel (MVP130 only) is receiving a ring from the Telco or PBX.
RS	Receive Signal. This indicator lights when the FXS-configured channel is ringing or the FXO-configured channel (MVP130 only) has taken the line off-hook.

Introduction to ISDN-BRI MultiVOIPs (MVP410ST & MVP810ST)

VOIP: The Free Ride. We proudly present Multi-Tech's MVP-410ST/810ST generation of MultiVOIP Voice-over-IP Gateways. All of these models allow voice/fax communication to be transmitted at no additional expense over your existing IP network, which has ordinarily been data only. To access this free voice and fax communication, you simply connect the MultiVOIP to your telephone equipment and your existing Internet connection. These ISDN Basic Rate Interface (ISDN-BRI) MultiVOIPs inter-operate readily with T1 or E1 MultiVOIP units (T1 and E1 MultiVOIP units can operate in ISDN Primary Rate Mode, ISDN-PRI, as well).

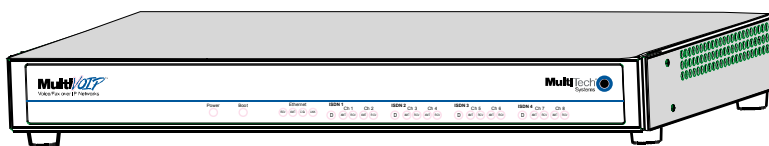


Figure 1-12: MVP-410ST/810ST Chassis

Capacity. MultiVOIP model MVP810ST accommodates four ISDN-BRI lines (eight B-channels) and model MVP410ST accommodates two ISDN-BRI channels (four B-channels). Both of these MultiVOIP units have a 10/100Mbps Ethernet interface and a command port for configuration.

Mounting. Mechanically, the MVP410ST and MVP810ST MultiVOIPs are designed for a one-high industry-standard EIA 19-inch rack enclosure. The product must be installed by qualified service personnel in a restricted-access area, in accordance with Articles 110-16, 10-17, and 110-18 of the National Electrical Code, ANSI/NFPA 70.

Phone System Transparency. These MultiVOIPs inter-operate with a telephone switch or PBX, acting as a switching device that directs voice and fax calls over an IP network. The MultiVOIPs have “phonebooks,” directories that determine to whom calls may be made and the sequences that must be used to complete calls through the MultiVOIP. The phonebooks allow the phone user to interact with the VOIP system just as they would with an ordinary PBX or telco switch. When the phonebooks are set, special dialing sequences are minimized or eliminated altogether. Once the call destination is determined, the phonebook settings determine whether the destination VOIP unit must strip off or add dialing digits to make the call appear at its destination to be a local call.

H. 323, SIP, & SPP. Being H.323 compatible, the BRI MultiVOIP unit can place calls to telephone equipment at remote IP network locations that also contain H.323 compatible voice-over-IP gateways. It will interface with H.323 software and H.323 gatekeeper units. H.323 specifications also bring to voip telephony many special features common to conventional telephony. H.323 features of this kind that have been implemented into the MultiVOIP include Call Hold, Call Waiting, Call Identification, Call Forwarding (from the H.450 standard), and Call Transfer (H.450.2 from H.323 Version 2). The fourth version of the H.323 standard improves system resource usage (esp. logical port or socket usage) by handling call signaling more compactly and allowing use of the low-overhead UDP protocol instead of the error-correcting TCP protocol where possible.

The MultiVOIP is also SIP-compatible. ("SIP" means Session Initiation Protocol.) However, H.450 Supplementary Services features can be used under H.323 only and not under SIP.

SPP (Single-Port Protocol) is a non-standard protocol developed by Multi-Tech. SPP is not compatible with the "Proprietary" protocol used in Multi-Tech's earlier generation of voip gateways. SPP offers advantages in certain situations, especially when firewalls are used and when dynamic IP address assignment is needed. However, when SPP is used, certain features of SIP and H.323 will not be available and SPP will not inter-operate with voip systems using H.323 or SIP.

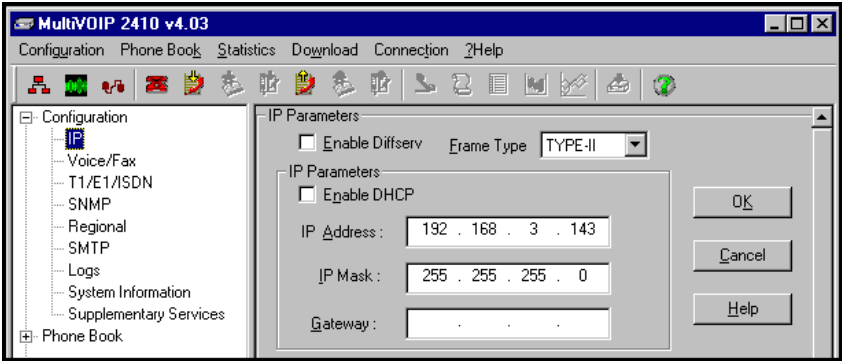
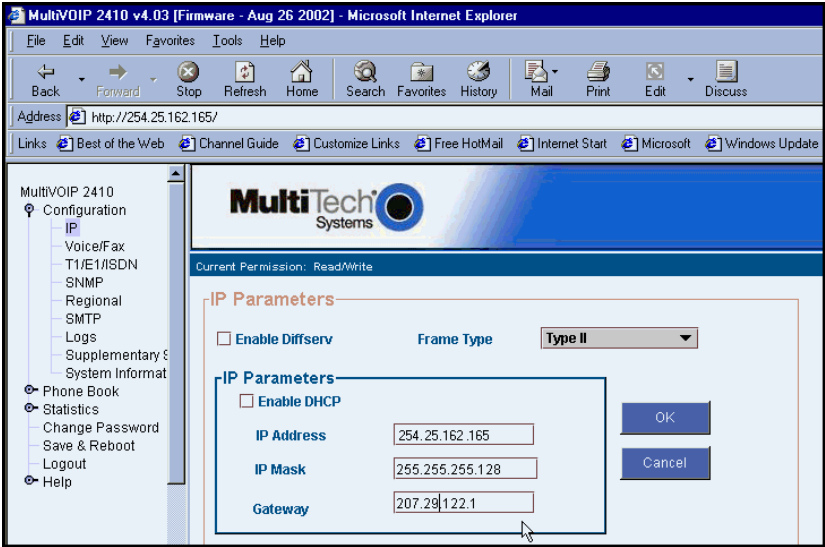
Data Compression & Quality of Service. The BRI MultiVOIP unit comes equipped with a variety of data compression capabilities, including G.723, G.729, and G.711 and features DiffServ quality-of-service (QoS) capabilities.

PSTN Failover Feature. The MultiVOIP can be programmed to divert calls to the PSTN temporarily in case the IP network fails.

Gatekeeper. At this writing, ISDN-BRI MultiVOIP systems can have gatekeeper functionality only by adding, as an endpoint, a standalone gatekeeper (special software residing in separate hardware). Gatekeepers are optional but useful within voip systems. The gatekeeper acts as the 'clearinghouse' for all calls within its zone. MultiTech's embedded and stand-alone gatekeeper software packages both perform all of the standard gatekeepers functions (address translation, admission control, bandwidth control, and zone management) and also support many valuable optional functions (call control signaling, call authorization, bandwidth management, and call management). The stand-alone gatekeeper is, however, slightly more feature-rich than the embedded gatekeeper. For more details, see the "Embedded Gatekeeper" chapter of this manual and the manual on MultiTech's stand-alone gatekeeper.

Management. Configuration and system management can be done locally with the MultiVOIP configuration software. After an IP address has been assigned locally, other configuration can be done remotely using the MultiVOIP web browser GUI. Remote system management can be done with the MultiVOIP web browser GUI. These control software packages are included on the Product CD.

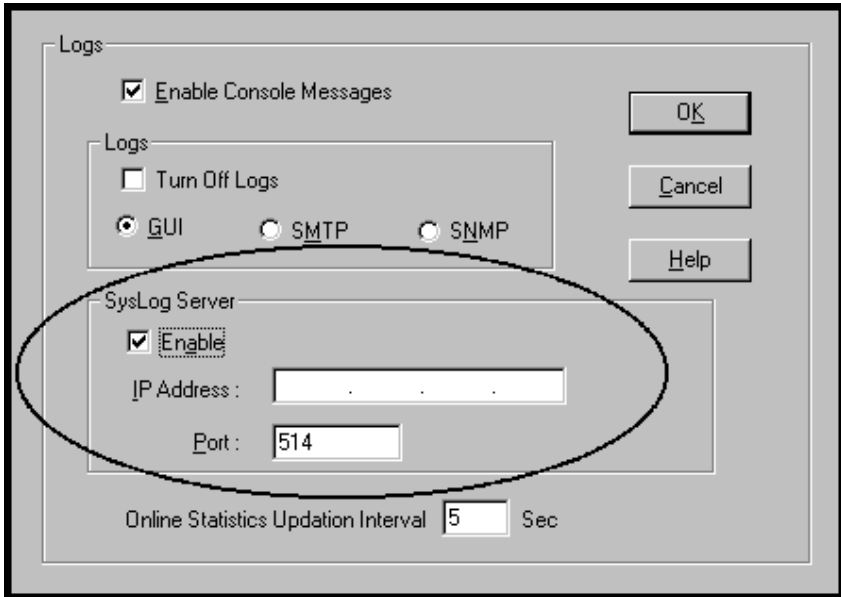
While the web GUI's appearance differs slightly, its content and organization are essentially the same as that of the Windows GUI (except for logging).



The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

Logging of System Events. MultiTech has built SysLog Server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.



The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a "daemon"). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by any qualified provider should suffice for use with MultiVOIP units. Kiwi's brief description of their SysLog program indicates the typical scope of such programs. "Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customizable options available."

Supplementary Telephony Services. The H.450 standard (an addition to H.323) brings to voip telephony more of the premium features found in PSTN and PBX telephony. MultiVOIP units offer five of these H.450 features: Call Transfer, Call Hold, Call Waiting, Call Name Identification (not the same as Caller ID), and Call Forwarding. (The first four features are found in the “Supplementary Services” window; the fifth, Call Forwarding, appears in the Add/Edit Inbound phonebook screen.) Note that the first three features are closely related. All of these H.450 features are supported for H.323 operation only; they are *not* supported for SIP or SPP.

ISDN BRI MultiVOIP Front Panel LEDs

LED Types. The MultiVOIPs have two types of LEDs on their front panels:

- (1) general operation LED indicators (for power, booting, and ethernet functions), and
- (2) channel operation LED indicators that describe the data traffic and performance in each VOIP data channel.

Active LEDs. On the MVP810ST, there are four sets of ISDN-operation LEDs. On the MVP410ST, there are two sets of ISDN-operation LEDs. Each set contains one “D” LED and two sets of channel operation LEDs (XMT and RCV).



Figure 1-13. MVP-410ST/810ST LEDs

ISDN-BRI MultiVOIP LED Descriptions

MVP-410ST/810ST Front Panel LED Definitions	
LED NAME	DESCRIPTION
General Operation LEDs (one set on each MultiVOIP model)	
Power	Indicates presence of power.
Boot	After power up, the Boot LED will be on briefly while the MultiVOIP is booting. It lights whenever the MultiVOIP is booting or downloading a setup configuration data set.
Ethernet	<p>FDX. LED indicates whether Ethernet connection is half-duplex or full-duplex (FDX) and, in half-duplex mode, indicates occurrence of data collisions. LED is on constantly for full-duplex mode; LED is off constantly for half-duplex mode. When operating in half-duplex mode, the LED will flash during data collisions.</p> <p>LNK. Link/ Activity LED. This LED is lit if Ethernet connection has been made. It is off when the link is down (i.e., when no Ethernet connection exists). While link is up, this LED will flash off to indicate data activity.</p>
D-Channel Operation LEDs (one for each ISDN line)	
D	<p>ISDN D-channel & physical layer indicator. One "D" LED for each ISDN-BRI connection. The "D" LED is off when the BRI physical layer is de-activated.* It flashes when a connection is being established on the physical layer. It is on when the physical layer has been activated. It flickers to indicate D-channel traffic.</p> <p>*If the voip is running in terminal mode and its BRI line is unplugged, the D LED goes off. However, if the voip is running in network mode and its BRI line is unplugged, its LED will flash at regular interval.</p>
B-Channel Operation LEDs (one for each B-channel)	
XMT	Transmit. This indicator blinks when voice packets are being transmitted onto the B-channel.
RCV	Receive. This indicator blinks when voice packets are being received on the B-channel.

Computer Requirements

The computer on which the MultiVOIP's configuration program is installed must meet these requirements:

- must be IBM-compatible PC with MS Windows operating system;
- must have an available COM port for connection to the MultiVOIP.

However, this PC does not need to be connected to the MultiVOIP permanently. It only needs to be connected when local configuration and monitoring are done. Nearly all configuration and monitoring functions can be done remotely via the IP network.

Specifications

Specs for Digital T1 MultiVOIP Units

Digital T1 MultiVOIP Specifications		
Parameter/Model	MVP-2410	MVP-2410 w/ MVP24-48 Expansion Card
Operating Voltage/Current	100-240 VAC 1.2 - 0.6 A	100-240 VAC 1.2 - 0.6 A
Mains Frequencies	50/60 Hz	50/60 Hz
Power Consumption	17 watts	27 watts
Mechanical Dimensions	1.75"H x 17.4"W x 8.75"D 4.5cm H x 44.2 cm W x 22.2 cm D	1.75"H x 17.4"W x 8.75"D 4.5cm H x 44.2 cm W x 22.2 cm D
Weight	7.1 lbs. (3.2 kg)	7.5 lbs. (3.4 kg)

Specs for Digital E1 MultiVOIP Units

Digital E1 MultiVOIP Specifications		
Parameter/Model	MVP-3010	MVP-3010 w/ MVP30-60 Expansion Card
Operating Voltage/Current	100-240 VAC 1.2 - 0.6 A	100-240 VAC 1.2 - 0.6 A
Mains Frequencies	50/60 Hz	50/60 Hz
Power Consumption	17 watts	27 watts
Mechanical Dimensions	1.75”H x 17.4”W x 8.75”D 4.5cm H x 44.2 cm W x 22.2 cm D	1.75”H x 17.4”W x 8.75”D 4.5cm H x 44.2 cm W x 22.2 cm D
Weight	7.1 lbs. (3.2 kg)	7.5 lbs. (3.4 kg)

Specs for Analog/BRI MultiVOIP Units

Parameter /Model	MVP210	MVP410	MVP810 or MVP410 + 428
Operating Voltage/ Current	External transformer: 3A @5V	100-240 VAC 1.2 - 0.6 A	100-240 VAC 1.2 - 0.6 A
Mains Frequencies	50/60 Hz	50/60 Hz	50/60 Hz
Power Consumption	19 watts	29 watts	46 watts
Mechanical Dimensions	6.2" W x 9" D x 1.4" H 15.8cm W x 22.9cm D x 3.6cm H	1.75" H x 17.4" W x 8.5" D 4.5cm H x 44.2 cm W x 21.6 cm D	1.75" H x 17.4" W x 8.5" D 4.5cm H x 44.2 cm W x 21.6 cm D
Weight	1.8lbs (.82kg) 2.6lbs (1.17kg) with transformer	7.1 lbs. (3.2 kg)	7.7 lbs. (3.5 kg)
Parameter/Model	MVP410ST	MVP810ST	MVP-130/130FXS
Operating Voltage/ Current	100-240VAC 1.2-0.6 A	100-240VAC 1.2-0.6 A	100-240VAC 1.0 A
Mains Frequencies	50/60 Hz	50/60 Hz	50/60 Hz
Power Consumption	12 watts	18 watts	9.7 watts (with phone off hook)
Mechanical Dimensions	Same as MVP410	Same as MVP810	4.3" W x 5.6" D 1.0" H 10.8 cm W X 14.2 cm D X 2.95 cm H
Weight	6.61 lbs. (3.00 kg)	6.75 lbs. (3.06 kg)	8 oz. (23 g)

Installation at a Glance

The basic steps of installing your MultiVOIP network involve unpacking the units, connecting the cables, and configuring the units using management software (MultiVOIP Configuration software) and confirming connectivity with another voip site. This process results in a fully functional Voice-Over-IP network.

Related Documentation

The MultiVOIP User Guide (the document you are now reading) comes in electronic form and is included on your system CD. It presents in-depth information on the features and functionality of Multi-Tech's MultiVOIP Product Family.

The CD media is produced using Adobe Acrobat™ for viewing and printing the user guide. To view or print your copy of a user guide, load Acrobat Reader™ on your system. The Acrobat Reader is included on the MultiVOIP CD and is also a free download from Adobe's Web Site:

www.adobe.com/prodindex/acrobat/readstep.html

This MultiVOIP User Guide is also available on Multi-Tech's Web site at:

<http://www.multitech.com>

Viewing and printing a user guide from the Web also requires that you have the Acrobat Reader loaded on your system. To select the MultiVOIP User Guide from the Multi-Tech Systems home page, click **Documents** and then click **MultiVOIP Family** in the product list drop-down window. All documents for this MultiVOIP Product Family will be displayed. You can then choose *User Guide (MultiVOIP Product Family)* to view or download the **.pdf** file.

Entries (organized by model number) in the "knowledge base" and "troubleshooting resolutions" sections of the MultiTech web site (found under "Support") constitute another source of help for problems encountered in the field.

Chapter 2: Quick Start Instructions

Introduction


This chapter gets the MultiVOIP up and running quickly. The details we've skipped to make this brief can be found elsewhere in the manual (see Table of Contents and Index).

MultiVOIP Startup Tasks


Task	Summary
<ul style="list-style-type: none"> ● Collecting Phone/IP Details (vital!) 	<p>The MultiVOIP must be configured to interface with your particular phone system and IP network. To do so, certain details must be known about those phone and IP systems.</p>
<ul style="list-style-type: none"> ● Placement 	<p>Decide where you'll mount the voip.</p>
<ul style="list-style-type: none"> ● Command/Control Computer Setup: Specs & Settings 	<p>Some modest minimum specifications must be met. A COM port must be set up.</p>
<ul style="list-style-type: none"> ● Hookup 	<p>Connect power, phone, and data cables per diagram.</p>
<ul style="list-style-type: none"> ● Software Installation 	<p>This is the configuration program. It's a standard Windows software installation.</p>
<ul style="list-style-type: none"> ● Phone/IP Starter Configuration 	<p>You will enter phone numbers and IP addresses. You'll use default parameter values where possible to get the system running quickly.</p>
<ul style="list-style-type: none"> ● Phonebook Starter Configuration 	<p>The phonebook is where you specify how calls will be routed. To get the system running quickly, you'll make phonebooks for just two voip sites.</p>
<ul style="list-style-type: none"> ● Connectivity Test 	<p>You'll find out if your voip system can carry phone calls between two sites. That means you're up and running!</p>
<ul style="list-style-type: none"> ● Troubleshooting 	<p>Detect and remedy any problems that might have prevented connectivity.</p>

Phone/IP Details *Absolutely Needed* Before Starting the Installation

Gather IP Information


✓	Ask your computer network administrator.	Info needed to operate: all MultiVOIP models.
	 IP Network Parameters: Record for each VOIP Site in System	
	• IP Address	
	• IP Mask	
	• Gateway	
	• Domain Name Server (DNS) Info <i>(not implemented; for future use)</i>	

Gather Telephone Information (T1)


✓	T1 Phone Parameters Ask phone company or PBX maintainer.	Info needed to operate: MVP2410
	 T1 Telephony Parameters: Record for this VOIP Site	
	• Which frame format is used? ESF ___ or D4 ___	
	• Which CAS or PRI protocol is used? _____	
	• Clocking: Does the PBX or telco switch use internal or external clocking? _____ Note that the setting used in the voip unit will be the opposite of the setting used by the telco/PBX.	
	• Which line coding is used? AMI ___ or B8ZS ___	
	• Pulse shape level?: (most commonly 0 to 40 meters)	

Phone/IP Details *Absolutely Needed* (cont'd)


Gather Telephone Information (E1)

✓	E1 Phone Parameters <i>Ask phone company or PBX maintainer.</i>	<i>Info needed to operate:</i> MVP3010
	 E1 Telephony Parameters: Record for this VOIP Site	
	<ul style="list-style-type: none"> • Which frame format is used? Double Frame _____ MultiFrame w/ CRC4 _____ MultiFrame w/ CRC4 modified _____ 	
	<ul style="list-style-type: none"> • Which CAS or PRI protocol is used? _____ 	
	<ul style="list-style-type: none"> • Clocking: Does the PBX or telco switch use internal or external clocking? _____ Note that the setting used in the voip unit will be the opposite of the setting used by the telco/PBX. 	
	<ul style="list-style-type: none"> • Which line coding is used? AMI ___ or HDB3 ___ 	
	<ul style="list-style-type: none"> • Pulse shape level?: (most commonly 0 to 40 meters) 	

Gather Telephone Information (Analog)

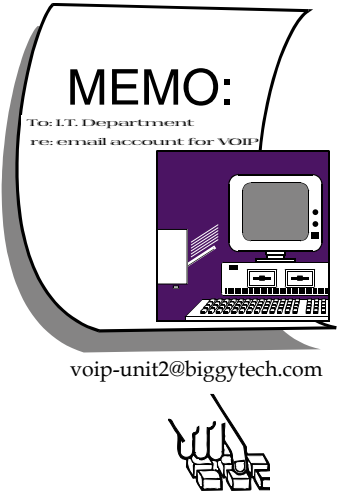
✓	Analog Phone Parameters <i>Ask phone company or telecom manager.</i>	<i>Needed for:</i> MVP810 MVP410 MVP210 MVP130 MVP130FXS
	 Analog Telephony Interface Parameters: Record for this VOIP Site	
	<ul style="list-style-type: none"> • Which interface type (or “signaling”) is used? E&M _____ FXS/FXO _____ 	
	<ul style="list-style-type: none"> • If FXS, determine whether the line will be used for a phone, fax, or KTS (key telephone system) 	
	<ul style="list-style-type: none"> • If FXO, determine if line will be an analog PBX extension or an analog line from a telco central office 	
	<ul style="list-style-type: none"> • If E&M, determine these aspects of the E&M trunk line from the PBX: <ul style="list-style-type: none"> • What is its Type (1, 2, 3, 4, or 5)? • Is it 2-wire or 4-wire? • Is it Dial-Tone or Wink? 	

Gather Telephone Information (ISDN BRI)

✓	ISDN-BRI Phone Parameters <i>Ask phone company or telecom manager.</i>	<i>Needed for:</i> MVP810ST MVP410ST
	 ISDN-BRI Telephony Interface Parameters: Record them for this VOIP Site	
	<ul style="list-style-type: none"> • In which country is this voip installed? 	
	<ul style="list-style-type: none"> • Which operator (switch type) is used? 	
	<ul style="list-style-type: none"> • What type of line coding use required, A-law or u-law? 	
	<ul style="list-style-type: none"> • Determine which BRI ports will be network side and which BRI ports will be terminal side. 	
	<ul style="list-style-type: none"> • If you are connecting the MultiVOIP to network equipment with a “U” interface, an NT1 device must be connected between them. 	

Phone/IP Details Often Needed/Wanted

Obtain Email Address for VOIP (for email call log reporting)

<i>required if log reports of VOIP call traffic are to be sent by email</i>	Optional
<p>SMTP Parameters Preparation Task:</p> <p>Ask Mail Server administrator to set up email account (with password) for the MultiVOIP unit itself. Be sure to give a unique identifier to each individual MultiVOIP unit.</p> <p>Get the IP address of the mail server computer, as well.</p>	 <p>MEMO: To: IT Department re: email account for VOIP</p> <p>voip-unit2@biggytech.com</p>

Identify Remote VOIP Site to Call

When you're done installing the MultiVOIP, you'll want to confirm that it is configured and operating properly. To do so, it's good to have another voip that you can call for testing purposes. You'll want to confirm end-to-end connectivity. You'll need IP and telephone information about that remote site.

If this is the very first voip in the system, you'll want to coordinate the installation of this MultiVOIP with an installation of another unit at a remote site.

Identify VOIP Protocol to be Used

Will you use H.323, SIP, or SPP? Each has advantages and disadvantages. Although it is possible to mix protocols in a single VOIP system, it is highly desirable to use the same VOIP protocol for all VOIP units in the system. SPP is a non-standard protocol developed by Multi-Tech. SPP is not compatible with the "Proprietary" protocol used in Multi-Tech's earlier generation of voip gateways.

Placement

Mount your MultiVOIP in a safe and convenient location where cables for your network and phone system are accessible. Rack-mounting instructions are in *Chapter 3: Mechanical Installation & Cabling*.

The Command/Control Computer (Specs & Settings)

The computer used for command and control of the MultiVOIP

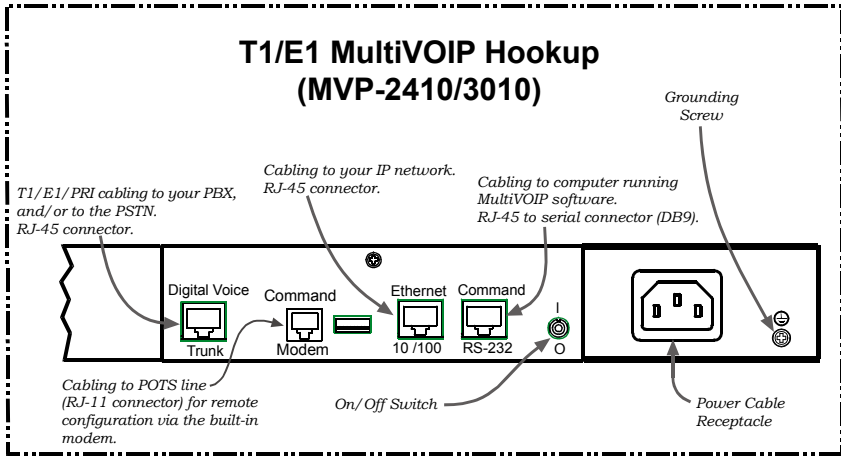
- (a) must be an IBM-compatible PC,
- (b) must use a Microsoft operating system,
- (c) must be connected to your local network (Ethernet) system, and
- (d) must have an available serial COM port.

The configuration tasks and control tasks the PC will have to do with the MultiVOIP are not especially demanding. Still, we recommend using a reasonably new computer. The computer that you use to configure your MultiVOIP need not be dedicated to the MultiVOIP after installation is complete.

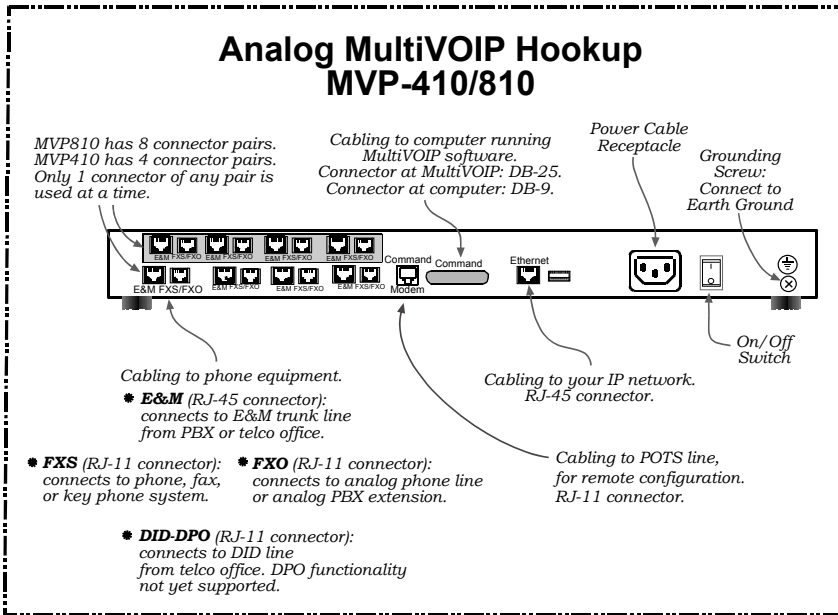
COM port on controller PC. You'll need an available COM port on the controller PC. You'll need to know which COM port is available for use with the MultiVOIP (COM1, COM2, etc.).

Quick Hookups

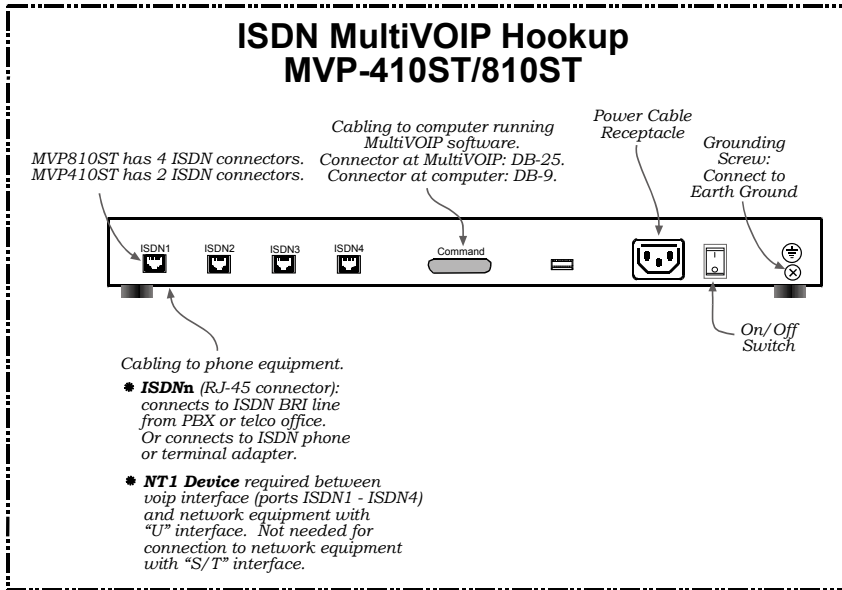
Hookup for MVP2410 & MVP3010



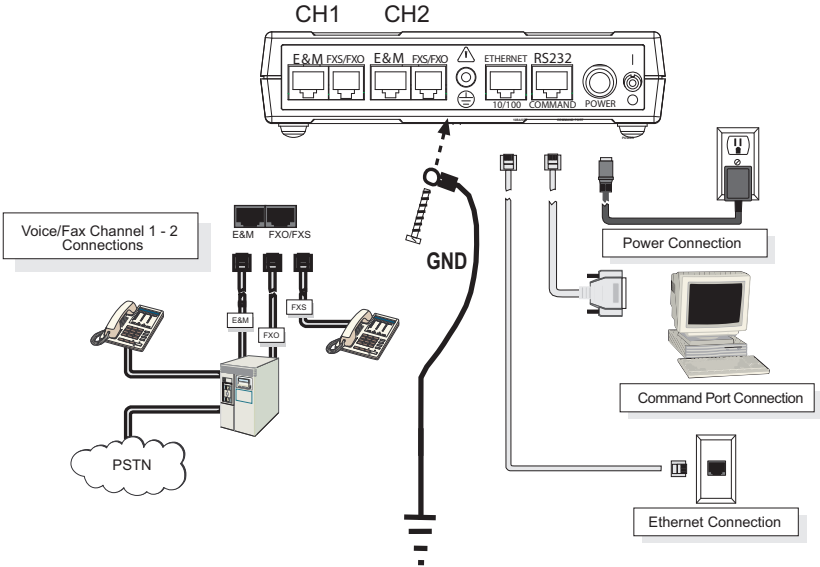
Hookup for MVP410 & MVP810



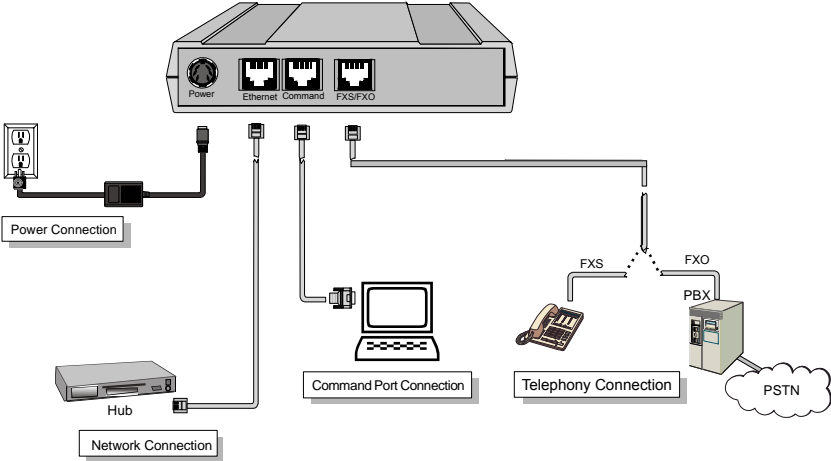
Hookup for MVP410ST & MVP810ST



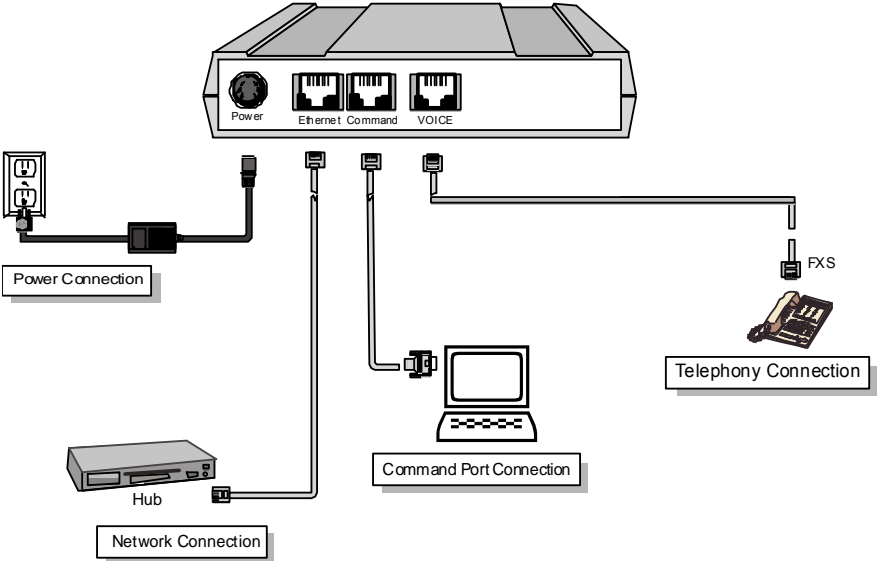
Hookup for MVP210



Hookup for MVP130



Hookup for MVP130FXS



Load MultiVOIP Control Software onto PC

For more details, see *Chapter 4: Software Installation*.

1. MultiVOIP must be properly cabled. Power must be turned on.
2. Insert MultiVOIP CD into drive. Allow 10-20 seconds for Autorun to start. If Autorun fails, go to **My Computer | CD ROM drive | Open**. Click **Autorun** icon.
3. At first dialog box, click **Install Software**.
4. At 'welcome' screen, click **Next**.
5. Follow on-screen instructions. Accept default program folder location and click **Next**.
6. Accept default icon folder location. Click **Next**. Files will be copied.
7. Select available COM port on command/control computer.
8. At completion screen, click **Finish**.
9. At the prompt "Do you want to run MultiVOIP Configuration?," click **No**. Software installation is complete.

Phone/IP Starter Configuration

Full details here:

MVP2410 MVP3010	<i>Chapter 5: Technical Configuration for Digital T1/E1 MultiVOIPs in User Guide.</i>
MVP130 MVP130FXS MVP210 MVP410 MVP810	<i>Chapter 6: Technical Configuration for Analog/BRI MultiVOIPs in User Guide</i>

1. Open MultiVOIP program: **Start | MultiVOIP xxx | Configuration.**
2. Go to **Configuration | IP.** Enter the IP parameters for your voip site.
3. Do you want to configure and operate the MultiVOIP unit using the web browser GUI? (It has the same functionality as the local Windows GUI, but offers remote access.)
If NO, skip to step 5.
If YES, continue with step 4.
4. **Enable Web Browser GUI (Optional).** To do configuration and operation procedures using the web browser GUI, you must first enable it. To do so, follow these steps. (The browser used must be Internet Explorer 6.0 or above; or Netscape 6.0 or above.)

A. Be sure an IP address has been assigned to the MultiVOIP unit (this must be done in the MultiVOIP Windows GUI).	E. Open web browser. (Note: The PC being used must be connected to and have an IP address on the same IP network that the voip is on.)
B. Save Setup in Windows GUI.	F. Browse to IP address of MultiVOIP unit.
C. Close the MultiVOIP Windows GUI.	G. If username and password have been established, enter them when prompted by voip.
D. Install Java program from MultiVOIP product CD. (Must be Java Runtime Environment 1.4.2_01 or above.) <i>NOTE: Required on first use of Web Browser GUI only.</i>	H. Use web browser GUI to configure or operate voip.
Need more info?	See "Web Browser Interface" in <i>Operation & Maintenance</i> chapter of User Guide (on CD).

Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

5. Go to **Configuration | Voice/Fax**. Select **Coder | "Automatic."** At the right-hand side of the dialog box, click **Default**. If you know any specific parameter values that will apply to your system, enter them. Click **Copy Channel**. Select **Copy to All**. Click **Copy**. At main Voice/Fax Parameters screen, click **OK** to exit from the dialog box.
6. Enter telephone system information.

<p>Analog MultiVOIPs MVP-130/130FXS, MVP-210/410/810</p> <p>Go to Configuration Interface. Enter parameters obtained from phone company or PBX administrator.</p>	<p>Digital MultiVOIPs MVP-2410/3010</p> <p>Go to Configuration T1/E1/ISDN. Enter parameters obtained from phone company or PBX administrator.</p>
<p>ISDN-BRI MultiVOIPs MVP-410ST/810ST</p> <p>Go to Configuration ISDN BRI. Enter parameters obtained from phone company or PBX administrator. If the voip is connected to BRI extensions of a PBX or a phone company, then select "Terminal" in the ISDN BRI Parameters screen. If the voip is connected to ISDN terminal adapters and/or ISDN phones, then select "Network" in the ISDN BRI Parameters screen.</p>	

7. Go to **Configuration | Regional Parameters**. Select the **Country/Region** that fits your situation. Click **Default** and confirm.
8. Go to **Configuration | Regional Parameters**. In the **Country Selection for Built-In Modem** field (drop-down list), select the country that best fits your situation. (This may not be the same as your selection for the **Country/Region** field. The selections in the **Country Selection for Built-In Modem** field entail more detailed

groupings of telephony parameters than do the **Country/Region** values.)

Click **OK** to exit from the **Regional Parameters** dialog box.

9. Do you want the phone-call logs produced by the MultiVOIP to be sent out by email (to your Voip Administrator or someone else)?
If **NO**, skip to step 11.
If **YES**, continue with step 10.

10. Go to **Configuration | SMTP**.

SMTP lets you send phone-call log records to the Voip Administrator by email. Select **Enable SMTP**.

You should have already obtained an email address for the MultiVOIP itself (this serves as the origination email account for email logs that the MultiVOIP can email out automatically).

Enter this email address in the "Login Name" field.

Type the password for this email account.

Enter the IP address of the email server where the MultiVOIP's email account is located in the "Mail Server IP Address" field.

Typically the email log reports are sent to the Voip Administrator but they can be sent to any email address. Decide where you want the email logs sent and enter that email address in the "Recipient Address" field.

Whenever email log messages are sent out, they must have a standard Subject line. Something like "Phone Logs for Voip N" is useful. If you have more than one MultiVoip unit in the building, you'll need a unique identifier for each one (select a useful name or number for "N"). In this "Subject" field, enter a useful subject title for the log messages.

In the "Reply-To Address" field, enter the email address of your Voip Administrator.

11. Go to **Configuration | Logs**.

Select "Enable Console Messages." (*Not applicable if using Web GUI.*)

To allow log reports by email (if desired), click **SMTP**. Click **OK**.

To do logging with a SysLog client program, click on "SysLog Server – Enable" in the **Logs** screen. To implement this function, you must install a SysLog client program. For more info, see the "SysLog Server Functions" section of the *Operation & Maintenance* chapter of the **User Guide**.

Phone/IP Starter Configuration (continued)

12. Enable premium (H.450) telephony features.

Go to **Supplementary Services**. Select any features to be used. For Call Hold, Call Transfer, & Call Waiting, specify the key sequence that the phone user will press to invoke the feature. For Call Name Identification, specify the allowed name types to be used and a caller-id descriptor.

If Call Forwarding is to be used, enable this feature in the Add/Edit Inbound Phone Book screen.

After making changes, click on **OK** in the current configuration screen before moving on to the next configuration screen.

13. Go to **Save Setup | Save and Reboot**. Click OK. This will save the parameter values that you have just entered.

The MultiVOIP's "BOOT" LED will light up while the configuration file is being saved and loaded into the MultiVOIP. Don't do anything to the MultiVOIP until the "BOOT" LED is off (a loss of power at this point could cause the MultiVOIP unit to lose the configuration settings you have made).

END OF PROCEDURE.

Phonebook Starter Configuration (*with remote voip*)

If the topic of voip phone books is new to you, it may be helpful to read the PhoneBook Tips section (page 71) before starting this procedure.

To do this part of the quick setup, you need to know of another voip that you can call to conduct a test. It should be at a remote location, typically somewhere outside of your building. You must know the phone number and IP address for that site. We are assuming here that the MultiVOIP will operate in conjunction with a PBX.

You must configure both the Outbound Phonebook and the Inbound Phonebook. A starter configuration only means that two voip locations will be set up to begin the system and establish voip communication.

Outbound Phonebook

1. Open the MultiVOIP program
(**Start | MultiVOIP xxx | Configuration**)
2. Go to **Phone Book | PhoneBook Modify | Outbound Phonebook | Add Entry**.
3. On a sheet of paper, write down the calling code of the remote voip (area code, country code, city code, etc.) that you'll be calling.

Follow the example that best fits your situation.

<p>North America, Long-Distance Example</p> <p>Technician in Seattle (area 206) must set up one voip there, another in Chicago (area 312, downtown).</p> <p>Answer: Write down 312.</p>	<p>Euro, National Call Example</p> <p>Technician in central London (area 0207) to set up voip there, another in Birmingham (area 0121).</p> <p>Answer: write down 0121.</p>
<p>Euro, International Call Example</p> <p>Technician in Rotterdam (country 31; city 010) to set up one voip there, another in Bordeaux (country 33; area 05).</p> <p>Answer: write down 3305.</p>	

4. Suppose you want to call a phone number outside of your building using a phone station that is an extension from your PBX system (if present). What digits must you dial? Often a "9" or "8" must be dialed to "get an outside line" through the PBX (i.e., to connect to the PSTN). Generally, "1" or "11" or "0" must be dialed as a prefix for calls outside of the calling code area (long-distance calls, national calls, or international calls).

On a sheet of paper, write down the digits that you must dial before you can dial a remote area code.

**North America,
Long-Distance Example**

Seattle-Chicago system.

Seattle voip works with PBX that uses "8" for all voip calls. "1" must immediately precede area code of dialed number.

Answer: write down **81**.

**Euro, National Call
Example**

London/Birming. system.

London voip works with PBX that uses "9" for all out-of-building calls whether by voip or by PSTN. "0" must immediately precede area code of dialed number.

Answer: write down **90**.

Euro, International Call Example

Rotterdam/Bordeaux system.

Rotterdam voip works with PBX where "9" is used for all out-of-building calls. "0" must precede all international calls.

Answer: write down **90**.

5. In the “Destination Pattern” field of the **Add/Edit Outbound Phonebook** screen, enter the digits from step 4 followed by the digits from step 3.

<p>North America, Long-Distance Example Seattle-Chicago system.</p> <p>Answer: enter 81312 as Destination Pattern in Outbound Phone book of Seattle voip.</p>	<p>Euro, National Call Example London/Birming. system.</p> <p>Leading zero of Birmingham area code is dropped when combined with national-dialing access code. (Such practices vary by country.)</p> <p>Answer: enter 90121 as Destination Pattern in Outbound Phonebook of London voip. <i>Not 900121.</i></p>
<p>Euro, International Call Example Rotterdam/Bordeaux system.</p> <p>Answer: enter 903305 as Destination Pattern in Outbound Phonebook of Rotterdam voip.</p>	

6. Tally up the number of digits that must be dialed to reach the remote voip site (including prefix digits of all types). Enter this number in the "Total Digits" field.

<p style="text-align: center;">North America, Long-Distance Example</p> <p>Seattle-Chicago system.</p> <p>To complete Seattle-to-Chicago call, 81312 must be followed by the 7-digit local phone number in Chicago.</p> <p>Answer: enter 12 as number of Total Digits in Outbound Phone book of Seattle voip.</p>	<p style="text-align: center;">Euro, National Call Example</p> <p>London/Birming. system.</p> <p>To complete London-to-Birmingham call, 90121 must be followed by the 7-digit local phone number in Birmingham.</p> <p>Answer: enter 12 as number of Total Digits in Outbound Phone book of London voip.</p>
<p>Euro, International Call Example</p> <p>Rotterdam/Bordeaux system.</p> <p>To complete Rotterdam-to-Bordeaux call, 903305 must be followed by 8-digit local phone number in Bordeaux.</p> <p>Answer: enter 14 as number of Total Digits in Outbound Phonebook of Rotterdam voip.</p>	

7. In the "Remove Prefix" field, enter the initial PBX access digit ("8" or "9").

<p style="text-align: center;">North America, Long-Distance Example</p> <p>Seattle-Chicago system.</p> <p>Answer: enter 8 in "Remove Prefix" field of Seattle Outbound Phonebook.</p>	<p style="text-align: center;">Euro, National Call Example</p> <p>London/Birming. system.</p> <p>Answer: enter 9 in "Remove Prefix" field of London Outbound Phonebook.</p>
<p>Euro, International Call Example</p> <p>Rotterdam/Bordeaux system.</p> <p>Answer: enter 9 in "Remove Prefix" field of Outbound Phonebook for Rotterdam voip.</p>	

Some PBXs will not 'hand off' the "8" or "9" to the voip. But for those PBX units that do, it's important to enter the "8" or "9" in the "Remove Prefix"

field in the Outbound Phonebook. This precludes the problem of having to make two inbound phonebook entries at remote voips, one to account for situations where "8" is used as the PBX access digit, and another for when "9" is used.

8. Select the voip protocol that you will use (H.323, SIP, or SPP).
9. Click **OK** to exit from the **Add/Edit Outbound Phonebook** screen.

Inbound Phonebook

1. Open the MultiVOIP program.
(**Start** | **MultiVOIP xxx** | **Configuration**)
2. Go to **Phone Book** | **PhoneBook Modify** | **Inbound Phonebook** | **Add Entry**.
3. In the "Remove Prefix" field, enter your local calling code (area code, country code, city code, etc.) preceded by any other "access digits" that are required to reach your local site from the remote voip location (think of it as though the call were being made through the PSTN – even though it will not be).

North America, Long-Distance Example

Seattle-Chicago system.

Seattle is area 206. Chicago employees must dial 81 before dialing any Seattle number on the voip system.

Answer: **1206** is prefix to be removed by local (Seattle) voip.

Euro, National Call Example

London/Birming. system.

Inner London is 0207 area. Birmingham employees must dial 9 before dialing any London number on the voip system.

Answer: **0207** is prefix to be removed by local (London) voip.

Euro, International Call Example

Rotterdam/Bordeaux system.

Rotterdam is country code 31, city code 010. Bordeaux employees must dial 903110 before dialing any Rotterdam number on the voip system.

Answer: **03110** is prefix to be removed by local (Rotterdam) voip.

4. In the “Add Prefix” field, enter any digits that must be dialed from your local voip to gain access to the PSTN.

<p style="text-align: center;">North America, Long-Distance Example</p> <p>Seattle-Chicago system.</p> <p>On Seattle PBX, “8” is used to get an outside line.</p> <p>Answer: 8 is the prefix to be added by local (Seattle) voip.</p>	<p style="text-align: center;">Euro, National Call Example</p> <p>London/Birming. system.</p> <p>On London PBX, “9” is used to get an outside line.</p> <p>Answer: 9 is the prefix to be added by local (London) voip.</p>
<p style="text-align: center;">Euro, International Call Example</p> <p>Rotterdam/Bordeaux system.</p> <p>On Rotterdam PBX, “9” is used to get an outside line.</p> <p>Answer: 9 is prefix to be added by local (Rotterdam) voip.</p>	

5. In the “Channel Number” field, enter “0.” A zero value means the voip unit will assign the call to an available channel. If desired, specific channels can be assigned to specific incoming calls (i.e., to any set of calls received with a particular incoming dialing pattern).

6. In the “Description” field, it is useful to describe the ultimate destination of the calls. For example, in a New York City voip system, “incoming calls to Manhattan office,” might describe a phonebook entry, as might the descriptor “incoming calls to NYC local calling area.” The description should make the routing of calls easy to understand. (40 characters max.)

<p>North America, Long-Distance Example</p> <p>Seattle-Chicago system.</p> <p>Possible Description: Free Seattle access, all employees</p>	<p>Euro, National Call Example</p> <p>London/Birming. system.</p> <p>Possible Description: Local-rate London access, all employees</p>
<p>Euro, International Call Example</p> <p>Rotterdam/Bordeaux system.</p> <p>Possible Description:. Local-rate Rotterdam access, all employees</p>	

7. Repeat steps 2-6 for each inbound phonebook entry. When all entries are complete, go to step 8.
8. Click **OK** to exit the inbound phonebook screen.
9. Click on **Save Setup**. Highlight **Save and Reboot**. Click **OK**.
- Your starter inbound phonebook configuration is complete.

Phonebook Tips

Preparing the phonebook for your voip system is a complex task that, at first, seems quite daunting. These tips may make the task easier.

1. Use Dialing Patterns, Not Complete Phone Numbers. You will not generally enter complete phone numbers in the voip phonebook. Instead, you'll enter "destination patterns" that involve area codes and other digits. If the destination pattern is a whole area code, you'll be assigning all calls to that area code to go to a particular voip that has a unique IP address. If your destination pattern includes an area code plus a particular local phone exchange number, then the scope of calls sent through your voip system will be narrowed (only calls within that local exchange will be handled by the designated voip, not all calls in that whole area code). In general, when there are fewer digits in your destination pattern, you are asking the voip to handle calls to more destinations.

2. The Four Types of Phonebook Digits Used. Important!

"Destination patterns" to be entered in your phonebook will generally consist of:

- (a) calling area codes,
- (b) access codes,
- (c) local exchange numbers, and
- (d) specialized codes.

Although voip phonebook entries may look confusing at first, it's useful to remember that all the digits in any phonebook entry must be of one of these four types.

(a) **calling area codes.** There are different names for these around the world: "area codes," "city codes," "country codes," etc. These codes, are used when making non-local calls. They always precede the phone number that would be dialed when making a local call.

(b) **access codes.** There are digits (*PSTN access codes*) that must be dialed to gain access to an operator, to access the publicly switched 'long-distance' calling system (North America), to access the publicly switched 'national' calling system (Europe and elsewhere), or to access the publicly switched 'international' calling system (worldwide).

There are digits (*PBX access codes*) that must be dialed by phones connected to PBX systems or key systems. Often a "9" must be dialed on a PBX phone to gain access to the PSTN ('to get an outside line'). Sometimes "8" must be dialed on a PBX phone to divert calls onto a leased line or to a voip system. However, sometimes PBX systems are 'smart' enough to route calls to a voip system without a special access code (so that "9" might still be used for all calls outside of the building).

There are also digits (*special access codes*) that must be dialed to gain access to a particular discount long-distance carrier or to some other closed or proprietary telephone system.

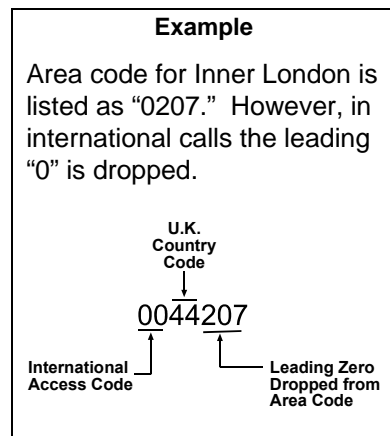
(c) **local exchange numbers.** Within any calling area there will be many local exchange numbers. A single exchange may be used for an entire small town. In cities, an exchange may be used for a particular neighborhood (although exchanges in cities do not always cover easily discernible areas). Organizations like businesses, governments, schools, and universities are also commonly assigned exchange numbers for their exclusive use. In some cases, these organizational-assigned exchanges can become non-localized because the exchange is assigned to one facility and linked, by the organization's private network, to other sometimes distant locations.

(d) **specialized codes.** Some proprietary voip units assign, to sites and phone stations, numbers that are not compatible with PSTN numbering. This can also occur in PBX or key systems. These specialized numbers must be handled on a case-by-case basis.

3. Knowing When to Drop Digits.

When calling area codes and access codes are used in combination, a leading "1" or "0" must sometimes be dropped.

Phonebook Entry →



4. Using a Comma.

Commas are used in telephone dialing strings to indicate a pause to allow a dial tone to appear (common on PBX and key systems). Commas may be used only in the "Add Prefix" field of the Inbound Phonebook.

Detail

, = 1-second pause

In many PBX systems
(not needed in all)

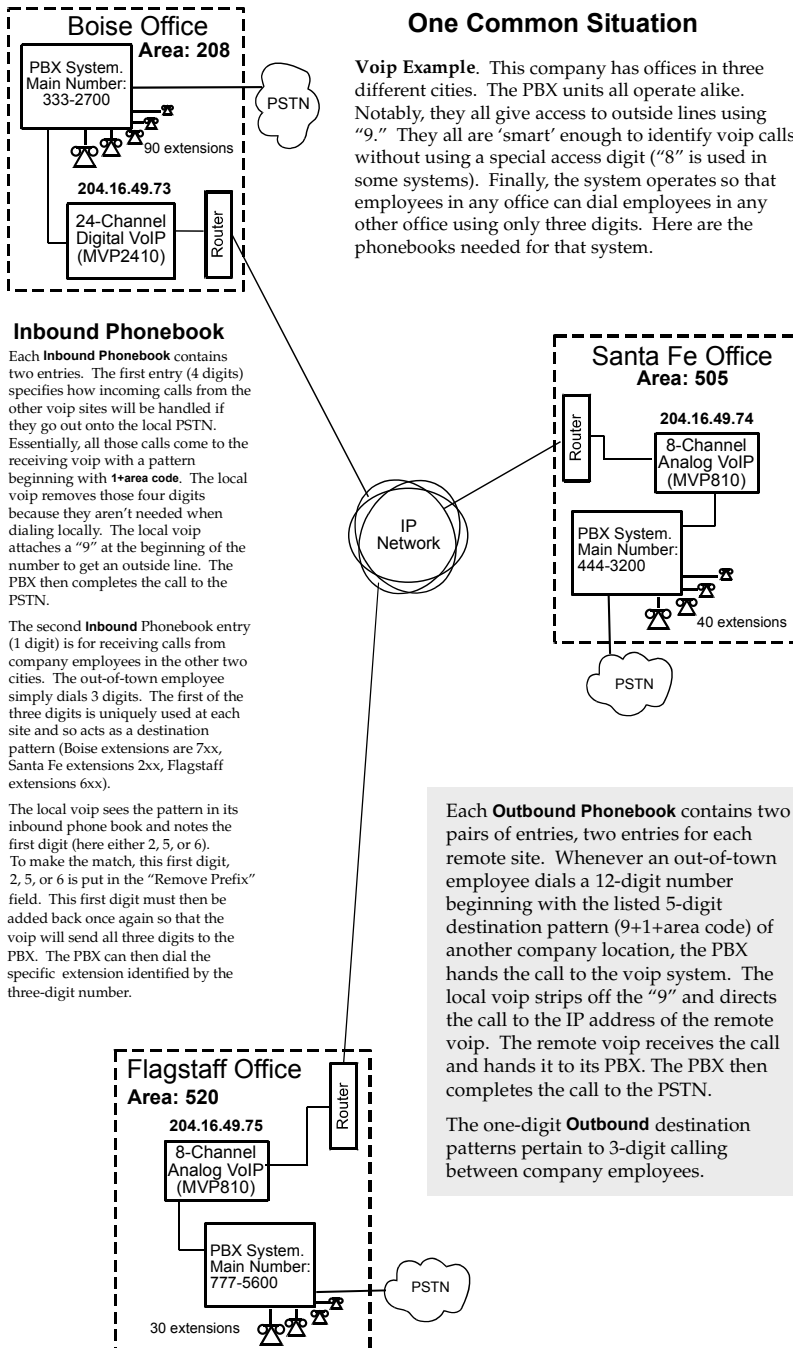
5. **Ease of Use.** The phonebook setup determines how easy the voip system is to use. Generally, you'll want to make it so dialing a voip call is very similar to dialing any other number (on the PSTN or through the PBX).

6. **Avoid Unintentional Calls to Official/Emergency Numbers.** Dialing a voip call will typically be somewhat different than ordinary dialing. Because of this, it's possible to set up situations, quite unwittingly, where phone users may be predisposed to call official numbers without intending to do so. Conversely, a voip/PBX system might also make it difficult to place an official/emergency call when one intends to do so. Study your phonebook setup and do some dialing on the system to avoid these pitfalls.

7. **Inbound/Outbound Pattern Matching.** In general, the Inbound Phonebook entries of the local voip unit will match the Outbound Phonebook entries of the remote voip unit. Similarly, the Outbound Phonebook entries of the local voip unit will match the Inbound Phonebook entries of the remote voip unit. There will often be non-matching entries, but it's nonetheless useful to notice the matching between the phonebooks.

8. **Simulating Network in-lab/on-benchtop.** One common method of configuring a voip network is to set up a local IP network in a lab, connect voip units to it, and perhaps have phones connected on channel banks to make test calls.

Phonebook Example



One Common Situation

Voip Example. This company has offices in three different cities. The PBX units all operate alike. Notably, they all give access to outside lines using "9." They all are 'smart' enough to identify voip calls without using a special access digit ("8" is used in some systems). Finally, the system operates so that employees in any office can dial employees in any other office using only three digits. Here are the phonebooks needed for that system.

Inbound Phonebook

Each **Inbound Phonebook** contains two entries. The first entry (4 digits) specifies how incoming calls from the other voip sites will be handled if they go out onto the local PSTN. Essentially, all those calls come to the receiving voip with a pattern beginning with **1+area code**. The local voip removes those four digits because they aren't needed when dialing locally. The local voip attaches a "9" at the beginning of the number to get an outside line. The PBX then completes the call to the PSTN.

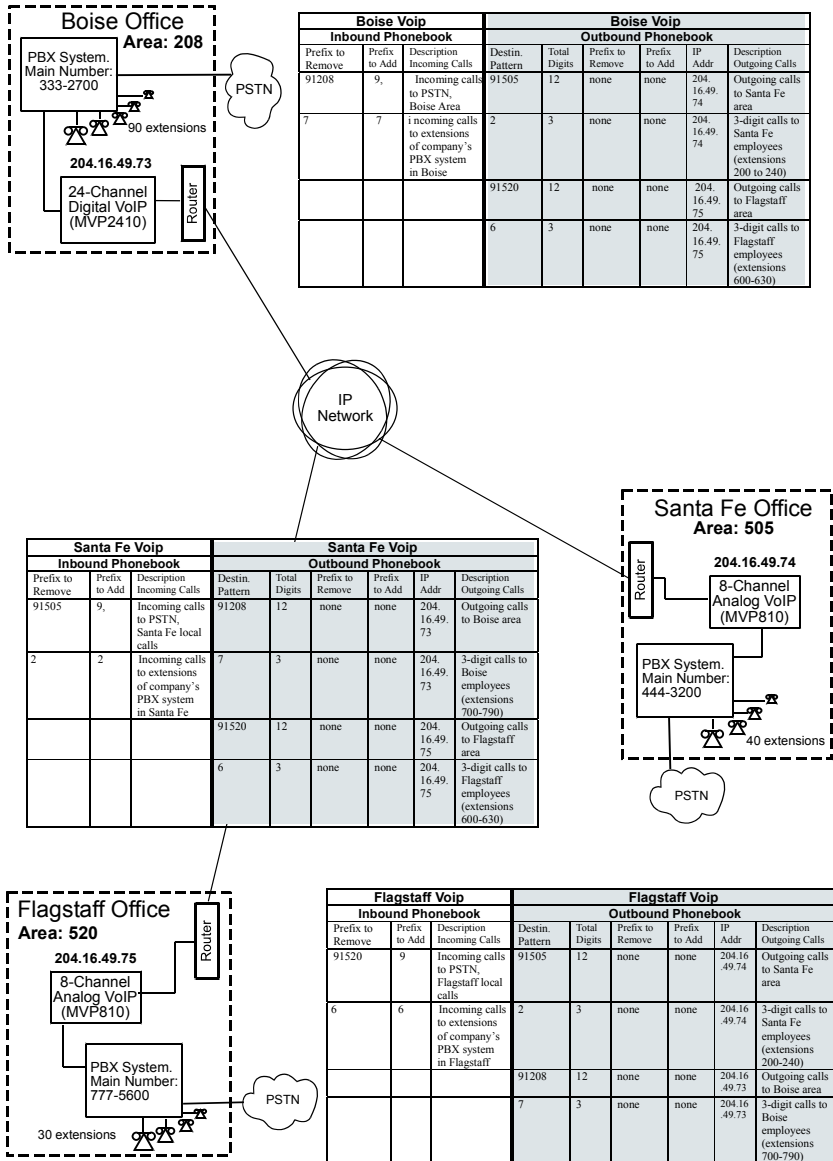
The second **Inbound** Phonebook entry (1 digit) is for receiving calls from company employees in the other two cities. The out-of-town employee simply dials 3 digits. The first of the three digits is uniquely used at each site and so acts as a destination pattern (Boise extensions are 7xx, Santa Fe extensions 2xx, Flagstaff extensions 6xx).

The local voip sees the pattern in its inbound phone book and notes the first digit (here either 2, 5, or 6). To make the match, this first digit, 2, 5, or 6 is put in the "Remove Prefix" field. This first digit must then be added back once again so that the voip will send all three digits to the PBX. The PBX can then dial the specific extension identified by the three-digit number.

Each **Outbound Phonebook** contains two pairs of entries, two entries for each remote site. Whenever an out-of-town employee dials a 12-digit number beginning with the listed 5-digit destination pattern (9+1+area code) of another company location, the PBX hands the call to the voip system. The local voip strips off the "9" and directs the call to the IP address of the remote voip. The remote voip receives the call and hands it to its PBX. The PBX then completes the call to the PSTN.

The one-digit **Outbound** destination patterns pertain to 3-digit calling between company employees.

Voip Sites with Phonebooks



Sample Phonebooks Enlarged

Boise Voip			Boise Voip					
Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls
91208	9,	Incoming calls to PSTN, Boise Area	91505	12	none	none	204.16.49.74	Outgoing calls to Santa Fe area
7	7	incoming calls to extensions of company's PBX system in Boise	2	3	none	none	204.16.49.74	3-digit calls to Santa Fe employees (extensions 200 to 240)
			91520	12	none	none	204.16.49.75	Outgoing calls to Flagstaff area
			6	3	none	none	204.16.49.75	3-digit calls to Flagstaff employees (extensions 600-630)

Santa Fe Voip			Santa Fe Voip					
Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls
91505	9,	Incoming calls to PSTN, Santa Fe local calls	91208	12	none	none	204.16.49.73	Outgoing calls to Boise area
2	2	Incoming calls to extensions of company's PBX system in Santa Fe	7	3	none	none	204.16.49.73	3-digit calls to Boise employees (extensions 700-790)
			91520	12	none	none	204.16.49.75	Outgoing calls to Flagstaff area
			6	3	none	none	204.16.49.75	3-digit calls to Flagstaff employees (extensions 600-630)

Flagstaff Voip			Flagstaff Voip					
Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls
91520	9	Incoming calls to PSTN, Flagstaff local calls	91505	12	none	none	204.16.49.74	Outgoing calls to Santa Fe area
6	6	Incoming calls to extensions of company's PBX system in Flagstaff	2	3	none	none	204.16.49.74	3-digit calls to Santa Fe employees (extensions 200-240)
			91208	12	none	none	204.16.49.73	Outgoing calls to Boise area
			7	3	none	none	204.16.49.73	3-digit calls to Boise employees (extensions 700-790)

Phonebook Worksheet

Voip Location/ID: _____

Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls

Other Details:

Voip Location/ID: _____

Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls

Other Details:

Voip Location/ID: _____

Inbound Phonebook			Outbound Phonebook					
Prefix to Remove	Prefix to Add	Description Incoming Calls	Destin. Pattern	Total Digits	Prefix to Remove	Prefix to Add	IP Addr	Description Outgoing Calls

Other Details:

Connectivity Test

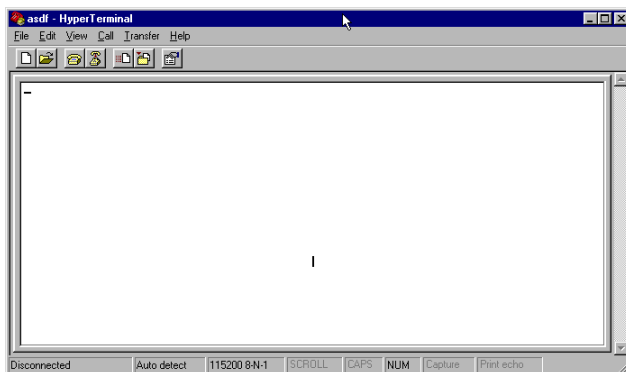
The procedures “Phone/IP Starter Configuration” and “Phonebook Starter Configuration” must be completed before you can do this procedure.

1. These connections must be made:

Connections	
for digital MultiVOIPs (MVP-2410/3010)	for analog MultiVOIPs (MVP-130/130FXS & MVP-210/410/810)
MultiVOIP to local PBX	MultiVOIP to local phone station –OR– MultiVOIP to extension of key phone system
MultiVOIP to command PC	MultiVOIP to command PC
MultiVOIP to Internet	MultiVOIP to Internet

2. Inbound Phonebook and Outbound Phonebook must both be set up with at least one entry in each. These entries must allow for connection between two voip units.
3. Console messages must be enabled. (If this has not been done already, go, in the MultiVOIP GUI, to Configuration | Logs and select the “Console Messages” checkbox.
4. You now need to free up the COM port connection (currently being used by the MultiVOIP program) so that the HyperTerminal program can use it. To do this, you can either (a) click on **Connection** in the sidebar and select “Disconnect” from the drop-down box, or (b) close down the MultiVOIP program altogether.

5. Open the **HyperTerminal** program.



6. Use HyperTerminal to receive and record console messages from the MultiVOIP unit. To do so, set up HyperTerminal as follows (setup shown is for Windows NT4; details will differ slightly in other MS operating systems):

- In the upper toolbar of the HyperTerminal screen, click on the **Properties** button.
- In the “Connect To” tab of the **Connection Properties** dialog box, click on the **Configure** button.
- In the next dialog box, on the “General” tab, set “Maximum Speed” to 115200 bps.
- On the “Connection” tab, set connection preferences to:
 - Data bits:** 8
 - Parity:** none
 - Stop bits:** 1
- Click **OK** twice to exit settings dialog boxes.

7. Make VOIP call.

for digital MultiVOIPs (MVP-2410/3010)	for analog MultiVOIPs (MVP-130/130FXS & MVP-210/410/810)
Make call from an extension of the local PBX.	Make call on a local phone line accessing PSTN directly or through key system

8. Read console messages recorded on HyperTerminal.

Console Messages from **Originating VOIP**. The voip unit that originates the call will send back messages like that shown below.

```
[00026975] CAS[0] : RX : ABCD = 1, 1, 1, 1,Pstn State[1]
           TimeStamp : 26975
[00027190] CAS[0] : TX : ABCD = 1, 1, 1, 1
[00027190] PSTN: cas seizure detected on 0
[00027440] CAS[0] : TX : ABCD = 0, 0, 0, 0
[00033290] PSTN:call detected on 0 num=17637175662*
[00033290] H323IF[0]:destAddr =
           TA:200.2.10.5:1720,NAME:Mounds
           View,TEL:17637175662,17637175662
[00033290] H323IF[0]:srcAddr = NAME:New
           York,TA:200.2.9.20
[00033440] H323IF [0]:cmCallStateProceeding
[00033500] H323[0]: Remote Information (Q931): MultiVOIP
           - T1
[00033565] CAS[0] : TX : ABCD = 1, 1, 1, 1
[00033675] H323IF [0]: MasterSlaveStatus=Slave
[00033675] H323IF[0]:FastStart Setup Not Used
[00033690] CAS[0] : TX : ABCD = 1, 1, 1, 1
[00033755] H323IF[0]: Coder used 'g7231'
[00033810] PSTN:pstn call connected on 0
```


Console Messages from **Terminating VOIP**. The voip unit connected to the phone where the call is answered will send back messages like that shown below.

```
[00170860] H323[0]: New incoming call
[00170860] PSTNIF : Placing call on channel 0 Outbound
digit 7175662
[00170885] CAS[0] : TX : ABCD = 1, 1, 1, 1
[00171095] H323IF [0]: MasterSlaveStatus=Master
[00171105] CAS[0] : RX : ABCD = 1, 1, 1, 1,Pstn State[7]
Timestamp : 171105
[00171105] H323IF[0]: Coder used 'g7231'
[00171110] H323IF[0]:FastStart Setup Not Used
[00171110] H323IF[0]: Already opened the outgoing logical
channel
[00171110] H323IF[0]: Coder used 'g7231'
[00171315] CAS[0] : RX : ABCD = 0, 0, 0, 0,Pstn State[9]
Timestamp : 171315
[00172275] PSTN: dialing digit ended on 0
[00172285] PSTN: pstn proceeding indication on 0
[00172995] CAS[0] : RX : ABCD = 1, 1, 1, 1,Pstn State[12]
Timestamp : 172995
[00173660] CAS[0] : TX : ABCD = 1, 1, 1, 1
[00173760] PSTN:pstn call connected on 0
```

9. When you see the following message, end-to-end voip connectivity has been achieved.

“PSTN: pstn call connected on X”

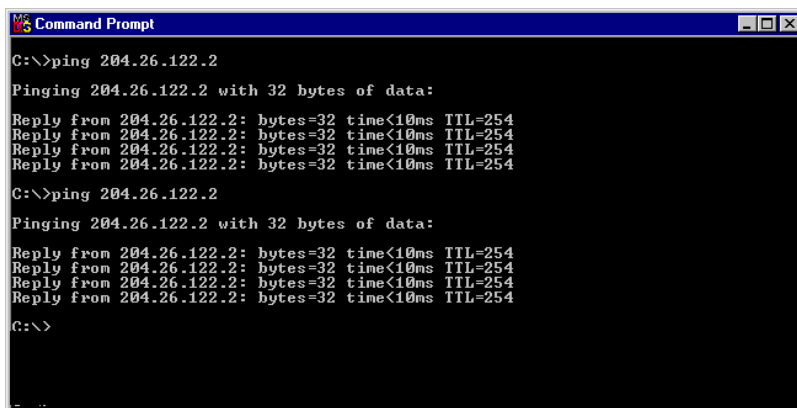
where x is the number of the voip channel carrying the call

10. If the HyperTerminal messages do not confirm connectivity, go to the *Troubleshooting* procedure below.

Troubleshooting

If you cannot establish connectivity between two voips in the system, follow the steps below to determine the problem.

1. Ping both MultiVOIP units to confirm connectivity to the network.



```
Command Prompt
C:\>ping 204.26.122.2
Pinging 204.26.122.2 with 32 bytes of data:
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
C:\>ping 204.26.122.2
Pinging 204.26.122.2 with 32 bytes of data:
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
Reply from 204.26.122.2: bytes=32 time<10ms TTL=254
C:\>
```

2. Verify the telephone connections.

A. For MVP2410 or MVP3010.

- Check cabling. Are connections well seated? To correct receptacle?
- Is the **ONL** LED on?
(If on, ONL indicates that the MultiVOIP is online on the network.)
- Are T1/E1/PRI Parameter settings correct?

B. For MVP-130/130FXS, MVP210, MVP410, or MVP810.

- Check cabling. Are connections well seated? To correct receptacle?
- Are telephone Interface Parameter settings correct?

C. For MVP410ST or MVP810ST.

- Check cabling. Are connections well seated? To correct receptacle?
- If terminal equipment is connected to the voip, then "Network" should be selected for that BRI interface in the **ISDN BRI Parameters** screen.
Note: Each BRI interface is separately configurable.
- If network equipment such as an ISDN BRI PBX or an ISDN BRI line from a phone company is connected to the voip, then "Terminal" should be selected for that BRI interface in the **ISDN BRI Parameters** screen.
- Was the proper country and operator chosen?
Was the proper type of line coding (A-law or u-law) chosen?

3. Verify phonebook configuration.
4. Observe console messages while placing a call. Look for error messages indicating phonebook problems, network problems, voice-coder mismatches, etc.

Chapter 3: Mechanical Installation and Cabling

Introduction

The MultiVOIP models MVP130, MVP130FXS and MVP210 are tabletop units and can be handled easily by one person. However, the MVP410, MVP810, MVP2410, and MVP3010 are somewhat heavier units. When these units are to be installed into a rack, two able-bodied persons should participate.

Please read the safety notices before beginning installation.

Safety Warnings

Lithium Battery Caution

A lithium battery on the voice/fax channel board provides backup power for the timekeeping capability. The battery has an estimated life expectancy of ten years.

When the battery starts to weaken, the date and time may be incorrect. If the battery fails, the board must be sent back to Multi-Tech Systems for battery replacement.

Warning: There is danger of explosion if the battery is incorrectly replaced.

Safety Warnings Telecom

1. Never install telephone wiring during a lightning storm.
2. Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.
3. This product is to be used with UL and UL listed computers.
4. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
5. Use caution when installing or modifying telephone lines.
6. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
7. Do not use a telephone in the vicinity of a gas leak.
8. To reduce the risk of fire, use only a UL-listed 26 AWG or larger telecommunication line cord.

Unpacking Your MultiVOIP

When unpacking your MultiVOIP, check to see that all of the items shown are included in the box. For the various MultiVOIP models, the contents of the box will be different. Study the particular illustration below that is appropriate to the model you have purchased. If any box contents are missing, contact MultiTech Tech Support at 1-800-972-2439.

Unpacking the MVP2410/3010

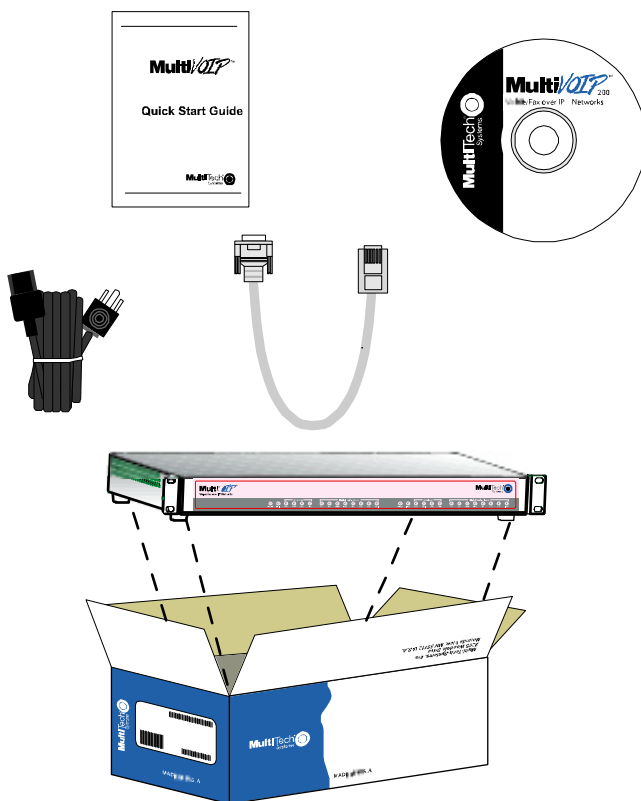


Figure 3-1: Unpacking the MVP2410/3010

Unpacking the MVP-410/810

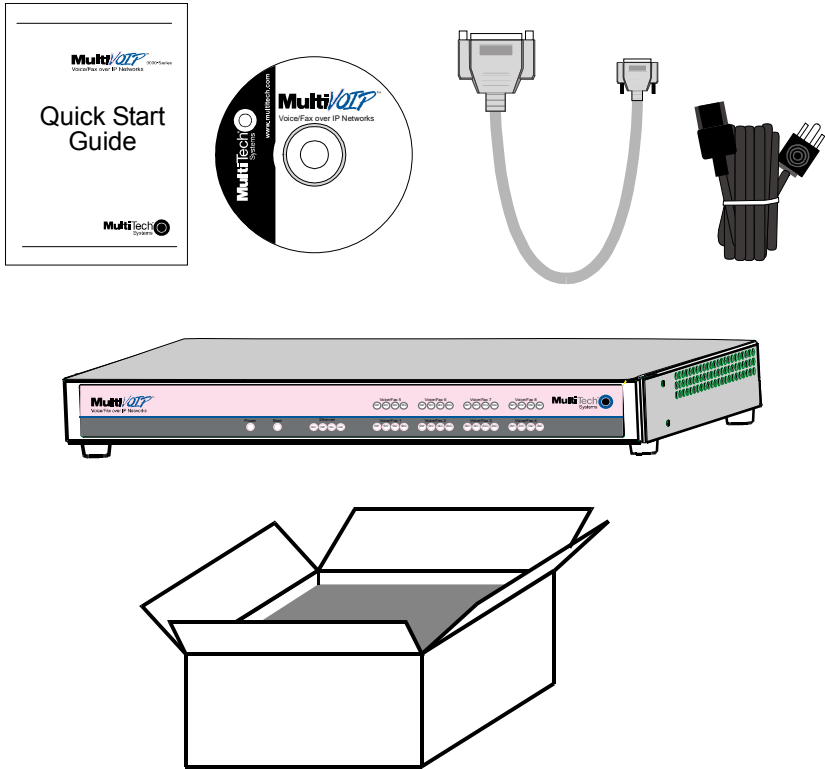


Figure 3-2: Unpacking the MVP-410/810

Unpacking the MVP210

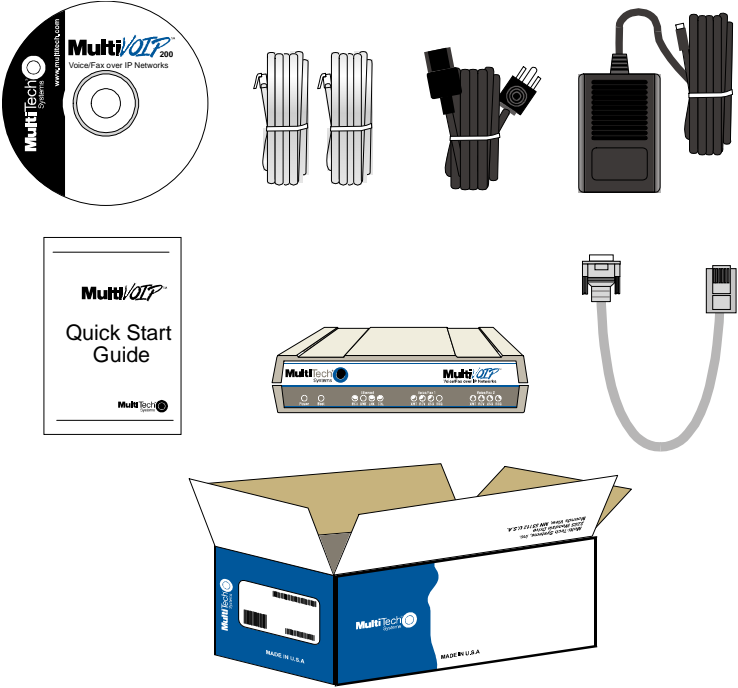


Figure 3-3: Unpacking the MVP210

Unpacking the MVP-130/130FXS

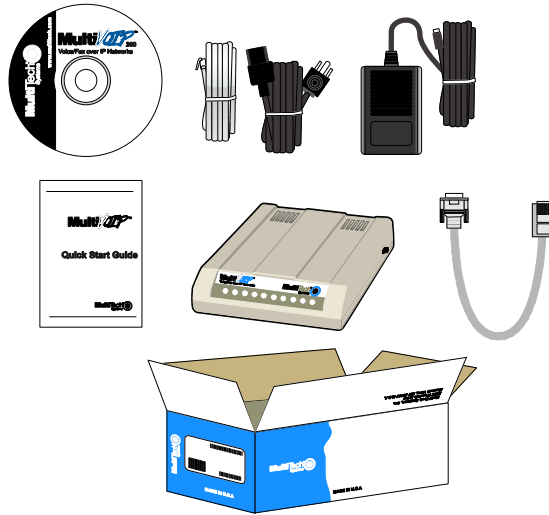


Figure 3-4: Unpacking the MVP-130/130FXS

Rack Mounting Instructions for MVP-2410/3010 & MVP-410/810

The MultiVOIPs can be mounted in an industry-standard EIA 19-inch rack enclosure, as shown in Figure 3-5.

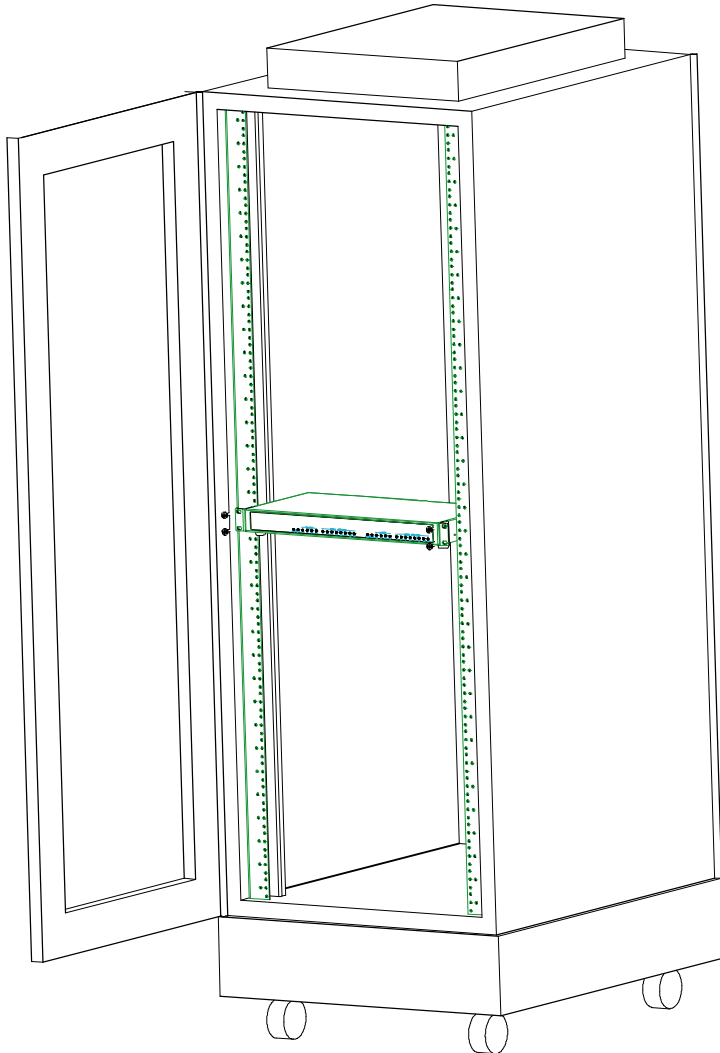


Figure 3-5: Rack-Mounting (MVP2410/3010 or MVP410/810)

Safety Recommendations for Rack Installations

Ensure proper installation of the unit in a closed or multi-unit enclosure by following the recommended installation as defined by the enclosure manufacturer. Do not place the unit directly on top of other equipment or place other equipment directly on top of the unit. If installing the unit in a closed or multi-unit enclosure, ensure adequate airflow within the rack so that the maximum recommended ambient temperature is not exceeded. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack. If a power strip is used, ensure that the power strip provides adequate grounding of the attached apparatus.

When mounting the equipment in the rack, make sure mechanical loading is even to avoid a hazardous condition, such as loading heavy equipment in rack unevenly. The rack used should safely support the combined weight of all the equipment it supports.

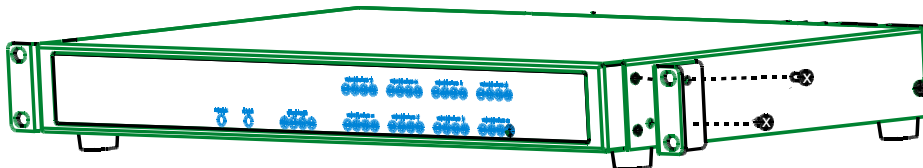
Ensure that the mains supply circuit is capable of handling the load of the equipment. See the power label on the equipment for load requirements (full specifications for MultiVOIP models are presented in chapter 1 of this manual).

Maximum ambient temperature for the unit is 60 degrees Celsius (140 degrees Fahrenheit) at 20-90% non-condensing relative humidity. This equipment should only be installed by properly qualified service personnel. Only connect like circuits. In other words, connect SELV (Secondary Extra Low Voltage) circuits to SELV circuits and TN (Telecommunications Network) circuits to TN circuits.

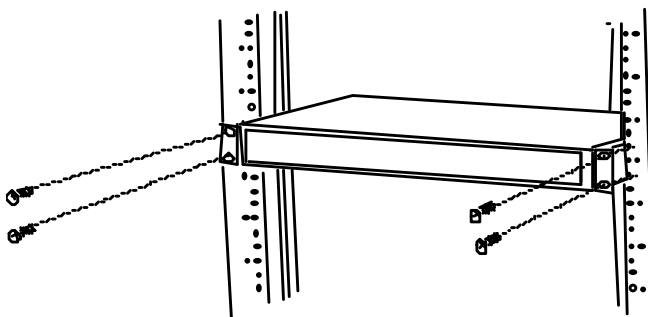
19-Inch Rack Enclosure Mounting Procedure

Attaching the MultiVOIP to a rack-rail of an EIA 19-inch rack enclosure will certainly require two persons. Essentially, the technicians must attach the brackets to the MultiVOIP chassis with the screws provided, as shown in Figure 3-6, and then secure unit to rack rails by the brackets, as shown in Figure 3-7. Because equipment racks vary, screws for rack-rail mounting are not provided. Follow the instructions of the rack manufacturer and use screws that fit.

1. Position the right rack-mounting bracket on the MultiVOIP using the two vertical mounting screw holes.
2. Secure the bracket to the MultiVOIP using the two screws provided.
3. Position the left rack-mounting bracket on the MultiVOIP using the two vertical mounting screw holes.
4. Secure the bracket to the MultiVOIP using the two screws provided.
5. Remove feet (4) from the MultiVOIP unit.
6. Mount the MultiVOIP in the rack enclosure per the rack manufacture's mounting procedure.



**Figure 3-6: Bracket Attachment for Rack Mounting
(MVP-2410/3010 & MVP-410/810)**



**Figure 3-7: Attaching MultiVOIP to Rack Rail
(MVP-2410/3010 & MVP-410/810)**

Cabling

Cabling Procedure for MVP2410/3010

Cabling your MultiVOIP entails making the proper connections for power, command port, phone system (T1/E1 line connected to PBX or telco office), and Ethernet network. Figure 3-8 shows the back panel connectors and the associated cable connections. The following procedure details the steps necessary for cabling your MultiVOIP.

1. Connect the power cord to a live AC outlet, then connect it to the MultiVOIP's power receptacle shown at top right in Figure 3-8.

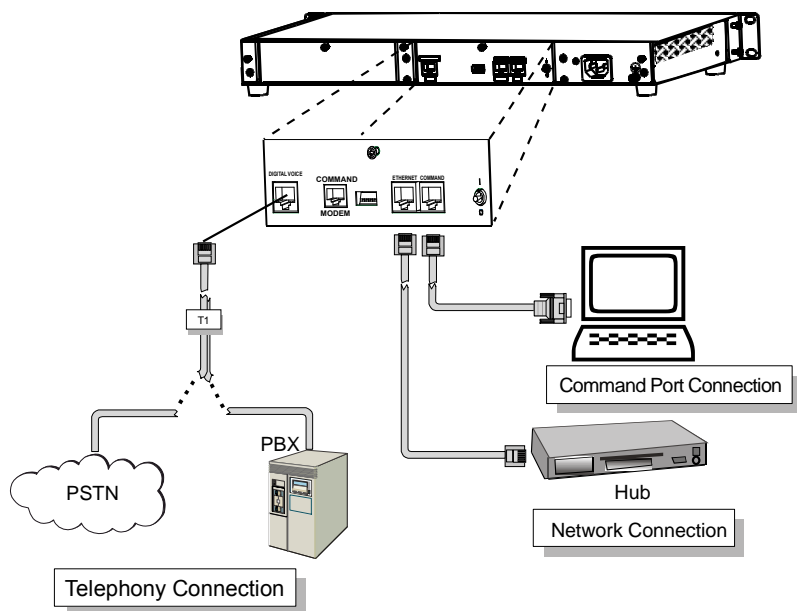


Figure 3-8. Cabling for MVP2410/3010

2. Connect the MultiVOIP to the PC (the computer that will hold the MultiVOIP software) using the RJ-45 to DB9 (female) cable provided with your unit. Plug the RJ-45 end of the cable into the **Command** port of the MultiVOIP and connect the other end (the DB9 connector) to the PC serial port you are using (typically COM1 or COM2). See Figure 3-8.
3. Connect a network cable to the **Ethernet** connector on the back of the MultiVOIP. Connect the other end of the cable to your network.

4. If you intend to configure the MultiVOIP remotely using the MultiVOIP Windows GUI, connect an RJ-11 phone cable between the Command Modem connector (at the rear of the MultiVOIP) and a receptacle served by a telco POTS line. See Figure 3-9.

The Command Modem is built into the MultiVOIP unit. To configure the MultiVOIP remotely using its Windows GUI, you must call into the MultiVOIP's Command Modem. Once a connection is made, the configuration process is identical to local configuration with the Windows GUI.

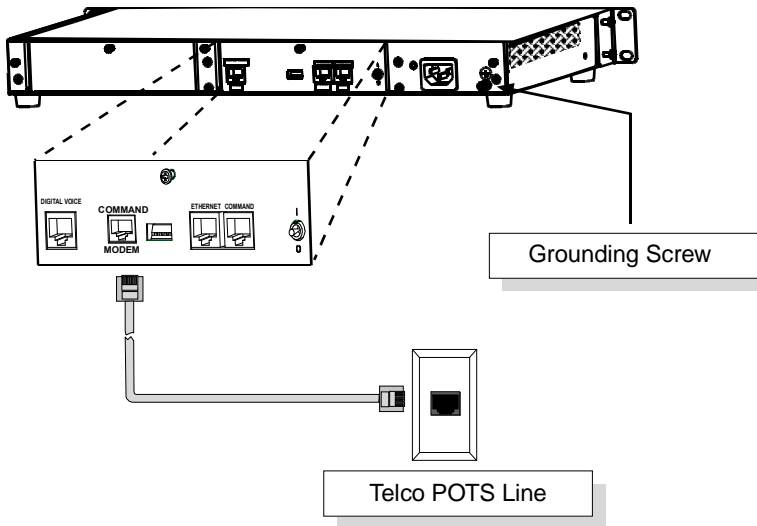


Figure 3-9. MVP-2410/3010 Voip Connections for GND & Remote Config Modem

5. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack.

This can be accomplished by connecting a grounding wire between the chassis grounding screw (see Figure 3-9) and a metallic object that will provide an electrical ground.

6. Turn on power to the MultiVOIP by setting the power switch on the right side panel to the **ON** position. Wait for the **Boot** LED on the MultiVOIP to go off before proceeding. This may take a couple of minutes.

Proceed to Chapter 4 "Software Installation."

Cabling Procedure for MVP-410/810

Cabling involves connecting the MultiVOIP to your LAN and telephone equipment.

1. **For DID channels only.** If all channels of your MultiVOIP will be using either FXS, FXO, or E&M telephony interfaces, skip to step 2.

For any channel on which you are using the DID interface type, you must change the jumper on the MultiVOIP circuit card.

- a. Disconnect power. Unplug the AC power cord from the wall outlet or from the receptacle on the MultiVOIP unit.
- b. Using a #1 Phillips driver, remove the three screws (at back of unit) that attach the main circuit card to the chassis of the MultiVOIP.

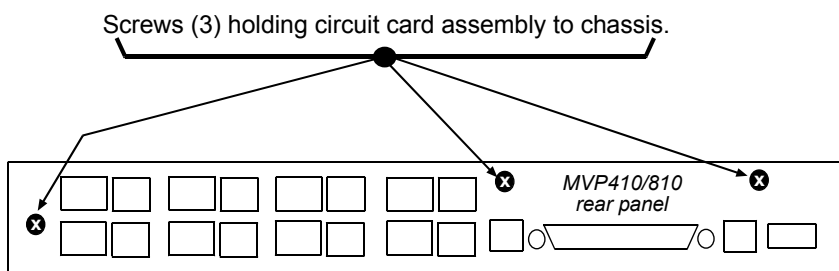


Figure 3-10. MVP-410/810 Rear Screw Locations

- c. Pull the main circuit card out about 5 inches (the power connection to the board prevents it from being removed entirely from the chassis).

d. Identify the channels on which the DID interface will be used.

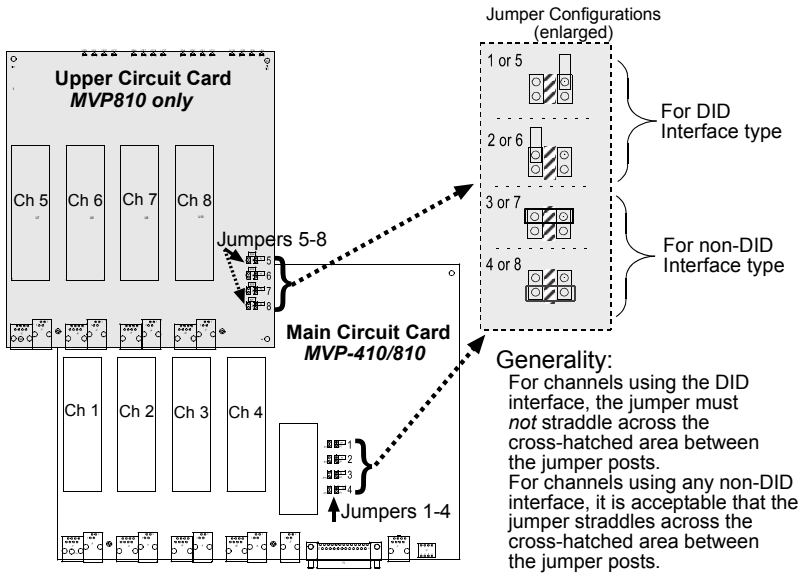


Figure 3-11. MVP-410/810 Channel Jumper Settings

- e. Position the jumper for each DID channel so that it does not connect the two jumper posts. For DID operation of a voip channel, the MultiVOIP will work properly if you simply remove the jumper altogether, but that is inadvisable because the jumper might be needed later if a different telephony interface is used for that voip channel.
- f. Slide the main circuit card back into the MultiVOIP chassis and replace the three screws.

2. Connect the power cord supplied with your MultiVOIP to a live AC outlet and to the power connector on the back of the MultiVOIP as shown at top right in Figure 3-12.

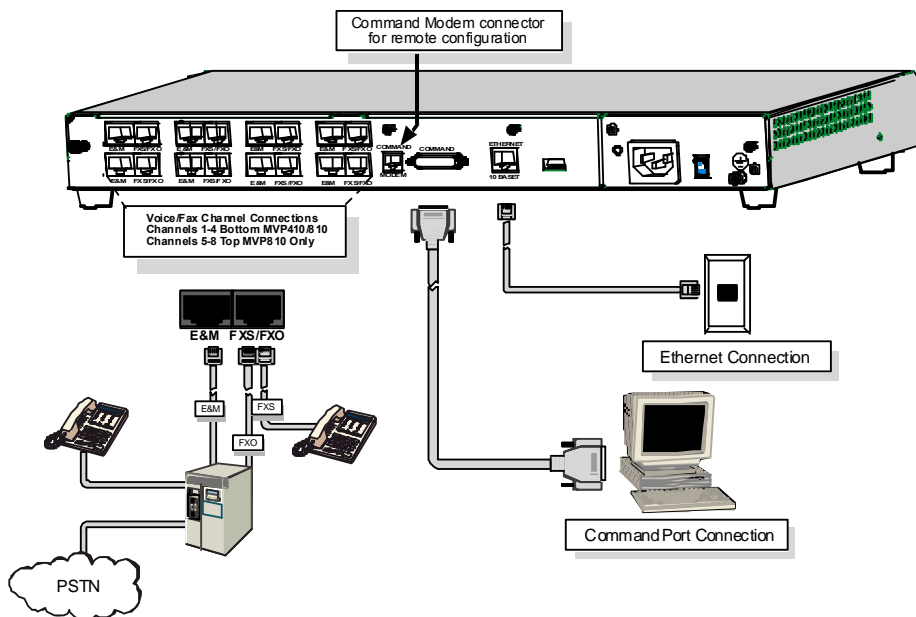


Figure 3-12: Cabling for MVP-410/810

3. Connect the MultiVOIP to a PC by using a DB-25 (male) to DB-9 (female) cable. Plug the DB-25 end of the cable into the Command port of the MultiVOIP and the other end into the PC serial port. See Figure 3-12.
4. Connect a network cable to the **ETHERNET 10BASET** connector on the back of the MultiVOIP. Connect the other end of the cable to your network.
5. **For an FXS or FXO connection.**
(FXS Examples: analog phone, fax machine, Key Telephone System.)
(FXO Examples: PBX extension, POTS line from telco central office.)
 Connect one end of an RJ-11 phone cord to the Channel 1 **FXS/FXO** connector on the back of the MultiVOIP.
 Connect the other end to the device or phone jack.

For an E&M connection.

(E&M Example: trunk line from telephone switch.)

Connect one end of an RJ-45 phone cord to the Channel 1 **E&M** connector on the back of the MultiVOIP.

Connect the other end to the trunk line.

Verify that the E&M Type in the E&M Options group of the Interface dialog box is the same as the E&M trunk type supported by the telephone switch. See Appendix B for an E&M cabling pinout.

For a DID connection.

(DID Example: DID fax system or DID voice phone lines.)

Connect one end of an RJ-11 phone cord to the **Channel 1 FXS/FXO** connector on the back of the MultiVOIP.

Connect the other end to the DID jack.

NOTE: DID lines are polarity sensitive. If, during testing, the DID line rings busy consistently, you will need to reverse the polarity of one end of the connector (swap the connections of the wires to the two middle pins of one RJ-11 connector).

6. Repeat step 5 to connect the remaining telephone equipment to each channel on your MultiVOIP. Although a MultiVOIP's channels are often all configured identically, each channel is individually configurable. So, for example, some channels of a MultiVOIP might use the FXO interface and others the FXS; some might use the DID interface and others E&M, etc.
7. If you intend to configure the MultiVOIP remotely using the MultiVOIP Windows GUI, connect an RJ-11 phone cable between the Command Modem connector (at the rear of the MultiVOIP) and a receptacle served by a telco POTS line. See Figure 3-13.

The Command Modem is built into the MultiVOIP unit. To configure the MultiVOIP remotely using its Windows GUI, you must call into the MultiVOIP's Command Modem. Once a connection is made, the configuration process is identical to local configuration with the Windows GUI.

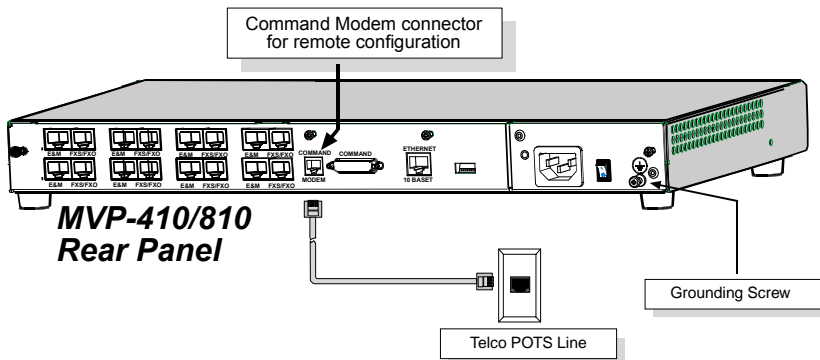


Figure 3-13. MVP-410/810 Voip Connections for GND & Remote Config Modem

8. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack.

This can be accomplished by connecting a grounding wire between the chassis grounding screw (see Figure 3-13) and a metallic object that will provide an electrical ground.

9. Turn on power to the MultiVOIP by placing the ON/OFF switch on the back panel to the ON position. Wait for the **Boot** LED on the MultiVOIP to go off before proceeding. This may take a few minutes.

Proceed to Chapter 4 to load the MultiVOIP software.

Cabling Procedure for MVP-410ST/810ST

Cabling involves connecting the MultiVOIP to your LAN and telephone equipment.

1. Connect the power cord supplied with your MultiVOIP to a live AC outlet and to the power connector on the back of the MultiVOIP as shown at top right in Figure 3-14.

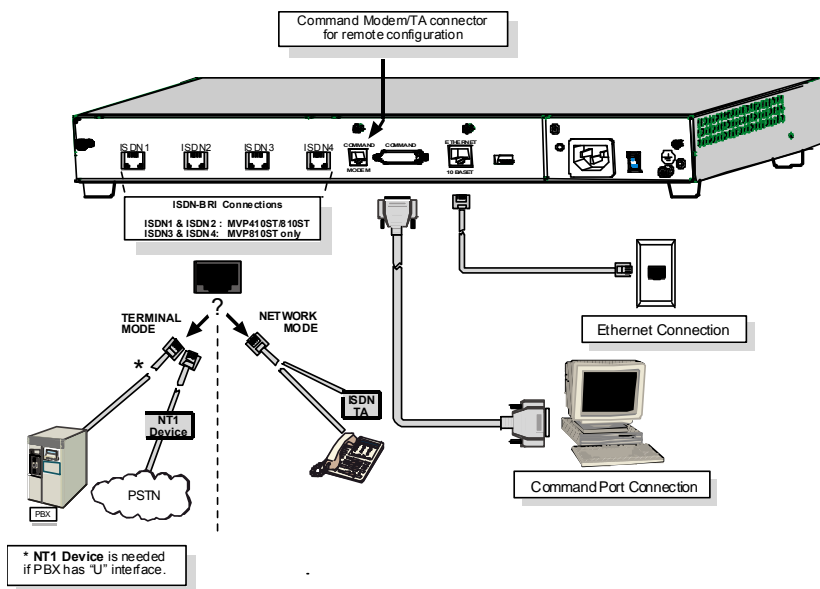
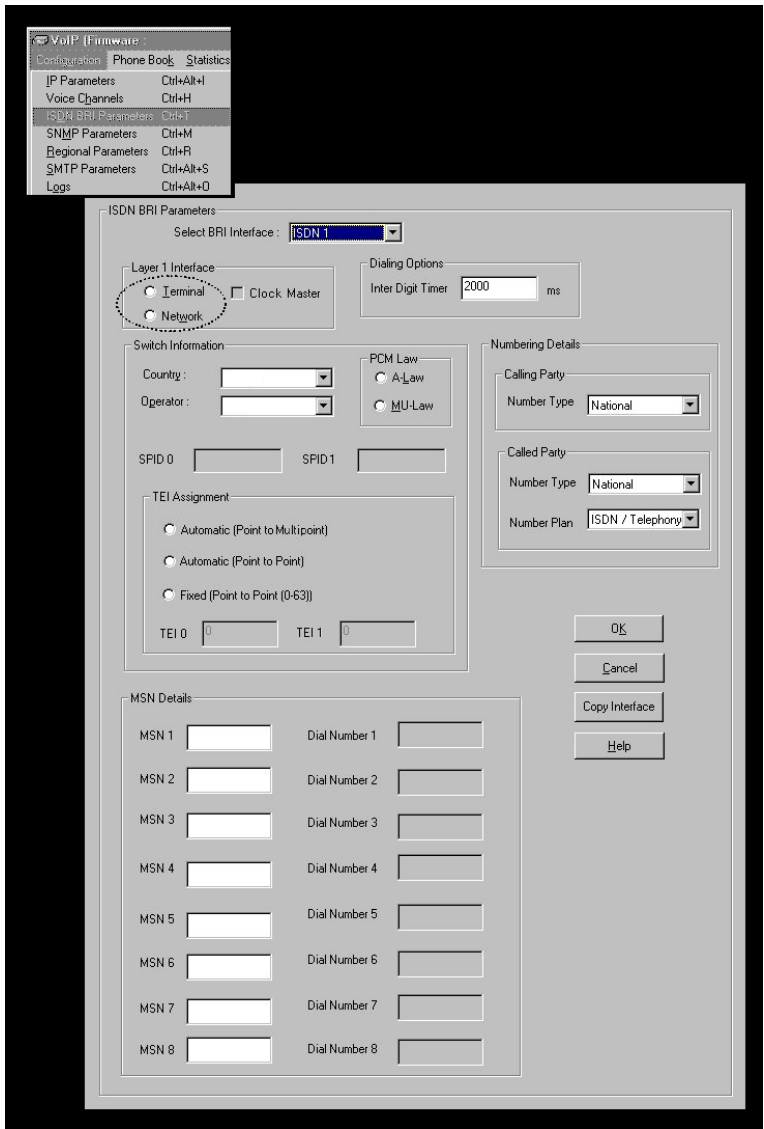


Figure 3-14: Cabling for MVP-410ST/810ST

2. Connect the MultiVOIP to a PC by using a DB-25 (male) to DB-9 (female) cable. Plug the DB-25 end of the cable into the Command port of the MultiVOIP and the other end into the PC serial port. See Figure 3-14.
3. Connect a network cable to the **ETHERNET 10BASET** connector on the back of the MultiVOIP. Connect the other end of the cable to your network.

4. **Terminal Mode.** When a voip ISDN connector is to be connected to a PBX extension line or to a telco line, select "Terminal" as the "Layer 1 Interface" in the **ISDN Parameters** screen. When making cable connections, an NT1 device will be needed between the MultiVOIP and the PSTN or between the MultiVOIP and any PBX with a "U" interface. (For more information, see *Appendix B: Cable Pinouts* in this manual.) Connect cables between voip ISDN connectors and network equipment.

NOTE: In order to operate in **Terminal** mode, the network equipment to which you will be connecting (e.g., PBX) must support D-channel signaling in its ISDN-S/T interface.



Network Mode. When a voip ISDN connector is to be connected to an ISDN phone station or to an ISDN terminal adapter (TA), select “Network” as the “Layer 1 Interface” in the **ISDN Parameters** screen of the MultiVOIP software. Connect cables between voip ISDN connectors and phone or TA.

NOTE. Any ISDN phone stations connected to the MVP-410ST/810ST must provide their own operating power. That is, the MVP-410ST/810ST does not supply power for ISDN phone stations.

5. Repeat the above step to connect the remaining ISDN telephone equipment to each ISDN connector on your MultiVOIP. Be aware that you can assign each ISDN line separately and independently to either Network mode or Terminal mode. That is, all ISDN lines do not have to be assigned in to the same operating mode.

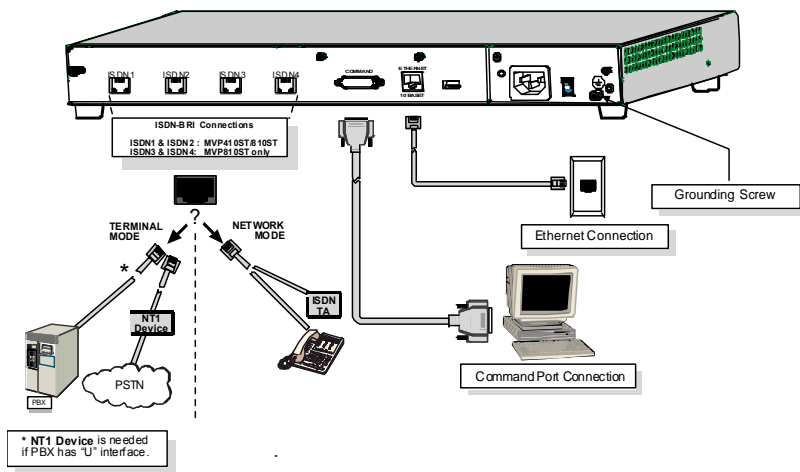


Figure 3-15: ISDN/BRI Voip Connections for GND & Remote Configuration Modem

6. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack. This can be accomplished by connecting a grounding wire between the chassis grounding screw (see Figure 3-15) and a metallic object that will provide an electrical ground.
7. Turn on power to the MultiVOIP by placing the ON/OFF switch on the back panel to the ON position. Wait for the **Boot** LED on the MultiVOIP to go off before proceeding. This may take a few minutes. Proceed to Chapter 4 to load the MultiVOIP software.

Cabling Procedure for MVP210

Cabling involves connecting the MultiVOIP to your LAN and telephone equipment.

1. **For DID channels only.** If both channels of your MVP210 MultiVOIP will be using either FXS, FXO, or E&M telephony interfaces, skip to step 2.

For any channel on which you are using the DID interface type, you must change the jumper on the MultiVOIP circuit card.

- a. Disconnect power. Unplug the AC power cord from the wall outlet or from the receptacle on the MultiVOIP unit.
- b. Using a #1 Phillips driver, remove the screw (at bottom of unit, near the back-cover end) that attaches the main circuit card to the chassis of the MVP210.
- c. Pull the main circuit card out about half way.

d. Identify the channels on which the DID interface will be used.

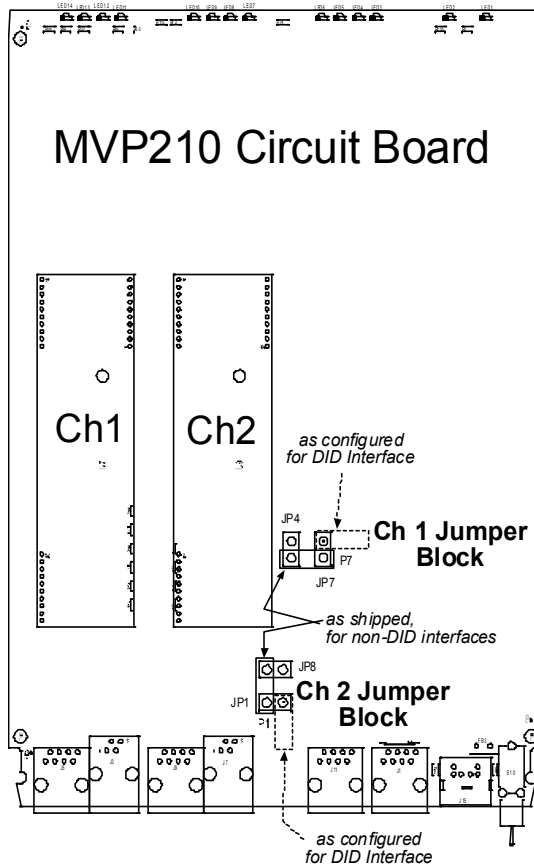


Figure 3-16. MVP210 Channel Jumper Settings

- e. Position the jumper for each DID channel so that it does not connect the two jumper posts. For DID operation of a voip channel, the MultiVOIP will work properly if you simply remove the jumper altogether, but that is inadvisable because the jumper might be needed later if a different telephony interface is used for that voip channel.
 - f. Slide the main circuit card back into the MultiVOIP chassis and replace the screw at the bottom of the unit.
2. Connect the power cord supplied with your MultiVOIP to the power connector on the back of the MultiVOIP and to a live AC outlet as shown in Figure 3-17.

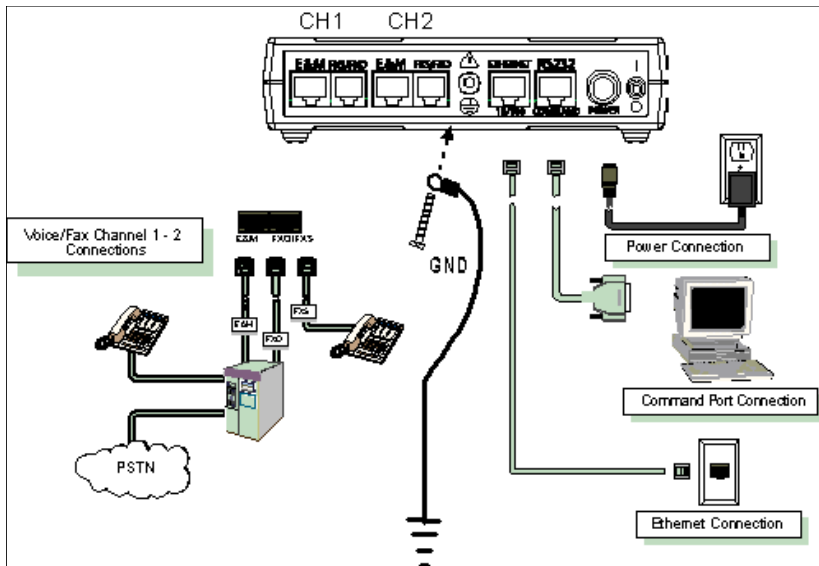


Figure 3-17: Cabling for MVP210

3. Connect the MultiVOIP to a PC by using a RJ-45 (male) to DB-9 (female) cable. Plug the RJ-45 end of the cable into the Command port of the MultiVOIP and the other end into the PC serial port. See Figure 3-17.
4. Connect a network cable to the **ETHERNET 10/100** connector on the back of the MultiVOIP. Connect the other end of the cable to your network.
5. **For an FXS or FXO connection.**
(FXS Examples: analog phone, fax machine, Key Telephone System.)
(FXO Examples: PBX extension, POTS line from telco central office.)
 Connect one end of an RJ-11 phone cord to the Channel 1 **FXS/FXO** connector on the back of the MultiVOIP.
 Connect the other end to the device or phone jack.

For an E&M connection.

(E&M Example: trunk line from telephone switch.)

Connect one end of an RJ-45 phone cord to the Channel 1 **E&M** connector on the back of the MultiVOIP.

Connect the other end to the trunk line.

Verify that the E&M Type in the E&M Options group of the Interface dialog box is the same as the E&M trunk type supported by the telephone switch. See Appendix B for an E&M cabling pinout.

For a DID connection.

(DID Example: DID fax system or DID voice phone lines.)

Connect one end of an RJ-11 phone cord to the Channel 1 FXS/FXO connector on the back of the MultiVOIP.
Connect the other end to the DID jack.

NOTE: DID lines are polarity sensitive. If, during testing, the DID line rings busy consistently, you will need to reverse the polarity of one end of the connector (swap the connections of the wires to the two middle pins of one RJ-11 connector).

6. Repeat the above step to connect the remaining telephone equipment to the second channel on your MultiVOIP.
7. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack.

This can be accomplished by connecting a grounding wire between the chassis and a metallic object that will provide an electrical ground.

8. Turn on power to the MultiVOIP by placing the ON/OFF switch on the back panel to the ON position. Wait for the **BOOT** LED on the MultiVOIP to go off before proceeding. This may take a few minutes.

Proceed to the *Software Installation* chapter to load the MultiVOIP software.

Cabling Procedure for MVP-130/130FXS

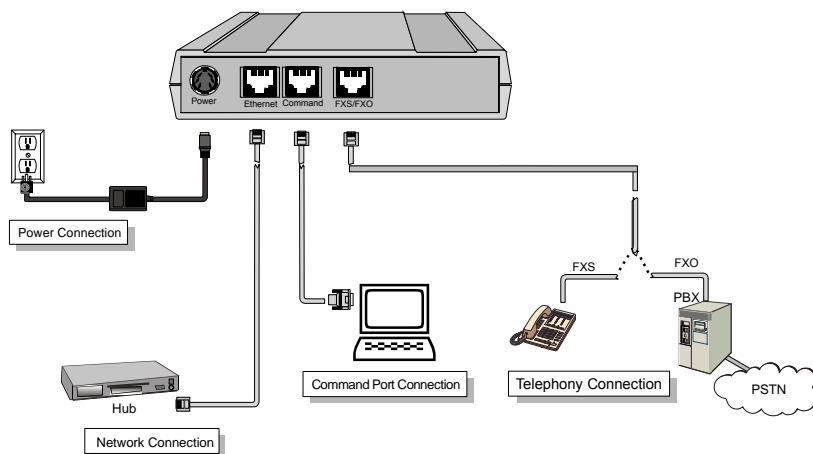


Figure 3-18: Cabling for MVP-130/130FXS

Cabling involves connecting the MultiVOIP to your LAN and telephone equipment.

1. Connect the power cord supplied with your MultiVOIP to the power connector on the back of the MultiVOIP and to a live AC outlet as shown in Figure 3-18.
2. Connect the MultiVOIP to a PC by using a RJ-45 (male) to DB-9 (female) cable. Plug the RJ-45 end of the cable into the Command port of the MultiVOIP and the other end into the PC serial port. See Figure 3-18.
3. Connect a network cable to the **ETHERNET 10/100** connector on the back of the MultiVOIP. Connect the other end of the cable to your network.
4. Since the MVP130FXS supports the FXS interface only, its connection options differ from that of the MVP130, which supports both FXS and FXO.
 - A. **For MVP130.** To connect a station device such as an analog telephone, a fax machine, or a Key Telephone System (KTS) (FXS interface), or a PBX extension (FXO interface) to your MultiVOIP, attach one end of an RJ-11 phone cord to the **Channel 1 FXS/FXO** connector on the back MultiVOIP and the other end to the device or phone jack. You will define the interface in the Interface dialog box in the software when you configure the unit.
 - B. **For MVP130FXS.** To connect a station device such as an analog telephone or fax machine to your MultiVOIP, attach one end of an RJ-11 phone cord to the **VOICE** connector on the back MultiVOIP and

the other end to the device or phone jack. You will define the interface in the Interface dialog box in the software when you configure the unit. The MVP130FXS supports only the FXS interface.

Proceed to Chapter 4 to load the MultiVOIP software.

Chapter 4: Software Installation

Introduction

Configuring software for your MultiVOIP entails three tasks:

- (1) loading the software onto the PC (this is “Software Installation and is discussed in this chapter),
- (2) setting values for telephony and IP parameters that will fit your system (this is “Technical Configuration” and it is discussed in Chapter 5 for T1/E1 MultiVOIP units and in Chapter 6 for analog MultiVOIP units), and
- (3) establishing “phonebooks” that contain the various dialing patterns for VOIP calls made to different locations (this is “Phonebook Configuration” and it is discussed in Chapters 7, 8, and 9 for T1, E1, and analog MultiVOIP units respectively).

Loading MultiVOIP Software onto the PC

The software loading procedure does not present every screen or option in the loading process. It is assumed that someone with a thorough knowledge of Windows and the software loading process is performing the installation.

The MultiVOIP software and User Guide are contained on the MultiVOIP product CD. Because the CD is auto-detectable, it will start up automatically when you insert it into your CD-ROM drive. When you have finished loading your MultiVOIP software, you can view and print the User Guide by clicking on the **View Manuals** icon.

1. Be sure that your MultiVOIP has been properly cabled and that the power is turned on.

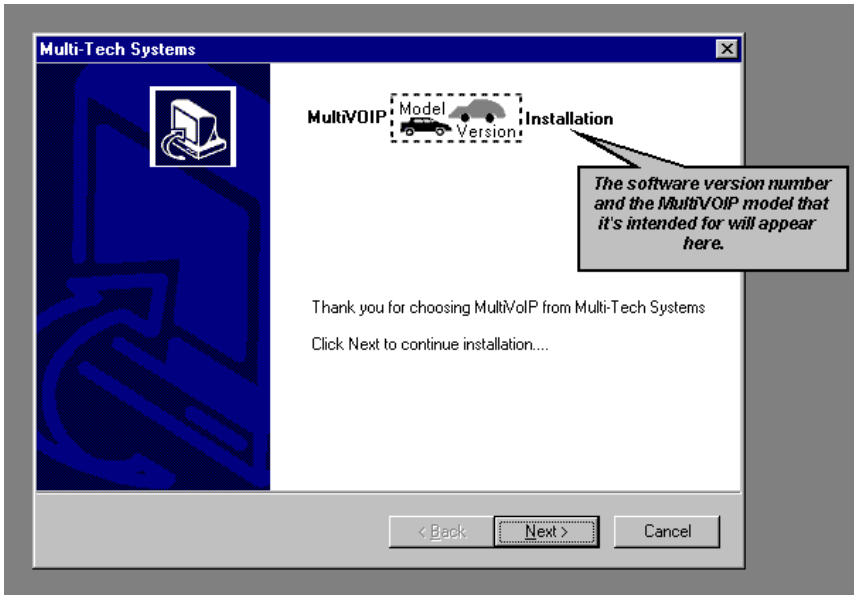
2. Insert the MultiVOIP CD into your CD-ROM drive. The CD should start automatically. It may take 10 to 20 seconds for the Multi-Tech CD installation window to display.



If the Multi-Tech Installation CD window does not display automatically, click **My Computer**, then right click the **CD ROM drive** icon, click **Open**, and then click the **Autorun** icon.

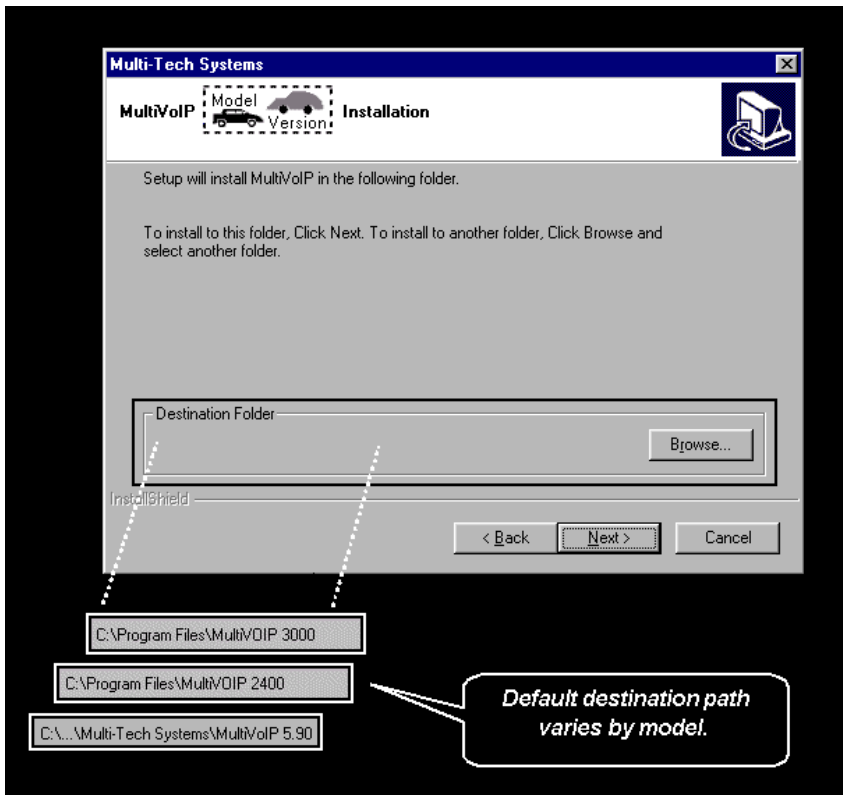
3. When the Multi-Tech Installation CD dialog box appears, click the **Install Software** icon.

4. A 'welcome' screen appears.



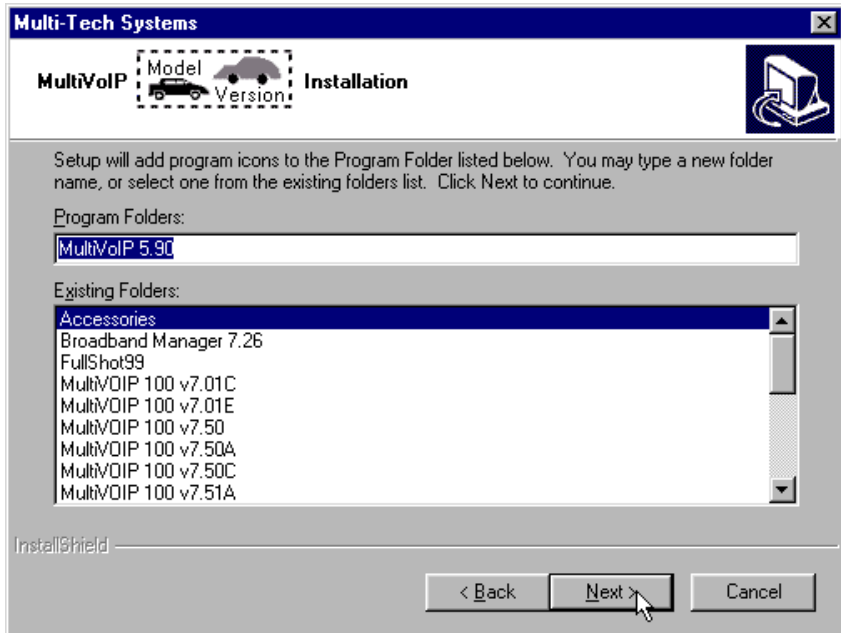
Press **Enter** or click **Next** to continue.

5. Follow the on-screen instructions to install your MultiVOIP software. The first screen asks you to choose the folder location of the files of the MultiVOIP software.



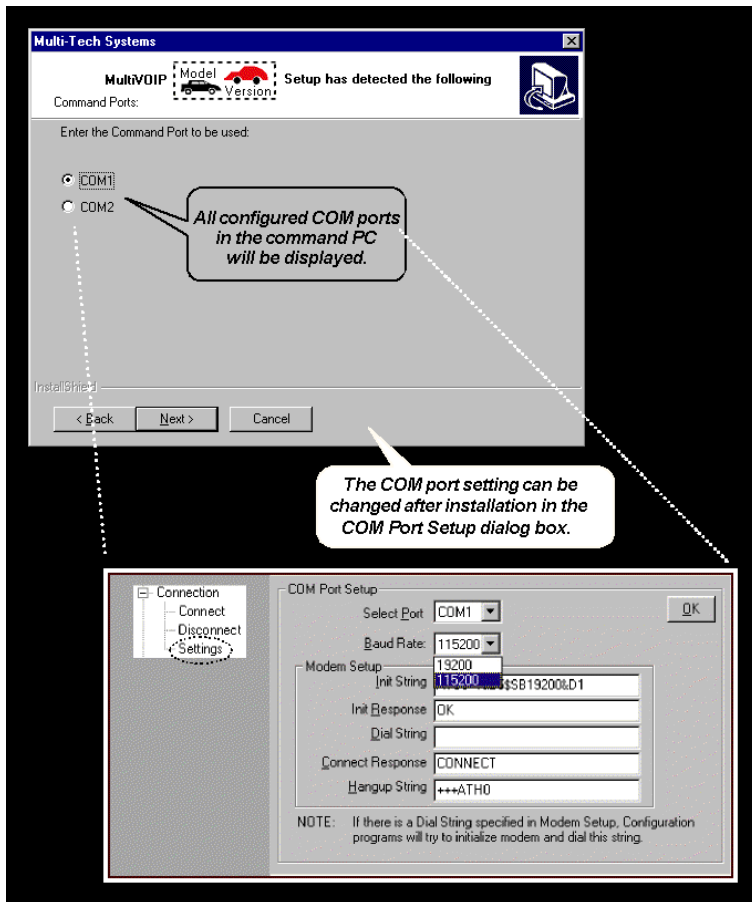
Choose a location and click **Next**.

- At the next screen, you must select a program folder location for the MultiVOIP software program icon.



Click **Next**. Transient progress screens will appear while files are being copied.

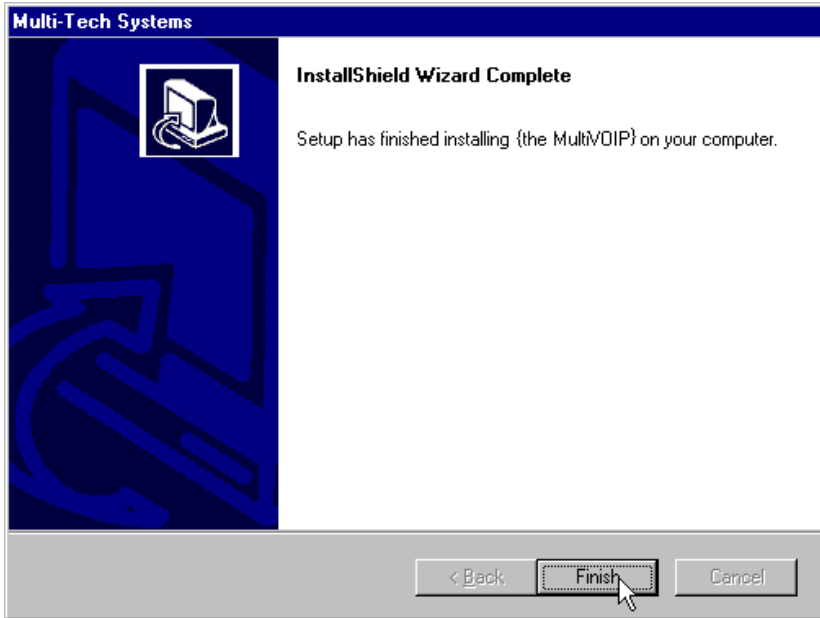
7. On the next screen you can select the COM port that the command PC will use when communicating with the MultiVoip unit. After software installation, the COM port can be re-set in the MultiVOIP Software (from the sidebar menu, select **Connection | Settings** to access the **COM Port Setup** screen or use the keyboard shortcut Ctrl + G).



NOTE: If the COM port setting made here conflicts with the actual COM port resources available in the command PC, this error message will appear when the MultiVOIP program is launched. If this occurs, you must reset the COM port.

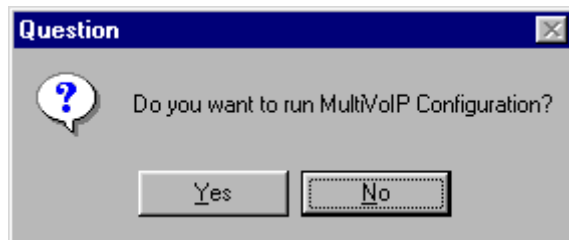


8. A completion screen will appear.



Click **Finish**.

9. When setup of the MultiVOIP software is complete, you will be prompted to run the MultiVOIP software to configure the VOIP.

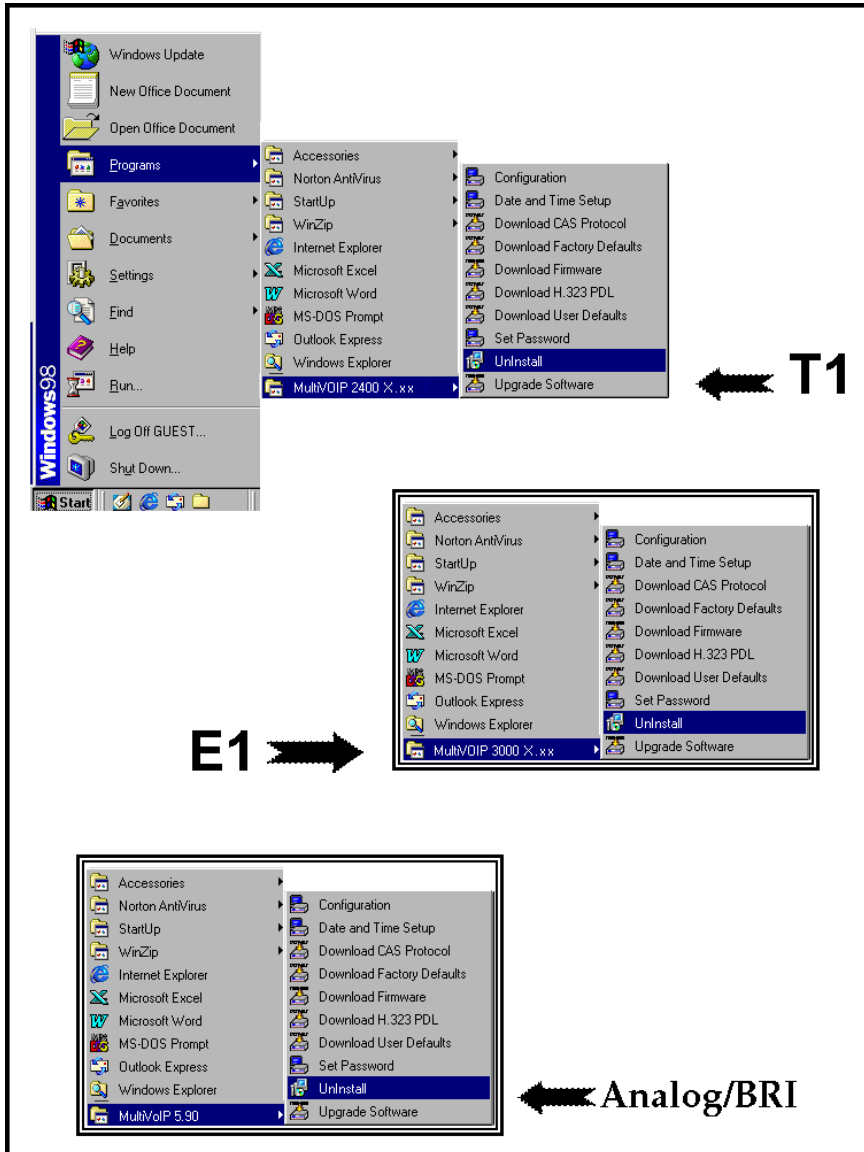


Software installation is complete at this point. You may proceed with Technical Configuration now or not, at your convenience.

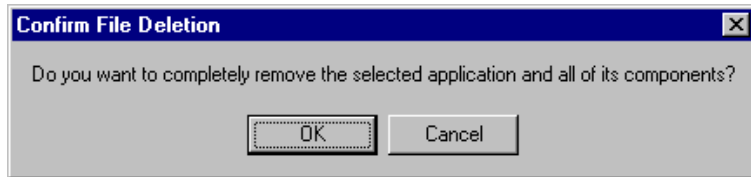
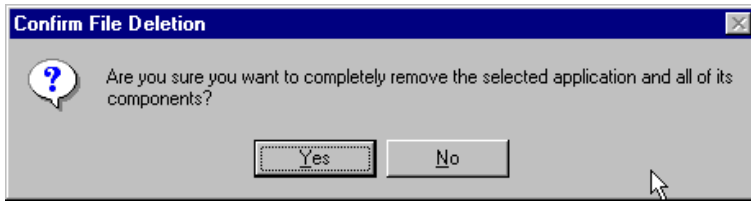
Technical Configuration instructions are in the next two chapters of this manual: Chapter 5 for T1/E1 MultiVOIP units and Chapter 6 for Analog MultiVOIP units.

Un-Installing the MultiVOIP Configuration Software

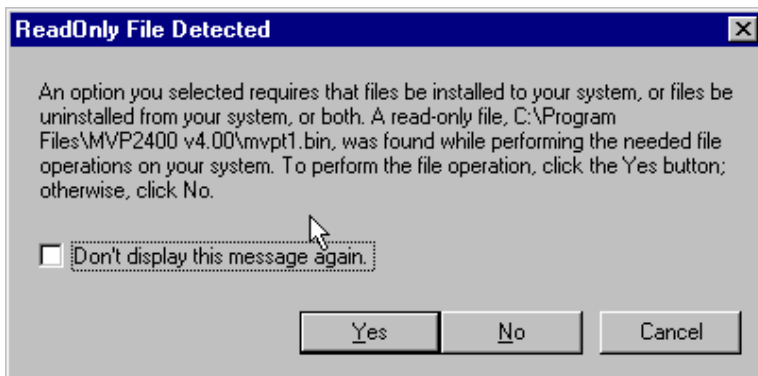
1. To un-install the MultiVOIP configuration software, go to **Start | Programs** and locate the entry for the MultiVOIP program. Select **Uninstall**.



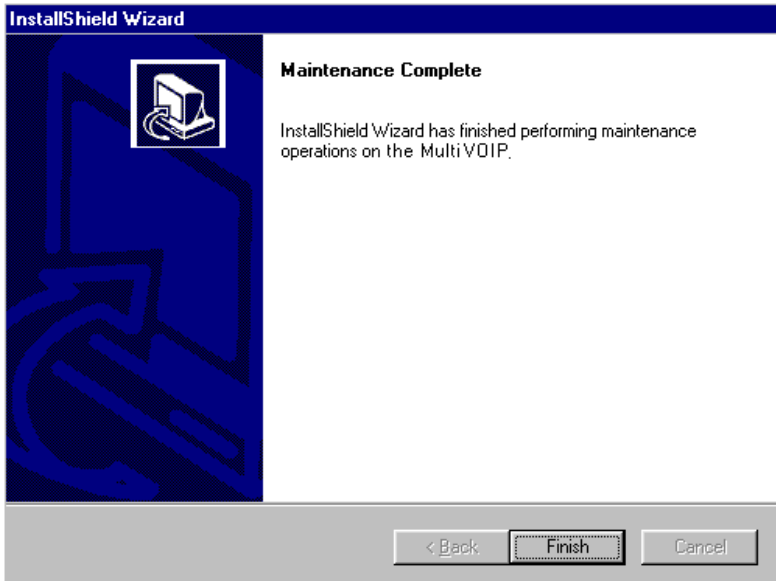
- Two confirmation screens will appear. Click **Yes** and **OK** when you are certain you want to continue with the uninstallation process.



- A special warning message similar to that shown below may appear concerning the MultiVOIP software's ".bin" file. Click **Yes**.



4. A completion screen will appear.



Click **Finish**.

Chapter 5: Technical Configuration for Digital T1/E1 MultiVOIPs (MVP2410, MVP3010)

Configuring the Digital T1/E1 MultiVOIP

There are two ways in which the MultiVOIP must be configured before operation: technical configuration and phonebook configuration.

Technical Configuration. First, the MultiVOIP must be configured to operate with technical parameter settings that will match the equipment with which it interfaces. There are seven types of technical parameters that must be set.

These technical parameters pertain to

- (1) its operation in an IP network,
- (2) its operation with T1/E1 telephony equipment,
- (3) its transmission of voice and fax messages,
- (4) its interaction with SNMP (Simple Network Management Protocol) network management software (MultiVoipManager),
- (5) certain telephony attributes that are common to particular nations or regions,
- (6) its operation with a mail server on the same IP network (per SMTP parameters) such that log reports about VoIP telephone call traffic can be sent to the administrator by email,
- (7) implementing some common premium telephony features (Call Transfer, Call Hold, Call Waiting, Call ID – “Supplementary Services”), and
- (8) selecting the method by which log reports will be made accessible.

The process of specifying values for the various parameters in these seven categories is what we call “technical configuration” and it is described in this chapter.

Phonebook Configuration. The second type of configuration that is required for the MultiVOIP pertains to the phone number dialing sequences that it will receive and transmit when handling calls. Both the PBX/telephony equipment and the other VOIP devices that the MultiVOIP unit interacts with will affect dialing patterns. We call this “Phonebook Configuration,” and it is described in *Chapter 7: T1 Phonebook Configuration* and *Chapter 8: E1 Phonebook Configuration* of this manual. Chapter 2, the *Quick Start Instructions*, presents additional examples relevant to the T1/E1 voips.

Local/Remote Configuration. The MultiVOIP must be configured locally at first (to establish an IP address for the MultiVOIP unit). But changes to this initial configuration can be done either locally or remotely.

Local configuration is done through a connection between the “Command” port of the MultiVOIP and the COM port of the computer; the MultiVOIP configuration program is used.

Remote configuration is done through a connection between the MultiVOIP's Ethernet (network) port and a computer connected to the same network. The computer could be miles or continents away from the MultiVOIP itself. There are two ways of doing remote configuration and operation of the MultiVOIP unit: (1) using the MultiVoipManager SNMP program, or (2) using the MultiVOIP web browser interface program.

MultiVoipManager. MultiVoipManager is an SNMP agent program (Simple Network Management Protocol) that extends the capabilities of the MultiVOIP configuration program: MultiVoipManager allows the user to manage any number of VOIPs on a network, whereas the MultiVOIP configuration program can manage only the VOIP to which it is directly/locally connected. The MultiVoipManager can configure multiple VOIPs simultaneously, whereas the MultiVOIP configuration program can configure only one at a time.

MultiVoipManager may (but does not need to) reside on the same PC as the MultiVOIP configuration program. The MultiVoipManager program is on the MultiVOIP Product CD. Updates, when applicable, may be posted at on the MultiTech FTP site. To download, go to <ftp://ftp.multitech.com/MultiVoip/>.

Web Browser Interface. The MultiVOIP web browser GUI gives access to the same commands and configuration parameters as are available in the MultiVOIP Windows GUI except for logging functions. When using the web browser GUI, logging can be done by email (the SMTP option).

Functional Equivalence of Interfaces. The MultiVOIP configuration program is required to do the initial configuration (that is, setting an IP address for the MultiVOIP unit) so that the VOIP unit can communicate with the MultiVoipManager program or with the web browser GUI. Management of the VOIP after that point can be done from any of these three programs since they all offer essentially the same functionality. Functionally, either the MultiVoipManager program or the web browser GUI can replace the MultiVOIP configuration program after the initial configuration is complete (with minor exceptions, as noted).

WARNING: Do not attempt to interface the MultiVOIP unit with two control programs simultaneously (that is, by accessing the MultiVOIP configuration program via the Command Port and either the MultiVoipManager program or the web browser interface via the Ethernet Port). The results of using two programs to control a single VOIP simultaneously would be unpredictable.

Local Configuration

This manual primarily describes local configuration with the Windows GUI. After IP addresses have been set locally using the Windows GUI, however, most aspects of configuration (logging functions are an exception) can be handled through the web browser GUI, as well (see the *Operation and Maintenance* chapter of this manual). In most aspects of configuration, the Windows GUI and web-browser GUI differ only graphically, not functionally. For information on SNMP remote configuration and management, see the MultiVoipManager documentation.

Pre-Requisites




To complete the configuration of the MultiVOIP unit, you **must** know several things about the overall system.

Before configuring your MultiVOIP Gateway unit, you must know the values for several IP and T1/E1 parameters that describe the IP network system and telephony system (PBX or telco central office equipment) with which the digital MultiVOIP will interact. If you plan to receive log reports on phone traffic by email (SMTP), you must arrange to have an email address assigned to the VOIP unit on the email server on your IP network.

IP Parameters


The following parameters must be known about the network (LAN, WAN, Internet, etc.) to which the MultiVOIP will connect:

✓	Ask your computer network administrator.	Info needed to operate: all MultiVOIP models.
	 IP Network Parameters: Record for each VOIP Site in System	
	• IP Address	
	• IP Mask	
	• Gateway	
	• Domain Name Server (DNS) Info <i>(not implemented; for future use)</i>	

Write down the values for these IP parameters. You will need to enter these values in the "IP Parameters" screen in the Configuration section of the MultiVOIP software. You must have this IP information about *every* VOIP in the system.

T1 Telephony Parameters (for MVP2410)


The following parameters must be known about the PBX or telco central office equipment to which the T1 MultiVOIP will connect:

✓	T1 Phone Parameters <i>Ask phone company or PBX maintainer.</i>	<i>Info needed to operate:</i> MVP2410
	 T1 Telephony Parameters: Record for this VOIP Site	
	<ul style="list-style-type: none"> • Which frame format is used? ESF ___ or D4 ___ 	
	<ul style="list-style-type: none"> • Which CAS or PRI protocol is used? _____ 	
	<ul style="list-style-type: none"> • Clocking: Does the PBX or telco switch use internal or external clocking? _____ Note that the setting used in the voip unit will be the opposite of the setting used by the telco/PBX. 	
	<ul style="list-style-type: none"> • Which line coding is used? AMI ___ or B8ZS ___ 	

Write down the values for these T1 parameters. You will need to enter these values in the "T1/E1 Parameters" screen in the Configuration section of the MultiVOIP software.

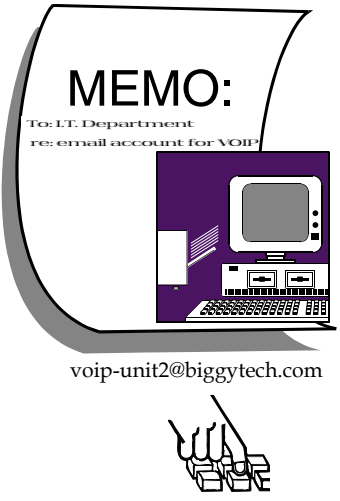
E1 Telephony Parameters (for MVP3010)

The following parameters must be known about the PBX or telco central office equipment to which the E1 MultiVOIP will connect:

✓	<p>E1 Phone Parameters</p> <p><i>Ask phone company or PBX maintainer.</i></p>	<p><i>Info needed to operate:</i></p> <p>MVP3010</p>
	 <p>E1 Telephony Parameters: Record for this VOIP Site</p>	
	<ul style="list-style-type: none"> • Which frame format is used? Double Frame _____ MultiFrame w/ CRC4 _____ MultiFrame w/ CRC4 modified _____ 	
	<ul style="list-style-type: none"> • Which CAS or PRI protocol is used? _____ 	
	<ul style="list-style-type: none"> • Clocking: Does the PBX or telco switch use internal or external clocking? _____ Note that the setting used in the voip unit will be the opposite of the setting used by the telco/PBX. 	
	<ul style="list-style-type: none"> • Which line coding is used? AMI ___ or HDB3 ___ 	
	<ul style="list-style-type: none"> • Pulse shape level?: (most commonly 0 to 40 meters) 	

Write down the values for these E1 parameters. You will need to enter these values in the "T1/E1 Parameters" screen in the Configuration section of the MultiVOIP software.

SMTP Parameters (for email call log reporting)

<i>required if log reports of VOIP call traffic are to be sent by email</i>	Optional
<p>SMTP Parameters Preparation Task:</p> <p>Ask Mail Server administrator to set up email account (with password) for the MultiVOIP unit itself. Be sure to give a unique identifier to each individual MultiVOIP unit .</p> <p>Get the IP address of the mail server computer, as well.</p>	 <p>MEMO: To: IT Department re: email account for VOIP</p> <p>voip-unit2@biggytech.com</p>

Local Configuration Procedure (Summary)

After the MultiVOIP configuration software has been installed in the 'Command' PC (which is connected to the MultiVOIP unit), several steps must be taken to configure the MultiVOIP to function in its specific setting. Although the summary below includes all of these steps, some are optional.

1. Check Power and Cabling.
2. Start MultiVOIP Configuration Program.
3. Confirm Connection.
4. Solve Common Connection Problems.
 - A. Fixing a COM Port Problem.
 - B. Fixing a Cabling Problem.
5. Familiarize yourself with configuration parameter screens and how to access them.
6. Set IP Parameters.
7. Enable web browser GUI (optional).
8. Set Voice/Fax Parameters.
9. Set T1/E1 Parameters.
10. Set ISDN Parameters (if applicable).
11. Set SNMP Parameters (applicable if MultiVoipManager remote management software is used).
12. Set Regional Parameters (Phone Signaling Tones & Cadences and setup for built-in Remote Configuration/Command Modem).
13. Set Custom Tones and Cadences (optional).
14. Set SMTP Parameters (applicable if Log Reports are via Email).
15. Set Log Reporting Method (GUI, locally in MultiVOIP Configuration program; SNMP, remotely in MultiVoipManager program; or SMTP, via email).
16. Set Supplementary Services Parameters. The Supplementary Services screen allows voip deployment of features that are normally found in PBX or PSTN systems (e.g., call transfer and call waiting).
17. Set Baud Rate (of COM port connection to 'Command' PC).
18. View System Information and set updating interval (optional).
19. Save the MultiVOIP configuration.
20. Create a User Default Configuration (optional).

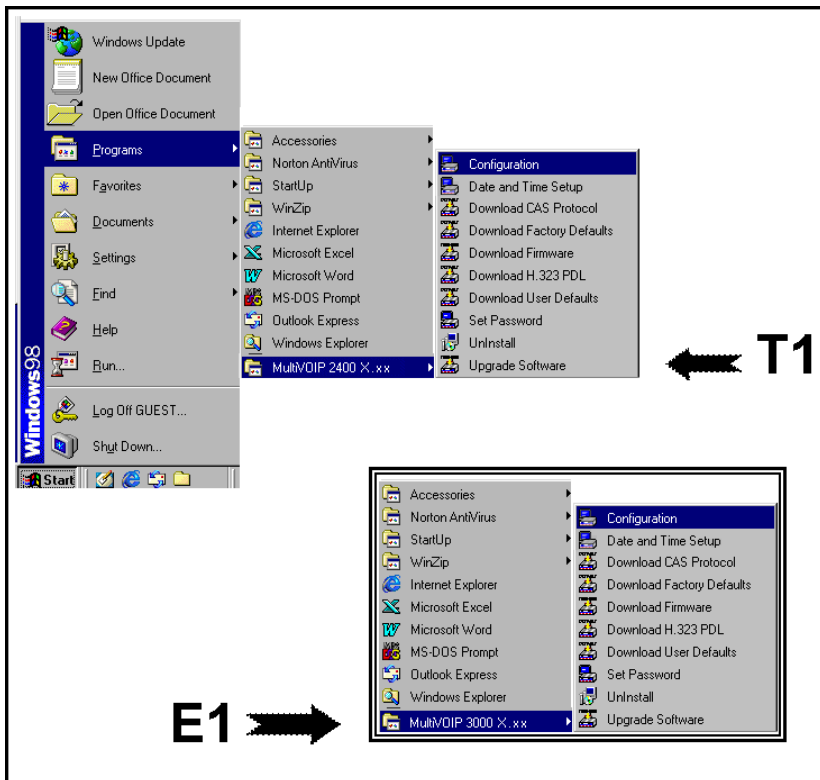
Local Configuration Procedure (Detailed)

You can begin the configuration process as a continuation of the MultiVOIP software installation. You can establish your configuration or modify it at any time by launching the MultiVOIP program from the Windows **Start** menu.

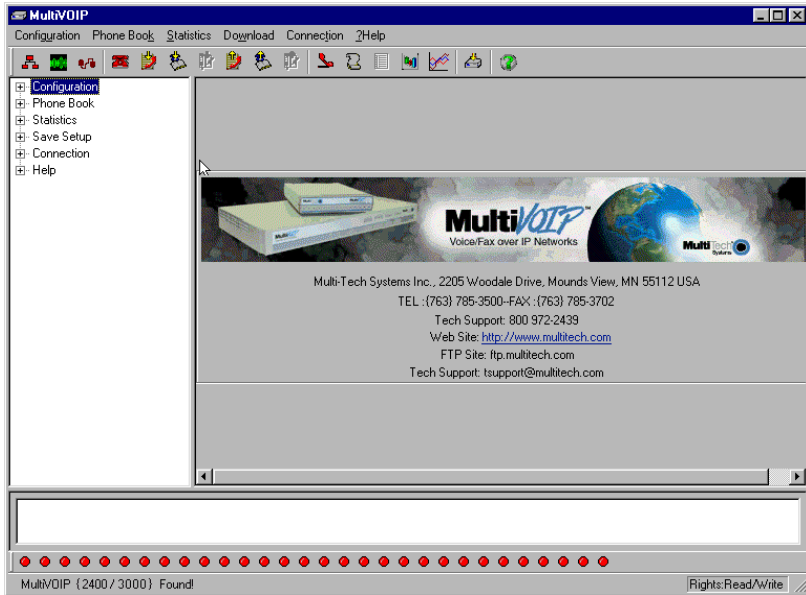
1. **Check Power and Cabling.** Be sure the MultiVOIP is turned on and connected to the computer via the MultiVOIP's Command Port (DB9 connector at computer's COM port; RJ45 connector at MultiVOIP).

You must allow the MultiVOIP to finish booting before you launch the MultiVOIP Configuration Program. The RED boot LED turns itself off when the booting process is completed.

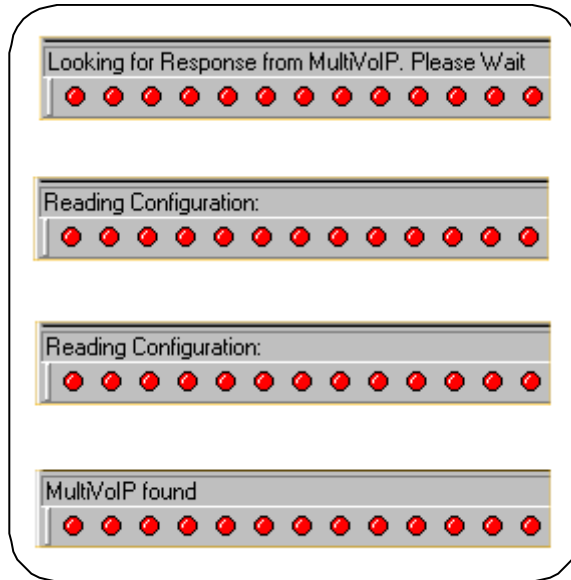
2. **Start MultiVOIP Configuration Program.** Launch the MultiVOIP program from the Windows **Start** menu (from the folder location determined during installation).



3. **Confirm Connection.** If the MultiVOIP is set for an available COM port and is correctly cabled to the PC, the MultiVOIP main screen will appear. (If the main screen appears *grayed out* and seems inaccessible, go to step 4.)



In the lower left corner of the screen, the connection status of the MultiVOIP will be displayed. The messages in the lower left corner will change as detection occurs. The message “MultiVOIP Found” confirms that the MultiVOIP is in contact with the MultiVOIP configuration program. Skip to step 5.

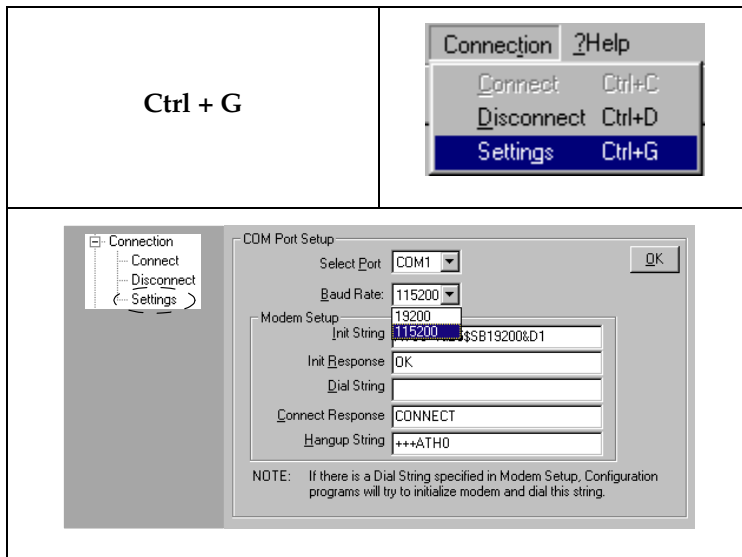


4. Solving Common Connection Problems.

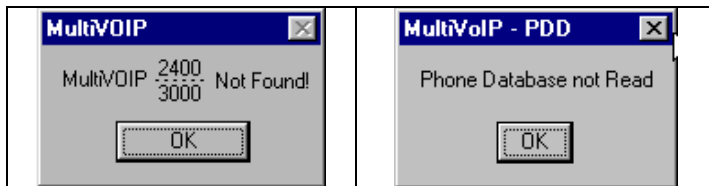
A. Fixing a COM Port Problem. If the MultiVOIP main screen appears but is grayed out and seems inaccessible, the COM port that was specified for its communication with the PC is unavailable and must be changed. An error message will appear.



To change the COM port setting, use the **COM Port Setup** dialog box, which is accessible via the keyboard shortcut **Ctrl + G** or by going to the **Connection** pull-down menu and choosing "Settings." In the "Select Port" field, select a COM port that is available on the PC. (If no COM ports are currently available, re-allocate COM port resources in the computer's MS Windows operating system to make one available.)



4B. Fixing a Cabling Problem. If the MultiVOIP cannot be located by the computer, two error messages will appear (saying “Multi-VOIP Not Found” and “Phone Database Not Read”).



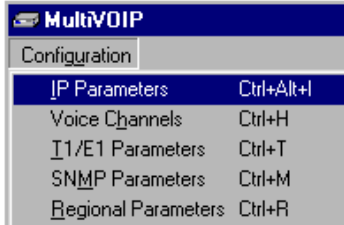
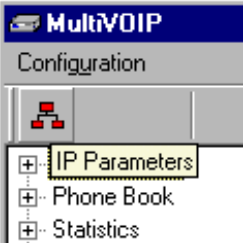
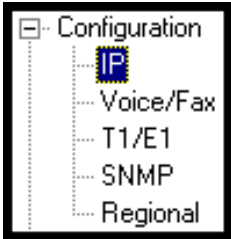
In this case, the MultiVOIP is simply disconnected from the network. For instructions on MultiVOIP cable connections, see the “Cabling” section of Chapter 3.

5. Configuration Parameter Groups: Getting Familiar, Learning

About Access. The first part of configuration concerns IP parameters, Voice/FAX parameters, T1/E1 parameters, SNMP parameters, Regional parameters, SMTP parameters, Supplementary Services parameters, Logs, and System Information. In the MultiVOIP software, these seven types of parameters are grouped together under “Configuration” and each has its own dialog box for entering values.

Generally, you can reach the dialog box for these parameter groups in one of four ways: pulldown menu, toolbar icon, keyboard shortcut, or sidebar..

6. **Set IP Parameters.** This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing "IP Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + I</p>	

In each field, enter the values that fit your particular network.

The image shows a network configuration dialog box with the following sections and fields:

- IP Parameters**
 - Diff Serv Parameters**
 - Call Control PHB : 34
 - VoIP Media PHB : 46
 - Frame Type** : TYPE-II (dropdown menu with options TYPE-II, TYPE-III, SNAP)
- IP Parameters**
 - Enable DHCP
 - IP Address : 192 . 168 . 3 . 143
 - IP Mask : 255 . 255 . 255 . 0
 - Gateway : . . .
- DNS**
 - Enable DNS
 - DNS Server IP Address : . . .
- FTP Server**
 - Enable

Buttons: OK, Cancel, Help

The IP Parameters fields are described in the table below.

IP Parameter Definitions		
Field Name	Values	Description
DiffServ Parameter fields	DiffServ PHB (Per Hop Behavior) values pertain to a differential prioritizing system for IP packets as handled by DiffServ-compatible routers. There are 64 values, each with an elaborate technical description. These descriptions are found in TCP/IP standards RFC2474, RFC2597, and, for present purposes, in RFC3246, which describes the value 34 (34 decimal; 22 hex) for Assured Forwarding behavior (default for Call Control PHB) and the value 46 (46 decimal; 2E hexadecimal) for Expedited Forwarding behavior (default for Voip Media PHB). Before using values other than these default values of 34 and 46, consult these standards documents and/or a qualified IP telecommunications engineer. To disable DiffServ, configure both fields to 0 decimal. The next page explains DiffServ in the context of the IP datagram.	
Call Control PHB	0 – 63 default = 34	Value is used to prioritize call setup IP packets.
Voip Media PHB	0 – 63 default = 46	Value is used to prioritize the RTP/RTCP audio IP packets.
Frame Type	Type II, SNAP	Must be set to match network's frame type. Default is Type II.

The IP Datagram with Header, Its Type-of-Service field, & DiffServ

bits =>

0	4	8	16	19	24	31
VERS	HLEN	TYPE OF SERVICE	TOTAL LENGTH			
IDENTIFICATION			FLAGS	FRAGMENT OFFSET		
TIME TO LIVE		PROTOCOL	HEADER CHECKSUM			
SOURCE IP ADDRESS						
DESTINATION IP ADDRESS						
IP OPTIONS (if any)					PADDING ... <i>end of header</i>	
DATA						
...						

The TOS field consists of eight bits, of which only the first six are used. These six bits are called the “Differentiated Service Codepoint” or DSCP bits.

The Type of Service or “TOS” field

0	1	2	3	4	5	6	7
PRECEDENCE			D	T	R	<i>unused</i>	

The three precedence have eight values, 0-7, ranging from “normal” precedence (value of 0) to “network control” (value of 7). When set, the *D* bit requests low delay, the *T* bit requests high throughput, and the *R* bit requests high reliability.

Routers that support DiffServ can examine the six DSCP bits and prioritize the packet based on the DSCP value. The DiffServ Parameters fields in the MultiVOIP IP Parameters screen allow you to configure the DSCP bits to values supported by the router. Specifically, the Voip Media PHB field relates to the prioritizing of audio packets (RTP and RTCP packets) and the Call Control PHB field relates to the prioritizing of non-audio packets (packets concerning call set-up and tear-down, gatekeeper registration, etc.).

The MultiVOIP Call Control PHB parameter defaults to 34 decimal (22 hex; 100010 binary – consider vis-à-vis TOS field above) for Assured Forwarding behavior. The MultiVOIP Voip Media PHB parameter defaults to the value 46 decimal (2E hex; 101110 binary – consider vis-à-vis TOS field above). To disable DiffServ, configure both fields to 0 decimal.

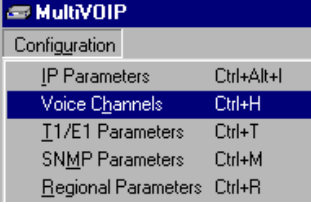
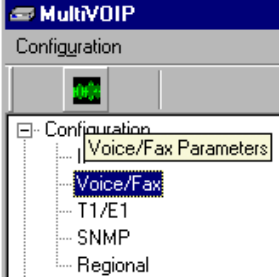
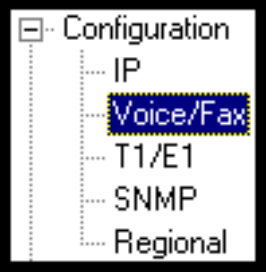
IP Parameter Definitions (cont'd)		
Field Name	Values	Description
IP Parameter fields		
Enable DHCP	Y/N disabled by default	Dynamic Host Configuration Protocol is a method for assigning IP address and other IP parameters to computers on the IP network in a single message with great flexibility. IP addresses can be static or temporary depending on the needs of the computer.
IP Address	4-places, 0-255	The unique LAN IP address assigned to the MultiVOIP.
IP Mask	4-places, 0-255	Subnetwork address that allows for sharing of IP addresses within a LAN.
Gateway	4-places, 0-255	The IP address of the device that connects your MultiVOIP to the Internet.
DNS Parameter fields		
Enable DNS	Y/N	Enables Domain Name Space/System function where computer names are resolved using a worldwide distributed database.
DNS Server IP Address	4-places, 0-255.	IP address of specific DNS server to be used to resolve Internet computer names.
FTP Parameter fields		
FTP Server Enable	Y/N See "FTP Server File Transfers" in <i>Operation & Maintenance</i> chapter.	MultiVOIP unit has an FTP Server function so that firmware and other important operating software files can be transferred to the voip via the network.

7. Enable Web Browser GUI (Optional). After an IP address for the MultiVOIP unit has been established, you can choose to do any further configuration of the unit (a) by using the MultiVOIP web browser GUI, or (b) by continuing to use the MultiVOIP Windows GUI. If you want to do configuration work using the web browser GUI, you must first enable it. To do so, follow the steps below.

- A. Set IP address of MultiVOIP unit using the MultiVOIP Configuration program (the Windows GUI).
- B. Save Setup in Windows GUI.
- C. Close Windows GUI.
- D. Install Java program from MultiVOIP product CD (required on first use only).
- E. Open web browser.
- F. Browse to IP address of MultiVOIP unit.
- G. If username and password have been established, enter them when when prompted.
- H. Use web browser GUI to configure or operate MultiVOIP unit. The configuration screens in the web browser GUI will have the same content as their counterparts in the Windows GUI; only the graphic presentation will be different.

For more details on enabling the MultiVOIP web GUI, see the "Web Browser Interface" section of the *Operation & Maintenance* chapter of this manual.

8. **Set Voice/FAX Parameters.** This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing "Voice/FAX Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p style="text-align: center;">Ctrl + H</p>	

In each field, enter the values that fit your particular network.

Voice/Fax Parameters

Select Channel

Voice Gain

Input dB Output dB

Dtmf

Gain

High dB Low dB

Duration ms

DTMF :

Fax

Fax Enable

Max Baud Rate

Fax Volume dB

Jitter Value ms

Mode

OK

Cancel

Copy Channel

Default

Help

Coder

Manual Automatic

Selected Coder

Max bandwidth kbps

Advanced Features

Silence Compression

Echo Cancellation

Forward Error Correction

Auto Call / OffHook Alert

Auto Call / OffHook Alert Generate Local Dial Tone

OffHook Alert Timer secs

Phone Number

Dynamic Jitter Buffer

Minimum Jitter Value ms

Maximum Jitter Value ms

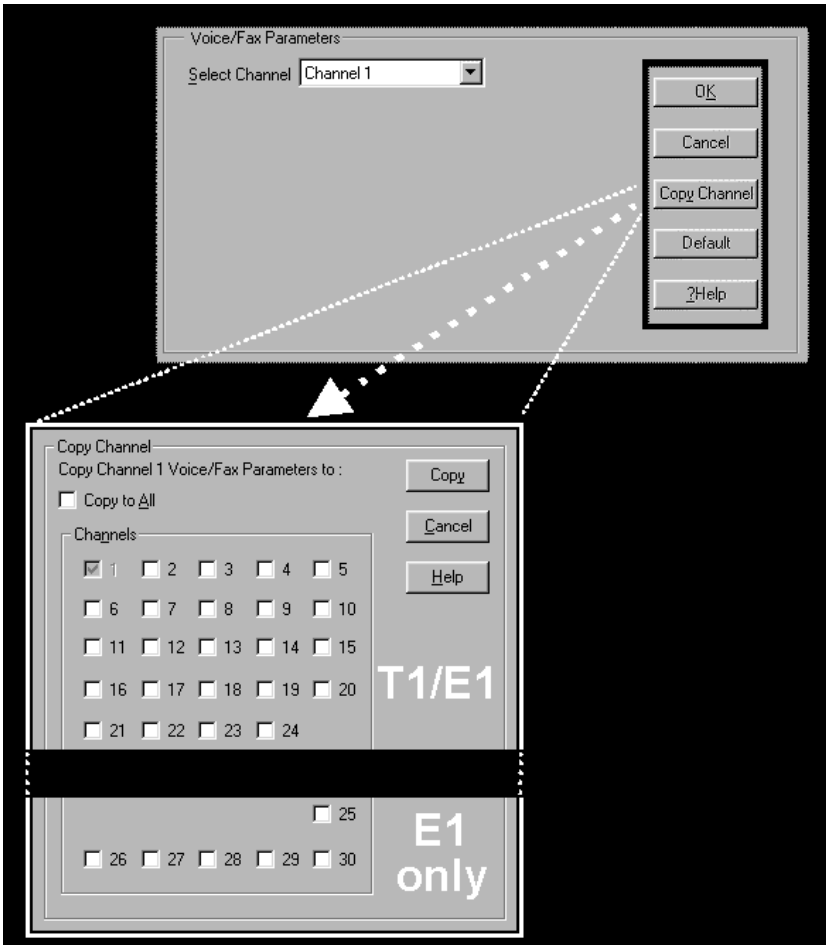
Optimization Factor

Automatic Disconnection

Jitter Value ms Consecutive Packets Lost

Call Duration secs Network Disconnection secs

Note that Voice/FAX parameters are applied on a channel-by-channel basis. However, once you have established a set of Voice/FAX parameters for a particular channel, you can apply this entire set of Voice/FAX parameters to another channel by using the **Copy Channel** button and its dialog box. To copy a set of Voice/FAX parameters to all channels, select “Copy to All” and click **Copy**.



The **Voice/FAX Parameters** fields are described in the tables below.

Voice/Fax Parameter Definitions		
Field Name	Values	Description
Default	--	When this button is clicked, all Voice/FAX parameters are set to their default values.
Select Channel	1-24 (T1) 1-30 (E1)	Channel to be configured is selected here.
Copy Channel	--	Copies the Voice/FAX attributes of one channel to another channel. Attributes can be copied to multiple channels or all channels at once.
Voice Gain	--	Signal amplification (or attenuation) in dB.
Input Gain	+31dB to -31dB	Modifies audio level entering voice channel before it is sent over the network to the remote VOIP. The default & recommended value is 0 dB .
Output Gain	+31dB to -31dB	Modifies audio level being output to the device attached to the voice channel. The default and recommended value is 0 dB .
DTMF Parameters		
DTMF Gain	--	The DTMF Gain (Dual Tone Multi-Frequency) controls the volume level of the digital tones sent out for Touch-Tone dialing.
DTMF Gain, High Tones	+3dB to -31dB & "mute"	Default value: -4 dB . Not to be changed except under supervision of MultiTech's Technical Support.
DTMF Gain, Low Tones	+3dB to -31dB & "mute"	Default value: -7 dB . Not to be changed except under supervision of MultiTech's Technical Support.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
DTMF Parameters		
Duration (DTMF)	60 – 3000 ms	When DTMF: Out of Band is selected, this setting determines how long each DTMF digit 'sounds' or is held. Default = 100 ms.
DTMF In/Out of Band	Out of Band, or Inband	When DTMF Out of Band is selected (checked), the MultiVOIP detects DTMF tones at its input and regenerates them at its output. When DTMF Inband is selected, the DTMF digits are passed through the MultiVOIP unit as they are received.
FAX Parameters		
Fax Enable	Y/N	Enables or disables fax capability for a particular channel.
Max Baud Rate (Fax, bps)	2400, 4800, 7200, 9600, 12000, 14400	Set to match baud rate of fax machine connected to channel (see Fax machine's user manual). Default = 14400 bps.
Fax Volume Default =	-18.5 dB to -9.5 dB	Controls output level of fax tones. To be changed only under the direction of Multi-Tech's Technical Support.
Jitter Value (Fax)	Default = 400 ms	Defines the inter-arrival packet deviation (in milliseconds) for the fax transmission. A higher value will increase the delay, allowing a higher percentage of packets to be reassembled. A lower value will decrease the delay allowing fewer packets to be reassembled.
Mode (Fax)	FRF 11; T.38 (T.38 not currently supported)	FRF11 is frame-relay FAX standard using these coders: G.711, G.728, G.729, and G.723.1. T.38 is an ITU-T standard for storing and forwarding Faxes via email using X.25 packets. It uses T.30 fax standards and includes special provisions to preclude FAX timeouts during IP transmissions.

Voice/Fax Parameter Definitions (cont'd)		
Coder Parameters		
Coder	Manual or Automatic	Determines whether selection of coder is manual or automatic. When Automatic is selected, the local and remote voice channels will negotiate the voice coder to be used by selecting the highest bandwidth coder supported by both sides without exceeding the Max Bandwidth setting. G.723, G.729, or G.711 are negotiated.
Selected Coder	G.711 a/u law 64 kbps; G.726 , @ 16/24/32 /40 kbps; G.727 , @ nine bps rates; G.723.1 @ 5.3 kbps, 6.3 kbps; G.729 , 8kbps; Net Coder @ 6.4, 7.2, 8, 8.8, 9.6 kbps	Select from a range of coders with specific bandwidths. The higher the bps rate, the more bandwidth is used. The channel that you are calling must have the same voice coder selected. Default = G.723.1 @ 6.3 kbps, as required for H.323. Here 64K of digital voice are compressed to 6.3K, allowing several simultaneous conversations over the same bandwidth that would otherwise carry only one. To make selections from the Selected Coder drop-down list, the Manual option must be enabled.
Max bandwidth (coder)	11 – 128 kbps	This drop-down list enables you to select the maximum bandwidth allowed for this channel. The Max Bandwidth drop-down list is enabled only if the Coder is set to Automatic. If coder selected automatically, then enter a value for maximum bandwidth, as directed by VOIP administrator.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Advanced Features		
Silence Compression	Y/N	Determines whether silence compression is enabled (checked) for this voice channel. With Silence Compression enabled, the MultiVOIP will not transmit voice packets when silence is detected, thereby reducing the amount of network bandwidth that is being used by the voice channel. Default = off.
Echo Cancellation	Y/N	Determines whether echo cancellation is enabled (checked) for this voice channel. Echo Cancellation removes echo and improves sound quality. Default = on.
Forward Error Correction	Y/N	Determines whether forward error correction is enabled (checked) for this voice channel. Forward Error Correction enables some of the voice packets that were corrupted or lost to be recovered. FEC adds an additional 50% overhead to the total network bandwidth consumed by the voice channel. Default = Off

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
AutoCall/Offhook Alert Parameters		
Auto Call / Offhook Alert	AutoCall, Offhook Alert	<p>The AutoCall option enables the local MultiVOIP to call a remote MultiVOIP without the user having to dial a Phone Directory Database number. As soon as you access the local MultiVOIP voice/fax channel, the MultiVOIP immediately connects to the remote MultiVOIP identified in the Phone Number box of this option. This is essentially a hotline function that gives an immediate connection between two points.</p> <p>The Offhook Alert option is not supported in T1/E1 MultiVOIP units.</p> <p>AutoCall applies on a channel-by-channel basis. It would not be appropriate for this function to be applied to a channel that serves in a pool of available channels for general phone traffic. AutoCall requires an entry in the Outgoing phonebook of the local MultiVOIP and a matched setting in the Inbound Phonebook of the remote voip. Also, especially for the AutoCall function,</p>

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
AutoCall/Offhook Alert Parameters		
Offhook Alert Timer	N/A	Not supported in T1/E1 MultiVOIP units.
Phone Number	N/A	Not supported in T1/E1 MultiVOIP units.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Dynamic Jitter Buffer Parameters		
Dynamic Jitter Buffer		<p>Dynamic Jitter defines a minimum and a maximum jitter value for voice communications. When receiving voice packets from a remote MultiVOIP, varying delays between packets may occur due to network traffic problems. This is called Jitter. To compensate, the MultiVOIP uses a Dynamic Jitter Buffer. The Jitter Buffer enables the MultiVOIP to wait for delayed voice packets by automatically adjusting the length of the Jitter Buffer between configurable minimum and maximum values. An Optimization Factor adjustment controls how quickly the length of the Jitter Buffer is increased when jitter increases on the network. The length of the jitter buffer directly effects the voice delay between MultiVOIP gateways.</p> <p>The default minimum dynamic jitter buffer of 60 milliseconds is the minimum delay that would be acceptable over a low jitter network. The default maximum dynamic jitter buffer of 300 milliseconds is the maximum delay tolerable over a high jitter network.</p>
Minimum Jitter Value	60 to 400 ms	The default minimum dynamic jitter buffer of 60 milliseconds is the minimum delay that would be acceptable over a low jitter network. Default = 60 msec

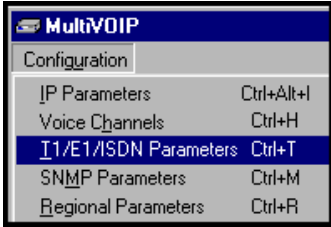
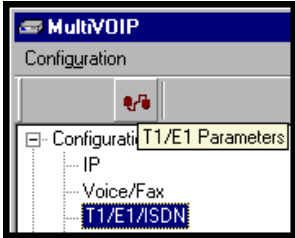
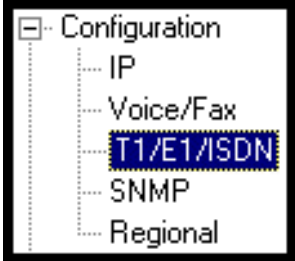
Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Dynamic Jitter Buffer Parameters		
Maximum Jitter Value	60 to 400 ms	The default maximum dynamic jitter buffer of 300 milliseconds is the maximum delay tolerable over a high jitter network. Default = 300 msec
Optimization Factor	0 to 12	The Optimization Factor determines how quickly the length of the Dynamic Jitter Buffer is changed based on actual jitter encountered on the network. Selecting the minimum value of 0 means low voice delay is desired, but increases the possibility of jitter-induced voice quality problems. Selecting the maximum value of 12 means highest voice quality under jitter conditions is desired at the cost of increased voice delay. Default = 7.

Modem Relay

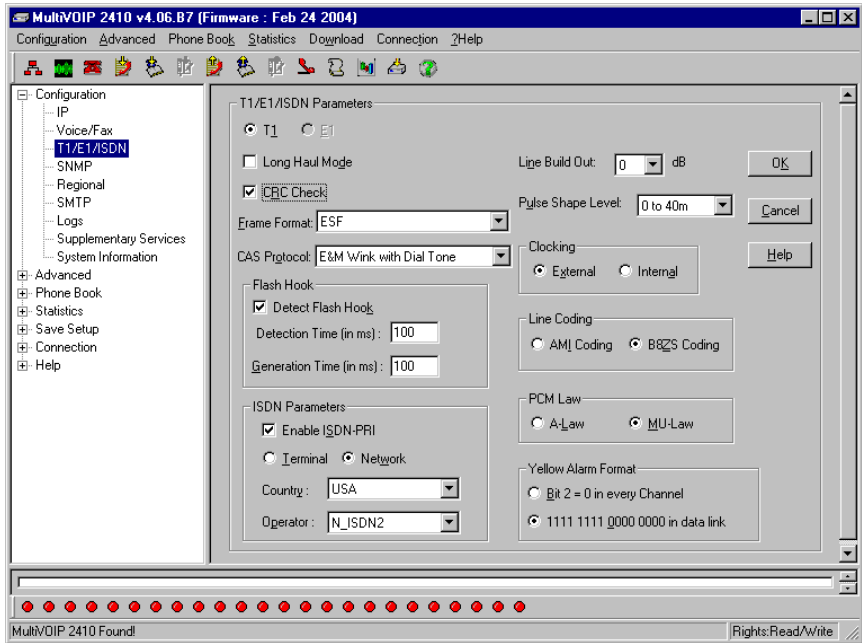
To place modem traffic onto the voip network (an application called “modem relay”), use Coder G.711 mu-law at 64kbps.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Auto Disconnect Parameters		The Automatic Disconnection group has four options which can be used singly or in any combination.
Jitter Value	1-65535 milli-seconds	The Jitter Value defines the average inter-arrival packet deviation (in milliseconds) before the call is automatically disconnected. The default is 150 milliseconds. A higher value means voice transmission will be more accepting of jitter. A lower value is less tolerant of jitter. Inactive by default. When active, default = 150 ms. However, value must equal or exceed Dynamic Minimum Jitter Value.
Call Duration	1-65535 seconds	Call Duration defines the maximum length of time (in seconds) that a call remains connected before the call is automatically disconnected. Inactive by default. When active, default = 180 sec. This may be too short for most configurations requiring upward adjustment.
Consecutive Packets Lost	1-65535	Consecutive Packets Lost defines the number of consecutive packets that are lost after which the call is automatically disconnected. Inactive by default. When active, default = 30
Network Disconnection	1 to 65535 seconds; Default = 300 sec.	Specifies how long to wait before disconnecting the call when IP network connectivity with the remote site has been lost.

9. Set T1/E1/ISDN Parameters. This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing "T1/E1/ISDN Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + T</p>	

In each field, enter the values that fit your particular network.



T1 Parameters. The parameters applicable to T1 and their values are shown in the figure below. These **T1 Parameter** fields are described in the tables that follow.

T1/E1/ISDN Parameters

T1 E1

Long Haul Mode
 CRC Check

Line Build Out: 0 dB

dB
 dB
 dB
 dB

Frame Format: ESF

Pulse Shape Level: 0 to 40m

CAS Protocol:

Flash Hook

Detect Flash Hook
 Detection Time (in ms):
 Generation Time (in ms):

Clocking

External Internal

Line Coding

AMI Coding B8ZS Coding

PCM Law

A-Law MU-Law

ISDN Parameters

Enable ISDN-PRI
 Terminal Network

Country:

Operator:

Yellow Alarm Format

Bit 2 = 0 in every Channel
 1111 1111 0000 0000 in data link

T1 Parameter Definitions		
Field Name	Values	Description
T1/E1/ISDN	T1	North American standard.
Long-Haul Mode	Y/N	In Long-Haul Mode, the MultiVOIP automatically recovers received signals as low as -36 dB. The maximum reachable length with 22 AWG cable is 2000 meters. When Long-Haul Mode is disabled, signals as low as -10 dB can be received. Default: disabled.
CRC Check (Cyclic Redundancy Check)	Y/N	When enabled, allows generation and checking of CRC bits. If not enabled, all check bits in the transmit direction are set. Only applies to ESF frame format. Default: enabled.
Frame Format	F4, D4, ESF, SLC96	Frame Format of MultiVOIP should match that used by PBX or telco. ESF and D4 are commonly used.

T1 Parameter Definitions (cont'd)		
Field Name	Values	Description
CAS Protocol	E&M Immed Strt E&M Wink Start E&M Wink with dial tone FXO Ground Strt FXO Loop Start FXS Ground Strt FXS Loop Start	<p>Channel Associated Signaling (CAS) is a method of incorporating telephony signaling info into a T1 voice/data stream. In CAS, the signaling bits (the A, B, C, and D bits) are multiplexed into the signal stream of each T1 channel. (By contrast, in Common Channel Signaling (CCS), one channel handles signaling for all other channels.) Each CAS protocol defines the states of the signaling bits during the various stages of a call (IDLE, SEIZED, ANSWER, RING-ON, RING-OFF).</p> <p>The CAS protocol code allows the VOIP to interact properly with the PBX or central-office switch that it serves. The need to download CAS protocols arises for only a small minority of VOIP users, and only when PBX/switch is found to be incompatible with standard protocols.</p> <p>Match this parameter to the setting of PBX or central-office switch.</p>

T1 Parameter Definitions (cont'd)		
Field Name	Values	Description
Detect Flash Hook	Y/N	This setting determines whether or not the MultiVOIP responds to hook-flash signals.
Detection Time	100 – 1500 milliseconds	Minimum hook-flash time that will be interpreted as a valid flash by the MultiVOIP.
Generation Time	100 – 1500 milliseconds	In some systems, a MultiVOIP might receive a hook-flash signal from an upstream device (a PBX, voip or other device) and must replicate it to a downstream device. This parameter determines the duration of the hook-flash signal that is passed to a downstream device.

T1 Parameter Definitions (cont'd)		
ISDN Parameters		
Field Name	Values	Description
Enable ISDN-PRI	Y/N	If digital connection is ISDN-PRI type, this box should be checked. When ISDN is enabled, the "CAS Protocols" field is grayed out (ISDN has its own signaling method).
Terminal/Network	either "Terminal" or "Network"	When "Terminal" is selected, it indicates that the MultiVOIP should emulate the subscriber (terminal) side of the digital connection. When "Network" is selected, it indicates that the MultiVOIP should emulate the central office (network) side of the digital connection. Setting used for MultiVOIP must be opposite to the setting used in the PBX. For example, if the PBX is set to "Terminal," then the MultiVOIP must be set to "Network."
Country	see table, later this chapter	Country in which MultiVOIP is operating with ISDN.
Operator	see table, later this chapter	Indicates phone switch manufacturer/model or refers to telco so as to specify the switching system in question. ISDN is implemented somewhat differently in different switches.
Note on Country & Operator options.	—	[ISDN implementation options are shown, arranged by country, in a table below – soon after E1 Parameter Definitions.]

T1 Parameter Definitions (cont'd)		
Field Name	Values	Description
Line Build Out	0 dB, -7.5 dB, -15 dB, -22.5 dB	To reduce the crosstalk on received signals, a transmit attenuator can be placed in the data path. Transmit attenuation is selectable. Default: 0 dB
Pulse Shape Level	0 to 40 Meters 40 to 81 m 81 to 122 m 122 to 162 m 162 to 200 m	Refers to length of cable between MultiVOIP and PBX/telco in meters. Most common will be 0 to 40m.
Clocking	External/Internal	Set opposite to telco/PBX setting. Example: if telco clocking internal, set VOIP clocking as external.
Line Coding	AMI / B8ZS	Match to PBX or telco.
PCM Law	A-Law/Mu-Law	Match to PBX or telco. "Mu-law" is analog-to-digital compression/expansion standard used in North America. "A-law" is European standard.
Yellow Alarm Format	Bit 2 / 1111...	Depending on the Frame Format used, there are choices of Yellow Alarm format, as follows: D4: - Bit2 = 0 in every speech channel - FS bit of frame 12 is forced to one. ESF: - Bit2 = 0 in every speech channel - 1111111100000000 pattern in data link channel. Check with your PBX/telco administrator for the correct setting or use the default value (1111 ...).

E1 Parameters. The parameters applicable to E1 and their values are shown in the figure below. These **E1 Parameter** fields are described in the tables that follow.

T1/E1/ISDN Parameters

T1 E1

Long Haul Mode

CBC Check

Line Build Out: 0 dB

Frame Format: MultiFrame with CRC4(modified)

Pulse Shape Level: 0 to 40m

CAS Protocol: E&M Wink with Dial Tone

Clocking: External Internal

Line Coding: AMI Coding HDB3 Coding

PCM Law: A-Law MU-Law

Flash Hook: Detect Flash Hook

Detection Time (in ms): 100

Generation Time (in ms): 100

ISDN Parameters

Enable ISDN-PR1

Terminal Network

Country: [Dropdown]

Operator: [Dropdown]

E1 Parameter Definitions		
Field Name	Values	Description
T1/E1/ISDN	E1	European standard.
Long-Haul Mode	Y/N	In Long-Haul Mode, the MultiVOIP automatically recovers received signals as low as -36 dB. The maximum reachable length with 22 AWG cable is 2000 meters. When Long-Haul Mode is disabled, signals as low as -10 dB can be received. Default: disabled.
CRC Check (Cyclic Redundancy Check)	--	Not applicable to E1.
Frame Format	Double Frame; MultiFrame (with CRC4); MultiFrame (w/CRC4, modified)	Frame Format of MultiVOIP should match that used by PBX or telco.

E1 Parameter Definitions (cont'd)		
Field Name	Values	Description
CAS Protocol	E&M Immed Strt E&M Wink Start E&M Wink with dial tone FXO Ground Strt FXO Loop Start FXS Ground Strt FXS Loop Start MFR2ITU MFR2 China MFR2 ANI	<p>Channel Associated Signaling (CAS) is a method of incorporating telephony signaling info into an E1 voice/data stream. In CAS, the signaling bits (the A, B, C, and D bits) are multiplexed into the signal stream of each E1 channel. (By contrast, in Common Channel Signaling (CCS), one channel handles signaling for all other channels.) Each CAS protocol defines the states of the signaling bits during the various stages of a call (IDLE, SEIZED, ANSWER, RING-ON, RING-OFF).</p> <p>The CAS protocol code allows the VOIP to interact properly with the PBX or central-office switch that it serves. The need to download CAS protocols arises for only a small minority of VOIP users, and only when PBX/switch is found to be incompatible with standard protocols.</p> <p>Match this parameter to the setting of PBX or central-office switch.</p>

E1 Parameter Definitions (cont'd)		
Field Name	Values	Description
Detect Flash Hook	Y/N	This setting determines whether or not the MultiVOIP responds to hook-flash signals.
Detection Time	100 – 1500 milliseconds	Minimum hook-flash time that will be interpreted as a valid flash by the MultiVOIP.
Generation Time	100 – 1500 milliseconds	In some systems, a MultiVOIP might receive a hook-flash signal from an upstream device (a PBX, voip or other device) and must replicate it to a downstream device. This parameter determines the duration of the hook-flash signal that is passed to a downstream device.

E1 Parameter Definitions (cont'd)		
ISDN Parameters		
Field Name	Values	Description
Enable ISDN-PRI	Y/N	If digital connection is ISDN-PRI type, this box should be checked. When ISDN is enabled, the "CAS Protocols" field is grayed out (ISDN has its own signaling method).
Terminal/Network	either "Terminal" or "Network"	When "Terminal" is selected, it indicates that the MultiVOIP should emulate the subscriber (terminal) side of the digital connection. When "Network" is selected, it indicates that the MultiVOIP should emulate the central office (network) side of the digital connection. Setting used for MultiVOIP must be opposite to the setting used in the PBX. For example, if the PBX is set to "Terminal," then the MultiVOIP must be set to "Network."
Country	see table, later this chapter	Country in which MultiVOIP is operating with ISDN.
Operator	see table, later this chapter	Indicates phone switch manufacturer/model or refers to telco so as to specify the switching system in question. ISDN is implemented somewhat differently in different switches.
Note on Country & Operator options.	—	[ISDN implementation options are shown, arranged by country, in a table below – soon after E1 Parameter Definitions.]

E1 Parameter Definitions (cont'd)		
Field Name	Values	Description
Line Build Out	0 dB, -7.5 dB, -15 dB, -22.5 dB	To reduce the crosstalk on received signals, a transmit attenuator can be placed in the data path. Transmit attenuation is selectable. Default: 0 dB
Pulse Shape Level	0 to 40 Meters 40 to 81 m 81 to 122 m 122 to 162 m 162 to 200 m	Refers to length of cable between MultiVOIP and PBX/telco in meters. Most common will be 0 to 40m.
Clocking	External/Internal	Set opposite to telco/PBX setting. Example: if telco clocking internal, set VOIP clocking as external.
Line Coding	AMI / HDB3	Match to PBX or telco.
PCM Law	A-Law/Mu-Law	Match to PBX or telco. "A-law" is analog-to-digital compression/expansion standard used in Europe. "Mu-law" is North American standard.

10. **Set ISDN Parameters** (if applicable). These parameters are accessible in the **T1/E1/ISDN Parameters** screen. If your T1 or E1 phone line is a Primary Rate Interface ISDN line, enable ISDN-PRI and set it for the particular implementation of ISDN that your telco uses. The ISDN types supported by the digital MultiVOIP units (at press time) are listed below, organized by country.

ISDN Parameters

Enable ISDN-PRI


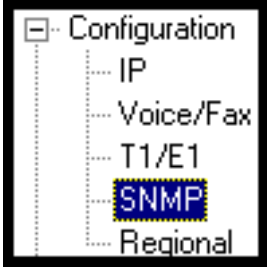
Terminal Network

Country :

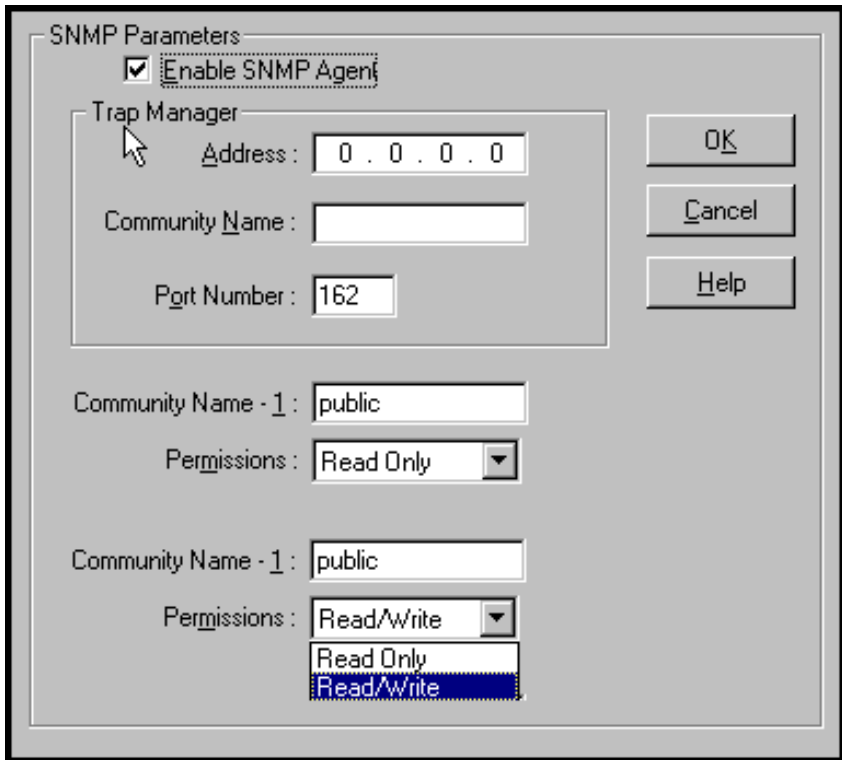
Operator :

Country :	Operator :
Australia	AUSTEL_1
Belgium	BG_V1
Europe	ETSI ECMA_QSIG FT_VN6 RITA
France	FT_VN2 FT_VN3 FT_VN6
Germany	DT_1TR6
HongKong	HK_TEL
Italy	ETSI
Japan	NTT KDD
Korea	KOREAN_OP
NewZealand	TEL_NZ
Sweden	SWD_TVKT
USA	N_ISDN1 N_ISDN2 ATT_4ESS ATT_5E5 ATT_5E9 ATT_5E10 BELLCORE_PRI NT_DMS100
UK	BT ISDN2

11. **Set SNMP Parameters** (Remote Voip Management). This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar. To make the MultiVOIP controllable by a remote PC running the MultiVoipManager software, check the “Enable SNMP Agent” box on the **SNMP Parameters** screen.

Accessing “SNMP Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + M</p>	

In each field, enter the values that fit your particular system.

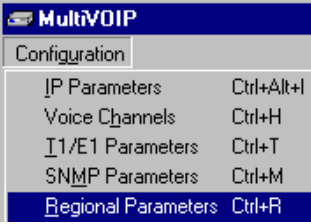
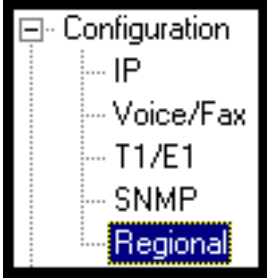


The image shows a configuration dialog box titled "SNMP Parameters". At the top, there is a checked checkbox labeled "Enable SNMP Agent". Below this is a "Trap Manager" section enclosed in a smaller box. Inside the "Trap Manager" box, there are three fields: "Address" with the value "0 . 0 . 0 . 0", "Community Name" which is empty, and "Port Number" with the value "162". To the right of the "Trap Manager" box are three buttons: "OK", "Cancel", and "Help". Below the "Trap Manager" box, there are two more entries for "Community Name - 1". The first entry has the value "public" and "Permissions" set to "Read Only". The second entry also has the value "public", but its "Permissions" dropdown menu is open, showing "Read/Write" selected, with "Read Only" and "Read/Write" as visible options.

The SNMP Parameter fields are described in the table below.

SNMP Parameter Definitions		
Field Name	Values	Description
Enable SNMP Agent	Y/N	Enables the SNMP code in the firmware of the MultiVOIP. This must be enabled for the MultiVOIP to communicate with and be controllable by the MultiVoipManager software. Default: disabled
Trap Manager Parameters		
Address	4 places; n.n.n.n n = 0-255	IP address of MultiVoipManager PC.
Community Name	--	A "community" is a group of VOIP endpoints that can communicate with each other. Often "public" is used to designate a grouping where all end users have access to entire VOIP network. However, calling permissions can be configured to restrict access as needed.
Port Number	162	The default port number of the SNMP manager receiving the traps is the standard port 162.
Community Name 1	Length = 19 characters (max.) Case sensitive.	First community grouping.
Permissions	Read-Only, Read/Write	If this community needs to change MultiVOIP settings, select Read/Write. Otherwise, select Read-Only to view settings.
Community Name 2	Length = 19 characters (max.) Case sensitive.	Second community grouping
Permissions	Read-Only, Read/Write	If this community needs to change MultiVOIP settings, select Read/Write. Otherwise, select Read-Only to view settings.

12. **Set Regional Parameters** (Phone Signaling Tones & Cadences and setup for built-in Remote Configuration/Command Modem). This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing “Regional Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + R</p>	

The **Regional Parameters** screen will appear. For the country selected, the standard set of frequency pairs will be listed for dial tone, busy tone, 'unobtainable' tone (fast busy or trunk busy), and ring tone.

Type	Frequency1	Frequency2	Gain1	Gain2	Cadence(secs)Dn/Off
DialTone	350	440	-16	-16	0.000/0.000/0.000/0.000
BusyTone	400	400	-16	-16	0.375/0.375/0.375/0.375
RingTone	400	450	-16	-16	0.400/0.200/0.400/2.000
UnobtainableTone	480	620	-16	-16	0.000/0.000/0.000/0.000
Survivability DialTone	620	620	-16	-16	0.000/0.000/0.000/0.000
ReorderTone	480	620	-16	-16	0.250/0.250/0.000/0.000

Remote Configuration/Command Modem. Each MVP2410 or MVP3010 unit contains a built-in modem. This modem allows the MultiVOIP to be configured remotely when a standard POTS line is connected to the "Command Modem" connector on the back panel of the MultiVOIP. In the **Country Selection for Built-In Modem** field (drop-down list), select the country that best fits your situation. This may not be the same as your selection for the **Country/Region** field. The selections in the **Country Selection for Built-In Modem** field entail more detailed groupings of telephony parameters than do the **Country/Region** values.

In each field, enter the values that fit your particular system.

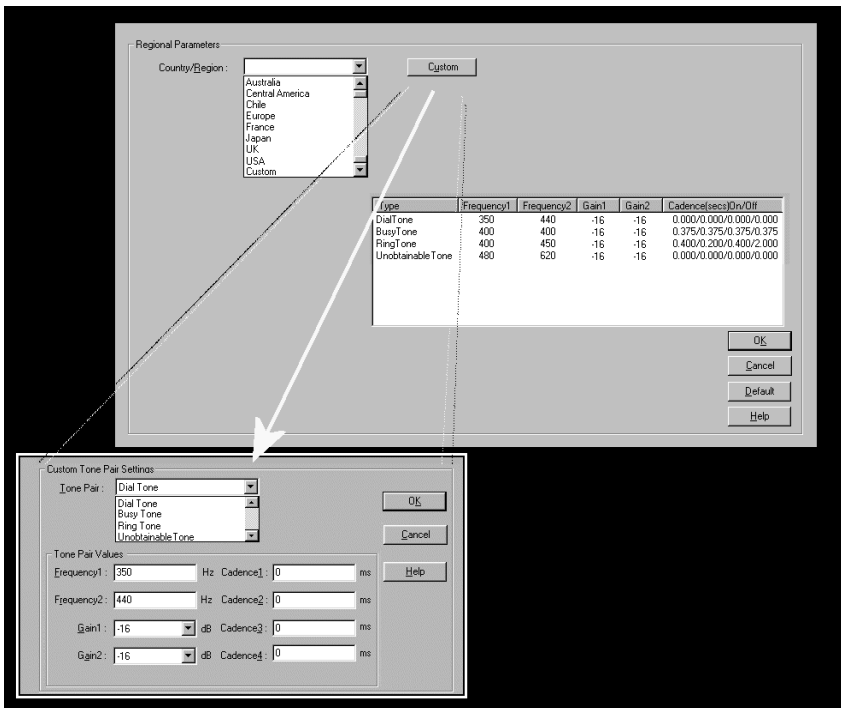
The **Regional Parameters** fields are described in the table below.

“Regional Parameter” Definitions		
Field Name	Values	Description
Country/ Region	USA, Japan, UK, Custom	Name of a country or region that uses a certain set of tone pairs for dial tone , ring tone , busy tone , unobtainable tone (fast busy tone), survivability tone (tone heard briefly, 2 seconds, after going offhook denoting survivable mode of VOIP unit), and re-order tone (a tone pattern indicating the need for the user to hang up the phone). In some cases, the tone-pair scheme denoted by a country name may also be used outside of that country. The “Custom” option (button) assures that any tone-pairing scheme worldwide can be accommodated.
Type column	dial tone, ring tone, busy tone, unobtainable tone (fast busy), re-order tone.	Type of telephony tone-pair for which frequency, gain, and cadence are being presented.

"Regional Parameter" Definitions		
Field Name	Values	Description
Frequency 1	frequency in Hertz	Lower frequency of pair.
Frequency 2	frequency in Hertz	Higher frequency of pair.
Gain 1	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of lower frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the T1 port. Default: -16dB
Gain 2	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of higher frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the T1 port. Default: -16dB

"Regional Parameter" Definitions (cont'd)		
Field Name	Values	Description
Cadence (msec) On/Off	n/n/n/n four integer time values in milli-seconds; zero value for dial-tone indicates continuous tone	On/off pattern of tone durations used to denote phone ringing, phone busy, connection unobtainable (fast busy), and dial tone (continuous and described as "0"). Default values differ for different countries/regions. Although most cadences have only two parts (an "on" duration and an "off" duration), some telephony cadences have four parts. Most cadences, then, are expressed as two iterations of a two-part sequence. Although this is redundant, it is necessary to allow for expression of 4-part cadences.
Custom (button)	--	Click on the "Custom" button to bring up the Custom Tone Pair Settings screen. This screen allows the user to specify tone pair attributes that are not found in any of the standard national/regional telephony toning schemes.
Country Selection for Built-In Modem	country name	MultiVOIP units operating with the X.06 software release (and above) include a built-in modem. The administrator can dial into this modem to configure the MultiVOIP unit remotely. The country name values in this field set telephony parameters that allow the modem to work in the listed country. This value may be different than the Country/Region value. For example, a user may need to choose "Europe" as the Country/Region value but "Denmark" as the Country-Selection-for-Built-In-Modem value.

13. **Set Custom Tones and Cadences (optional)** . The **Regional Parameters** dialog box has a secondary dialog box that allows you to customize DTMF tone pairs to create unique ring-tones, dial tones, busy-tones “unobtainable” tones (fast busy signal) or “re-order” tones (telling the user that they must hang up an off-hook phone) for your system. This screen allows the user to specify tone-pair attributes that are not found in any of the standard national/regional telephony toning schemes. To access this customization feature, click on the **Custom** button on the **Regional Parameters** screen.

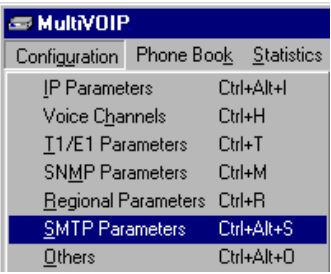
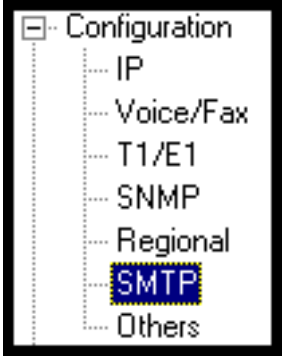


The Custom Tone-Pair Settings fields are described in the table below.

Custom Tone-Pair Settings Definitions		
Field Name	Values	Description
Tone Pair	dial tone busy tone ring tone, 'unobtainable' & re-order tones	Identifies the type of telephony signaling tone for which frequencies are being specified.
TONE PAIR VALUES		About Defaults: US telephony values are used as defaults on this screen. However, since this dialog box is provided to allow custom tone-pair settings, default values are essentially irrelevant.
Frequency 1	frequency in Hertz	Frequency of lower tone of pair. This outbound tone pair enters the MultiVOIP at the T1/E1 port.
Frequency 2	frequency in Hertz	Frequency of higher tone of pair. This outbound tone pair enters the MultiVOIP at the T1/E1 port.
Gain 1	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of lower frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the T1 port. Default = -16dB
Gain 2	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of higher frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the T1 port. Default = -16dB

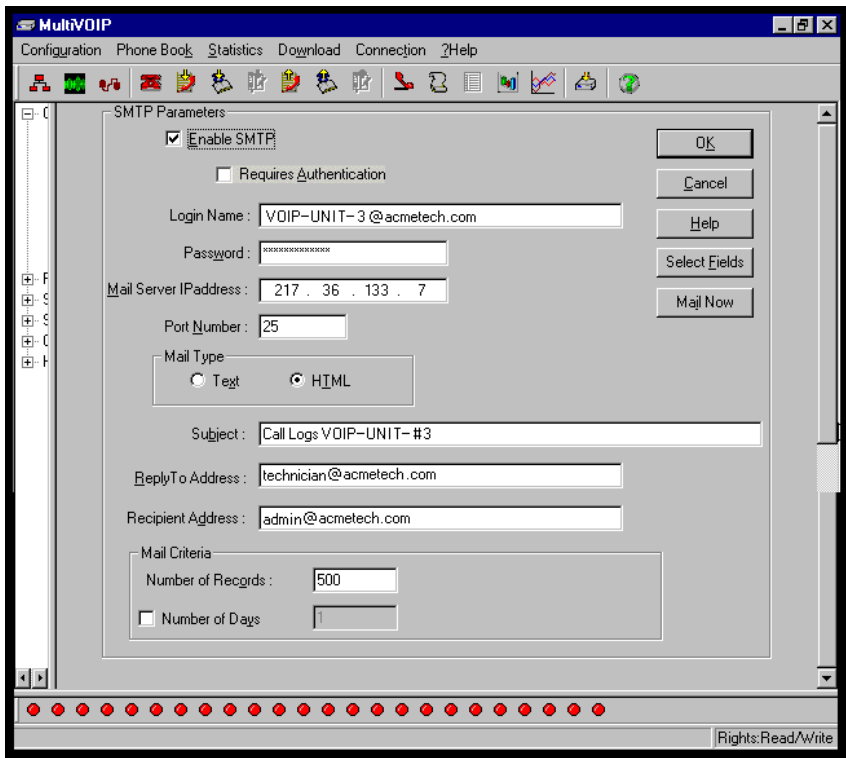
Custom Tone-Pair Settings Definitions		
Field Name	Values	Description
Cadence 1	integer time value in milli-seconds; zero value for dial-tone indicates continuous tone	On/off pattern of tone durations used to denote phone ringing, phone busy, connection unobtainable tone (fast busy), dial tone (which is continuous and described as "0") & re-order tone. Cadence 1 is duration of first period of tone being "on" in the cadence of the telephony signal (which could be ring-tone, busy-tone, unobtainable tone, dial tone, or re-order tone).
Cadence 2	duration in milliseconds	Cadence 2 is duration of first "off" period in signaling cadence.
Cadence 3	duration in milliseconds	Cadence 3 is duration of second "on" period in signaling cadence.
Cadence 4	duration in milliseconds	Cadence 4 is duration of second "off" period in the signaling cadence, after which the 4-part cadence pattern of the telephony signal repeats.

14. **Set SMTP Parameters** (Log Reports by Email). The **SMTP Parameters** screen is applicable when the VOIP administrator has chosen to receive log reports by email (this is done by selecting the “SMTP” checkbox in the **Others** screen and selecting “Enable SMTP” in the **SMTP Parameters** screen.). The **SMTP Parameters** screen can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing “SMTP Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + S</p>	

MultiVOIP as Email Sender. When SMTP is used, the MultiVOIP will actually be given its own email account (with Login Name and Password) on some mail server connected to the IP network. Using this account, the MultiVOIP will then send out email messages containing log report information. The “Recipient” of the log report email is ordinarily the VoIP administrator. Because the MultiVOIP cannot receive email, a “Reply-To” address must also be set up. Ordinarily, the “Reply-To” address is that of a technician who has access to the mail server or MultiVOIP or both, and the VoIP administrator might also be designated as the “Reply-To” party. The main function of the Reply-To address is to receive error or failure messages regarding the emailed reports.

The SMTP Parameters screen is shown below.

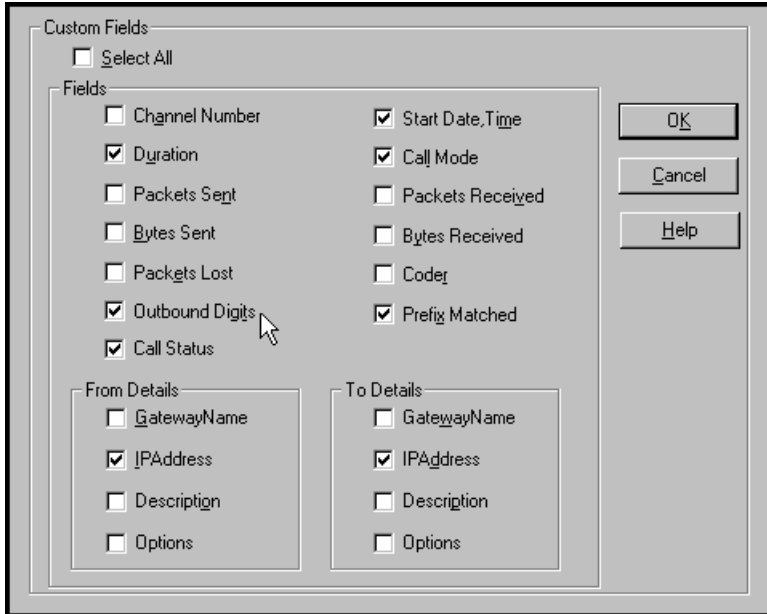


“SMTP Parameters” Definitions		
Field Name	Values	Description
Enable SMTP	Y/N	In order to send log reports by email, this box must be checked. However, to enable SMTP functionality, you must also select “SMTP” in the Logs screen.
Requires Authentication	Y/N	If this checkbox is checked, the MultiVOIP will send Authentication information to the SMTP server. The authentication information indicates whether or not the email sender has permission to use the SMTP server.
Login Name	alpha-numeric, per email domain	This is the User Name for the MultiVOIP unit’s email account.
Password	alpha-numeric	Login password for MultiVOIP unit’s email account.
Mail Server IP Address	n.n.n.n for n= 0 to 255	This mail server must be accessible on the IP network to which the MultiVOIP is connected.
Port Number	25	25 is a standard port number for SMTP.

.....

“SMTP Parameters” Definitions (cont’d)		
Field Name	Values	Description
Mail Type	text or html	Mail type in which log reports will be sent.
Subject	text	User specified. Subject line that will appear for all emailed log reports for this MultiVOIP unit.
Reply-To Address	email address	User specified. This email address functions as a source email identifier for the MultiVOIP, which, of course, cannot usefully receive email messages. The Reply-To address provides a destination for returned messages indicating the status of messages sent by the MultiVOIP (esp. to indicate when log report email was undeliverable or when an error has occurred).
Recipient Address	email address	User specified. Email address at which VOIP administrator will receive log reports.
Mail Criteria		Criteria for sending log summary by email. The log summary email will be sent out either when the user-specified number of log messages has accumulated, or once every day or multiple days, <i>which ever comes first</i> .
Number of Records	integer	This is the number of log records that must accumulate to trigger the sending of a log-summary email.
Number of Days	integer	This is the number of days that must pass before triggering the sending of a log-summary email.

The **SMTP Parameters** dialog box has a secondary dialog box, **Custom Fields**, that allows you to customize email log messages for the MultiVOIP. The MultiVOIP software logs data about many aspects of the call traffic going through the MultiVOIP. The Custom Fields screen lets you pick which aspects will be included in the email log reports.



"Custom Fields" Definitions			
Field	Description	Field	Description
Select All	Log report to include all fields shown.		
Channel Number	Data channel carrying call.	Start Date, Time	Date and time the phone call began.
Duration	Length of call.	Call Mode	Voice or fax.
Packets Sent	Total packets sent in call.	Packets Received	Total packets received in call.
Bytes Sent	Total bytes sent in call.	Bytes Received	Total bytes received in call.
Packets Lost	Packets lost in call.	Coder	Voice Coder /Compression Rate used for call will be listed in log.

“Custom Fields” Definitions (cont’d)			
Field	Description	Field	Description
Outbound Digits	Digits put out by MultiVOIP onto the T1 or E1 line.	Prefix Matched	When selected, the phonebook prefix matched in processing call will be listed in log.
Call Status	Successful or unsuccessful.		
From Details		To Details	
Gateway Number	Originating gateway	Gatew N.	Completing or terminating gateway
IP Addr	IP address where call originated.	IP Addr	IP address where call was completed or terminated.
Descript	Identifier of site where call originated.	Descript	Identifier of site where call was completed or terminated.
Options	When selected, log will not use/non-use of Silence Compression and Forward Error Correction by call originator.	Options	When selected, log will not use/non-use of Silence Compression and Forward Error Correction by call terminator.

SMTP

SMTP Parameters

Enable SMTP

Login Name:

Password:

Mail Server IP Address:

Port Number:

Mail Type: Text HTML

Subject:

ReplyTo Address:

Recipient Address:

Mail Criteria

Number of Records:

Number of Days:

Logs

Enable Console Messages

Turn Off Logs

Reporting Method:

GUI SMTP SNMP

Custom Fields

Select All

Fields:

Channel Number Start Date, Time

Duration Call Mode

Packets Sent Packets Received

Bytes Sent Bytes Received

Packets Lost Codec

Outbound Digits Prefix Matched

Call Status

From Details:

GatewayName

IPAddress

Description

Options

To Details:

GatewayName

IPAddress

Description

Options

Call Logs

Sl.No.	Start Date & Time	Duration	Status	Call Mode
1	01/17/2002 & 09:43:24	00:01:47	Success	Voice
2	01/17/2002 & 10:30:33	00:26:46	Success	Voice
3	01/17/2002 & 11:05:22	00:09:47	Success	Voice
4	01/17/2002 & 11:16:02	00:01:25	Success	Voice
5	01/17/2002 & 11:21:02	00:00:33	Success	Voice
6	01/17/2002 & 11:51:26	00:00:00	Unsuccess	Voice

Call Logs

Sl.No.	From IP Addr.	To IP Addr.	OutBound Digits	Prefix Matched
1	204.026.122.105	202.054.039.100		4470
2	204.026.122.105	202.054.039.100		4470
3	204.026.122.105	202.054.039.100		4470
4	202.054.039.100	204.026.122.105		763717
5	204.026.122.105	202.054.039.100		4470
6	204.026.122.105	202.054.039.100		4470

Call Logs

Sl.No.	Start Date & Time	Duration	Status	Call Mode
1	01/17/2002 & 09:43:24	00:01:47	Success	Voice
2	01/17/2002 & 10:30:33	00:26:46	Success	Voice
3	01/17/2002 & 11:05:22	00:09:47	Success	Voice
4	01/17/2002 & 11:16:02	00:01:25	Success	Voice
5	01/17/2002 & 11:21:02	00:00:33	Success	Voice
6	01/17/2002 & 11:51:26	00:00:00	Unsuccess	Voice

Call Logs

Sl.No.	From IP Addr.	To IP Addr.	OutBound Digits	Prefix Matched
1	204.026.122.105	202.054.039.100		4470
2	204.026.122.105	202.054.039.100		4470
3	204.026.122.105	202.054.039.100		4470
4	202.054.039.100	204.026.122.105		763717
5	204.026.122.105	202.054.039.100		4470
6	204.026.122.105	202.054.039.100		4470

To use the "SMTP Parameters" screen, SMTP must first be selected in the "Logs" screen.

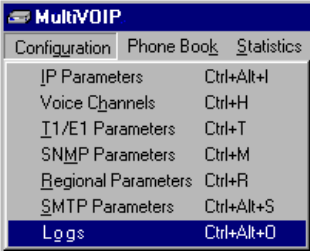
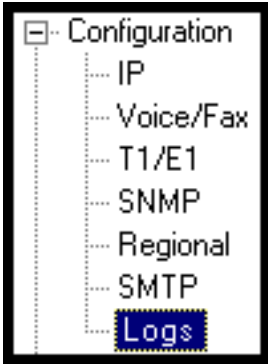
The secondary screen "Custom Fields" lets the user determine which technical details of each phone call to record in the logs.

Email reports can be sent out periodically or when a certain number of phone calls have been logged.

The requested technical details will then appear in the log report that is automatically emailed to the VOIP administrator.

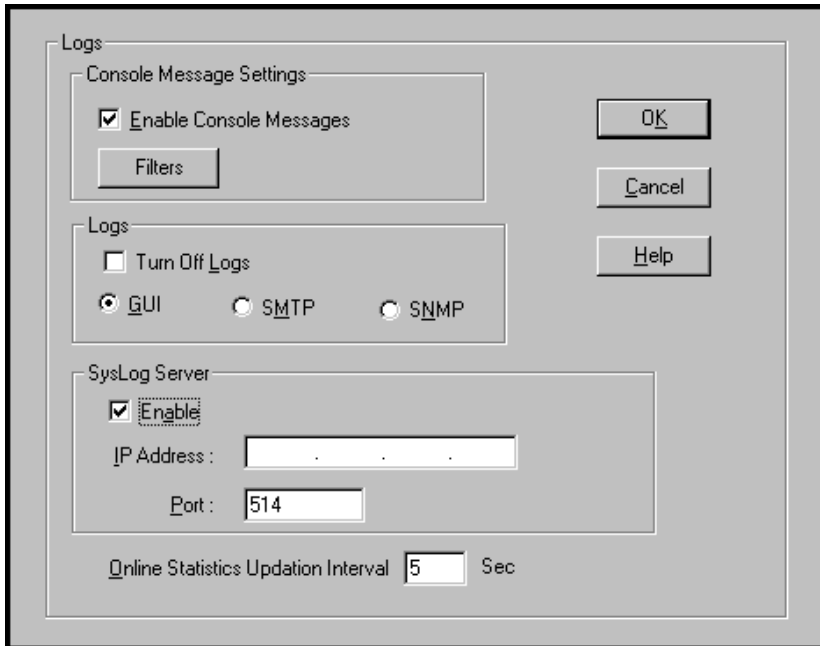
15. **Set Log Reporting Method.** The **Logs** screen lets you choose how the VoIP administrator will receive log reports about the MultiVOIP's performance and the phone call traffic that is passing through it. Log reports can be received in one of three ways:

- A. in the MultiVOIP program (GUI),
- B. via email (SMTP), or
- C. at the MultiVoipManager remote voip system management program (SNMP).

Accessing "Logs" Screen	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + O</p>	

If you enable console messages, you can customize the types of messages to be included/excluded in log reports by clicking on the "Filters" button and using the **Console Messages Filter Settings** screen (see subsequent page). If you use the logging function, select

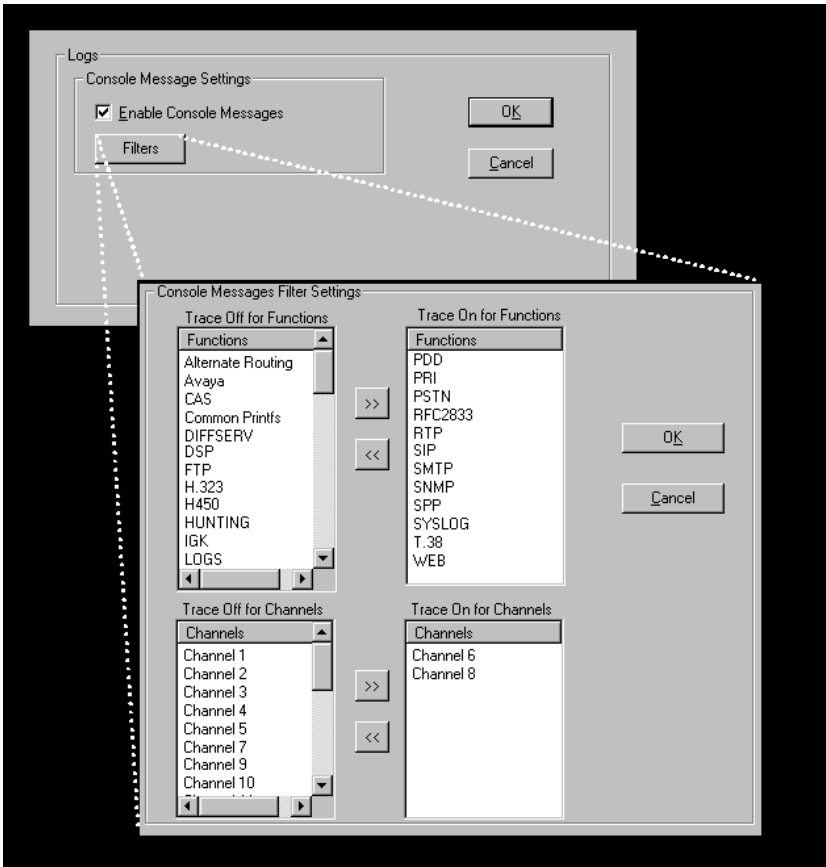
the logging option that applies to your VoIP system design. If you intend to use a SysLog Server program for logging, click in that Enable check box. The common SysLog logical port number is 514. If you intend to use the MultiVOIP web browser GUI for configuration and control of MultiVOIP units, be aware that the web browser GUI does not support logs directly. However, when the web browser GUI is used, log files can still be sent to the voip administrator via email (which requires activating the SMTP logging option in this screen).



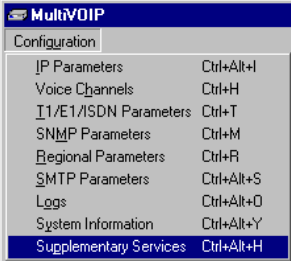
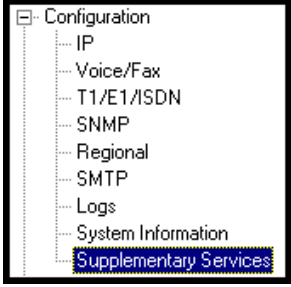
"Logs" Screen Definitions		
Field Name	Values	Description
Enable Console Messages	Y/N	Allows MultiVOIP debugging messages to be read via a basic tele-communications program like HyperTerminal™ or similar application. Normally, this should be disabled because it consumes MultiVOIP processing resources. Console messages are meant for use by tech support personnel.

“Logs” Screen Definitions (cont’d)		
Field Name	Values	Description
Filters (button)		Click to access secondary screen on where console messages can be included/excluded by category and on a per-channel basis. (See the Console Messages Filter Settings screen on subsequent page.)
Turn Off Logs	Y/N	Disables log reporting function.
Logs Buttons		Only one of these three log reporting methods, GUI, SMTP, or SNMP, may be chosen.
GUI	Y/N	User must view logs at the MultiVOIP configuration program.
SNMP	Y/N	Log messages will be delivered to the MultiVoipManager application program.
SMTP	Y/N	Log messages will be sent to user-specified email address.
SysLog Server Enable	Y/N	This box must be checked if logging is to be done in conjunction with a SysLog Server program. For more on SysLog Server, see <i>Operation & Maintenance</i> chapter.
IP Address	n.n.n.n for n= 0-255	IP address of computer, connected to voip network, on which SysLog Server program is running.
Port	514	Logical port for SysLog Server. 514 is commonly used.
Online Statistics Updation Interval	integer	Set the interval (in seconds) at which logging information will be updated.

To customize console messages by category and/or by channel, click on "Filters" and use the **Console Messages Filters Settings** screen.



16. Set Supplementary Services Parameters. This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing "Supplementary Services Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt +H</p>	

Supplementary Services features derive from the H.450 standard, which brings to voip telephony functionality once only available with PSTN or PBX telephony. Supplementary Services features can be used under H.323 only and not under SIP.

In each field, enter the values that fit your particular network.

Of the features implemented under Supplementary Services, three are very closely related: Call Transfer, Call Hold, and Call Waiting. Call Name Identification is similar but not identical to the premium PSTN feature commonly known as **Caller ID**.

Call Transfer. Call Transfer allows one party to re-connect the party with whom they have been speaking to a third party. The first party is disconnected when the third party becomes connected. Feature is invoked by a programmable phone keypad sequence (for example, #7).

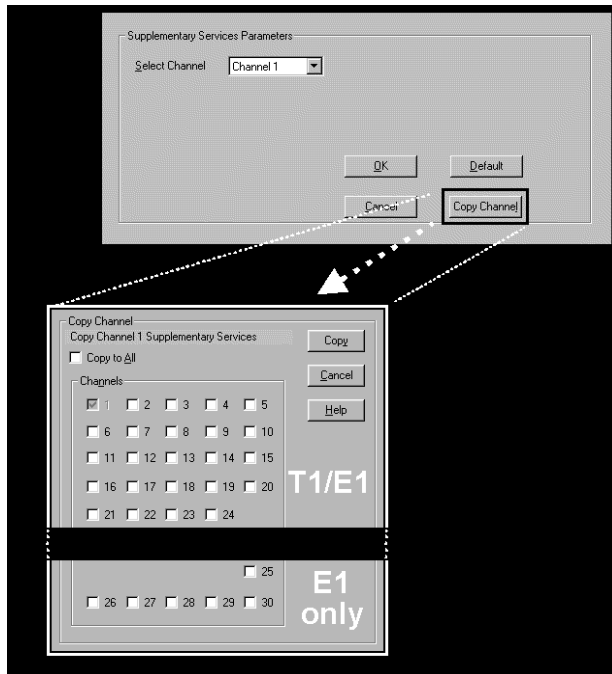
Call Hold. Call Hold allows one party to maintain an idle (non-talking) connection with another party while receiving another call (Call Waiting), while initiating another call (Call Transfer), or while performing some other call management function. Invoked by keypad sequence.

Call Waiting. Call Waiting notifies an engaged caller of an incoming call and allows them to receive a call from a third party while the party with whom they have been speaking is put on hold. Invoked by keypad sequence.

Call Name Identification. When enabled for a given voip unit (the 'home' voip), this feature gives notice to remote voips involved in calls. Notification goes to the remote voip administrator, not to individual phone stations. When the home voip is the caller, a plain English descriptor will be sent to the remote (callee) voip identifying

the channel over which the call is being originated (for example, "Calling Party - Omaha Sales Office Line 2"). If that voip channel is dedicated to a certain individual, the descriptor could say that, as well (for example "Calling Party - Harold Smith in Omaha"). When the home voip receives a call from any remote voip, the home voip sends a status message back to that caller. This message confirms that the home voip's phone channel is either busy or ringing or that a connection has been made (for example, "Busy Party - Omaha Sales Office Line "). These messages appear in the **Statistics – Call Progress** screen of the remote voip.

Note that Supplementary Services parameters are applied on a channel-by-channel basis. However, once you have established a set of supplementary parameters for a particular channel, you can apply this entire set of parameters to another channel by using the **Copy Channel** button and its dialog box. To copy a set of Supplementary Services parameters to all channels, select "Copy to All" and click **Copy**.



The **Supplementary Services** fields are described in the tables below.

Supplementary Services Parameter Definitions		
Field Name	Values	Description
Select Channel	1 (MVP-130/ 130FXS 1-2 (210); 1-4 (410); 1-8 (810)	The channel to be configured is selected here.
Call Transfer Enable	Y/N	Select to enable the Call Transfer function in the voip unit. This is a “blind” transfer and the sequence of events is as follows: Callers A and B are having a conversation. Caller A wants to put B into contact with C. Caller A dials call transfer sequence. Caller A hears dial tone and dials number for caller C. Caller A gets disconnected while Caller B gets connected to caller C. A brief musical jingle is played for the caller on hold.
Transfer Sequence	any phone keypad character	The numbers and/or symbols that the caller must press on the phone keypad to initiate a call transfer. The call-transfer sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #). The sequences for call transfer, call hold, and call waiting can be from 1 to 4 digits in length consisting of any combination of digits 1234567890*#.

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Call Hold Enable	Y/N	Select to enable Call Hold function in voip unit. Call Hold allows one party to maintain an idle (non-talking) connection with another party while receiving another call (Call Waiting), while initiating another call (Call Transfer), or while performing some other call management function.
Hold Sequence	phone keypad characters	The numbers and/or symbols that the caller must press on the phone keypad to initiate a call hold. The call-hold sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #).
Call Waiting Enable	Y/N	Select to enable Call Waiting function in voip unit.
Retrieve Sequence	phone keypad characters, two characters in length	The numbers and/or symbols that the caller must press on the phone keypad to initiate retrieval of a waiting call. The call-waiting retrieval sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #). This is the phone keypad sequence that a user must press to retrieve a waiting call. Customize-able. Sequence should be distinct from sequence that might be used to retrieve a waiting call via the PBX or PSTN.

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Call Name Identification Enable		<p>Enables CNI function. Call Name Identification is not the same as Caller ID. When enabled on a given voip unit currently being controlled by the MultiVOIP GUI (the 'home voip'), Call Name Identification sends an identifier and status information to the administrator of the remote voip involved in the call. The feature operates on a channel-by-channel basis (each channel can have a separate identifier).</p> <p>If the home voip is originating the call, only the Calling Party field is applicable. If the home voip is receiving the call, then the Alerting Party, Busy Party, and Connected Party fields are the only applicable fields (and any or all of these could be enabled for a given voip channel). The status information confirms back to the originator that the callee (the home voip) is either busy, or ringing, or that the intended call has been completed and is currently connected.</p> <p>The identifier and status information are made available to the remote voip unit and appear in the Caller ID field of its Statistics – Call Progress screen. (This is how MultiVOIP units handle CNI messages; in other voip brands, H.450 may be implemented differently and then the message presentation may vary.)</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Calling Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is originating the call and Calling Party is selected, then the identifier (from the Caller Id field) will be sent to the remote voip unit being called. The Caller Id field gives the remote voip administrator a plain-language identifier of the party that is originating the call occurring on a specific channel.</p> <p>This field is applicable only when the 'home' voip unit is originating the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip in this example), Call Name Identification has been enabled, Calling Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field.</p> <p>When channel 2 of the Omaha voip is used to make a call to any other voip phone station (for example, the Denver office), the message "Calling Party – Omaha Sales Office Voipchannel 2" will appear in the "Caller Id" field of the Statistics – Call Progress screen of the Denver voip.</p>

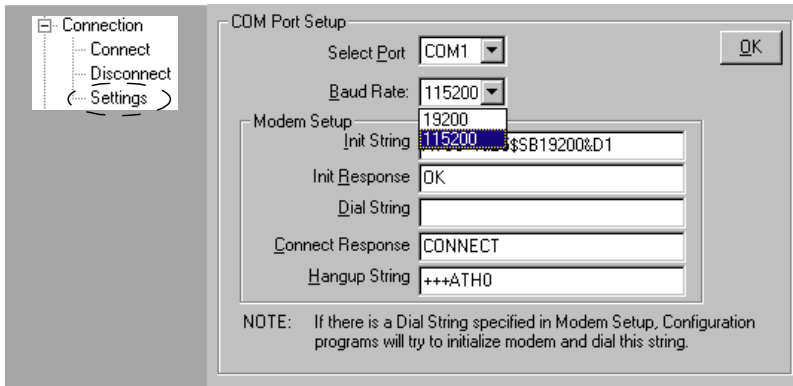
Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Alerting Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving the call and Alerting Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the call is ringing.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Alerting Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip receives a call from any other voip phone station (for example, the Denver office), the message "Alerting Party – Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the phone is ringing in Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Busy Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving a call directed toward an already engaged channel or phone station and Busy Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the channel or called party is busy.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Busy Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip is busy but still receives a call attempt from any other voip phone station (for example, the Denver office), the message "Busy Party – Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the channel or phone station is busy in Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Connected Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving a call and Connected Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the attempted call has been completed and the connection is made.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Connected Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip completes an attempted call from any other voip phone station (for example, the Denver office), the message "Connected Party – Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the call has been completed to Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Caller ID		This is the identifier of a specific channel of the 'home' voip unit. The Caller Id field typically describes a person, office, or location, for example, "Harry Smith," or "Bursar's Office," or "Barnesville Factory."
Default	--	When this button is clicked, all Supplementary Service parameters are set to their default values.
Copy Channel	--	Copies the Supplementary Service attributes of one channel to another channel. Attributes can be copied to multiple channels or all channels at once.

17. **Set Baud Rate.** The **Connection** option in the sidebar menu has a “Settings” item that includes the baud-rate setting for the COM port of the computer running the MultiVOIP software.

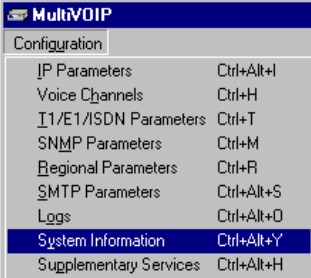
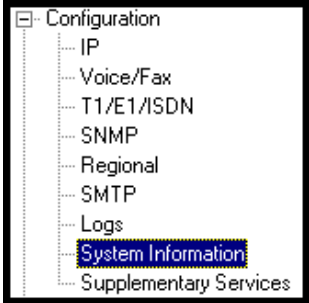


First, it is important to note that the default COM port established by the MultiVOIP program is COM1. ***Do not accept the default value until you have checked the COM port allocation on your PC.*** To do this, check for COM port assignments in the system resource dialog box(es) of your Windows operating system. If COM1 is not available, you must change the COM port setting to COM2 or some other COM port that you have confirmed as being available on your PC.

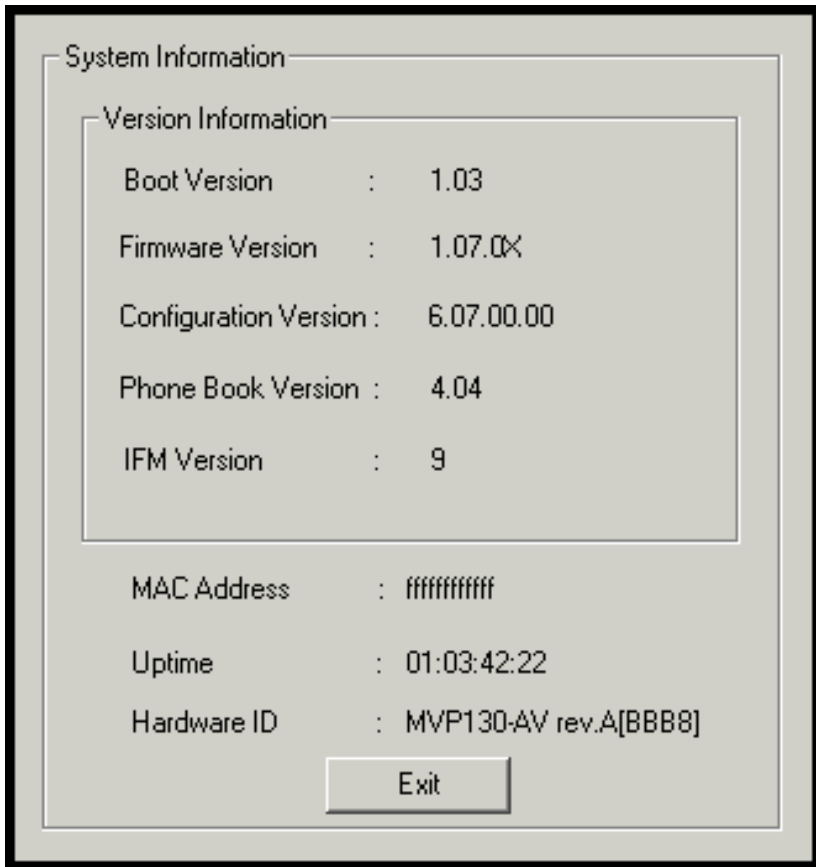
The default baud rate is 115,200 bps.

18. View **System Information** screen and set updating interval (optional).

This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing the “System Information” Screen	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + Y</p>	

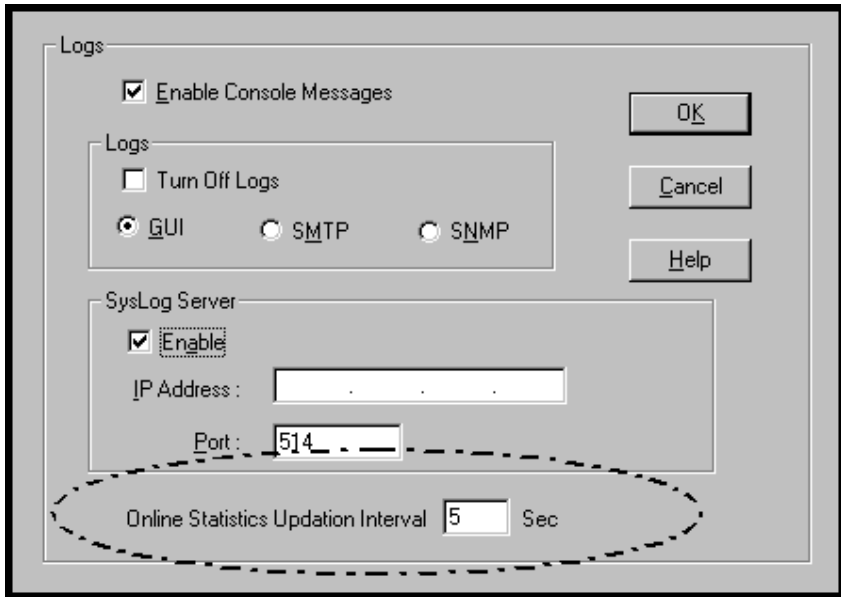
This screen presents vital system information at a glance. Its primary use is in troubleshooting.



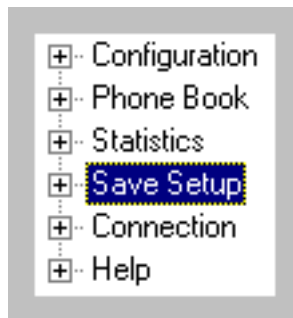
System Information Parameter Definitions		
Field Name	Values	Description
Boot Version	nn.nn	Indicates the version of the code that is used at the startup (booting) of the voip. The boot code version is independent of the software version.
Firmware Version	alpha-numeric	Indicates version of MultiVOIP firmware.

System Information Parameter Definitions		
Field Name	Values	Description
Configuration Version	nn.nn.nn. nn alpha- numeric	Indicates version of MultiVOIP Configuration software (which includes screens for IP Parameters, SNMP Parameters, SMTP Parameters, Regional Parameters, etc.
Phone Book Version	numeric	Indicates the version of the inbound and outbound phonebook portion of the MultiVOIP software.
IFM Version	numeric	Indicates the version of the firmware running on the MultiVOIP's Interface Module, which is its analog telephony hardware.
Mac Address	alpha- numeric	Denotes the number assigned as the voip unit's unique node identifier.
Up Time	days: hours: mm:ss	Indicates how long the voip has been running since its last booting.
Hardware ID	alpha- numeric	Indicates the version of the MultiVOIP unit's circuit board and components.

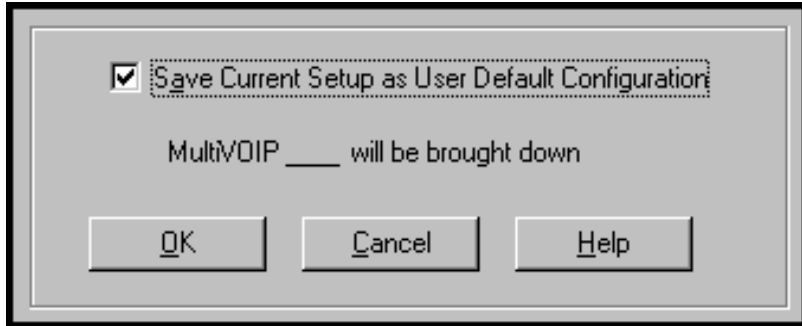
The frequency with which the System Information screen is updated is determined by a setting in the Logs screen



19. **Saving the MultiVOIP Configuration.** When values have been set for all of the MultiVOIP's various operating parameters, click on **Save Setup** in the sidebar.



20. **Creating a User Default Configuration.** When a “Setup” (complete grouping of parameters) is being saved, you will be prompted about designating that setup as a “User Default” setup. A User Default setup may be useful as a baseline of site-specific values to which you can easily revert. Establishing a User Default Setup is optional.



Chapter 6: Technical Configuration for Analog/BRI MultiVOIPs (MVP-130/130FXS, MVP-210, MVP-410, MVP-810 & MVP-410ST/810ST)

Configuring the Analog/BRI MultiVOIP

There are two ways in which the MultiVOIP must be configured before operation: technical configuration and phonebook configuration.

Technical Configuration. First, the MultiVOIP must be configured to operate with technical parameter settings that will match the equipment with which it interfaces. There are eight types of technical parameters that must be set.

These technical parameters pertain to

- (1) its operation in an IP network,
- (2) its operation with telephony equipment,
- (3) its transmission of voice and fax messages,
- (4) its interaction with SNMP (Simple Network Management Protocol) network management software (MultiVoipManager),
- (5) certain telephony attributes that are common to particular nations or regions,
- (6) its operation with a mail server on the same IP network (per SMTP parameters) such that log reports about VoIP telephone call traffic can be sent to the administrator by email,
- (7) implementing some common premium telephony features (Call Transfer, Call Hold, Call Waiting, Call ID – “Supplementary Services”), and
- (8) selecting the method by which log reports will be made accessible.

The process of specifying values for the various parameters in these seven categories is what we call “technical configuration” and it is described in this chapter.

Phonebook Configuration. The second type of configuration that is required for the MultiVOIP pertains to the phone number dialing sequences that it will receive and transmit when handling calls. Dialing patterns will be affected by both the PBX/telephony equipment and the other VOIP devices that the MultiVOIP unit interacts with. We call this “Phonebook Configuration,” and, for analog MultiVOIP units, it is described nominally in *Chapter 9: Analog Phonebook Configuration* of this manual. But, in fact, nearly all of the descriptions and examples for analog phonebook configuration are to be found in Chapter 7 if the analog voip is operating under the North American telephony scheme, or in Chapter 8 if the analog voip is operating under a European telephony scheme. Chapter 2, the *Quick Start Instructions*, presents additional examples relevant to the analog voips.

Local/Remote Configuration. The MultiVOIP must be configured locally at first (to establish an IP address for the MultiVOIP unit). But changes to this initial configuration can be done either locally or remotely.

Local configuration is done through a connection between the “Command” port of the MultiVOIP and the COM port of the computer; the MultiVOIP configuration program is used.

Remote configuration is done through a connection between the MultiVOIP’s Ethernet (network) port and a computer connected to the same network. The computer could be miles or continents away from the MultiVOIP itself. There are two ways of doing remote configuration and operation of the MultiVOIP unit: (1) using the MultiVoipManager SNMP program, or (2) using the MultiVOIP web browser interface program.

MultiVoipManager. MultiVoipManager is an SNMP agent program (Simple Network Management Protocol) that extends the capabilities of the MultiVOIP configuration program: MultiVoipManager allows the user to manage any number of VOIPs on a network, whereas the MultiVOIP configuration program can manage only the VOIP to which it is directly/locally connected. The MultiVoipManager can configure multiple VOIPs simultaneously, whereas the MultiVOIP configuration program can configure only one at a time.

MultiVoipManager may (but does not need to) reside on the same PC as the MultiVOIP configuration program. The MultiVoipManager program is on the MultiVOIP Product CD. Updates, when applicable, may be posted at on the MultiTech FTP site. To download, go to <ftp://ftp.multitech.com/MultiVoip/>.

Web Browser Interface. The MultiVOIP web browser GUI gives access to the same commands and configuration parameters as are available in the MultiVOIP Windows GUI except for logging functions. When using the web browser GUI, logging can be done by email (the SMTP option).

Functional Equivalence of Interfaces. The MultiVOIP configuration program is required to do the initial configuration (that is, setting an IP address for the MultiVOIP unit) so that the VOIP unit can communicate with the MultiVoipManager program or with the web browser GUI. Management of the VOIP after that point can be done from any of these three programs since they all offer essentially the same functionality. Functionally, either the MultiVoipManager program or the web browser GUI can replace the MultiVOIP configuration program after the initial configuration is complete (with minor exceptions, as noted).

WARNING: Do not attempt to interface the MultiVOIP unit with two control programs simultaneously (that is, by accessing the MultiVOIP configuration program via the Command Port and either the MultiVoipManager program or the web browser interface via the Ethernet Port). The results of using two programs to control a single VOIP simultaneously would be unpredictable.

Local Configuration

This manual primarily describes local configuration with the Windows GUI. After IP addresses have been set locally using the Windows GUI, most aspects of configuration (logging functions are an exception) can be handled through the web browser GUI, as well (see the *Operation and Maintenance* chapter of this manual). In most aspects of configuration, the Windows GUI and web-browser GUI differ only graphically, not functionally. For information on SNMP remote configuration and management, see the MultiVoipManager documentation.

Pre-Requisites




To complete the configuration of the MultiVOIP unit, you **must** know several things about the overall system.

Before configuring your MultiVOIP Gateway unit, you must know the values for several IP and telephone parameters that describe the IP network system and telephony system (PBX or telco central office equipment) with which the digital MultiVOIP will interact. If you plan to receive log reports on phone traffic by email (SMTP), you must arrange to have an email address assigned to the VOIP unit on the email server on your IP network.

IP Parameters


The following parameters must be known about the network (LAN, WAN, Internet, etc.) to which the MultiVOIP will connect:

✓	Ask your computer network administrator.	Info needed to operate: all MultiVOIP models.
	 IP Network Parameters: Record for each VOIP Site in System	
	• IP Address	
	• IP Mask	
	• Gateway	
	• Domain Name Server (DNS) Info <i>(not implemented; for future use)</i>	

Write down the values for these IP parameters. You will need to enter these values in the “IP Parameters” screen in the Configuration section of the MultiVOIP software. You must have this IP information about *every* VOIP in the system.


Analog Telephony Interface Parameters (for MVP-130/130FXS/210/410/810)

The following parameters must be known about the PBX or telco central office equipment to which the analog MultiVOIP will connect:

✓	Analog Phone Parameters <i>Ask phone company or telecom manager.</i>	<i>Needed for:</i> MVP810 MVP410 MVP210 MVP130 MVP130FXS
	 Analog Telephony Interface Parameters: Record for this VOIP Site	
	<ul style="list-style-type: none"> • Which interface type (or “signaling”) is used? E&M _____ FXS/FXO _____ 	
	<ul style="list-style-type: none"> • If FXS, determine whether the line will be used for a phone, fax, or KTS (key telephone system) 	
	<ul style="list-style-type: none"> • If FXO, determine if line will be an analog PBX extension or an analog line from a telco central office 	
	<ul style="list-style-type: none"> • If E&M, determine these aspects of the E&M trunk line from the PBX: <ul style="list-style-type: none"> • What is its Type (1, 2, 3, 4, or 5)? • Is it 2-wire or 4-wire? • Is it Dial Tone or Wink? 	

ISDN-BRI Telephony Parameters (for MVP-410ST/810ST)

The following parameters must be known about the PBX or telco central office equipment to which the analog MultiVOIP will connect:

✓	ISDN-BRI Phone Parameters <i>Ask phone company or telecom manager.</i>	<i>Needed for:</i> MVP810ST MVP410ST
	 ISDN-BRI Telephony Interface Parameters: Record them for this VOIP Site	
	<ul style="list-style-type: none"> • In which country is this voip installed? 	
	<ul style="list-style-type: none"> • Which operator (switch type) is used? 	
	<ul style="list-style-type: none"> • What type of line coding use required, A-law or u-law? 	
	<ul style="list-style-type: none"> • Determine which BRI ports will be network side and which BRI ports will be terminal side. 	

Write down the values for these telephony parameters (whether analog or ISDN-BRI). You will need to enter these values in the “Interface” screen (analog) or “ISDN Parameters” screen (ISDN-BRI) in the Configuration section of the MultiVOIP software.

SMTP Parameters (for email call log reporting)

<p><i>required if log reports of VOIP call traffic are to be sent by email</i></p>	<p>Optional</p>
<p>SMTP Parameters Preparation Task:</p> <p>Ask Mail Server administrator to set up email account (with password) for the MultiVOIP unit itself. Be sure to give a unique identifier to each individual MultiVOIP unit. .</p> <p>Get the IP address of the mail server computer, as well.</p>	<div data-bbox="602 358 939 860"> <p>MEMO: To: IT Department re: email account for VOIP</p> <p>voip-unit2@biggytech.com</p> </div>

Local Configuration Procedure (Summary)

After the MultiVOIP configuration software has been installed in the 'Command' PC (which is connected to the MultiVOIP unit), several steps must be taken to configure the MultiVOIP to function in its specific setting. Although the summary below includes all of these steps, some are optional.

1. Check Power and Cabling.
2. Start MultiVOIP Configuration Program.
3. Confirm Connection.
4. Solve Common Connection Problems.
 - A. Fixing a COM Port Problem.
 - B. Fixing a Cabling Problem.
5. Familiarize yourself with configuration parameter screens and how to access them.
6. Set IP Parameters.
7. Enable web browser GUI (optional).
8. Set Voice/Fax Parameters.
9. Set Telephony Interface Parameters (analog) or ISDN Parameters (ISDN/BRI).
10. Set SNMP Parameters (applicable if MultiVoipManager remote management software is used).
11. Set Regional Parameters (Phone Signaling Tones & Cadences and setup for built-in Remote Configuration/Command Modem).
12. Set Custom Tones and Cadences (optional).
13. Set SMTP Parameters (applicable if Log Reports are via Email).
14. Set Log Reporting Method (GUI, locally in MultiVOIP Configuration program; SNMP, remotely in MultiVoipManager program; or SMTP, via email).
15. Set Supplementary Services Parameters. The Supplementary Services screen allows voip deployment of features that are normally found in PBX or PSTN systems (e.g., call transfer and call waiting).
16. Set Baud Rate (of COM port connection to 'Command' PC).
17. View System Info screen and set updating interval (optional).
18. Save the MultiVOIP configuration.

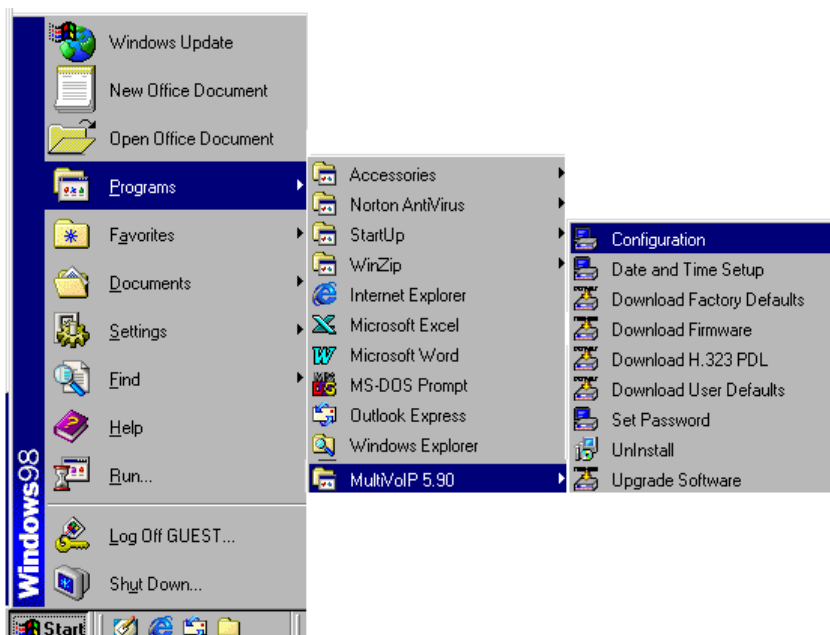
19. Create a User Default Configuration (optional).

When technical configuration is complete, you will need to configure the MultiVOIP's inbound and outbound phonebooks. This manual has separate chapters describing *T1 Phonebook Configuration* for North-American-influenced telephony settings and *E1 Phonebook Configuration* for Euro-influenced telephony settings.

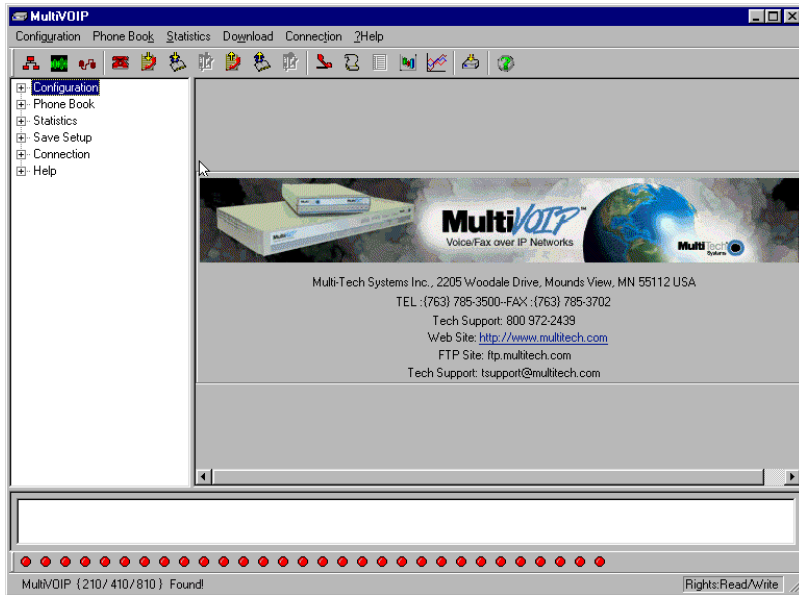
Local Configuration Procedure (Detailed)

You can begin the configuration process as a continuation of the MultiVOIP software installation. You can establish your configuration or modify it at any time by launching the MultiVOIP program from the Windows **Start** menu.

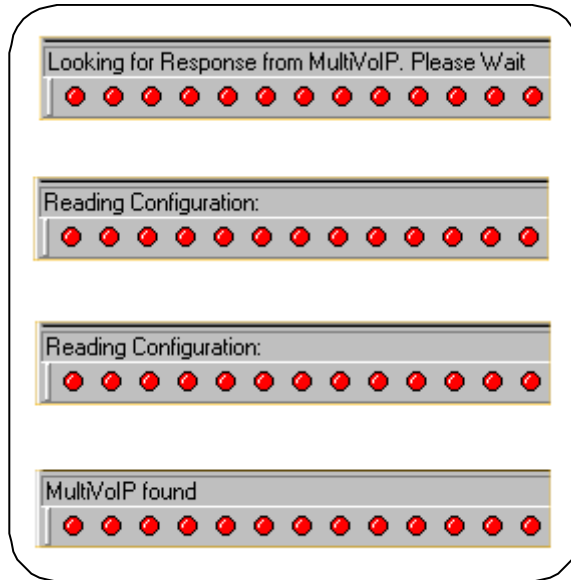
1. **Check Power and Cabling.** Be sure the MultiVOIP is turned on and connected to the computer via the MultiVOIP's Command Port (DB9 connector at computer's COM port; RJ45 connector at MultiVOIP).
2. **Start MultiVOIP Configuration Program.** Launch the MultiVOIP program from the Windows **Start** menu (from the folder location determined during installation).



3. **Confirm Connection.** If the MultiVOIP is set for an available COM port and is correctly cabled to the PC, the MultiVOIP main screen will appear. (If the main screen appears *grayed out* and seems inaccessible, go to step 4.)



In the lower left corner of the screen, the connection status of the MultiVOIP will be displayed. The messages in the lower left corner will change as detection occurs. The message “MultiVOIP Found” confirms that the MultiVOIP is in contact with the MultiVOIP configuration program. Skip to step 5.

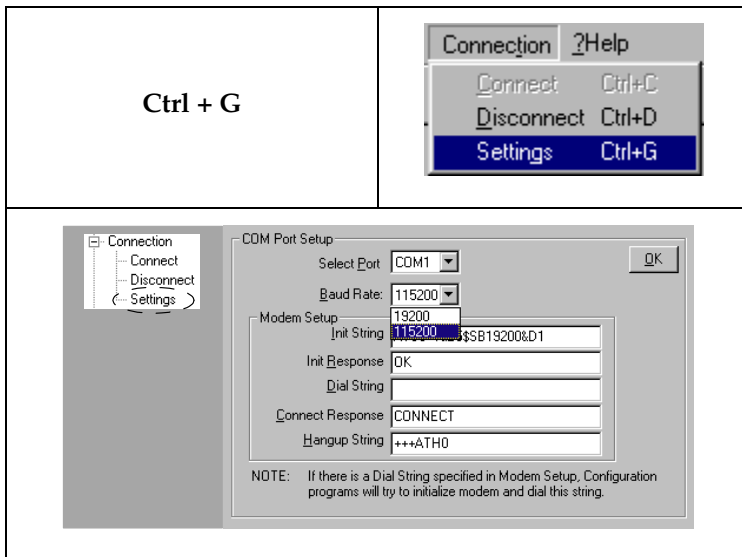


4. Solving Common Connection Problems.

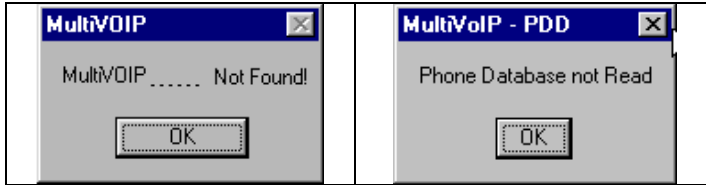
A. Fixing a COM Port Problem. If the MultiVOIP main screen appears but is grayed out and seems inaccessible, the COM port that was specified for its communication with the PC is unavailable and must be changed. An error message will appear.



To change the COM port setting, use the **COM Port Setup** dialog box, which is accessible via the keyboard shortcut **Ctrl + G** or by going to the **Connection** pull-down menu and choosing "Settings." In the "Select Port" field, select a COM port that is available on the PC. (If no COM ports are currently available, re-allocate COM port resources in the computer's MS Windows operating system to make one available.)



4B. Fixing a Cabling Problem. If the MultiVOIP cannot be located by the computer, two error messages will appear (saying “Multi-VOIP Not Found” and “Phone Database Not Read”).

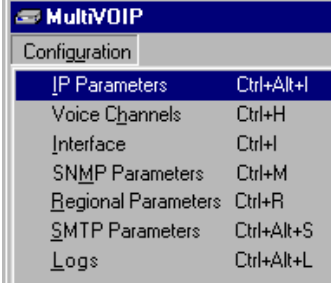
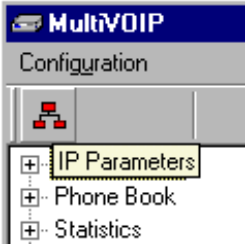
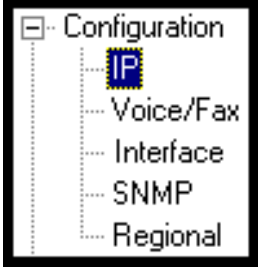


In this case, the MultiVOIP is simply disconnected from the network. For instructions on MultiVOIP cable connections, see the Cabling section of Chapter 3.

5. Configuration Parameter Groups: Getting Familiar, Learning About Access. The first part of configuration concerns IP parameters, Voice/FAX parameters, Telephony Interface parameters, SNMP parameters, Regional parameters, SMTP parameters, Supplementary Services parameters, Logs, and System Information. In the MultiVOIP software, these seven types of parameters are grouped together under “Configuration” and each has its own dialog box for entering values.

Generally, you can reach the dialog box for these parameter groups in one of four ways: pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

6. **Set IP Parameters.** This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing "IP Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + I</p>	

In each field, enter the values that fit your particular network.

IP Parameters

Diff Serv Parameters

Call Control PHB : 34

VoIP Media PHB : 46

Frame Type TYPE-II

TYPE-I

SNAP

IP Parameters

Enable DHCP

IP Address : 192 . 168 . 3 . 143

IP Mask : 255 . 255 . 255 . 0

Gateway : . . .

DNS

Enable DNS

DNS Server IP Address : . . .

FTP Server

Enable

TDM Routing Option

Use TDM Routing For Intra-Gateway calls

OK

Cancel

Help

The IP Parameters fields are described in the table below.

IP Parameter Definitions		
Field Name	Values	Description
DiffServ Parameter fields	DiffServ PHB (Per Hop Behavior) values pertain to a differential prioritizing system for IP packets as handled by DiffServ-compatible routers. There are 64 values, each with an elaborate technical description. These descriptions are found in TCP/IP standards RFC2474, RFC2597, and, for present purposes, in RFC3246, which describes the value 34 (34 decimal; 22 hex) for Assured Forwarding behavior (default for Call Control PHB) and the value 46 (46 decimal; 2E hexadecimal) for Expedited Forwarding behavior (default for Voip Media PHB). Before using values other than these default values of 34 and 46, consult these standards documents and/or a qualified IP telecommunications engineer. To disable DiffServ, configure both fields to 0 decimal. The next page explains DiffServ in the context of the IP datagram.	
Call Control PHB	0 – 63 default = 34	Value is used to prioritize call setup IP packets.
Voip Media PHB	0 – 63 default = 46	Value is used to prioritize the RTP/RTCP audio IP packets.
Frame Type	Type II, SNAP	Must be set to match network's frame type. Default is Type II.

The IP Datagram with Header, Its Type-of-Service field, & DiffServ

bits =>

0	4	8	16	19	24	31
VERS	HLEN	TYPE OF SERVICE	TOTAL LENGTH			
IDENTIFICATION			FLAGS	FRAGMENT OFFSET		
TIME TO LIVE		PROTOCOL	HEADER CHECKSUM			
SOURCE IP ADDRESS						
DESTINATION IP ADDRESS						
IP OPTIONS (if any)					PADDING ... <i>end of header</i>	
DATA						
...						

The TOS field consists of eight bits, of which only the first six are used. These six bits are called the “Differentiated Service Codepoint” or DSCP bits.

The Type of Service or “TOS” field

0	1	2	3	4	5	6	7
PRECEDENCE			D	T	R	<i>unused</i>	

three precedence have eight values, 0-7, ranging from “normal” precedence (value of 0) to “network control” (value of 7). When set, the *D* bit requests low delay, the *T* bit requests high throughput, and the *R* bit requests high reliability.

Routers that support DiffServ can examine the six DSCP bits and prioritize the packet based on the DSCP value. The DiffServ Parameters fields in the MultiVOIP IP Parameters screen allow you to configure the DSCP bits to values supported by the router. Specifically, the Voip Media PHB field relates to the prioritizing of audio packets (RTP and RTCP packets) and the Call Control PHB field relates to the prioritizing of non-audio packets (packets concerning call set-up and tear-down, gatekeeper registration, etc.).

The MultiVOIP Call Control PHB parameter defaults to 34 decimal (22 hex; 100010 binary – consider vis-à-vis TOS field above) for Assured Forwarding behavior. The MultiVOIP Voip Media PHB parameter defaults to the value 46 decimal (2E hex; 101110 binary – consider vis-à-vis TOS field above). To disable DiffServ, configure both fields to 0 decimal.

IP Parameter Definitions (cont'd)		
Field Name	Values	Description
IP Parameter fields		
Enable DHCP	Y/N disabled by default	Dynamic Host Configuration Protocol is a method for assigning IP address and other IP parameters to computers on the IP network in a single message with great flexibility. IP addresses can be static or temporary depending on the needs of the computer.
IP Address	4-places, 0-255	The unique LAN IP address assigned to the MultiVOIP.
IP Mask	4-places, 0-255	Subnetwork address that allows for sharing of IP addresses within a LAN.
Gateway	4-places, 0-255.	The IP address of the device that connects your MultiVOIP to the Internet.
Enable DNS	Y/N. <i>(feature not yet implemented; for future use)</i>	Enables Domain Name Space/System function where computer names are resolved using a worldwide distributed database.
DNS Parameter fields		
Enable DNS	Y/N Default = disabled	Enables Domain Name Space/System function where computer names are resolved using a worldwide distributed database.
DNS Server IP Address	4-places, 0-255.	IP address of specific DNS server to be used to resolve Internet computer names.

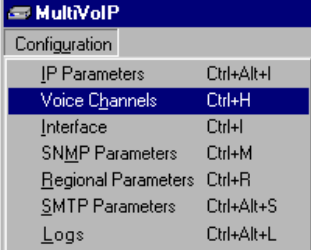
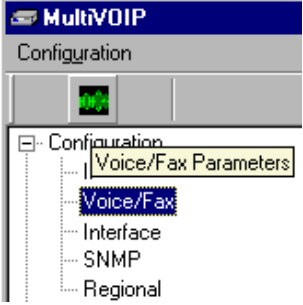
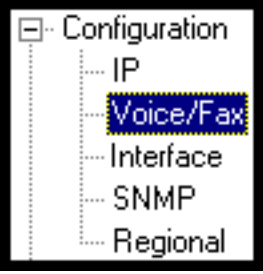
IP Parameter Definitions (cont'd)		
Field Name	Values	Description
FTP Parameter fields		
FTP Server Enable	Y/N Default = disabled See "FTP Server File Transfers" in <i>Operation & Maintenance</i> chapter.	MultiVOIP unit has an FTP Server function so that firmware and other important operating software files can be transferred to the voip via the network.
TSM Routing Option Parameter fields		
Use TDM Routing for Intra-Gateway calls	Y/N; enabled by default	Allows calls placed between ports on the same MultiVOIP voice channel board to be routed over internal Time Division Multiplex bus without conversion to IP. TDM routing effectively eliminates the delay introduced by IP conversion. If you require all calls to be IP routed, disable the "use TDM Routing for Intra-Gateway Calls" option. Since this is not normally required, we generally recommend leaving TDM Routing enabled. <i>Not applicable to MVP-130/130FXS.</i>

7. Enable Web Browser GUI (Optional). After an IP address for the MultiVOIP unit has been established, you can choose to do any further configuration of the unit (a) by using the MultiVOIP web browser GUI, or (b) by continuing to use the MultiVOIP Windows GUI. If you want to do configuration work using the web browser GUI, you must first enable it. To do so, follow the steps below.

- A. Set IP address of MultiVOIP unit using the MultiVOIP Configuration program (the Windows GUI).
- B. Save Setup in Windows GUI.
- C. Close Windows GUI.
- D. Install Java program from MultiVOIP product CD (on first use only).
- E. Open web browser.
- F. Browse to IP address of MultiVOIP unit.
- G. If username and password have been established, enter them when when prompted.
- H. Use web browser GUI to configure or operate MultiVOIP unit. The configuration screens in the web browser GUI will have the same content as their counterparts in the Windows GUI; only the graphic presentation will be different.

For more details on enabling the MultiVOIP web GUI, see the “Web Browser Interface” section of the *Operation & Maintenance* chapter of this manual.

8. **Set Voice/FAX Parameters.** This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing "Voice/FAX Parameters"	
Pulldown	Icon
	
Shortcut	Sidebar
<p style="text-align: center;">Ctrl + H</p>	

In each field, enter the values that fit your particular network.

Voice/Fax Parameters

Select Channel Channel 1

Voice Gain
 Input 0 dB Output 0 dB

Dtmf Gain
 High -4 dB Low -7 dB

Duration 100 ms

DIMF : Out Of Band - Fixed Duration

Fax
 Fax Enable
 Max Baud Rate 14400
 Fax Volume -9.5 dB
 Jitter Value 400 ms
 Mode FRF 11

OK
 Cancel
 Copy Channel
 Default
 Help

Coder
 Manual Automatic
 Selected Coder G.723.1 @ 6.3 kbps
 Max bandwidth 10 kbps

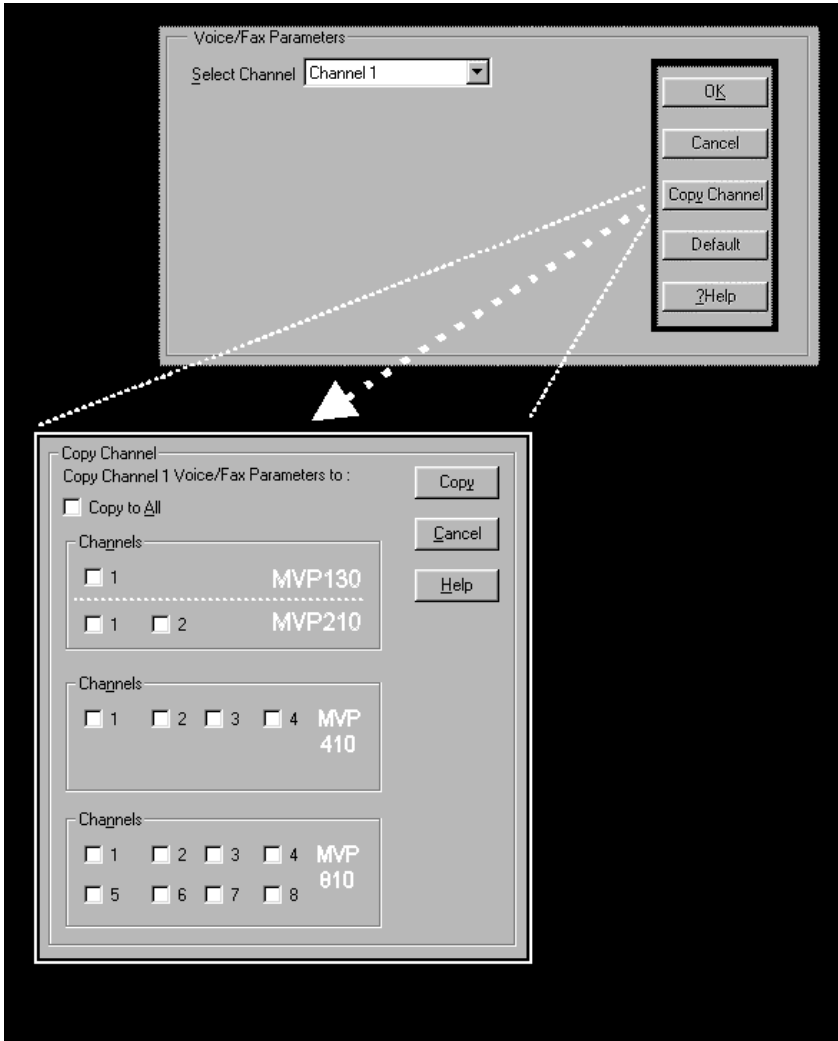
Advanced Features
 Silence Compression
 Echo Cancellation
 Forward Error Correction

Auto Call / OffHook Alert
 Auto Call / OffHook Alert Auto Call Generate Local Dial Tone
 OffHook Alert Timer secs
 Phone Number

Dynamic Jitter Buffer
 Minimum Jitter Value 60 ms
 Maximum Jitter Value 300 ms
 Optimization Factor 7

Automatic Disconnection
 Jitter Value 350 ms Consecutive Packets Lost 30
 Call Duration 180 secs Network Disconnection 300 secs

Note that Voice/FAX parameters are applied on a channel-by-channel basis. However, once you have established a set of Voice/FAX parameters for a particular channel, you can apply this entire set of Voice/FAX parameters to another channel by using the **Copy Channel** button and its dialog box. To copy a set of Voice/FAX parameters to all channels, select “Copy to All” and click **Copy**.



The **Voice/FAX Parameters** fields are described in the tables below.

Voice/Fax Parameter Definitions		
Field Name	Values	Description
Default	--	When this button is clicked, all Voice/FAX parameters are set to their default values.
Select Channel	1-2 (210) 1-4 (410) 1-8 (810)	Channel to be configured is selected here.
Copy Channel	--	Copies the Voice/FAX attributes of one channel to another channel. Attributes can be copied to multiple channels or all channels at once. <i>Not applicable to MVP130.</i>
Voice Gain	--	Signal amplification (or attenuation) in dB.
Input Gain	+31dB to -31dB	Modifies audio level entering voice channel before it is sent over the network to the remote VOIP. The default & recommended value is 0 dB .
Output Gain	+31dB to -31dB	Modifies audio level being output to the device attached to the voice channel. The default and recommended value is 0 dB .
DTMF Parameters		
DTMF Gain	--	The DTMF Gain (Dual Tone Multi-Frequency) controls the volume level of the DTMF tones sent out for Touch-Tone dialing.
DTMF Gain, High Tones	+3dB to -31dB & "mute"	Default value: -4 dB . Not to be changed except under supervision of MultiTech's Technical Support.
DTMF Gain, Low Tones	+3dB to -31dB & "mute"	Default value: -7 dB . Not to be changed except under supervision of MultiTech's Technical Support.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
DTMF Parameters		
Duration (DTMF)	60 – 3000 ms	When DTMF: Out of Band is selected, this setting determines how long each DTMF digit 'sounds' or is held. Default = 100 ms. Not supported in 5.02c BRI software.
DTMF In/Out of Band	Out of Band, or Inband	When DTMF Out of Band is selected, the MultiVOIP detects DTMF tones at its input and regenerates them at its output. When DTMF Inband is selected, the DTMF digits are passed through the MultiVOIP unit as they are received. In 502c BRI software, "DTMF Out of Band" can be checked or unchecked.
FAX Parameters		
Fax Enable	Y/N	Enables or disables fax capability for a particular channel.
Max Baud Rate (Fax)	2400, 4800, 7200, 9600, 12000, 14400 bps	Set to match baud rate of fax machine connected to channel (see Fax machine's user manual). Default = 14400 bps.
Fax Volume (Default = -9.5 dB)	-18.5 dB to -3.5 dB	Controls output level of fax tones. To be changed only under the direction of Multi-Tech's Technical Support.
Jitter Value (Fax)	Default = 400 ms	Defines the inter-arrival packet deviation (in milliseconds) for the fax transmission. A higher value will increase the delay, allowing a higher percentage of packets to be reassembled. A lower value will decrease the delay allowing fewer packets to be reassembled.
Mode (Fax)	FRF 11; T.38 (T.38 not currently supported)	FRF11 is frame-relay FAX standard using these coders: G.711, G.728, G.729, G.723.1. T.38 is an ITU-T standard for storing and forwarding FAXes via email using X.25 packets. It uses T.30 fax standards and includes special provisions to preclude FAX timeouts during IP transmissions.

Voice/Fax Parameter Definitions (cont'd)		
Coder Parameters		
Coder	Manual or Auto-matic	Determines whether selection of coder is manual or automatic. When Automatic is selected, the local and remote voice channels will negotiate the voice coder to be used by selecting the highest bandwidth coder supported by both sides without exceeding the Max Bandwidth setting. G.723, G.729, or G.711 are negotiated.
Selected Coder	G.711 a/u law 64 kbps; G.726 , @ 16/24/32 /40 kbps; G.727 , @ nine bps rates; G.723.1 @ 5.3 kbps, 6.3 kbps; G.729 , 8kbps; Net Coder @ 6.4, 7.2, 8, 8.8, 9.6 kbps	Select from a range of coders with specific bandwidths. The higher the bps rate, the more bandwidth is used. The channel that you are calling must have the same voice coder selected. Default = G.723.1 @ 6.3 kbps, as required for H.323. Here 64K of digital voice are compressed to 6.3K, allowing several simultaneous conversations over the same bandwidth that would otherwise carry only one. To make selections from the Selected Coder drop-down list, the Manual option must be enabled.
Max bandwidth (coder)	11 – 128 kbps	This drop-down list enables you to select the maximum bandwidth allowed for this channel. The Max Bandwidth drop-down list is enabled only if the Coder is set to Automatic. If coder is to be selected automatically (“Auto” setting), then enter a value for maximum bandwidth.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Advanced Features		
Silence Compression	Y/N	Determines whether silence compression is enabled (checked) for this voice channel. With Silence Compression enabled, the MultiVOIP will not transmit voice packets when silence is detected, thereby reducing the amount of network bandwidth that is being used by the voice channel. Default = on.
Echo Cancellation	Y/N	Determines whether echo cancellation is enabled (checked) for this voice channel. Echo Cancellation removes echo and improves sound quality. Default = on.
Forward Error Correction	Y/N	Determines whether forward error correction is enabled (checked) for this voice channel. Forward Error Correction enables some of the voice packets that were corrupted or lost to be recovered. FEC adds an additional 50% overhead to the total network bandwidth consumed by the voice channel. Default = Off

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
AutoCall/Offhook Alert Parameters		
Auto Call / Offhook Alert	AutoCall, Offhook Alert	<p>The AutoCall option enables the local MultiVOIP to call a remote MultiVOIP without the user having to dial a Phone Directory Database number. As soon as you access the local MultiVOIP voice/fax channel, the MultiVOIP immediately connects to the remote MultiVOIP identified in the Phone Number box of this option.</p> <p>If the "Pass Through Enable" field is checked in the Interface Parameters screen, AutoCall must be used.</p> <p>The Offhook Alert option applies only to FXS channels.</p> <p>The Offhook Alert option works like this: if a phone goes offhook and yet no number is dialed within a specific period of time (as set in the Offhook Alert Timer field), then that phone will automatically dial the Alert phone number for the voip channel. (The Alert phone number must be set in the Voice/Fax Parameters Phone Number field; if the voip system is working without a gatekeeper unit, there must also be a matching phone number entry in the Outbound Phonebook.). One use of this feature would be for emergency use where a user goes off hook but does not dial, possibly indicating a crisis situation. The Offhook Alert feature uses the Intercept Tone, as listed in the Regional Parameters screen. This tone will be outputted on the phone that was taken off hook but that did not dial. The other end of the connection will hear audio from the "crisis" end as is it would during a normal phone call.</p>

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
AutoCall/Offhook Alert Parameters		
Auto Call / Offhook Alert	AutoCall, Offhook Alert	<i>(continued from previous page)</i> Both functions apply on a channel-by-channel basis. It would not be appropriate for either of these functions to be applied to a channel that serves in a pool of available channels for general phone traffic. Either function requires an entry in the Outgoing phonebook of the local MultiVOIP and a matched setting in the Inbound Phonebook of the remote voip.
Generate Local Dial Tone	Y/N	<i>Used for AutoCall only.</i> If selected, dial tone will be generated locally while the call is being established between gateways. The capability to generate dial tone locally would be particularly useful when there is a lengthy network delay.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
AutoCall/Offhook Alert Parameters		
Offhook Alert Timer	0 – 3000 seconds	The length of time that must elapse before the offhook alert is triggered and a call is automatically made to the phone number listed in the Phone Number field.
Phone Number	--	Phone number used for Auto Call function or Offhook Alert Timer function. This phone number must correspond to an entry in the Outbound Phonebook of the local MultiVOIP and in the Inbound Phonebook of the remote MultiVOIP (unless a gatekeeper unit is used in the voip system).

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Dynamic Jitter		
Dynamic Jitter Buffer		Dynamic Jitter defines a minimum and a maximum jitter value for voice communications. When receiving voice packets from a remote MultiVOIP, varying delays between packets may occur due to network traffic problems. This is called Jitter. To compensate, the MultiVOIP uses a Dynamic Jitter Buffer. The Jitter Buffer enables the MultiVOIP to wait for delayed voice packets by automatically adjusting the length of the Jitter Buffer between configurable minimum and maximum values. An Optimization Factor adjustment controls how quickly the length of the Jitter Buffer is increased when jitter increases on the network. The length of the jitter buffer directly effects the voice delay between MultiVOIP gateways.
Minimum Jitter Value	60 to 400 ms	The minimum dynamic jitter buffer of 60 milliseconds is the minimum delay that would be acceptable over a low jitter network. Default = 150 msec

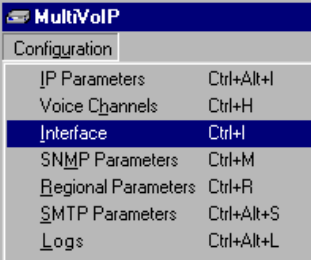
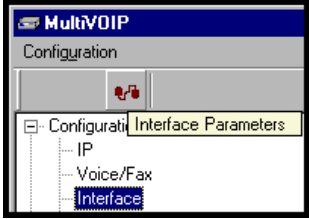
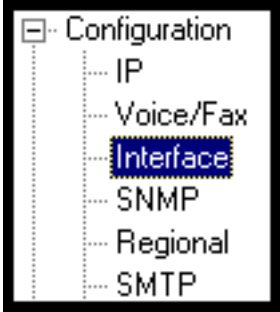
Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Dynamic Jitter		
Maximum Jitter Value	60 to 400 ms	The maximum dynamic jitter buffer of 400 milliseconds is the maximum delay tolerable over a high jitter network. Default = 300 msec
Optimization Factor	0 to 12	The Optimization Factor determines how quickly the length of the Dynamic Jitter Buffer is changed based on actual jitter encountered on the network. Selecting the minimum value of 0 means low voice delay is desired, but increases the possibility of jitter-induced voice quality problems. Selecting the maximum value of 12 means highest voice quality under jitter conditions is desired at the cost of increased voice delay. Default = 7.

Modem Relay

To place modem traffic onto the voip network (an application called “modem relay”), use Coder G.711 mu-law at 64kbps.

Voice/Fax Parameter Definitions (cont'd)		
Field Name	Values	Description
Auto Disconnect		
Automatic Disconnection	--	The Automatic Disconnection group provides four options which can be used singly or in any combination.
Jitter Value	1-65535 milliseconds	The Jitter Value defines the average inter-arrival packet deviation (in milliseconds) before the call is automatically disconnected. The default is 300 milliseconds. A higher value means voice transmission will be more accepting of jitter. A lower value is less tolerant of jitter. Inactive by default. When active, default = 300 ms. However, value must equal or exceed Dynamic Minimum Jitter Value.
Call Duration	1-65535 seconds	Call Duration defines the maximum length of time (in seconds) that a call remains connected before the call is automatically disconnected. Inactive by default. When active, default = 180 sec. This may be too short for most configurations, requiring upward adjustment.
Consecutive Packets Lost	1-65535	Consecutive Packets Lost defines the number of consecutive packets that are lost after which the call is automatically disconnected. Inactive by default. When active, default = 30
Network Disconnection	1 to 65535 seconds; Default = 30 sec.	Specifies how long to wait before disconnecting the call when IP network connectivity with the remote site has been lost.

9a. (Analog VOIPs). Set Telephony Interface Parameters. This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing Telephony Interface Parameters	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + I</p>	

In each field, enter the values that fit your particular network.

Interface Parameters

Select Channel: Channel 1

Interface

Interface Type

FXO
 FXS (Loop Start)
 E & M
 DID-DPO

Dialing Options

Regeneration

Pulse

DTMF

Inter Digit Timer: 2 secs

Message Waiting Indication

None
 Light

Inter Digit Regeneration Timer: 100 ms

E&M Options

Signal

Dial Tone Wink

Wink Timer: 250 ms

Type: TYPE I
 TYPE II
 TYPE III
 TYPE IV
 TYPE V

Mode

2Wire 4Wire

Pass Through

Enable

FXO Disconnect On

Current Loss

Tone Detection

Silence Detection

None
 One Way
 Two Way

Disconnect Tone Sequence

'0' + None

'1'
'2'
'3'
...
'9'
'*'
'#'
'A'
'B'
'C'
'D'
'None'

Silence Timer: 15 secs

Current Loss Detect Timer: 500 ms

Ring Count

FXS: 8

FXO: 2

FXS Options

Current Loss

Disconnect On Call Progress Tone

Enable

DID Options

Start Modes

Wink Start
 Immediate Start
 Delay Dial

Wink Timer: 200

Caller ID

Caller ID Type

BellCore

Caller ID

Flash Hook Options

Generation: 600 ms

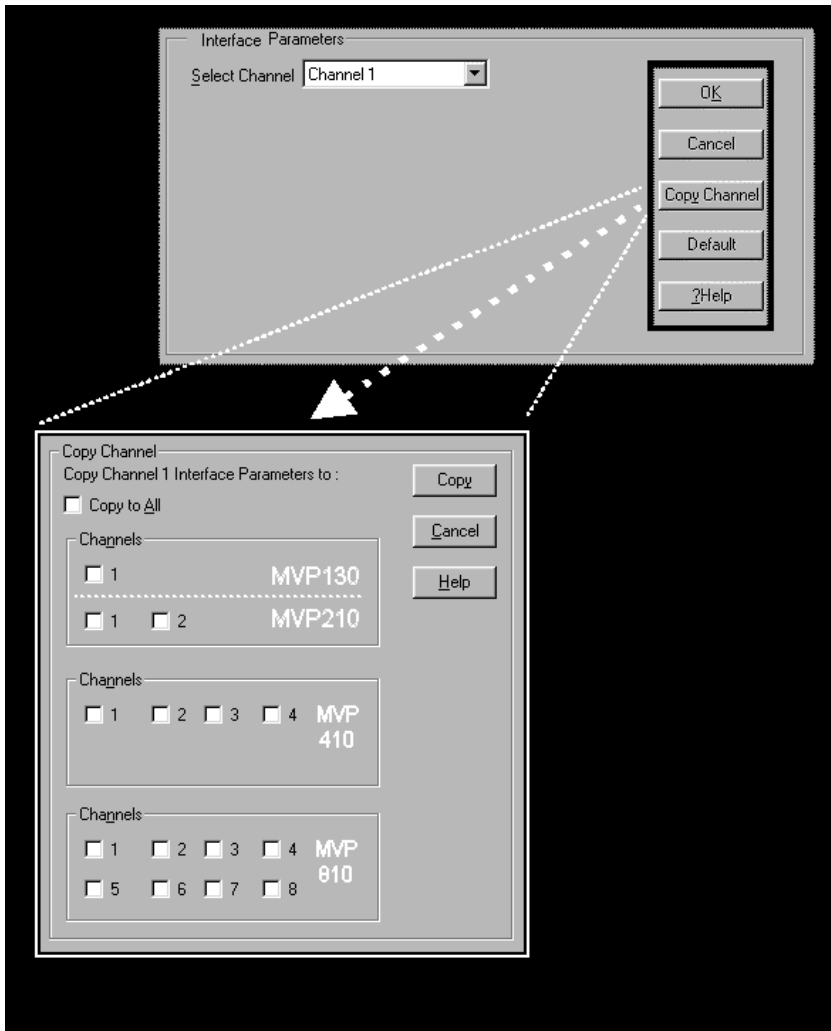
Detection Range

Min: 500 ms
 Max: 1000 ms

OK
 Cancel
 Copy Channel
 Default
 Help

The kinds of parameters for which values must be chosen depend on the type of telephony supervisory signaling or interface used (FXO, E&M, etc.). We present here the various parameters grouped and organized by interface type.

Note that Interface parameters are applied on a channel-by-channel basis. However, once you have established a set of Interface parameters for a particular channel, you can apply this entire set of Voice/FAX parameters to another channel by using the **Copy Channel** button and its dialog box. To copy a set of Interface parameters to all channels, select “Copy to All” and click **Copy**.



FXS Loop Start Parameters. The parameters applicable to FXS Loop Start are shown in the figure below and described in the table that follows.

The image shows a collection of configuration panels for an FXS Loop Start interface. The panels are as follows:

- Interface:** Interface Type is set to **FXS (Loop Start)**.
- Dialing Options:**
 - Inter Digit Timer: **2** secs
 - Message Waiting Indication: **Light**
 - Inter Digit Regeneration Timer: **100** ms
- Pass Through:** Enable
- Ring Count:** FXS **8**
- Caller ID:**
 - Caller ID Type: **BellCore**
 - Caller ID
- FXS Options:** Current Loss
- Flash Hook Options:**
 - Generation: **600** ms
 - Detection Range:
 - Min: **500** ms
 - Max: **1000** ms

FXS Loop Start Interface: Parameter Definitions		
Field Name	Values	Description
FXS (Loop Start)	Y/N	Enables FXS Loop Start interface type.

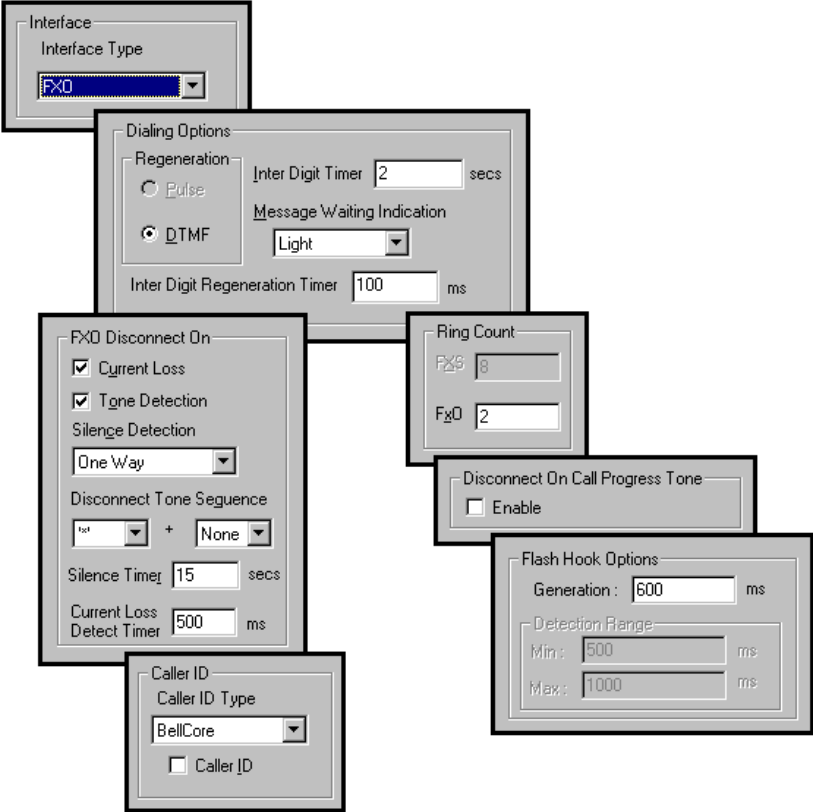
FXS Loop Start Interface: Parameter Definitions (cont'd)		
Field Name	Values	Description
Dialing Options fields		
Inter Digit Timer	1 - 10 seconds	This is the length of time that the MultiVOIP will wait between digits. When the time expires, the MultiVOIP will look in the outbound phonebook for the number entered and place the call accordingly. Default = 2.
Message Waiting Indication	--	Not applicable to FXS Loop Start interface
Inter Digit Regeneration Time	in milliseconds	The length of time between the outputting of DTMF digits. Default = 100 ms.
Ring Count, FXS	1-99	Maximum number of rings that the MultiVOIP will issue before giving up the attempted call.
FXS Options, Current Loss	Y/N	When enabled, the MultiVOIP will interrupt loop current in the FXS circuit to initiate a disconnection. This tells the device connected to the FXS port to hang up. The MultiVOIP cannot drop the call; the FXS device must go on hook.

FXS Loop Start Interface: Parameter Definitions (cont'd)		
Field Name	Values	Description
Flash Hook Options fields		
Generation	--	<i>not applicable to FXS interface</i>
Detection Range	<i>for Min. and Max.,</i> 50 - 1500 milliseconds	For a received flash hook to be regarded as such by the MultiVOIP, its duration must fall between the minimum and maximum values given here.
Pass Through Enable	Y/N	When enabled, this parameter creates an open audio path through the MultiVOIP. If the Pass-Through feature is enabled, the AutoCall feature must be enabled for this voip channel in the Voice/Fax Parameters screen.
Caller ID fields		
Caller ID Type	Bellcore	The MultiVOIP currently supports only one implementation of Caller ID. That implementation is Bellcore type 1 with Caller ID placed between the first and second rings of the call.
Caller ID enable	Y/N	Caller ID information is a description of the remote calling party received by the called party. The description has three parts: name of caller, phone number of caller, and time of call. The 'time-of-call' portion is always generated by the receiving MultiVOIP unit (on FXS channel) based on its date and time setup.

FXS Loop Start Interface: Parameter Definitions (cont'd)		
Field Name	Values	Description
Caller ID fields		
Caller ID enable (cont'd)	Y/N	The forms of the 'Caller Name' and 'Caller Phone Number' differ depending on the IP transmission protocol used (H.323, SIP, or SPP) and upon entries in the phonebook screens of the remote (CID generating) voip unit. The CID Name and Number appearing on the phone at the terminating FXS end will come either from a central office switch (showing a PSTN phone number), or the phonebook of the remote (CID sending) voip unit.

The Caller ID feature has dependencies on both the telco central office and the MultiVOIP phone book. See the diagram series after the FXO Parameters section below.

FXO Parameters. The parameters applicable to the FXO telephony interface type are shown in the figure below and described in the table that follows.



FXO Interface: Parameter Definitions*		
<i>*Not applicable to MVP130FXS</i>		
Field Name	Values	Description
Interface, FXO	Y/N	Enables FXO functionality
Dialing Options		
Regeneration	Pulse, DTMF	Determines whether digits generated and sent out will be pulse tones or DTMF.
Inter Digit Timer	1 to 10 seconds	This is the length of time that the MultiVOIP will wait between digits. When the time expires, the MultiVOIP will look in the phonebook for the number entered. Default = 2.
Message Waiting Indication	--	Not applicable to FXO interface.

FXO Interface: Parameter Definitions (cont'd)		
Field Name	Values	Description
Dialing Options (cont'd)		
Inter Digit Regeneration Time	50 to 20,000 milliseconds	The length of time between the outputting of DTMF digits. Default = 100 ms.
FXO Disconnect On		There are three possible criteria for disconnection under FXO: current loss, tone detection, and silence detection. Disconnection can be triggered by more than one of the three criteria.
Current Loss	Y/N	Disconnection to be triggered by loss of current. That is, when Current Loss is enabled ("Y"), the MultiVOIP will hang up the call when it detects a loss of current initiated by the attached device.
Current Loss Detect Timer	integer values (in milliseconds)	The minimum time required for detecting the current loss signal on the FXO interface. In other words, this is the minimum length of time the current must be absent to validate 'current loss' as a disconnection criterion. Default = 500 ms.
Tone Detection	Y/N	Disconnection to be triggered by a tone sequence.

FXO Interface: Parameter Definitions (cont'd)																																
Field Name	Values	Description																														
FXO Disconnect On (cont'd)																																
Disconnect Tone Sequence	1 st tone pair + 2 nd tone pair	These are DTMF tone pairs. Values for first tone pair are: *, #, 0, 1-9, and A-D. Values for second tone pair are: none, 0, 1-9, A-D, *, and #. The tone pairs 1-9, 0, *, and # are the standard DTMF pairs found on phone sets. The tone pairs A-D are "extended DTMF" tones, which are used for various PBX functions.																														
	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="4">DTMF Tone Pairs</th> <th>Low Tones</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>A</td> <td>697Hz</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>B</td> <td>770Hz</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>C</td> <td>852Hz</td> </tr> <tr> <td>*</td> <td>0</td> <td>#</td> <td>D</td> <td>941Hz</td> </tr> <tr> <td>High Tones</td> <td>1209Hz</td> <td>1336Hz</td> <td>1447Hz</td> <td>1633Hz</td> </tr> </tbody> </table>		DTMF Tone Pairs				Low Tones	1	2	3	A	697Hz	4	5	6	B	770Hz	7	8	9	C	852Hz	*	0	#	D	941Hz	High Tones	1209Hz	1336Hz	1447Hz	1633Hz
DTMF Tone Pairs				Low Tones																												
1	2	3	A	697Hz																												
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7	8	9	C	852Hz																												
*	0	#	D	941Hz																												
High Tones	1209Hz	1336Hz	1447Hz	1633Hz																												
Silence Detection	One-Way or Two-Way	Disconnection to be triggered by silence in one direction only or in both directions simultaneously.																														
Silence Timer in seconds	integer value	Duration of silence required to trigger disconnection.																														
Disconnect on Call Progress Tone	Y/N	Allows call on FXO port to be disconnected when a PBX issues a call-progress tone denoting that the phone station on the PBX that has been involved in the call has been hung up.																														
Ring Count, FXO	1-99	Number of rings required before the MultiVOIP answers the incoming call.																														

FXO Interface: Parameter Definitions (cont'd)		
Field Name	Values	Description
Flash Hook Options fields		
Generation	50 - 1500 milliseconds	Length of flash hook that will be generated and sent out when the remote end initiates a flash hook and it is regenerated locally. Default = 600 ms.
Detection Range	--	Not applicable to FXO.
Caller ID fields		
Caller ID Type	Bellcore	The MultiVOIP currently supports only one implementation of Caller ID. That implementation is Bellcore type 1 with caller ID placed between the first and second rings of the call.
Caller ID enable	Y/N	Caller ID information is a description of the remote calling party received by the called party. The description has three parts: name of caller, phone number of caller, and time of call. The 'time-of-call' portion is always generated by the receiving MultiVOIP unit (on FXS channel) based on its date and time setup. The forms of the 'Caller Name' and 'Caller Phone Number' differ depending on the IP transmission protocol used (H.323, SIP, or SPP) and upon entries in the phonebook screens of the remote (CID generating) voip unit. The CID Name and Number appearing on the phone at the terminating FXS end will come either from a central office switch (showing a PSTN phone number), or the phonebook of the remote (CID sending) voip unit.

The Caller ID feature has dependencies on both the telco central office and the MultiVOIP phone book. See the diagram series below.

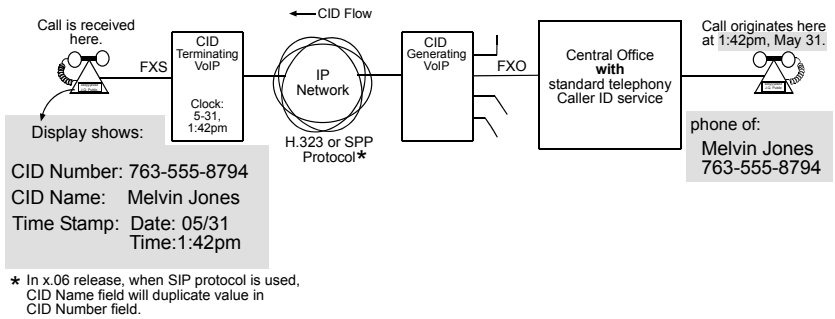


Figure 6-1: Voip Caller ID Case #1 – Call, through telco central office *with* standard CID, enters voip system

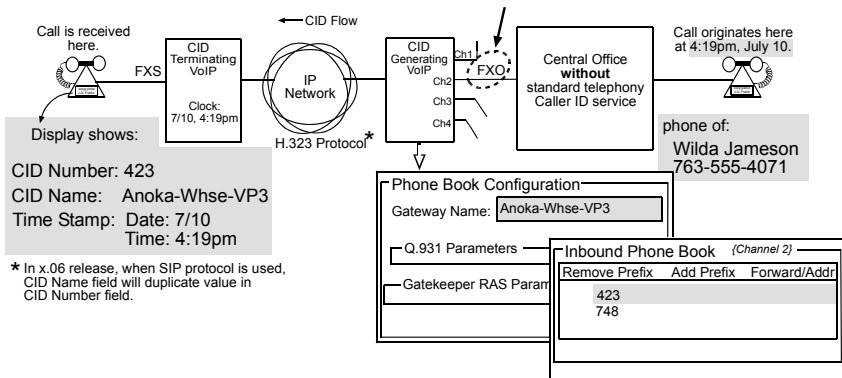


Figure 6-2: Voip Caller ID Case #2 – Call, through telco central office *without* standard CID, enters H.323 voip system

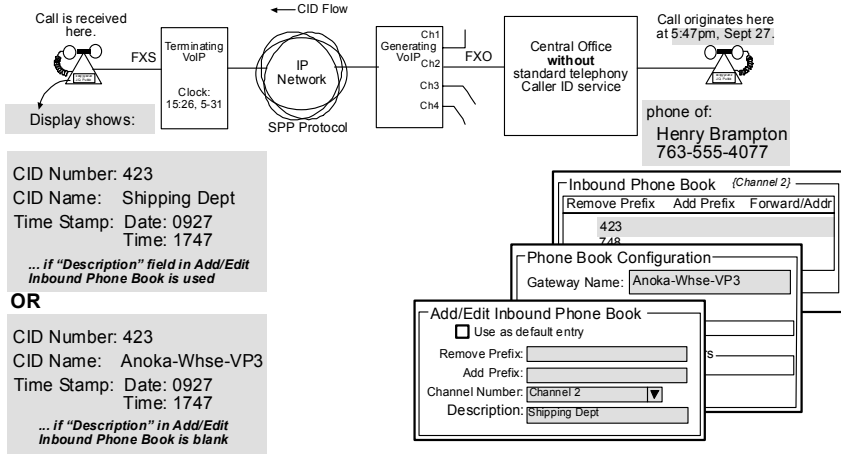


Figure 6-3: Voip Caller ID Case #3 – Call, through telco central office *without* standard CID, enters SPP voip system

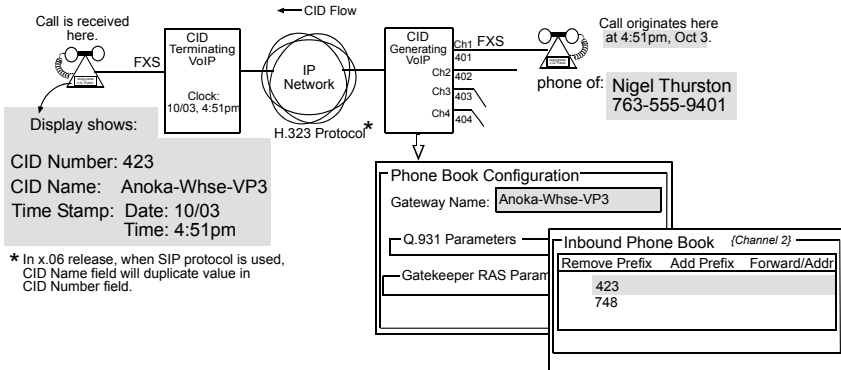


Figure 6-4: Voip Caller ID Case #4 – Remote FXS call on H.323 voip system

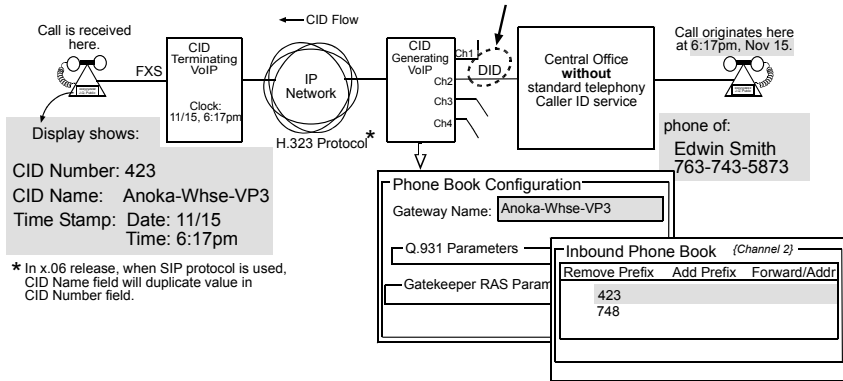


Figure 6-5: Voip Caller ID Case #5 – Call through telco central office without standard CID enters DID channel in H.323 voip system

E&M Parameters. The parameters applicable to the E&M telephony interface type are shown in the figure below and described in the table that follows.

The image displays a configuration interface for E&M telephony, organized into several panels:

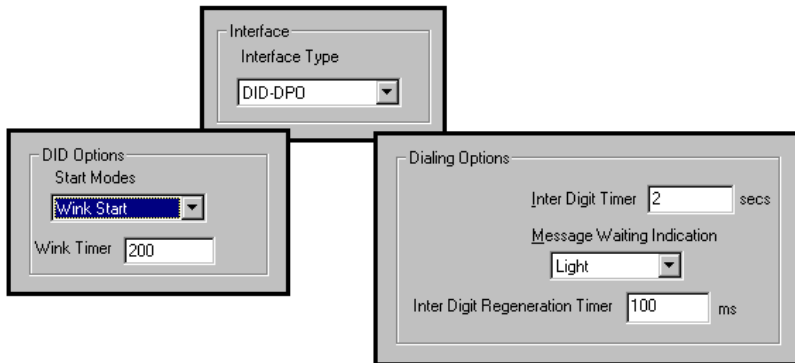
- Interface:** Interface Type is set to **E & M**.
- E&M Options:**
 - Signal: Dial Tone, Wink
 - Wink Timer: ms
 - Type: **TYPE II**
 - Mode: 2Wire, 4Wire
- Pass Through:** Enable
- Dialing Options:**
 - Inter Digit Timer: secs
 - Message Waiting Indication: **Light**
 - Inter Digit Regeneration Timer: ms
- Disconnect On Call Progress Tone:** Enable
- Flash Hook Options:**
 - Generation: ms
 - Detection Range:
 - Min: ms
 - Max: ms

E&M Interface Parameter Definitions <i>*Not applicable to MVP130FXS</i>		
Field Name	Values	Description
Interface	E&M	enables E&M functionality
Type	Types 1-5.	Refers to the type of E&M interface being used.
Mode	2-wire or 4-wire	Each E&M interface type can be either 2-wire or 4-wire audio.
Signal	Dial Tone or Wink	When Dial Tone is selected, no wink is required on the E lead or M lead in the call initiation or setup. When Wink is selected, a wink is required during call setup.
Wink Timer (in ms)	integer values, in milliseconds	This is the length of the wink for wink signaling. Applicable only when Signal parameter is set to "Wink."
Pass Through Enable	Y/N	When enabled ("Y"), this feature is used to create an open audio path for 2- or 4-wire. The E&M leads are passed through the voip transparently. Applicable only for E&M Signaling with Dial Tone.

E&M Interface Parameter Definitions (cont'd)		
Field Name	Values	Description
Dialing Options		
Inter Digit Timer	integer values, in seconds	This is the length of time that the MultiVOIP will wait between digits. When the time expires, the MultiVOIP will look in the phonebook for the number entered. Default = 2.
Message Waiting Indication	Light or None	<p>Allows MultiVOIP to pass mode-code sequences between Avaya Magix PBXs to turn on and off the message-waiting light on a PBX extension phone.</p> <p>Mode codes:</p> <p><i>*53 + PBX extension</i> ➔ turns message light on.</p> <p><i>#53 + PBX extension</i> ➔ turns message light off.</p> <p>Signals to turn message-waiting lights on/off are not sent to phones connected directly to the MultiVOIP on FXS channels, not to other non-Avaya Magix PBX phone stations on the voip network.</p>
Inter Digit Regeneration Timer	milliseconds	The length of time between the outputting of DTMF digits. Default = 100 ms.

E&M Interface Parameter Definitions (cont'd)		
Field Name	Values	Description
Dialing Options (cont'd)		
Disconnect on Call Progress Tone	Y/N	Allows call on FXO port to be disconnected when a PBX issues a call-progress tone denoting that the phone station on the PBX that has been involved in the call has been hung up.
Flash Hook Options fields		
Generation	integer values, in milliseconds	Length of flash hook that will be generated and sent out when the remote end initiates a flash hook and it is regenerated locally. Default = 600 ms.
Detection Range	<i>for Min. and Max.,</i> 50 1500 milliseconds	For a received flash hook to be regarded as such by the MultiVOIP, its duration must fall between the minimum and maximum values given here.

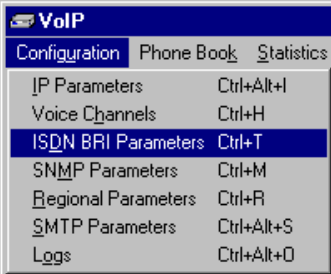

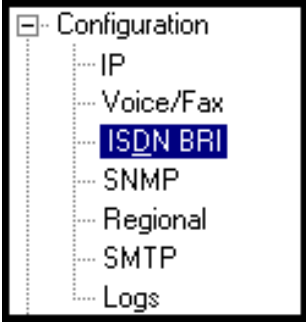
DID Parameters. The parameters applicable to the Direct Inward Dial (DID) telephony interface type are shown in the figure below and described in the table that follows. The DID interface allows one phone line to direct incoming calls to any one of several extensions without a switchboard operator. Of course, one DID line can handle only one call at a time. The parameters described here pertain to the customer-premises side of the DID connection (DID-DPO, dial-pulse originating); the network side of the DID connection (DID-DPT, dial-pulse terminating) is not supported.



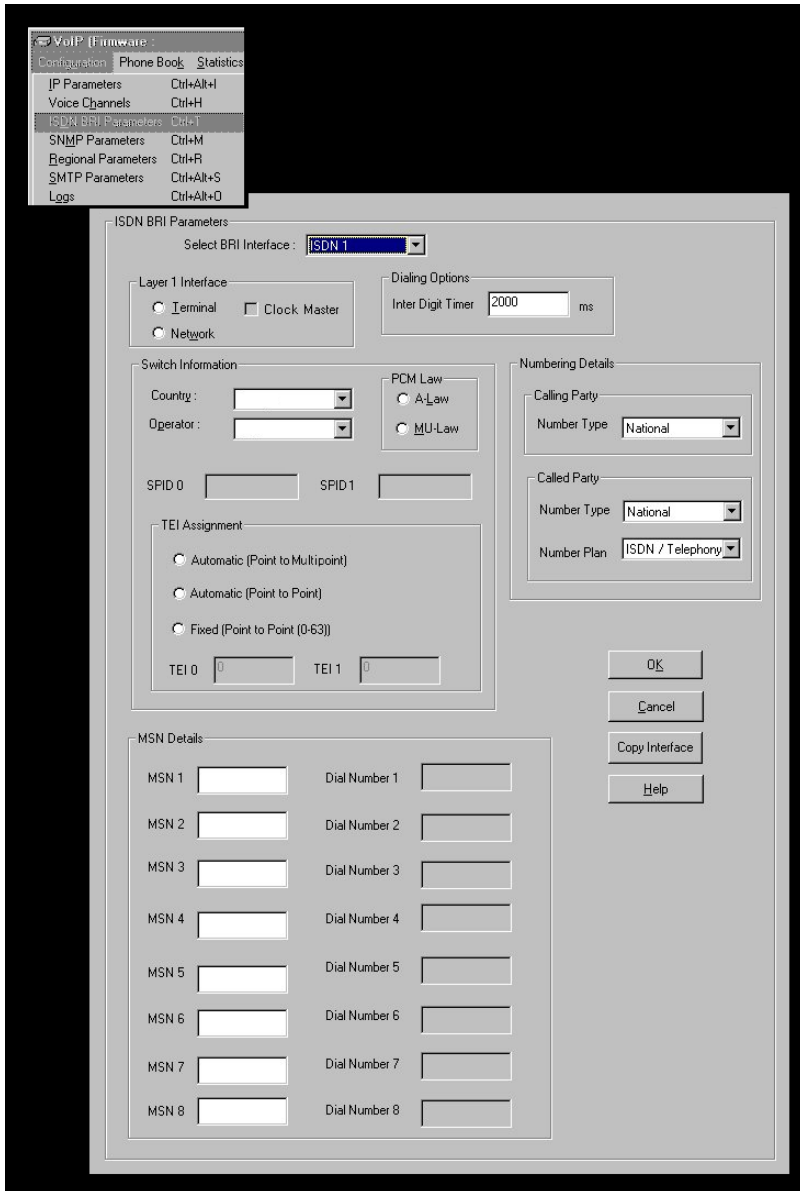
DID Interface Parameter Definitions		
<i>*Not applicable to MVP130FXS</i>		
Field Name	Values	Description
Interface	DID-DPO	Enables the customer-premises side of DID functionality
DID Options		MultiVOIP's use of DID applies only for incoming DID calls. The Start Mode used by the MultiVOIP must match that used by the originating telephony equipment, else DID calls cannot be completed.
Start Modes	Immediate Start, Wink Start, Delay Dial	For Immediate Start , the voip detects the off-hook condition initiated by the telco central-office call and becomes ready to receive dial digits immediately.

DID Interface Parameter Definitions (cont'd)		
Field Name	Values	Description
DID Options (cont'd)		
Start Modes	Immediate Start, Wink Start, Delay Dial	For Wink Start , the voip detects the off-hook condition. Then the voip reverses battery polarity for a specified time (140-290 ms; a "wink") and then becomes ready to receive dial digits. For Delay Dial , the voip detects detects the off-hook condition. Then the voip reverses battery polarity for a specified time (reverse polarity duration has wider acceptable range than for Wink Start) and then becomes ready to receive dial digits.
Wink Timer (in ms)	integer values, in milliseconds	This is the length of the wink for Wink Start and Delay Dial signaling modes.. Applicable only when Start Mode parameter is set to "Wink Start" or "Delay Dial."
Dialing Options		
Inter Digit Timer	integer values, in seconds	This is the length of time that the MultiVOIP will wait between digits. When the time expires, the MultiVOIP will look in the phonebook for the number entered. Default = 2.
Message Waiting Indication	--	Not applicable to DID-DPO interface.
Inter-Digit Regeneration Timer	integer values, in milliseconds	This parameter is applicable when digits are dialed onto a DID-DPO channel after the connection has been made. The length of time between the outputting of DTMF digits. Default = 100 ms.

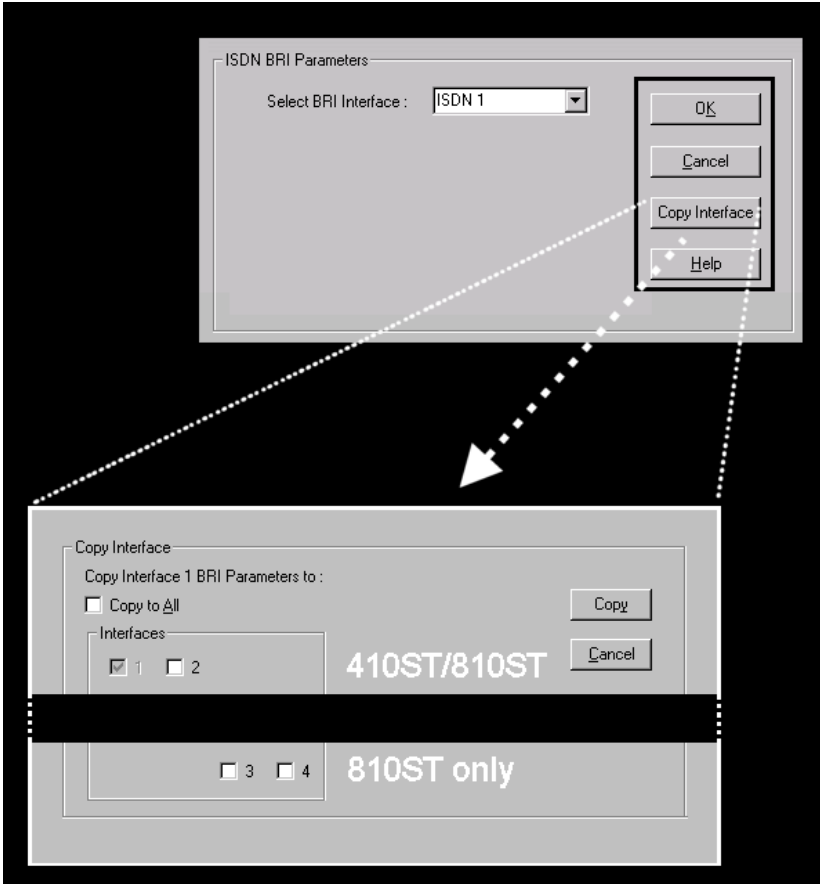
9b. (for ISDN-BRI MultiVOIP units). Set ISDN Parameters. This dialog box can be reached by pulldown menu, toolbar icon, keyboard shortcut, or sidebar.

Accessing ISDN (BRI) Parameters	
Pulldown	Icon
 <p>A screenshot of a software menu titled 'VoIP'. The menu has three sub-headers: 'Configuration', 'Phone Book', and 'Statistics'. Under 'Configuration', the following items are listed with their respective keyboard shortcuts: 'IP Parameters' (Ctrl+Alt+I), 'Voice Channels' (Ctrl+H), 'ISDN BRI Parameters' (Ctrl+T, highlighted in blue), 'SNMP Parameters' (Ctrl+M), 'Regional Parameters' (Ctrl+R), 'SMTP Parameters' (Ctrl+Alt+S), and 'Logs' (Ctrl+Alt+O).</p>	 <p>A screenshot of a toolbar icon for 'MultiVOIP Configuration'. The icon features the text 'MultiVOIP' in a blue box at the top, followed by 'Configuration' in a grey box. Below the text is a small red icon of two telephone receivers connected by a cord.</p>
Shortcut	Sidebar
<p>Ctrl + T</p>	 <p>A screenshot of a sidebar menu titled 'Configuration'. The menu items are listed vertically with dotted lines to the left of each item: 'IP', 'Voice/Fax', 'ISDN BRI' (highlighted in blue), 'SNMP', 'Regional', 'SMTP', and 'Logs'.</p>

In the **ISDN BRI Parameters** screen, select one of the BRI interfaces and configure it for the particular implementation of ISDN that you will use. Configure each BRI interface per the requirements of your voip system. The MVP410ST has two ISDN-BRI interfaces and four channels; the MVP810ST has four ISDN-BRI interfaces and eight channels.



Note that ISDN BRI parameters are applied on an interface-by-interface basis. However, once you have established a set of ISDN BRI parameters for a particular interface, you can apply this entire set of parameters to another interface by using the **Copy Interface** button and its dialog box. To copy a set of ISDN BRI parameters to all interfaces, select “Copy to All” and click **Copy**.



ISDN-BRI Parameter Definitions		
Field Name	Values	Description
Select BRI Interface	ISDN n for n= 1-2 (410ST) for n=1-4 (810ST)	In this field, you will choose which ISDN port you are configuring. The 410ST has two ISDN –BRI ports (or “interfaces”); the 810ST has four ISDN-BRI ports (or “interfaces”). Each port has two channels.
Layer 1 Interface	Terminal, Network, Clock Master	<p>When “Terminal” is selected, it indicates that the MultiVOIP should emulate the subscriber (terminal) side of the digital connection. When “Network” is selected, it indicates that the MultiVOIP should emulate the central office (network) side of the digital connection.</p> <p>If connecting to a telco or PBX then choose “Terminal.” If connecting to an ISDN phone or terminal adapter, then choose “Network.” Default = Terminal.</p> <p>ISDN 1 Terminal Clock Master – The BRI VOIP uses an internal crystal as the clock master when any one of the ports is set for Network mode. If all ports are set for Terminal mode, then the first port to be activated becomes the clock master and it gets its clock from the network. The clock master can only be activated on ISDN1 interface in Terminal mode. If ISDN1 is selected and any other interface is set to Network mode, then clock master can be enabled.</p> <p>If enabled, ISDN1 is set as the clock master for all time, whether or not it is activated. This feature enables the BRI VOIP to have all of its interfaces synchronized to other network equipment and allows the terminal devices connected to the VOIP to be synchronized to the network equipment as well.</p>

ISDN-BRI Parameter Definitions (continued)		
Field Name	Values	Description
Dialing Options	Inter Digit Timer (value in milliseconds)	Dialing options are relevant when the MultiVOIP provides dial tone either during an overlap receiving mode or providing a second dial tone. Default is 2000, which is 2 seconds. Range 250 ms to 10000 ms (1/4 sec to 10 sec).
Switch Information		
Country	see table below	Country in which MultiVOIP is operating with ISDN.
Operator	see table below	Indicates phone switch manufacturer/ model or refers to telco so as to specify the switching system in question. ISDN is implemented somewhat differently in different switches (different software stacks are used).
PCM Law	A-Law or MU-Law	A-Law is an analog-to-digital compression /expansion standard used in Europe. MU-Law is the North America standard. Refer to the PCM-Law defaults based on country and operator below.
TEI <i>n</i> Assignment	Terminal or Network or both Automatic (Point-to-Point) Network – Automatic (Point-to-Multipoint) Fixed (Point-to-Point (0-63) TEI 0 & TEI 1 active	TEI (Terminal Endpoint Identifier) is a number to uniquely identify each device connected to the ISDN. TEI Assignment displays the value for each TEI assigned to the BRI port. Depending on the layer 1 interface selection (Terminal or Network) and the country selection, some fields are grayed out (inactive) as they have no meaning for this configuration. The TEI range is zero to 63 for Fixed and 64 to 126 for Automatic assignment. An interface in Network mode has the added option of Point-to-Multipoint Automatic TEI. This added option should be used in cases where the interface, or BRI port, has one or more terminal devices connected to it. This option may also help resolve some problems that occur when set for Point-to-Point Automatic TEI, even with only one terminal device connected to the interface. Point-to-Point Automatic TEI is then to be used when there is one network device and one terminal device, default setting. When selecting Fixed TEI, the connection must be Point-to-Point, one network and one terminal device.

ISDN-BRI Parameter Definitions (continued)		
Field Name	Values	Description
Numbering Details		
Calling Party	<p>Number Type: Unknown, International, National, Net_Spf, Subscriber, Local, Abbreviated</p>	<p>Support for the user to select the Calling Party Number Type.</p> <p>Local is valid only for AT5 operator – local (directory) number.</p> <p>There may be cases where the default Type of Number and/or Numbering Plan may cause conflicts with the network or terminal device to which the VOIP is attached. Should this be the case, then changing to a different Type of Number might resolve the problem.</p>
Called Party	<p>Number Type: Unknown, International, National, Net_Spf, Subscriber, Local, Abbreviated</p> <p>Number Plan: Unknown, ISDN, Telephone, Data, Telex, National, Private, Reserved</p>	<p>Support for the user to select the Calling Party Number Type.</p> <p>Local is valid only for AT5 operator – local (directory) number.</p> <p>There may be cases where the default Type of Number and/or Numbering Plan may cause conflicts with the network or terminal device to which the VOIP is attached. Should this be the case, then changing to a different Type of Number might resolve the problem.</p> <p>Support for the user to select the Called Numbering Plan and Number Type.</p> <p>ISDN/telephony - CCITT E.164/E.163, Telephony – not in CEPT, Data – CCITT x.121, Telex – CCITT F.69, National – Standard, Reserved for extension.</p> <p>There may be cases where the default Type of Number and/or Numbering Plan may cause conflicts with the network or terminal device to which the VOIP is attached. Should this be the case, then changing to a different Type of Number might resolve the problem. Typically, setting the Called Party Type of Number to “unknown” and the Number Plan to “Unknown” will resolve such issues. These problems normally occur for calls going to the ISDN from the VOIP (numbers in the Inbound Phone Book)</p>

ISDN-BRI Parameter Definitions (continued)		
Field Name	Values	Description
MSN Details		
MSN n	Right most digits to be distinguished	<p>Multiple Subscriber Numbering (MSN) – In Euro-ISDN, and some country specific variants, it is possible to have several ISDN numbers for the same BRI or PRI connection. This feature allows you to assign different ISDN numbers to different applications, or different physical equipment, e.g., modem, phone instrument, fax machine, etc. When specifying MSN Numbers, don't enter the whole number, but only enough of the right most digits so that the numbers allocated to the line can be distinguished. Right now, a maximum of eight MSN Numbers is supported.</p> <p>For all ISDN incoming calls, when the dialed digits are matching with the configured MSN number, then, if the Dial Number corresponding to the matched MSN number is present, then using that Dial Number an IP outgoing call is made. Otherwise, for the matched MSN number, if no Dial Number is present, dial tone is provided to the user to dial the actual digits with which to make the IP outgoing call.</p>
"Copy Interface" button		<p>Copies the ISDN-BRI attributes of one interface to another interface. Attributes can be copied to multiple interfaces or to all interfaces at once.</p> <p>MSN details are not copied due to the nature of MSN assignment.</p>

Country and Operator options for the MVP-410ST/810ST voip units are listed below.

ISDN Parameters

Select BRI Interface : ISDN 1

Terminal Network

Country :

Operator :

PCM Law

A-Law

MU-Law

OK

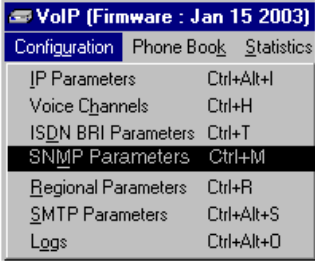
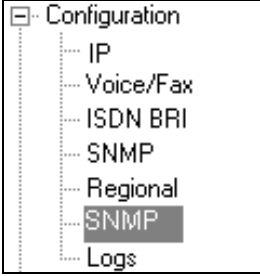
Cancel

Copy Interface

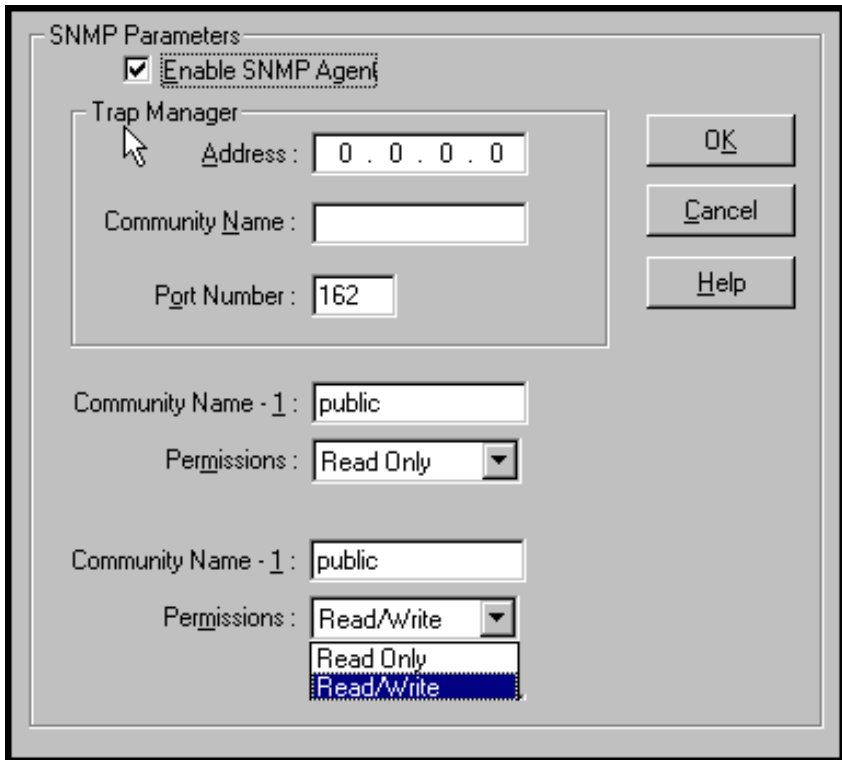
Help

Country :	Operator :
Australia	ETSI--A-law AUSTEL_1--A-law
Europe	ETSI--A-law ECMA_QSIG--A-law FT_VN6--A-law
France	FT_VN6--A-law
Hong Kong	HK_TEL A/mu, switch depondnt default = mu-law
Italy	ETSI--A-law
Japan	NTT--mu-law KDD--mu-law
Korea	KOREAN_OP A/mu, switch depondnt default = mu-law
USA	N_ISDN1--mu-law N_ISDN2--mu-law ATT_5E10--mu-law NT_DMS100--mu-law

10. **Set SNMP Parameters** (Remote Voip Management). This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar. To make the MultiVOIP controllable by a remote PC running the MultiVoipManager software, check the “Enable SNMP Agent” box on the **SNMP Parameters** screen.

Accessing “SNMP Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + M</p>	

In each field, enter the values that fit your particular system.

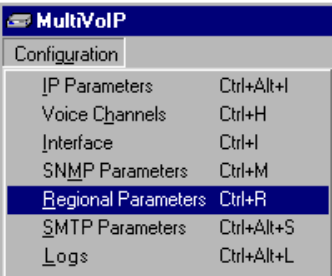
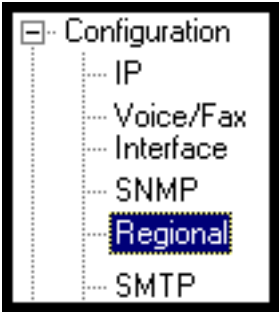


The image shows a configuration dialog box titled "SNMP Parameters". At the top, there is a checked checkbox labeled "Enable SNMP Agent". Below this is a "Trap Manager" section, which is a sub-dialog box containing three fields: "Address" with the value "0 . 0 . 0 . 0", "Community Name" which is empty, and "Port Number" with the value "162". To the right of the "Trap Manager" sub-dialog are three buttons: "OK", "Cancel", and "Help". Below the "Trap Manager" sub-dialog, there are two more entries for "Community Name - 1". The first entry has the value "public" and "Permissions" set to "Read Only". The second entry also has the value "public", but its "Permissions" dropdown menu is open, showing "Read/Write" selected, with "Read Only" also visible in the list.

The SNMP Parameter fields are described in the table below.

SNMP Parameter Definitions		
Field Name	Values	Description
Enable SNMP Agent	Y/N	Enables the SNMP code in the firmware of the MultiVOIP. This must be enabled for the MultiVOIP to communicate with and be controllable by the MultiVoipManager software. Default: disabled
Trap Manager Parameters		
Address	4 places; n.n.n.n n = 0-255	IP address of MultiVoipManager PC.
Community Name	--	A "community" is a group of VOIP endpoints that can communicate with each other. Often "public" is used to designate a grouping where all end users have access to entire VOIP network. However, calling permissions can be configured to restrict access as needed.
Port Number	162	The default port number of the SNMP manager receiving the traps is the standard port 162.
Community Name 1	Length = 19 characters (max.) Case sensitive.	First community grouping.
Permissions	Read-Only, Read/Write	If this community needs to change MultiVOIP settings, select Read/Write. Otherwise, select Read-Only to view settings.
Community Name 2	Length = 19 characters (max.) Case sensitive.	Second community grouping
Permissions	Read-Only, Read/Write	If this community needs to change MultiVOIP settings, select Read/Write. Otherwise, select Read-Only to view settings.

11. **Set Regional Parameters** (Phone Signaling Tones & Cadences).).
 This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing “Regional Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + R</p>	

The **Regional Parameters** screen will appear. For the country selected, the standard set of frequency pairs will be listed for dial tone, busy tone, 'unobtainable' tone (fast busy or trunk busy), and ring tone.

Type	Frequency1	Frequency2	Gain1	Gain2	Cadence(secs)On/Off
DialTone	350	440	-16	-16	0.000/0.000/0.000/0.000
BusyTone	400	400	-16	-16	0.375/0.375/0.375/0.375
RingTone	400	450	-16	-16	0.400/0.200/0.400/2.000
UnobtainableTone	480	620	-16	-16	0.000/0.000/0.000/0.000
Survivability DialTone	620	620	-16	-16	0.000/0.000/0.000/0.000
ReorderTone	480	620	-16	-16	0.250/0.250/0.000/0.000
InterceptTone	440	620	-8	-8	0.000/0.000/0.000/0.000

Remote Configuration/Command Modem. Each MVP410 and MVP810 MultiVOIP unit contains a built-in modem. This modem allows the MultiVOIP to be configured remotely when a standard POTS line is connected to the "Command Modem" connector on the back panel of the MultiVOIP. In the **Country Selection for Built-In Modem** field (drop-down list), select the country that best fits your situation. This may not be the same as your selection for the **Country/Region** field. The selections in the **Country Selection for Built-In Modem** field entail more detailed groupings of telephony parameters than do the **Country/Region** values.

In each field, enter the values that fit your particular system.

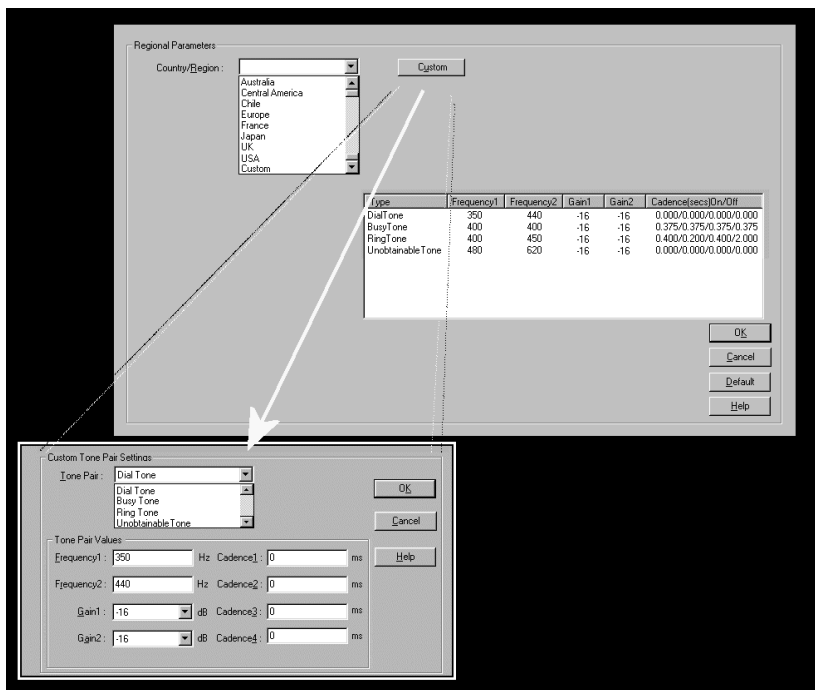
The **Regional Parameters** fields are described in the table below.

“Regional Parameter” Definitions		
Field Name	Values	Description
Country/ Region	USA, Japan, UK, Custom	<p>Name of a country or region that uses a certain set of tone pairs for dial tone, ring tone, busy tone, unobtainable tone (fast busy tone), survivability tone (tone heard briefly, 2 seconds, after going offhook denoting survivable mode of VOIP unit), re-order tone (a tone pattern indicating the need for the user to hang up the phone), and intercept tone (a tone that warns an a party that has gone off hook but has not begun dialing, within a prescribed time, that an automatic emergency or attendant number will be called; the automatic call can be used to direct an attendant’s attention to a disabled or distressed caller, allowing an appropriate response to be made).</p> <p>In some cases, the tone-pair scheme denoted by a country name may also be used outside of that country. The “Custom” option (button) assures that any tone-pairing scheme worldwide can be accommodated.</p> <p>Note: Intercept tone is applicable only when the FXS telephony interface has been chosen in the Interface screen and when the AutoCall / OffHook Alert field is set to OffHook Alert in the Voice/Fax Parameters screen. The time allowed for dialing before the automatic calling process begins is set in the Offhook Alert Timer field of the Voice/Fax Parameters screen.</p>

“Regional Parameter” Definitions		
Field Name	Values	Description
Country/ Region	USA, Japan, UK, Custom Note: “Survivability” tone indicates a special type of call-routing redundancy & applies to MultiVantage voip units only.	Name of a country or region that uses a certain set of tone pairs for dial tone, ring tone, busy tone, and 'unobtainable' tone (fast busy tone), survivability tone (tone heard briefly, 2 seconds, after going offhook denoting survivable mode of voip unit) and re-order tone (a tone pattern indicating the need for the user to hang up the phone). In some cases, the tone-pair scheme denoted by a country name may also be used outside of that country. The “Custom” option (button) assures that any tone- pairing scheme worldwide can be accommodated.
Type column	dial tone, ring tone, busy tone, unobtainable tone (fast busy), survivability tone, re-order tone	Type of telephony tone-pair for which frequency, gain, and cadence are being presented.
Frequency 1	freq. in Hertz	Lower frequency of pair.
Frequency 2	freq. in Hertz	Higher frequency of pair.
Gain 1	gain in dB +3dB to -31dB and “mute” setting	Amplification factor of lower frequency of pair. This applies to the dial, ring, busy and 'unobtainable' tones that the MultiVOIP outputs as audio to the FXS, FXS, or E&M port. Default: - 16dB
Gain 2	gain in dB +3dB to -31dB and “mute” setting	Amplification factor of higher frequency of pair. This applies to the dial, ring, busy, and 'unobtainable' (fast busy) tones that the MultiVOIP outputs as audio to the FXS, FXO, or E&M port. Default: -16dB

"Regional Parameter" Definitions (cont'd)		
Field Name	Values	Description
Cadence (msec) On/Off	n/n/n/n four integer time values in milli-seconds; zero value for dial-tone indicates continuous tone	On/off pattern of tone durations used to denote phone ringing, phone busy, connection unobtainable (fast busy), dial tone ("0" indicates continuous tone), survivability, and re-order. Default values differ for different countries/regions. Although most cadences have only two parts (an "on" duration and an "off" duration), some telephony cadences have four parts. Most cadences, then, are expressed as two iterations of a two-part sequence. Although this is redundant, it is necessary to allow for expression of 4-part cadences.
Custom (button)	--	Click on the "Custom" button to bring up the Custom Tone Pair Settings screen. (The "Custom" button is active only when "Custom" is selected in the Country/Region field.) This screen allows the user to specify tone pair attributes that are not found in any of the standard national/regional telephony toning schemes.
Country Selection for Built-In Modem <i>(not applicable to MVP-130/130FXS MVP210, MVP410ST, or MVP810ST)</i>	country name	MultiVOIP units operating with the X.06 software release (and above) include a built-in modem. The administrator can dial into this modem to configure the MultiVOIP unit remotely. The country name values in this field set telephony parameters that allow the modem to work in the listed country. This value may be different than the Country/Region value. For example, a user may need to choose "Europe" as the Country/Region value but "Denmark" as the Country-Selection-for-Built-In-Modem value.

12. **Set Custom Tones and Cadences** (optional). The **Regional Parameters** dialog box has a secondary dialog box that allows you to customize DTMF tone pairs to create unique ring-tones/dial-tones, busy-tones or “unobtainable” tones (fast busy signal) or “re-order” tones (telling the user that she must hang up an off-hook phone) or “survivability” tones (an indication of call-routing redundancy) for your system. This screen allows the user to specify tone-pair attributes that are not found in any of the standard national/regional telephony toning schemes. To access this customization feature, click on the **Custom** button on the **Regional Parameters** screen. (The “Custom” button is active only when “Custom” is selected in the **Country/Region** field.)

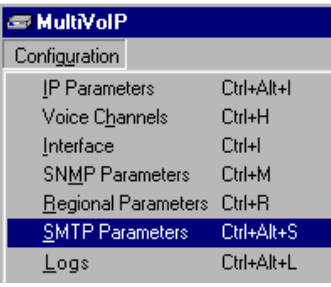
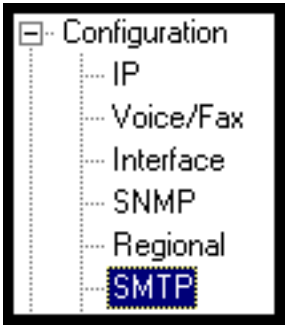


The Custom Tone-Pair Settings fields are described in the table below.

Custom Tone-Pair Settings Definitions		
Field Name	Values	Description
Tone Pair	dial tone, busy tone, ring tone, 'unobtainable' tone, survivability tone, re-order tone	Identifies the type of telephony signaling tone for which frequencies are being specified.
STONE PAIR VALUES		About Defaults: US telephony values are used as defaults on this screen. However, since this dialog box is provided to allow custom tone-pair settings, default values are essentially irrelevant.
Frequency 1	frequency in Hertz	Frequency of lower tone of pair. This outbound tone pair enters the MultiVOIP at the input port.
Frequency 2	frequency in Hertz	Frequency of higher tone of pair. This outbound tone pair enters the MultiVOIP at the input port.
Gain 1	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of lower frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the input port. Default = -16dB
Gain 2	gain in dB +3dB to -31dB and "mute" setting	Amplification factor of higher frequency of pair. This figure describes amplification that the MultiVOIP applies to outbound tones entering the MultiVOIP at the input port. Default = -16dB

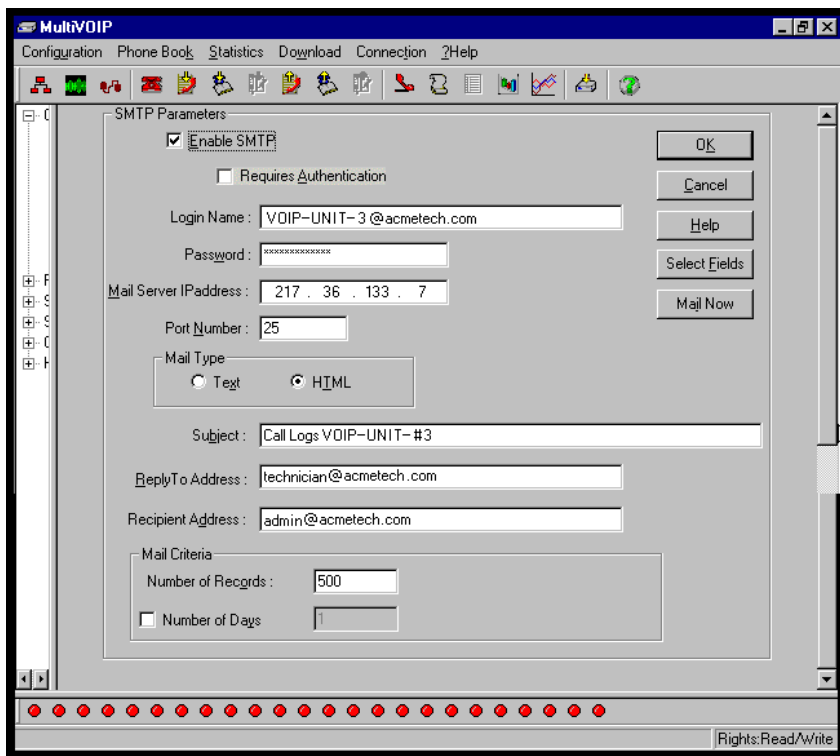
Custom Tone-Pair Settings Definitions		
Field Name	Values	Description
Cadence 1	integer time value in milli-seconds; zero value for dial-tone indicates continuous tone	On/off pattern of tone durations used to denote phone ringing, phone busy, dial tone ("0" indicates continuous tone) survivability and re-order. Cadence 1 is duration of first period of tone being "on" in the cadence of the telephony signal (which could be ring-tone, busy-tone, unobtainable-tone, or dial tone).
Cadence 2	duration in milliseconds	Cadence 2 is duration of first "off" period in signaling cadence.
Cadence 3	duration in milliseconds	Cadence 3 is duration of second "on" period in signaling cadence.
Cadence 4	duration in milliseconds	Cadence 4 is duration of second "off" period in the signaling cadence, after which the 4-part cadence pattern of the telephony signal repeats.

13. **Set SMTP Parameters** (Log Reports by Email). The **SMTP Parameters** screen is applicable when the VOIP administrator has chosen to receive log reports by email (this is done by selecting the “SMTP” checkbox in the **Others** screen and selecting “Enable SMTP” in the **SMTP Parameters** screen.). The **SMTP Parameters** screen can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing “SMTP Parameters”	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + S</p>	

MultiVOIP as Email Sender. When SMTP is used, the MultiVOIP will actually be given its own email account (with Login Name and Password) on some mail server connected to the IP network. Using this account, the MultiVOIP will then send out email messages containing log report information. The “Recipient” of the log report email is ordinarily the VoIP administrator. Because the MultiVOIP cannot receive email, a “Reply-To” address must also be set up. Ordinarily, the “Reply-To” address is that of a technician who has access to the mail server or MultiVOIP or both, and the VoIP administrator might also be designated as the “Reply-To” party. The main function of the Reply-To address is to receive error or failure messages regarding the emailed reports.

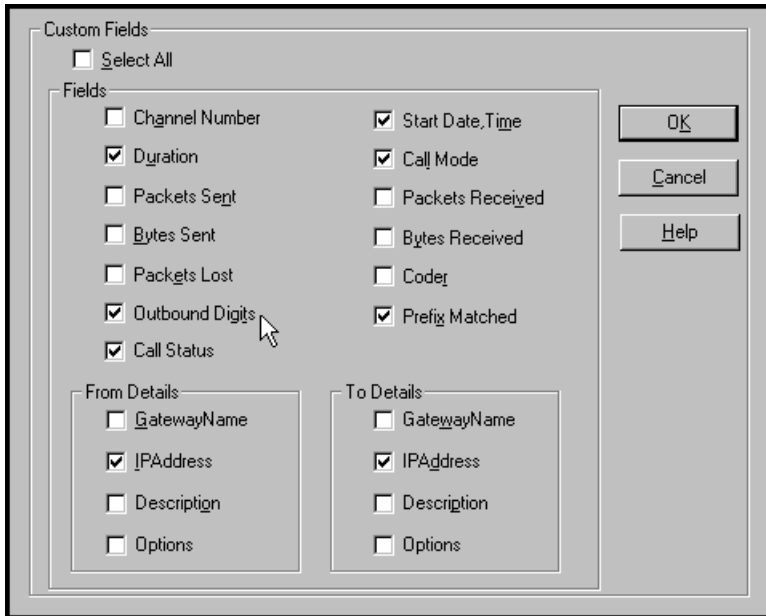
The SMTP Parameters screen is shown below



"SMTP Parameters" Definitions		
Field Name	Values	Description
Enable SMTP	Y/N	In order to send log reports by email, this box must be checked. However, to enable SMTP functionality, you must also select "SMTP" in the Logs screen.
Requires Authentication	Y/N	If this checkbox is checked, the MultiVOIP will send Authentication information to the SMTP server. The authentication information indicates whether or not the email sender has permission to use the SMTP server.
Login Name	alpha-numeric, per email domain	This is the User Name for the MultiVOIP unit's email account.

“SMTP Parameters” Definitions (cont’d)		
Field Name	Values	Description
Password	alpha-numeric	Login password for MultiVOIP unit’s email account.
Mail Server IP Address	n.n.n.n for n= 0 to 255	This is the mail server’s IP address. This mail server must be accessible on the IP network to which the MultiVOIP is connected.
Port Number	25	25 is a standard port number for SMTP.
Mail Type	text or html	Mail type in which log reports will be sent.
Subject	text	User specified. Subject line that will appear for all emailed log reports for this MultiVOIP unit.
Reply-To Address	email address	User specified. This email address functions as a source email identifier for the MultiVOIP, which, of course, cannot usefully receive email messages. The Reply-To address provides a destination for returned messages indicating the status of messages sent by the MultiVOIP (esp. to indicate when log report email was undeliverable or when an error has occurred).
Recipient Address	email address	User specified. Email address at which VOIP administrator will receive log reports.
Mail Criteria		Criteria for sending log summary by email. The log summary email will be sent out either when the user-specified number of log messages has accumulated, or once every day or multiple days, <i>which ever comes first</i> .
Number of Records	integer	This is the number of log records that must accumulate to trigger the sending of a log-summary email.
Number of Days	integer	This is the number of days that must pass before triggering the sending of a log-summary email.

The **SMTP Parameters** dialog box has a secondary dialog box, **Custom Fields**, that allows you to customize email log messages for the MultiVOIP. The MultiVOIP software logs data about many aspects of the call traffic going through the MultiVOIP. The Custom Fields screen lets you pick which aspects will be included in the email log reports.



"Custom Fields" Definitions			
Field	Description	Field	Description
Select All	Log report to include all fields shown.		
Channel Number	Data channel carrying call.	Start Date, Time	Date and time the phone call began.
Duration	Length of call.	Call Mode	Voice or fax.
Packets Sent	Total packets sent in call.	Packets Received	Total packets received in call.
Bytes Sent	Total bytes sent in call.	Bytes Received	Total bytes received in call.
Packets Lost	Packets lost in call.	Coder	Voice Coder /Compression Rate used for call will be listed in log.

“Custom Fields” Definitions (cont’d)			
Field	Description	Field	Description
Outbound Digits	Digits put out by MultiVOIP onto the phone line.	Prefix Matched	When selected, the phonebook prefix matched in processing the call will be listed in log.
Call Status	Successful or unsuccessful.		
From Details		To Details	
Gateway Number	Originating gateway	Gatew N.	Completing or answering gateway
IP Addr	IP address where call originated.	IP Addr	IP address where call was completed or answered.
Descript	Identifier of site where call originated.	Descript	Identifier of site where call was completed or answered.
Options	When selected, log will not use/non-use of Silence Compression and Forward Error Correction by call originator.	Options	When selected, log will not use/non-use of Silence Compression and Forward Error Correction by party answering call.

SMTP

To use the "SMTP Parameters" screen, SMTP must first be selected in the "Logs" screen.

The secondary screen "Custom Fields" lets the user determine which technical details of each phone call to record in the logs.

Email reports can be sent out periodically or when a certain number of phone calls have been logged.

The requested technical details will then appear in the log report that is automatically emailed to the VoIP administrator.

Call Logs

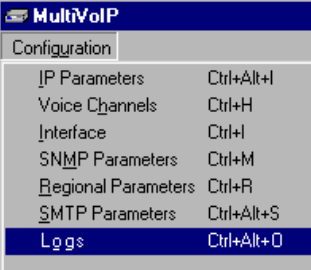
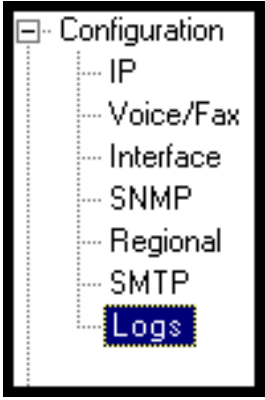
Sl.No.	Start Date & Time	Duration	Status	Call Mode
1	01/17/2002 & 09:43:24	00:01:47	Success	Voice
2	01/17/2002 & 10:30:33	00:26:46	Success	Voice
3	01/17/2002 & 11:05:22	00:09:47	Success	Voice
4	01/17/2002 & 11:16:02	00:01:25	Success	Voice
5	01/17/2002 & 11:21:02	00:00:33	Success	Voice
6	01/17/2002 & 11:51:26	00:00:00	Unsuccess	Voice

Call Logs

Sl.No.	From IP Addr.	To IP Addr.	OutBound Digits	Prefix Matched
1	204.026.122.105	202.054.039.100		4470
2	204.026.122.105	202.054.039.100		4470
3	204.026.122.105	202.054.039.100		4470
4	202.054.039.100	204.026.122.105		763717
5	204.026.122.105	202.054.039.100		4470
6	204.026.122.105	202.054.039.100		4470

14. **Set Log Reporting Method.** The **Logs** screen lets you choose how the VoIP administrator will receive log reports about the MultiVOIP’s performance and the phone call traffic that is passing through it. Log reports can be received in one of three ways:

- A. in the MultiVOIP program (GUI),
- B. via email (SMTP), or
- C. at the MultiVoipManager remote voip system management program (SNMP).

Accessing “Logs” Screen	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + O</p>	

If you enable console messages, you can customize the types of messages to be included/excluded in log reports by clicking on the “Filters” button and using the **Console Messages Filter Settings** screen (see subsequent page). If you use the logging function, select the logging option that applies to your VoIP system design. If you intend to use a SysLog Server program for logging, click in that Enable check box. The common SysLog logical port number is 514. If you intend to use the MultiVOIP web browser GUI for configuration and control of MultiVOIP units, be aware that the web browser GUI does not support logs directly. However, when the web browser GUI is used, log files can still be sent to the voip administrator via email (which requires activating the SMTP logging option in this screen).

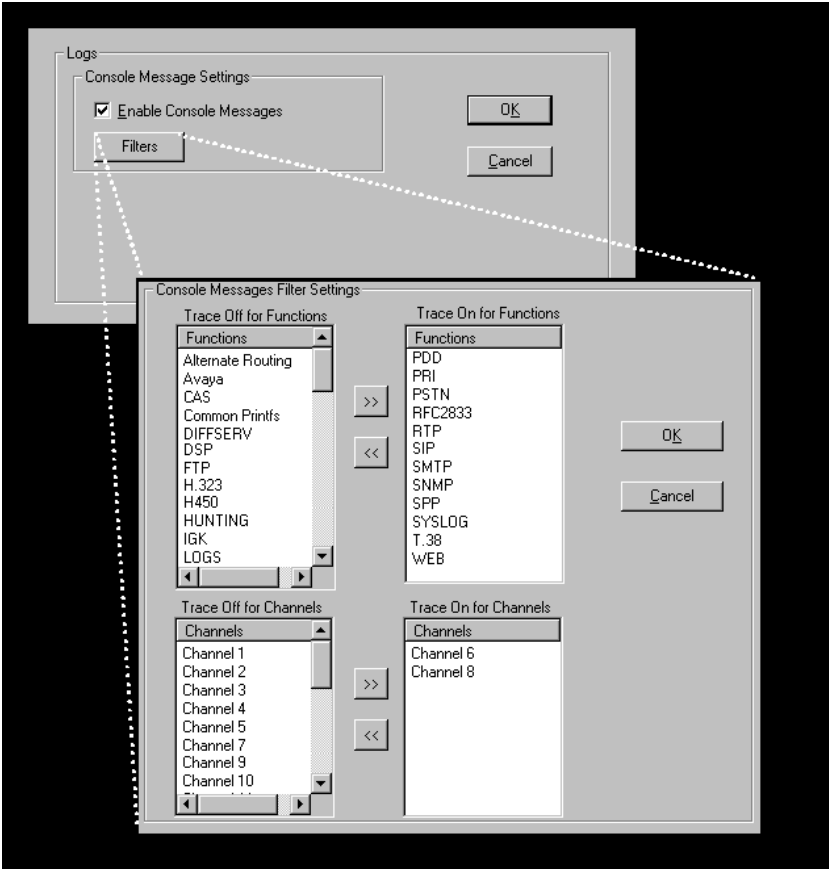
The screenshot shows a configuration window titled "Logs" with the following sections and controls:

- Console Message Settings:** Includes a checked checkbox for "Enable Console Messages" and a "Filters" button.
- Logs:** Includes a "Turn Off Logs" checkbox (unchecked) and three radio buttons: "GUI" (selected), "SMTP", and "SNMP".
- SysLog Server:** Includes a checked checkbox for "Enable", an "IP Address" text input field, and a "Port" text input field containing "514".
- Online Statistics Updation Interval:** A text input field containing "5" followed by "Sec".

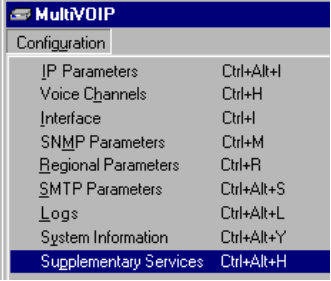
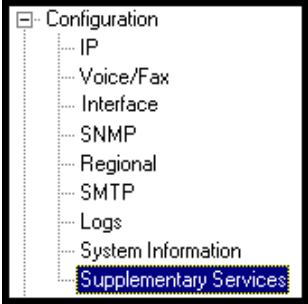
On the right side of the window, there are three buttons: "OK", "Cancel", and "Help".

"Logs" Screen Definitions		
Field Name	Values	Description
Enable Console Messages	Y/N	Allows MultiVOIP debugging messages to be read via a basic terminal program like HyperTerminal™ or equivalent. Normally, this should be disabled because it uses MultiVOIP processing resources. Console messages are meant for tech support personnel.
Filters (button)		Click to access secondary screen on where console messages can be included/excluded by category and on a per-channel basis. (See the Console Messages Filter Settings screen on subsequent page.)
Turn Off Logs	Y/N	Check to disable log-reporting function.
Logs Buttons		Only one of these three log reporting methods, GUI, SMTP, or SNMP, may be chosen.
GUI	Y/N	User must view logs at the MultiVOIP configuration program.
SNMP	Y/N	Log messages will be delivered to the MultiVoipManager application program.
SMTP	Y/N	Log messages will be sent to user-specified email address.
SysLog Server Enable	Y/N	This box must be checked if logging is to be done in conjunction with a SysLog Server program. For more on SysLog Server, see <i>Operation & Maintenance</i> chapter.
IP Address	n.n.n.n for n= 0-255	IP address of computer, connected to voip network, on which SysLog Server program is running.
Port	514	Logical port for SysLog Server. 514 is commonly used.
Online Statistics Updation Interval	integer	Set the interval (in seconds) at which logging information will be updated.

To customize console messages by category and/or by channel, click on "Filters" and use the **Console Messages Filters Settings** screen.



15. **Set Supplementary Services Parameters.** This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing "Supplementary Services" Parameters	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt +H</p>	

Supplementary Services features derive from the H.450 standard, which brings to voip telephony functionality once only available with PSTN or PBX telephony. Supplementary Services features can be used under H.323 only and *not* under SIP.

In each field, enter the values that fit your particular network.

Supplementary Services Parameters

Select Channel: Channel 1

Call Transfer: Enable
Transfer Sequence: #*1

Call Hold: Enable
Hold Sequence: #*2

Call Waiting: Enable
Retrieve Sequence: #*3

Call Name Identification: Enable
Allowed Name Type:
 Calling Party Busy Party
 Alerting Party Connected Party
 Caller Id:

OK Default
Cancel Copy Channel

Of the features implemented under Supplementary Services, three are very closely related: Call Transfer, Call Hold, and Call Waiting. Call Name Identification is similar but not identical to the premium PSTN feature commonly known as **Caller ID**.

Call Transfer. Call Transfer allows one party to re-connect the party with whom they have been speaking to a third party. The first party is disconnected when the third party becomes connected. Feature is invoked by a programmable phone keypad sequence (for example, #7).

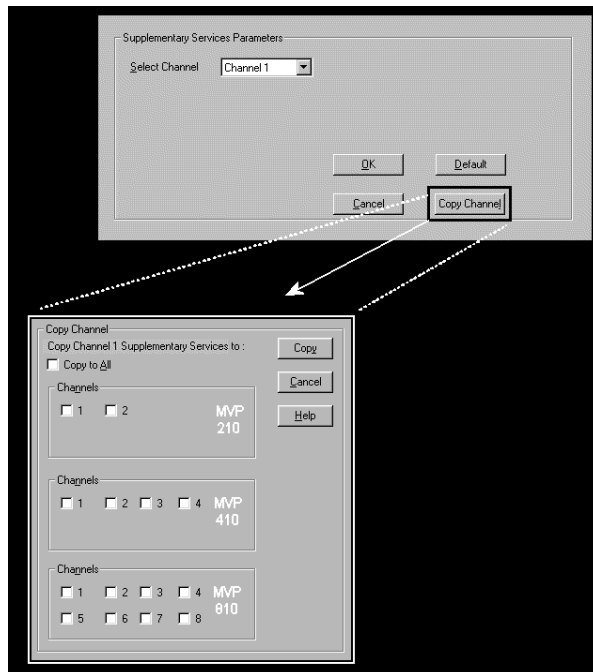
Call Hold. Call Hold allows one party to maintain an idle (non-talking) connection with another party while receiving another call (Call Waiting), while initiating another call (Call Transfer), or while performing some other call management function. Invoked by keypad sequence.

Call Waiting. Call Waiting notifies an engaged caller of an incoming call and allows them to receive a call from a third party while the party with whom they have been speaking is put on hold. Invoked by keypad sequence.

Call Name Identification. When enabled for a given voip unit (the 'home' voip), this feature gives notice to remote voips involved in calls. Notification goes to the remote voip administrator, not to individual phone stations. When the home voip is the caller, a plain English descriptor will be sent to the remote (callee) voip identifying

the channel over which the call is being originated (for example, “Calling Party - Omaha Sales Office Line 2”). If that voip channel is dedicated to a certain individual, the descriptor could say that, as well (for example “Calling Party - Harold Smith in Omaha”). When the home voip receives a call from any remote voip, the home voip sends a status message back to that caller. This message confirms that the home voip’s phone channel is either busy or ringing or that a connection has been made (for example, “Busy Party - Omaha Sales Office Line 2”). These messages appear in the **Statistics – Call Progress** screen of the remote voip.

Note that Supplementary Services parameters are applied on a channel-by-channel basis. However, once you have established a set of supplementary parameters for a particular channel, you can apply this entire set of parameters to another channel by using the **Copy Channel** button and its dialog box. To copy a set of Supplementary Services parameters to all channels, select “Copy to All” and click **Copy**.



The **Supplementary Services** fields are described in the tables below.

Supplementary Services Parameter Definitions		
Field Name	Values	Description
Select Channel	1 (MVP-130/ 130FXS) 1-2 (210); 1-4 (410); 1-8 (810)	The channel to be configured is selected here.
Call Transfer Enable	Y/N	Select to enable the Call Transfer function in the voip unit. This is a "blind" transfer and the sequence of events is as follows: Callers A and B are having a conversation. Caller A wants to put B into contact with C. Caller A dials call transfer sequence. Caller A hears dial tone and dials number for caller C. Caller A gets disconnected while Caller B gets connected to caller C. A brief musical jingle is played for the caller on hold.
Transfer Sequence	any phone keypad character	The numbers and/or symbols that the caller must press on the phone keypad to initiate a call transfer. The call-transfer sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #). The sequences for call transfer, call hold, and call waiting can be from 1 to 4 digits in length consisting of any combination of digits 1234567890*#.

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Call Hold Enable	Y/N	Select to enable Call Hold function in voip unit. Call Hold allows one party to maintain an idle (non-talking) connection with another party while receiving another call (Call Waiting), while initiating another call (Call Transfer), or while performing some other call management function.
Hold Sequence	phone keypad characters	The numbers and/or symbols that the caller must press on the phone keypad to initiate a call hold. The call-hold sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #).
Call Waiting Enable	Y/N	Select to enable Call Waiting function in voip unit.
Retrieve Sequence	phone keypad characters, two characters in length	The numbers and/or symbols that the caller must press on the phone keypad to initiate retrieval of a waiting call. The call-waiting retrieval sequence can be 1 to 4 characters in length using any combination of digits or characters (* or #). This is the phone keypad sequence that a user must press to retrieve a waiting call. Customize-able. Sequence should be distinct from sequence that might be used to retrieve a waiting call via the PBX or PSTN.

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Call Name Identification Enable		<p>Enables CNI function. Call Name Identification is not the same as Caller ID. When enabled on a given voip unit currently being controlled by the MultiVOIP GUI (the 'home voip'), Call Name Identification sends an identifier and status information to the administrator of the remote voip involved in the call. The feature operates on a channel-by-channel basis (each channel can have a separate identifier).</p> <p>If the home voip is originating the call, only the Calling Party field is applicable. If the home voip is receiving the call, then the Alerting Party, Busy Party, and Connected Party fields are the only applicable fields (and any or all of these could be enabled for a given voip channel). The status information confirms back to the originator that the callee (the home voip) is either busy, or ringing, or that the intended call has been completed and is currently connected.</p> <p>The identifier and status information are made available to the remote voip unit and appear in the Caller ID field of its Statistics – Call Progress screen. (This is how MultiVOIP units handle CNI messages; in other voip brands, H.450 may be implemented differently and then the message presentation may vary.)</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Calling Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is originating the call and Calling Party is selected, then the identifier (from the Caller Id field) will be sent to the remote voip unit being called. The Caller Id field gives the remote voip administrator a plain-language identifier of the party that is originating the call occurring on a specific channel.</p> <p>This field is applicable only when the 'home' voip unit is originating the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip in this example), Call Name Identification has been enabled, Calling Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field.</p> <p>When channel 2 of the Omaha voip is used to make a call to any other voip phone station (for example, the Denver office), the message "Calling Party - Omaha Sales Office Voipchannel 2" will appear in the "Caller Id" field of the Statistics - Call Progress screen of the Denver voip.</p>

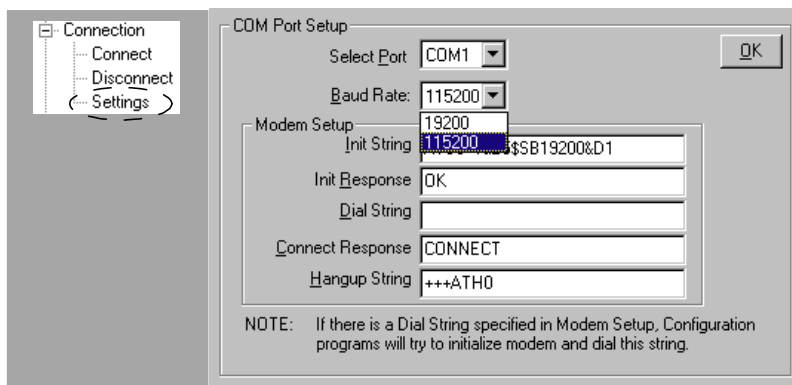
Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Alerting Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving the call and Alerting Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the call is ringing.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Alerting Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip receives a call from any other voip phone station (for example, the Denver office), the message "Alerting Party - Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the phone is ringing in Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Busy Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving a call directed toward an already engaged channel or phone station and Busy Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the channel or called party is busy.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Busy Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip is busy but still receives a call attempt from any other voip phone station (for example, the Denver office), the message "Busy Party - Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the channel or phone station is busy in Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Connected Party, Allowed Name Type (CNI)		<p>If the 'home' voip unit is receiving a call and Connected Party is selected, then the identifier (from the Caller Id field) will tell the originating remote voip unit that the attempted call has been completed and the connection is made.</p> <p>This field is applicable only when the 'home' voip unit is receiving the call.</p> <p>Example. Suppose a voip system has offices in both Denver and Omaha. In the Omaha voip unit (the 'home' voip unit in this example), Call Name Identification has been enabled, Connected Party has been enabled as an Allowed Name Type, and "Omaha Sales Office Voipchannel 2" has been entered in the Caller Id field of the Supplementary Services screen.</p> <p>When channel 2 of the Omaha voip completes an attempted call from any other voip phone station (for example, the Denver office), the message "Connect Party - Omaha Sales Office Voipchannel 2" will be sent back and will appear in the Caller Id field of the Statistics – Call Progress screen of the Denver voip. This confirms to the Denver voip that the call has been completed to Omaha.</p>

Supplementary Services Definitions (cont'd)		
Field Name	Values	Description
Caller ID		This is the identifier of a specific channel of the 'home' voip unit. The Caller Id field typically describes a person, office, or location, for example, "Harry Smith," or "Bursar's Office," or "Barnesville Factory."
Default	--	When this button is clicked, all Supplementary Service parameters are set to their default values.
Copy Channel	--	Copies the Supplementary Service attributes of one channel to another channel. Attributes can be copied to multiple channels or all channels at once.

16. **Set Baud Rate.** The **Connection** option in the sidebar menu has a “Settings” item that includes the baud-rate setting for the COM port of the computer running the MultiVOIP software.

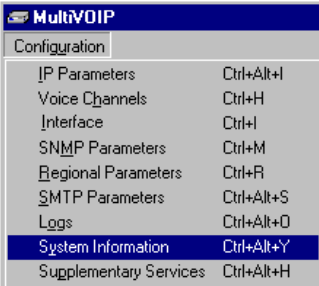
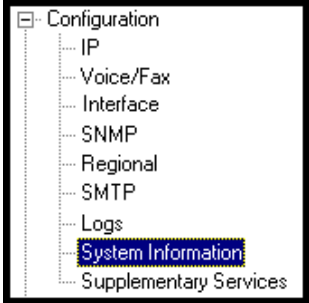


First, it is important to note that the default COM port established by the MultiVOIP program is COM1. ***Do not accept the default value until you have checked the COM port allocation on your PC.*** To do this, check for COM port assignments in the system resource dialog box(es) of your Windows operating system. If COM1 is not available, you must change the COM port setting to COM2 or some other COM port that you have confirmed as being available on your PC.

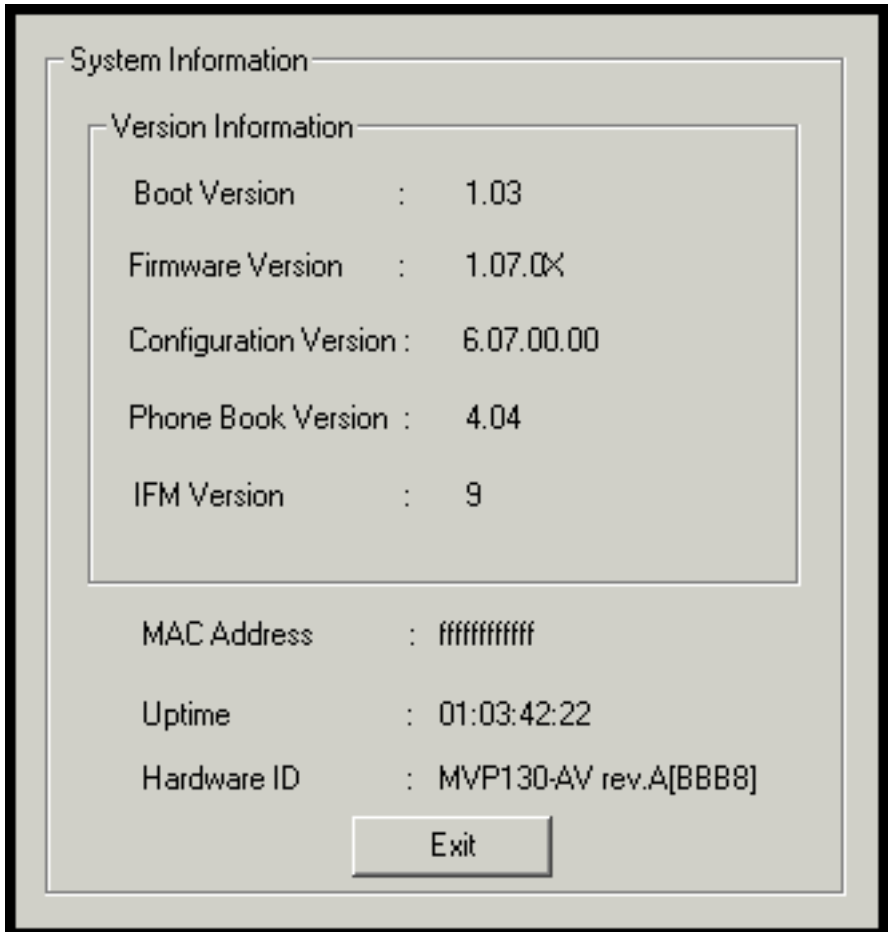
The default baud rate is 115,200 bps.

17. View **System Information** screen and set updating interval (optional).

This dialog box can be reached by pulldown menu, keyboard shortcut, or sidebar.

Accessing "System Information" Screen	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Ctrl + Alt + Y</p>	

This screen presents vital system information at a glance. Its primary use is in troubleshooting.

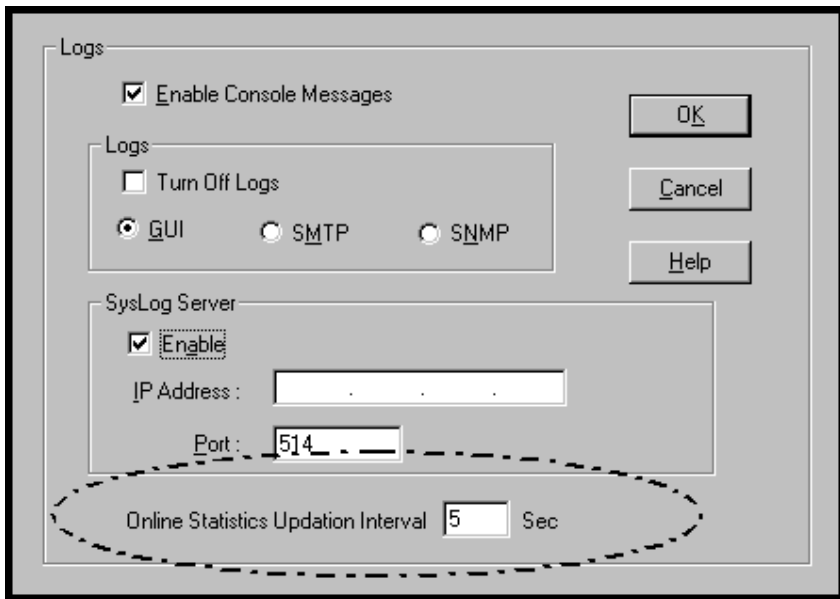


System Information Parameter Definitions

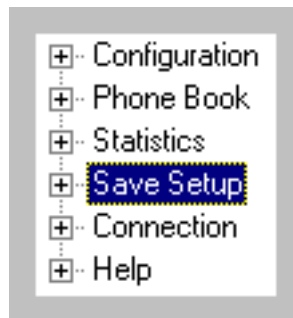
Field Name	Values	Description
Boot Version	nn.nn	Indicates the version of the code that is used at the startup (booting) of the voip. The boot code version is independent of the software version.
Firmware Version	alpha-numeric	Indicates version of MultiVOIP firmware.

System Information Parameter Definitions (cont'd)		
Field Name	Values	Description
Configur- ation Version	nn.nn.nn. nn alpha- numeric	Indicates version of MultiVOIP Configuration software (which includes screens for IP Parameters, SNMP Parameters, SMTP Parameters, Regional Parameters, etc.
Phone Book Version	numeric	Indicates the version of the inbound and outbound phonebook portion of the MultiVOIP software.
IFM Version	numeric	Indicates the version of the firmware running on the MultiVOIP's Interface Module, which is its analog telephony hardware.
Mac Address	alpha- numeric	Denotes the number assigned as the voip unit's unique Ethernet address.
Up Time	days: hours: mm:ss	Indicates how long the voip has been running since its last booting.
Hardware ID	alpha- numeric	Indicates the version of the MultiVOIP unit's circuit board and components.

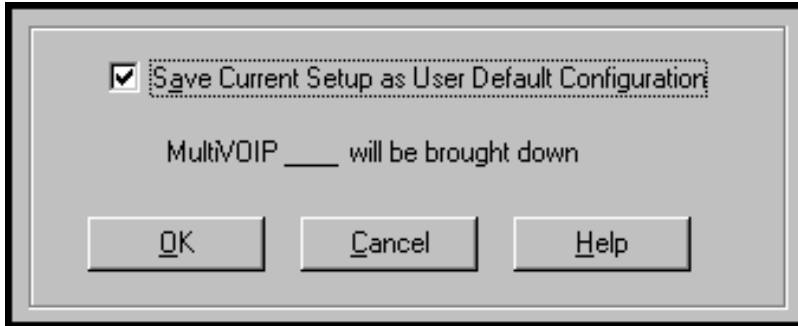
The frequency with which the System Information screen is updated is determined by a setting in the Logs screen



18. **Saving the MultiVOIP Configuration.** When values have been set for all of the MultiVOIP's various operating parameters, click on **Save Setup** in the sidebar.



19. **Creating a User Default Configuration.** When a “Setup” (complete grouping of parameters) is being saved, you will be prompted about designating that setup as a “User Default” setup. A User Default setup may be useful as a baseline of site-specific values to which you can easily revert. Establishing a User Default Setup is optional.



Chapter 7: T1 Phonebook Configuration

(North American Telephony Standards)

Configuring the MVP2410 MultiVOIP Phonebooks

When a VoIP serves a PBX system, it's important that the operation of the VoIP be transparent to the telephone end user. That is, the VoIP should not entail the dialing of extra digits to reach users elsewhere on the network that the VoIP serves. On the contrary, VOIP service more commonly reduces dialed digits by allowing users (served by PBXs in facilities in distant cities) to dial their co-workers with 3-, 4-, or 5-digit extensions as if they were in the same facility.

Furthermore, the setup of the VoIP generally should allow users to make calls on a non-toll basis to any numbers accessible without toll by users at all other locations on the VoIP system. Consider, for example, a company with VOIP-equipped offices in New York, Miami, and Los Angeles, each served by its own PBX. When the VOIP phone books are set correctly, personnel in the Miami office should be able to make calls without toll not only to the company's offices in New York and Los Angeles, but also to any number that's local in those two cities.

To achieve transparency of the VoIP telephony system and to give full access to all types of non-toll calls made possible by the VOIP system, the VoIP administrator must properly configure the "Outbound" and "Inbound" phone-books of each VoIP in the system.

The "Outbound" phonebook for a particular VoIP unit describes the dialing sequences required for a call to originate locally (typically in a PBX in a particular facility) and reach any of its possible destinations at remote VoIP sites, including non-toll calls completed in the PSTN at the remote site.

The "Inbound" phonebook for a particular VoIP unit describes the dialing sequences required for a call to originate remotely from any other VOIP sites in the system, and to terminate on that particular VOIP.

Briefly stated, *the MultiVOIP's Outbound phonebook lists the phone stations it can call; its Inbound phonebook describes the dialing sequences that can be used to call that MultiVOIP and how those calls will be directed.* (Of course, the phone numbers are not literally "listed" individually, but are, instead, described by rule.)

Consider two types of calls in the three-city system described above: (1) calls originating from the Miami office and terminating in the New York (Manhattan) office, and (2) calls originating from the Miami office and terminating in New York City but off the company's premises in an

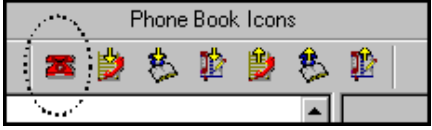
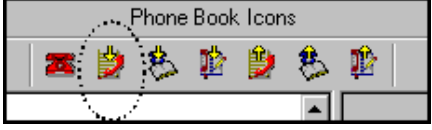





adjacent area code, an area code different than the company's office but still a local call from that office (e.g., Staten Island).

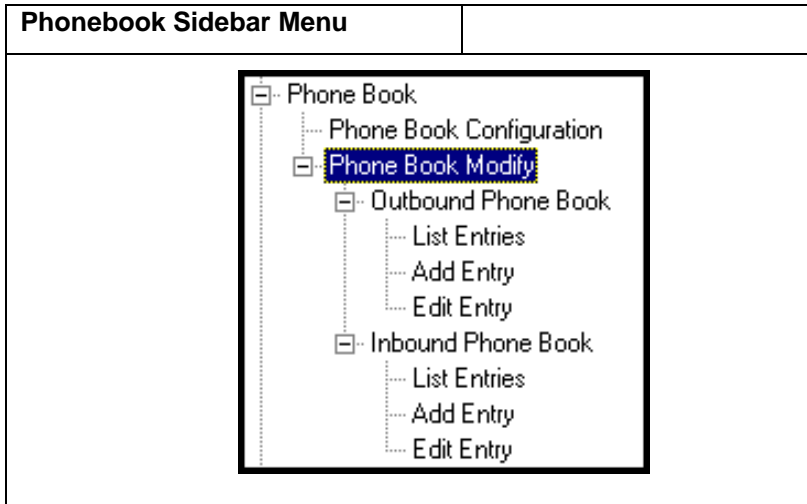
The first type of call requires an entry in the Outbound PhoneBook of the Miami VOIP and a coordinated entry in the Inbound phonebook of the New York VOIP. These entries would allow the Miami caller to dial the New York office as if its phones were extensions on the Miami PBX.

The second type of call similarly requires an entry in the Outbound PhoneBook of the Miami VOIP and a coordinated entry in the Inbound Phonebook of the New York VOIP. However, these entries will be longer and more complicated. Any Miami call to New York City local numbers will be sent through the VOIP system rather than through the regular toll public phone system (PSTN). But the phonebook entries can be arranged so that the VOIP system is transparent to the Miami user, such that even though that Miami user dials the New York City local number just as they would through the public phone system, that call will still be completed through the VOIP system.

This PhoneBook Configuration procedure is brief, but it is followed by an example case. For many people, the example case may be easier to grasp than the procedure steps. Configuration is not difficult, but all phone number sequences and other information must be entered exactly; otherwise connections will not be made.

Phonebook configuration screens can be accessed using icons or the sidebar menu.

Phonebook Icons	Description
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The first icon, a red telephone handset, is circled with a dashed line.</p>	<p>Phonebook Configuration</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The second icon, a red telephone handset with a red arrow pointing to it, is circled with a dashed line.</p>	<p>Inbound Phonebook Entries List</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The third icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.</p>	<p>Add Inbound Phonebook Entry</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The fourth icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.</p>	<p>Edit selected Inbound Phonebook Entry</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The fifth icon, a red telephone handset with a red arrow pointing to it, is circled with a dashed line.</p>	<p>Outbound Phonebook Entries List</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The sixth icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.</p>	<p>Add Outbound Phonebook Entry</p>
 <p>The image shows a horizontal menu titled "Phone Book Icons" containing seven icons. The seventh icon, a red telephone handset with a red arrow pointing to it, is circled with a dashed line.</p>	<p>Edit selected Outbound Phonebook Entry</p>



1. Go to the **PhoneBook Configuration** screen (using either the sidebar or drop-down menu).

Phone Book Configuration

Gateway Name :

H.323 Parameters

Use Fast Start

Signaling Port :

Register with GateKeeper

GateKeeper RAS Parameters

GateKeeper IP Address :

Signaling Port :

Gatekeeper Name :

RAS TTL Value : secs

H323 Version 4 Options

H.323 Multiplexing [Mux] H.245 Tunneling [Tun]

Parallel H.245 [FS+Tun] Annex -E [AE]

SIP Parameters

Signaling Port :

Use SIP Proxy

SIP Proxy Parameters

Proxy Domain Name / IP Address :

Append SIP Proxy Domain Name in User ID

Port Number :

UserName :

Password :

ReRegistrationTime : secs

SPP Parameters

Mode :

General Options

Signaling Port :

Retransmission (in ms) :

Max Retransmission :

Client Options

Registrar IP Address :

Registrar Port :

Registrar Options

Keep Alive (in sec) :

Behind Proxy/NAT device

Proxy/NAT Device Parameters

Public IP Address :

OK

Cancel

Help

In consultation with your VOIP administrator, enter the Gateway Name determine which protocol you will use (H.323, SIP, or SPP). Then fill in the IP address, signaling port, and other parameters, as needed. (The parameters needed for each protocol are different.)

The table below describes all fields in the general **PhoneBook Configuration** screen.

PhoneBook Configuration Parameter Definitions		
Field Name	Values	Description
Gateway Name	Y/N	This field allows you to specify a name for this MultiVOIP. When placing a call, this name is sent to the remote MultiVOIP for display in Call Progress listings, Logs, etc.
H.323 Parameters		
Use Fast Start	Y/N	Enables the H.323 Fast Start procedure. May need to be enabled/disabled for compatibility with third-party VOIP gateways.
Signaling Port	port number	Default: 1720 (H.323)
GateKeeper RAS Parameters		
Gatekeeper / IP Address	n.n.n.n, for n = 0 - 255	IP address of the GateKeeper.
Signaling Port		Well-known port number for GateKeepers. Must match port number of GateKeeper, 1719.
Gatekeeper Name	<i>alpha-numeric string</i>	Optional. The name of the GateKeeper with which this MultiVOIP is trying to register.

PhoneBook Configuration Parameter Definitions (cont'd)		
GateKeeper RAS Parameters		
Field Name	Values	Description
RAS TTL Value	<i>in seconds</i>	The H.323 Gatekeeper "Time to Live" value. As soon as a MultiVOIP gateway registers with a gatekeeper (allowing the gatekeeper to control its call traffic) a countdown timer begins. The RAS TTL Value is the interval of the countdown timer. Before the TTL countdown expires, the MultiVOIP gateway needs to register with the gatekeeper in order to maintain the connection. If the MultiVOIP does not register before the TTL interval expires, the MultiVOIP gateway's registration with the gatekeeper will expire and the gatekeeper will no longer permit call traffic to or from that gateway. Calls in progress will continue to function even if the gateway becomes de-registered.

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
H.323 Version 4 Parameters		
H.323 Multiplexing (Mux)	Y/N	Signaling for multiple phone calls can be carried on a single port rather than opening a separate signaling port for each call. This conserves bandwidth resources.
H.245 Tunneling (Tun)	Values: Y/N	Description: H.245 messages are encapsulated within the Q.931 call-signaling channel. Among other things, the H.245 messages let the two endpoints tell each other what their technical capabilities are and determine who, during the call, will be the client and who the server. Tunneling is the process of transmitting these H.245 messages through the Q.931 channel. The same TCP/IP socket (or logical port) already being used for the Call Signaling Channel is then also used by the H.245 Control Channel. This encapsulation reduces the number of logical ports (sockets) needed and reduces call setup time.

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
H.323 Version 4 Parameters		
Parallel H.245 (FS + Tun)	Values: Y/N	Description: FS (Fast Start or Fast Connect) is a Q.931 feature of H.323v2 to hasten call setup as well as 'pre-opening' the media channel before the CONNECT message is sent. This pre-opening is a requirement for certain billing activities. Under Parallel H.245 FS + Tun, this Fast Connect feature can operate simultaneously with H.245 Tunneling (see description above).
Annex -E (AE)	Values: Y/N	Description: Multiplexed UDP call signaling transport. Annex E is helpful for high-volume voip system endpoints. Gateways with lesser volume can afford to use TCP to establish calls. However, for larger volume endpoints, the call setup times and system resource usage under TCP can become problematic. Annex E allows endpoints to perform call-signaling functions under the UDP protocol, which involves substantially streamlined overhead. (This feature should not be used on the public Internet because of potential problems with security and bandwidth usage.)

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
SIP Proxy Parameters		
Signaling Port		Port number on which the MultiVOIP UserAgent software module will be waiting for any incoming SIP requests.
Use SIP Proxy	Y/N	Allows the MultiVOIP to work in conjunction with a proxy server.
Proxy Domain Name / IP Address	n.n.n.n where n=0-255	Network address of the proxy server that the voip is using.
Append SIP Proxy Domain Name in User ID	Y/N	When checked, the domain name of the SIP Proxy serving the MultiVOIP gateway will be included as part of the User ID for that gateway. If unchecked, the SIP Proxy's IP address will be included as part of the User ID instead of the SIP Proxy's domain name.
Port Number		Logical port number for proxy communications.
User Name	Values: alphanumeric Description: Identifier used when proxy server is used in network. If a proxy server is used in a SIP voip network, all clients must enter both a User Name and a Password before being allowed to make a call.	

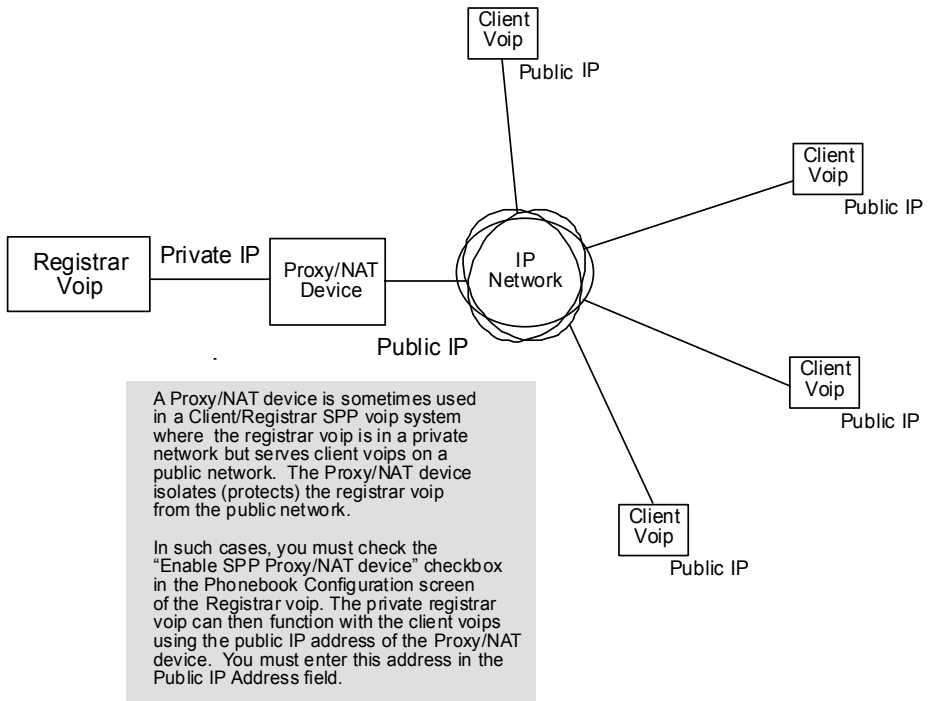
PhoneBook Configuration Parameter Definitions (cont'd)	
Field Name	Values & Description
SIP Proxy Parameters	
Password	<p>Values: alphanumeric</p> <p>Description: Password for proxy server function. See "User Name" description above.</p>
Re-Registration Time	<p>Values: numeric (in seconds)</p> <p>Description: This is the timeout interval for registration of the MultiVOIP with a SIP proxy server. The time interval begins the moment the MultiVOIP gateway registers with the SIP proxy server and ends at the time specified by the user in the Re-Registration Time field (this field). When/if registration lapses, call traffic routed to/from the MultiVOIP through the SIP proxy server will cease. However, calls in progress will continue to function until they end.</p>

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
Single Port Protocol (SPP)		
Mode	Direct, Client, or Registrar	SPP voip systems can operate in two modes: in the direct mode , where all voip gateways have static IP addresses assigned to them; or in the registrar/client mode , where one voip gateway serves as registrar and all other gateways, being its clients, point to that registrar. The registrar assigns IP addresses dynamically.
General Options		
Port		The UDP port on which data transmission will occur. Each client voip has its own port. If two client voips are both behind the same firewall, then they must have different ports assigned to them. If there are two clients and each is behind a different firewall, then the clients could have different port numbers or the same port number. (Default port number = 10000.)
Re-transmission (in ms)		If packets are lost (as indicated by absence of an acknowledgment) then the endpoint will retransmit the lost packets after this designated time duration has elapsed. (Default value = 2000 milliseconds.)
Max Re-transmission		Number of times the voip will re-transmit a lost packet (if no acknowledgment has been received). (Default value = 3)

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
Single Port Protocol (SPP) [continued]		
Client Options		Client Option fields are active only in registrar/client mode and only for client voip units.
Registrar IP Address		This is the IP address of the registrar voip to which this client is assigned. (Default value = 0.0.0.0; effectively, there is no useful default value.)
Registrar Port		This is the port number of the registrar voip to which this client is assigned. (Default port number = 10000.)
Registrar Options		Registrar Option fields are active only in registrar/client mode and only for registrar voip units.
Keep Alive (in sec.)		Time-out duration before a registrar will unregister a client that does not send its "I'm here" signal. Client normally sends its "I'm here" signal every 20 seconds. Timeout default = 60 seconds.
Proxy/NAT Device Parameters		
Behind Proxy/NAT device	Y/N	Enables MultiVOIP (running in SPP Registrar mode) to operate 'behind' a proxy/NAT device (NAT = Network Address Translation).
Proxy/NAT Device Parameters – Public IP Address	n.n.n.n where n=0-255	The public IP address of the proxy/NAT device which the MultiVOIP is behind.

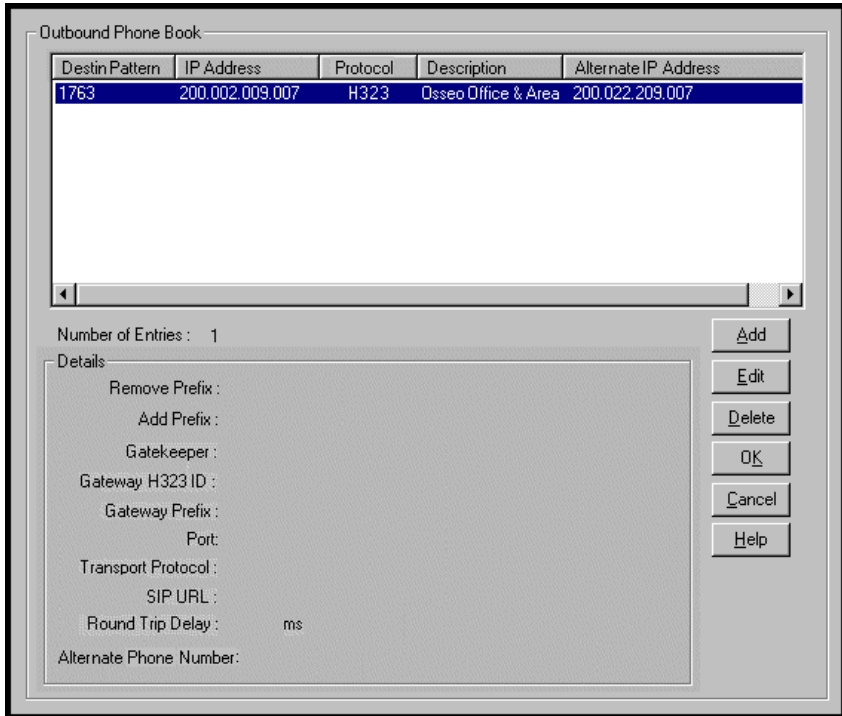
About SPP Proxy/NAT Device Parameters

SPP Client/Registrar System



2. Select **PhoneBook Modify** and then select **Outbound Phone Book/List Entries**.

Fields in the “Details” section will differ depending on the protocol (H.323, SIP, or SPP) of the selected list entry to which the details pertain.



Click **Add**.

3. The **Add/Edit Outbound PhoneBook** screen appears.

Add/Edit Outbound Phone Book

Phone Number Details

Accept AnyNumber

Destination Pattern :

Total Digits :

Remove Prefix :

Add Prefix :

IP Address :

Description :

Protocol Type

SIP H.323 SPP

H.323

Use GateKeeper

Gateway H.323 ID :

Gateway Prefix :

H.323 Port Number :

SIP

Use Proxy

Transport Protocol

TCP UDP

SIP Port Number :

SIP URL :

SPP

Use Registrar

Port Number :

Alternate Phone Number :

Remote Device is MultiVoIP 110/120/200/400/800

OK

Cancel

Help

Advanced

Enter Outbound PhoneBook data for your MVP2410. Note that the Advanced button gives access to the Alternate IP Routing feature, if needed. Alternate IP Routing can be implemented in a secondary screen (as described after the primary screen field definitions below).

The fields of the **Add/Edit Outbound Phone Book** screen are described in the table below.

Add/Edit Outbound Phone Book: Field Definitions		
Field Name	Values	Description
Accept Any Number	Y/N	<p>When checked, "Any Number" appears as the value in the Destination Pattern field.</p> <p>The Any Number feature works differently depending on whether or not an external routing device is used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol).</p> <p>When no external routing device is used. If Any Number is selected, calls to phone numbers not matching a listed Destination Pattern will be directed to the IP Address in the Add/Edit Outbound Phone Book screen. "Any Number" can be used in addition to one or more Destination Patterns.</p> <p>When external routing device is used. If Any Number is selected, calls to phone numbers not matching a listed Destination Pattern will be directed to the external routing device used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol). The IP Address of the external routing device must be set in the Phone Book Configuration screen.</p>

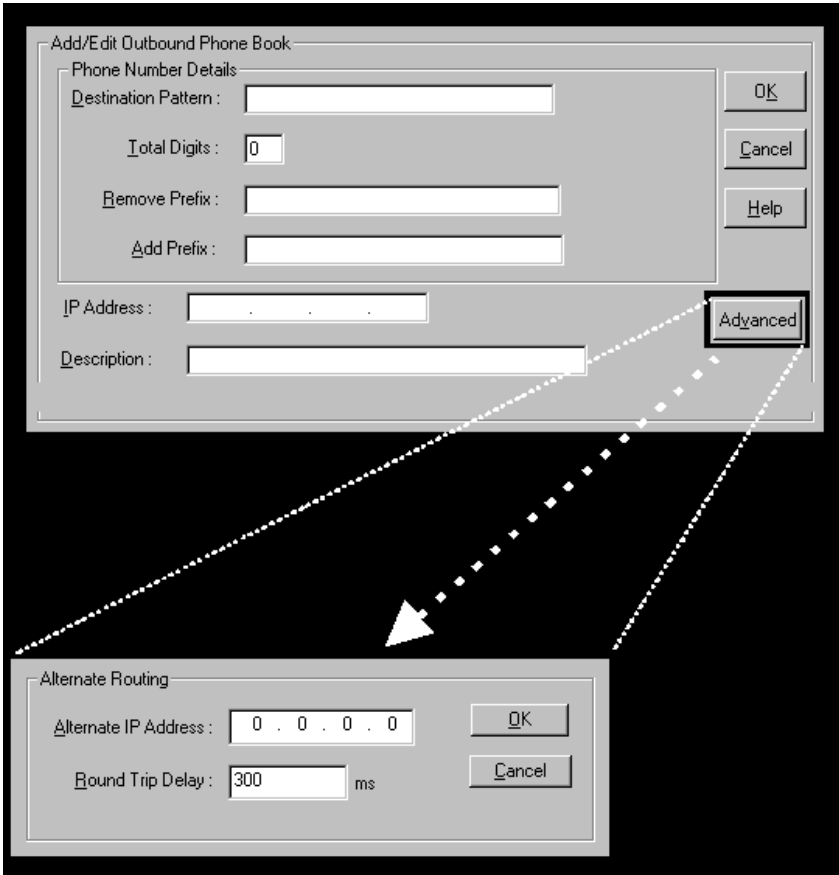
Add/Edit Outbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
Destination Pattern	prefixes, area codes, exchanges, line numbers, extensions	Defines the beginning of dialing sequences for calls that will be connected to another VOIP in the system. Numbers beginning with these sequences are diverted from the PTSN and carried on Internet or other IP network.
Total Digits	as needed	<i>This field currently disabled.</i> number of digits the phone user must dial to reach specified destination.
Remove Prefix	dialed digits	portion of dialed number to be removed before completing call to destination
Add Prefix	dialed digits	digits to be added before completing call to destination
IP Address	n.n.n.n for n = 0-255	the IP address to which the call will be directed if it begins with the destination pattern given
Description	alpha-numeric	Describes the facility or geographical location at which the call will be completed.
Protocol Type	SIP or H.323 or SPP	Indicates protocol to be used in outbound transmission. Single Port Protocol (SPP) is a non-standard protocol designed by Multi-Tech.

Add/Edit Outbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
H.323 fields		
Use Gatekeepr	Y/N	Indicates whether or not gatekeeper is used.
Gateway H.323 ID	alpha-numeric	The H.323 ID assigned to the destination MultiVOIP. Only valid if "Use Gatekeeper" is enabled for this entry.
Gateway Prefix	numeric	This number becomes registered with the GateKeeper. Call requests sent to the gatekeeper and preceded by this prefix will be routed to the VOIP gateway.
H.323 Port Number	1720	This parameter pertains to Q.931, which is the H.323 call signaling protocol for setup and termination of calls (aka ITU-T Recommendation I.451). H.323 employs only one "well-known" port (1720) for Q.931 signaling. If Q.931 message-oriented signaling protocol is used, 1720 must be chosen as the H.323 Port Number.

Add/Edit Outbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
SIP Fields		
Use Proxy	Y/N	Select if proxy server is used.
Transport Protocol	TCP or UDP	Voip administrator must choose between UDP and TCP transmission protocols. UDP is a high-speed, low-overhead connectionless protocol where data is transmitted without acknowledgment, guaranteed delivery, or guaranteed packet sequence integrity. TCP is slower connection-oriented protocol with greater overhead, but having acknowledgment and guarantees delivery and packet sequence integrity.
SIP Port Number	5060 or other *See RFC3087 ("Control of Service Context using SIP Request-URI," by the Network Working Group).	The SIP Port Number is a UDP logical port number. The voip will "listen" for SIP messages at this logical port. If SIP is used, 5060 is the default, standard, or "well known" port number to be used. If 5060 is not used, then the port number used is that specified in the SIP Request URI (Universal Resource Identifier).
SIP URL	<i>sip.userphone</i> @ <i>hostserver</i> , where "userphone" is the telephone number and "hostserver" is the domain name or an address on the network	Looking similar to an email address, a SIP URL identifies a user's address. In SIP communications, each caller or callee is identified by a SIP url: <i>sip:user_name@host_name</i> . The format of a sip url is very similar to an email address, except that the "sip:" prefix is used.

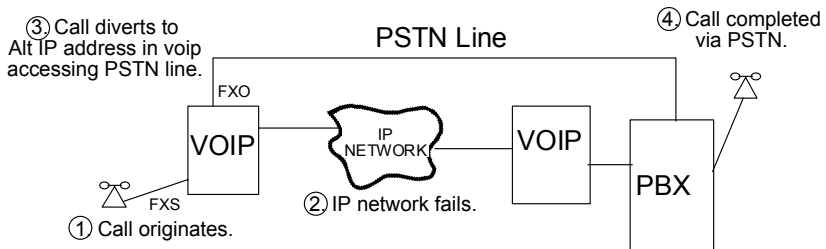
Add/Edit Outbound Phone Book: Field Def'ns (cont'd)		
Field Name	Values	Description
SPP Fields		
Use Registrar	Values: Y/N	<p>Description: Select this checkbox to use registrar when voip system is operating in the "Registrar/Client" SPP mode. In this mode, one voip (the registrar, as set in Phonebook Configuration screen) has a static IP address and all other voips (clients) point to the registrar's IP address as functionally their own. However, if your voip system overall is operating in "Registrar/Client" mode but you want to make an exception and use Direct mode for the destination pattern of this particular Add/Edit Phonebook entry, leave this checkbox unselected.</p> <p>Leave this checkbox unselected if your overall voip system is operating in the "Direct" SPP mode. In this mode, all voips in system are peers and each has its own static IP address.</p>
Port Number	Values: numeric	<p>Description: When operating in "Registrar/Client" mode, this is the port by which the gateway receives all SPP data and control messages from the registrar gateway. (This ability to receive all data and messages via one port allows the voip to operate behind a firewall with only one port open.)</p> <p>When operating in "Direct" mode, this is the Port by which peer voips receive data and messages.</p>
Alternate Phone Number	numeric	Phone number associated with alternate IP routing.
Remote Device is [legacy voip]	Y/N	When checked, this MultiVOIP can operate with 'first-generation' MultiVOIP units in the same IP network. These include MVP-110/120/200/400/800.
Advanced button	Values: N/A	<p>Description: Gives access to secondary screen where an Alternate IP Route can be specified for backup or redundancy of signal paths. See discussion on next page. For SIP & H.323 operation only.</p>

Clicking on the **Advanced** button brings up the **Alternate Routing** secondary screen. This feature provides an alternate path for calls if the primary IP network cannot carry the traffic. Often in cases of failure, call traffic is temporarily diverted into the PSTN. However, this feature could also be used to divert traffic to a redundant (backup) unit in case one voip unit fails. The user must specify the IP address of the alternate route for each destination pattern entry in the Outbound Phonebook.



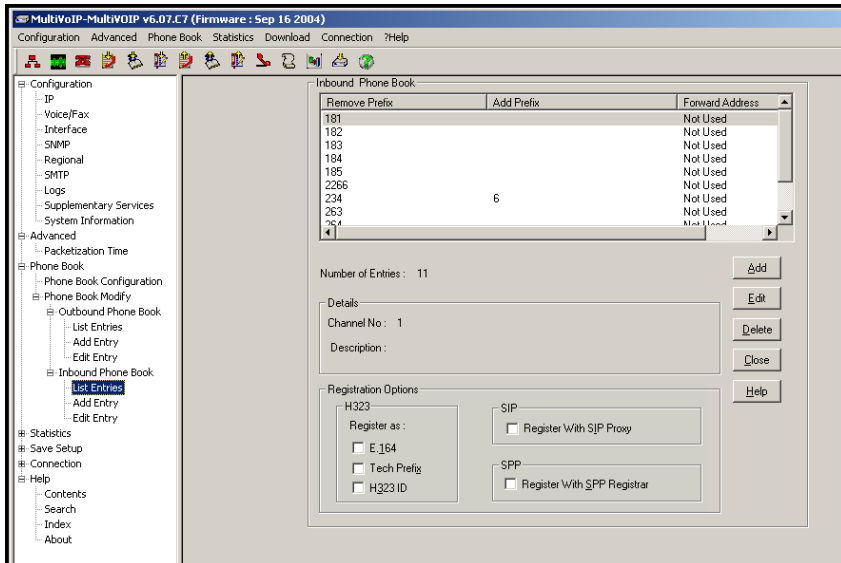
Alternate Routing Field Definitions		
Field Name	Values	Description
Alternate IP Address	n.n.n.n where n= 0-255	Alternate destination for outbound data traffic in case of excessive delay in data transmission.
Round Trip Delay	milliseconds	The Round Trip Delay is the criterion for judging when a data pathway is considered blocked. When the delay exceeds the threshold specified here, the data stream will be diverted to the alternate destination specified as the Alternate IP Address.

The Alternate Routing function facilitates PSTN Failover protection, that is, it allows you to re-route voip calls automatically over the PSTN if the voip system fails. The MultiVOIP can be programmed to respond to excessive delays in the transmission of voice packets, which the MultiVOIP interprets as a failure of the IP network. Upon detecting an excessive delay in transmission of voice packets (overly high “latency” in the network) the MultiVOIP diverts the call to another IP address, which itself is connected to the PSTN (for example, via an FXO port on the self-same MultiVOIP could be connected to the PSTN).



PSTN Failover Feature. The MultiVOIP can be programmed to divert calls to the PSTN temporarily in case the IP network fails.

4. Select **PhoneBook Modify** and then select **Inbound PhoneBook | List Entries**.



5. The **Add/Edit Inbound PhoneBook** screen appears.

Add/Edit Inbound Phone Book

Accept AnyNumber

Remove Prefix :

Add Prefix :

Channel Number :

Description :

Call Forward

Enable

Forward Condition

Unconditional Busy No Response

Forward Destination :

H323 call: Phone # or IP address
 SIP call: Phone # or IP address or IP address:port or Phone #:IP address:port or SIP URL or Ph#: IP address
 SPP call: Phone # or IP address:port or Phone #:IP address:port

Ring Count :

Registration Options

H323

Register as :

E.164

Tech Prefix

H323 ID

SIP

Register With SIP Proxy

SPP

Register With SPP Registrar

Enter Inbound PhoneBook data for your MultiVOIP. The fields of the Add/Edit Inbound PhoneBook screen are described in the table below.

Add/Edit Inbound Phone Book: Field Definitions		
Field Name	Values	Description
Accept Any Number	Values: Y/N Description: When checked, "Any Number" appears as the value in the Remove Prefix field. The Any Number feature of the Inbound Phone Book does not work when an external routing device is used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol). When no external routing device is used. If Any Number is selected, calls received from phone numbers not matching a listed Prefix (shown in the Remove Prefix column of the Inbound Phone Book) will be admitted into the voip on the channel listed in the Channel Number field. "Any Number" can be used in addition to one or more Prefixes.	
Remove Prefix	dialed digits	portion of dialed number to be removed before completing call to destination (often a local PBX)
Add Prefix	dialed digits	digits to be added before completing call to destination (often a local PBX)
Channel Number	1-24, or "Hunting"	T1 channel number to which the call will be assigned as it enters the local telephony equipment (often a local PBX). "Hunting" directs the call to any available channel.
Description	--	Describes the facility or geographical location at which the call originated.
Call Forward Parameters		
Enable	Y/N	Click the check-box to enable the call-forwarding feature.

Add/Edit Inbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
Call Forward Parameters		
Forward Condition	Uncondit.; Busy No Resp.	<p>Unconditional. When selected, all calls received will be forwarded.</p> <p>Busy. When selected, calls will be forwarded when station is busy.</p> <p>No Response. When selected, calls will be forwarded if called party does not answer after a specified number of rings, as specified in Ring Count field.</p> <p>Forwarding can be conditioned on both "Busy" and "No Response."</p>
Forward Destination IP address, phone number, port number, etc.	<p>Phone number or IP address to which calls will be directed.</p> <p>For H.323 calls, the Forward Destination can be either a Phone Number or an IP Address.</p> <p>For SIP calls, the Forward Destination can be one of the following: (a) phone number, (b) IP address, (c) IP address: port number, (d) phone number:IP addr: port number, (e) SIP URL, or (f) phone #: IP address.</p> <p>For SPP calls, the Forward Destination can be one of the following: (a) phone number, (b) IP address: port, or (c) phone number: IP address: port.</p>	

Add/Edit Inbound Phone Book: Field Definitions (cont'd)	
Field Name	Values and Description
Ring Count	0, 1, 2, 3, etc. When "No Response" is condition for forwarding calls, this determines how many unanswered rings are needed to trigger the forwarding.
Registration Option Parameters	In an H.323 voip system, gateways can register with the system using one of these identifiers: (a) an E.164 identifier, (b) a Tech Prefix identifier, or (c) an H.323 ID identifier. In a SIP voip system, gateways can register with the SIP Proxy. In an SPP voip system, gateways can register with the SPP Registrar voip unit.

6. When your Outbound and Inbound PhoneBook entries are completed, click on **Save Setup** in the sidebar menu to save your configuration.

You can change your configuration at any time as needed for your system.

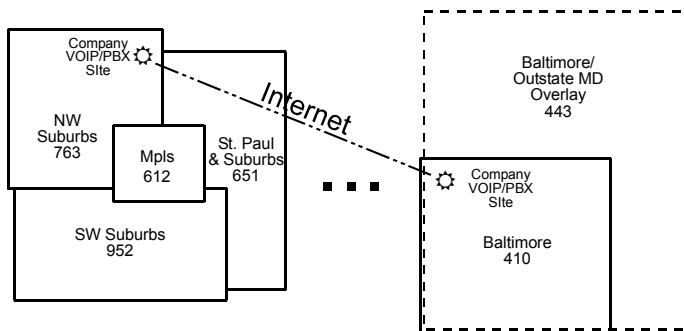
Remember that the initial MVP2410 setup must be done locally or via the built-in Remote Configuration/Command Modem using the MultiVOIP program. After the initial configuration is complete, all of the MVP2410 units in the VOIP system can be configured, re-configured, and updated from one location using the MultiVOIP web GUI software program or the MultiVOIP program (in conjunction with the built-in modem).

T1 Phonebook Examples

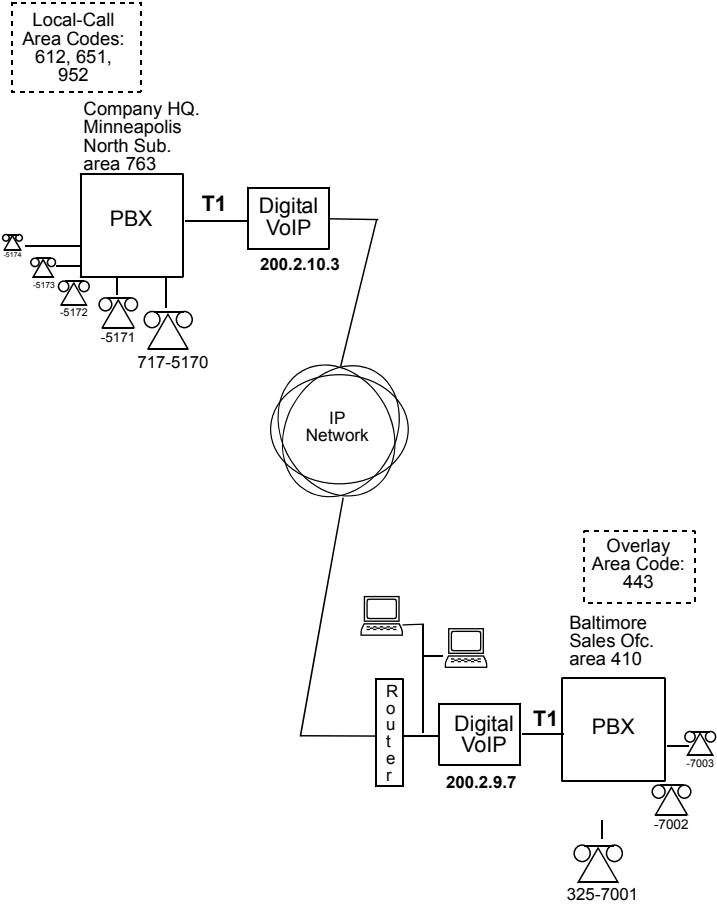
The following example demonstrates how Outbound and Inbound PhoneBook entries work in a situation of multiple area codes. Consider a company with offices in Minneapolis and Baltimore.

3 Sites, All-T1 Example

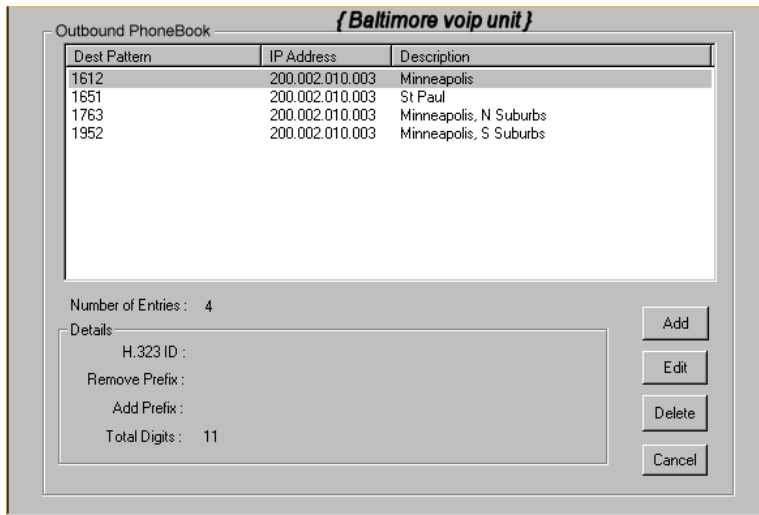
Notice first the area code situation in those two cities: Minneapolis's local calling area consists of multiple adjacent area codes; Baltimore's local calling area consists of a base area code plus an overlay area code.



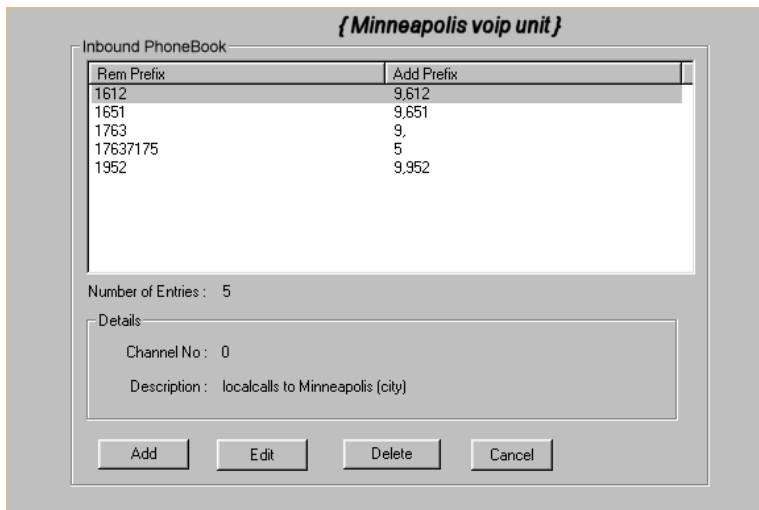
An outline of the equipment setup in both offices is shown below.



The screen below shows Outbound PhoneBook entries for the VOIP located in the company’s Baltimore facility.



The entries in the Minneapolis VOIP’s Inbound PhoneBook match the Outbound PhoneBook entries of the Baltimore VOIP, as shown below.



To call the Minneapolis/St. Paul area, a Baltimore employee must dial eleven digits. (In this case, we are assuming that the Baltimore PBX does not require an "8" or "9" to seize an outside phone line.)

If a Baltimore employee dials any phone number in the 612 area code, the call will automatically be handled by the company's voip system. Upon receiving such a call, the Minneapolis voip will remove the digits "1612". But before the suburban-Minneapolis voip can complete the call to the PSTN of the Minneapolis local calling area, it must dial "9" (to get an outside line from the PBX) and then a comma (which denotes a pause to get a PSTN dial tone) and then the 10-digit phone number which includes the area code (612 for the city of Minneapolis; which is different than the area code of the suburb where the PBX is actually located -- 763).

A similar sequence of events occurs when the Baltimore employee calls number in the 651 and 952 area codes because number in both of these area codes are local calls in the Minneapolis/St. Paul area.

The simplest case is a call from Baltimore to a phone within the Minneapolis/St. Paul area code where the company's voip and PBX are located, namely 763. In that case, that local voip removes 1763 and dials 9 to direct the call to its local 7-digit PSTN.

Finally, consider the longest entry in the Minneapolis Inbound Phonebook, "17637175. Note that the main phone number of the Minneapolis PBX is 763-717-5170. The destination pattern 17637175 means that all calls to Minneapolis employees will stay within the suburban Minneapolis PBX and will not reach or be carried on the local PSTN.

Similarly, the Inbound PhoneBook for the Baltimore VOIP (shown first below) generally matches the Outbound PhoneBook of the Minneapolis VOIP (shown second below).

{ Baltimore voip unit }

Inbound PhoneBook

Rem Prefix	Add Prefix
1410	9
14103257	7
1443	9,443

Number of Entries : 3

Details

Channel No : 0

Description : Baltimore metro

Add Edit Delete Cancel

Notice the extended prefix to be removed: 14103257. This entry allows Minneapolis users to contact Baltimore co-workers as though they were in the Minneapolis facility, using numbers in the range 7000 to 7999.

Note also that a comma (as in the entry 9,443) denotes a delay in dialing. A one-second delay is commonly used to allow a second dial tone to be generated for calls going outside of the facility's PBX system.

The Outbound PhoneBook for the Minneapolis VOIP is shown below. The third destination pattern, "7" facilitates reception of co-worker calls using local-appearing-extensions only. In this case, the "Add Prefix" field value for this phonebook entry would be "1410325" .

Outbound PhoneBook **{ Minneapolis voip unit }**

Dest Pattern	IP Address	Description
1410	200.002.009.007	Baltimore
1443	200.002.009.007	Baltimore overlay
7	200.002.009.007	Baltimore Office Extensions

Number of Entries : 3

Details

H.323 ID :

Remove Prefix :

Add Prefix :

Total Digits : 11

Add

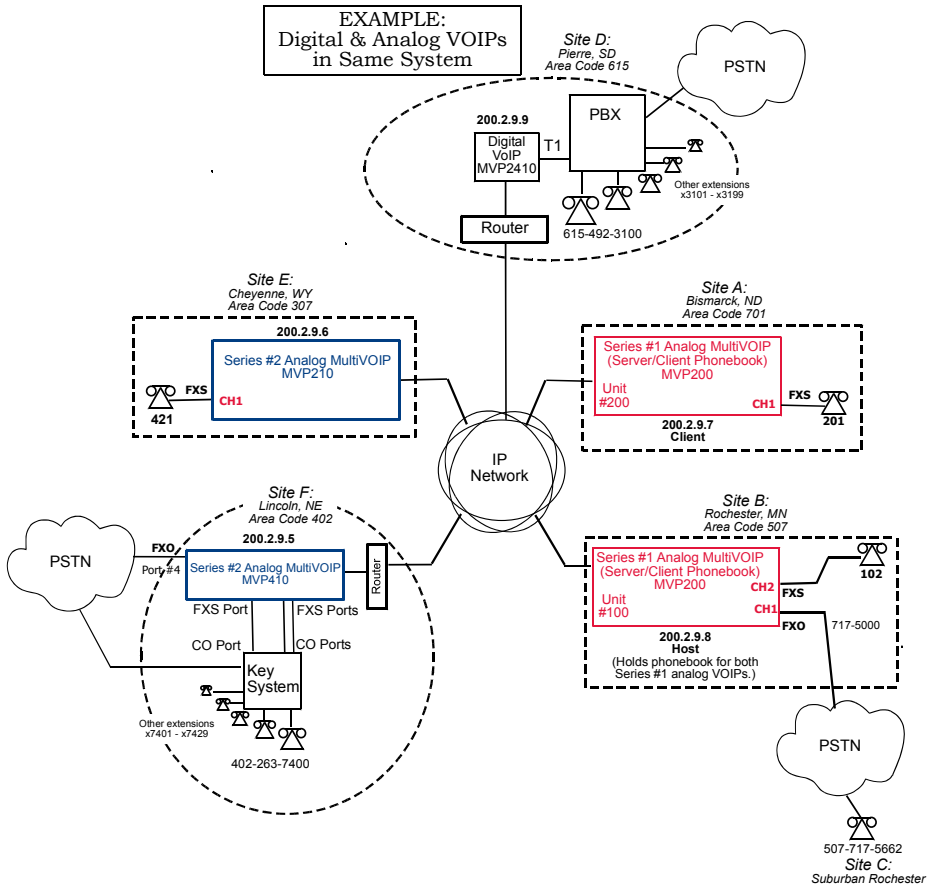
Edit

Delete

Cancel

Configuring Mixed Digital/Analog VOIP Systems

The MVP2410 digital digital MultiVOIP unit is compatible with analog VOIPs. In many cases, digital and analog VOIP units will appear in the same telephony/IP system. In addition to MVP-210/410/810 MultiVOIP units (Series II units), legacy analog VOIP units (Series I units made by MultiTech) may be included in the system, as well. When legacy VOIP units are included, the VOIP administrator must handle two styles of phonebooks in the same VOIP network. The diagram below shows a small-scale system of this kind: one digital VOIP (the MVP2410) operates with two Series II analog VOIPs (an MVP210 and an MVP410), and two Series I legacy VOIPs (two MVP200 units).



The Series I analog VOIP phone book resides in the “Host” VOIP unit at Site B. It applies to both of the Series I analog VOIP units.

Each of the Series II analog MultiVOIPs (the MVP210 and the MVP410) requires its own inbound and outbound phonebooks. The MVP2410 digital MultiVOIP requires its own inbound and outbound phonebooks, as well.

These seven phone books are shown below.

Phone Book for Series I Analog VOIP Host Unit (Site B)			
VOIP Dir # -OR- Destination Pattern	IP Address	Channel	Comments
102	200.2.9.8	2	Site B, FXS channel.
101	200.2.9.8	1	Site B, FXO channel.
421	200.2.9.6	0	Site E FXS channel.
201	200.2.9.7	1	Site A, FXS channel.
1615 xxx xxxx	200.2.9.9	0 (Note 2.)	Gives remote voip users access to local PSTN of Site D (Pierre, SD, area code 615).
3xxx (Note 1.)	200.2.9.9	0	Allows remote voip users to call all PBX extensions at Site D (Pierre, SD) using only four digits.
1402	200.2.9.5	0	Gives remote voip users access to local PSTN of Site F (Lincoln, NE; area code 402).
140226374 (Note 1) (Note 3)	200.2.9.5	0	Gives remote voip users access to key phone system extensions at Site F (Lincoln).

Note 1. The "x" is a wildcard character.

Note 2. By specifying "Channel 0," we instruct the MVP2400/2410 to choose any available data channel to carry the call.

Note 3. Note that Site F key system has only 30 extensions (x7400-7429). This destination pattern (140226374) actually directs calls to 402-263-7430 through 402-263-7499 into the key system, as well. This means that such calls, which belong on the PSTN, cannot be completed. In some cases, this might be inconsequential because an entire exchange (fully used or not) might have been reserved for the company or it might be unnecessary to reach those numbers. However, to specify only the 30 lines actually used by the key system, the destination pattern 140226374 would have to be replaced by three other destination patterns, namely 1402263740, 1402263741, and 1402263742. In this way, calls to 402-263-7430 through 402-263-7499 would be properly directed to the PSTN. In the Site D outbound phonebook, the 30 lines are defined exactly, that is, without making any adjacent phone numbers unreachable through the voip system.

Outbound Phone Book for MVP2410 Digital VOIP (Site D)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A (Bismarck).
1507	1507	101# Note 3.	200.2.9.8	To originate calls to Rochester local PSTN using the FXO channel (channel #1) of the Site B VOIP.
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP.
421			200.2.9.6	Calls to Site E (Cheyenne).
1402			200.2.9.5	Calls to Lincoln area local PSTN (via FXO channel, CH4, of the Site F VOIP).
1402 263 740			200.2.9.5	Calls to extensions (thirty) of key system at Site F (Lincoln). Human operator or auto-attendant is needed to complete these calls.
1402 263 741		200.2.9.5		
1402 263 742		200.2.9.5		
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

Inbound Phonebook for MVP2410 Digital VOIP (Site D)			
Remove Prefix	Add Prefix	Channel Number	Comment
1615	9, Note 4. Note 5.	0	Allows phone users at remote voip sites to call non-toll numbers within the Site D area code (615; Pierre, SD) over the VOIP network.
1615 49231	31	0	Allows voip calls directly to employees at Site D (at extensions x3101 to x3199).
<p>Note 4. "9" gives PBX station users access to outside line.</p> <p>Note 5. The comma represents a one-second pause, the time required for the user to receive a dial tone on the outside line (PSTN). The comma is only allowed in the Inbound phonebook.</p>			

Outbound Phone Book for MVP410 Analog VOIP (Site F)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A (Bismarck).
1507	1507	101# Note 3.	200.2.9.8	To originate calls to any PSTN phone in Rochester area using the FXO channel (channel #1) of the Site B VOIP.
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP (Rochester).
421			200.2.9.6	Calls to Site E (Cheyenne).
1615			200.2.9.9	Calls to Pierre area PSTN via Site D PBX.
31		1615 492	200.2.9.9	Calls to Pierre PBX extensions with four digits.
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

Inbound Phonebook for MVP410 Analog VOIP (Site F)			
Remove Prefix	Add Prefix	Channel Number	Comment
1402		4	Access to Lincoln local PSTN by users at remote VOIP locations via FXO port at Site F.
1402 263740	740	0	Gives remote voip users access to extension of key phone system at Site F (Lincoln). Because call is completed at key system, abbreviated dialing (4 digits) is not workable. Human operator or auto-attendant is needed to complete these calls.
1402 263741	741	0	
1402 263742	742	0	

Outbound Phone Book for MVP210 Analog VOIP (Site E)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A.
1507	1507	101# Note 3.	200.2.9.8	To originate calls to any PSTN phone in Rochester area using the FXO channel (channel #1) of the Site B VOIP.
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP.
1402			200.2.9.5	Calls to Lincoln area PSTN (via FXO channel, CH4, of the Site F VOIP).
7		1402 263	200.2.9.5	Calls to Lincoln key extensions with four digits.
1615			200.2.9.9	Calls to Pierre area PSTN via Site D PBX.
31		1615 492	200.2.9.9	Calls to Pierre PBX extensions with four digits.
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

Inbound Phonebook for MVP210 Analog VOIP (Site E)			
Remove Prefix	Add Prefix	Channel Number	Comment
421		1	

Call Completion Summaries

Site A calling Site C, Method 1

1. Dial 101.
2. Hear dial tone from Site B.
3. Dial 7175662.
4. Await completion. Talk.

Site A calling Site C, Method 2

1. Dial 101#7175662
2. Await completion. Talk.

Note: Some analog VOIP gateways will allow completion by Method 2. Others will not.

Site C calling Site A

1. Dial 7175000.
2. Hear dial tone from Site B VOIP.
3. Dial 201.
4. Await completion. Talk.

Site D calling Site C

1. Dial 9,15077175662.
2. "9" gets outside line. On some PBXs, an "8" may be used to direct calls to the VOIP, while "9" directs calls to the PSTN. However, some PBX units can be programmed to identify the destination patterns of all calls to be directed to the VOIP.
3. PBX at Site D is programmed to divert all calls made to the 507 area code and exchange 717 into the VOIP network. (It would also be possible to divert all calls to all phones in area code 507 into the VOIP network, but it may not be desirable to do so.)
4. The MVP2410 removes the prefix "1507" and adds the prefix "101#" for compatibility with the analog MultiVOIP's phonebook scheme. The "#" is a delimiter separating the analog VOIP's phone number from the digits that the analog VOIP must dial onto its local PSTN to complete the call. The digits "101#7175662" are forwarded to the Site B analog VOIP.
5. The call passes through the IP network (in this case, the Internet).
6. The call arrives at the Site B VOIP. This analog VOIP receives this dialing string from the MVP2410: 101#7175662. The analog VOIP, seeing the "101" prefix, uses its own channel #1 (an FXO port) to connect the call to the PSTN. Then the analog VOIP dials its local phone number 7175662 to complete the call.

Site D calling Site F

A voip call from Pierre PBX to extension 7424 on the key telephone system in Lincoln, Nebraska.

A. The required entry in the Pierre Outbound Phonebook to facilitate origination of the call, would be 1402263742. The call would be directed to the Lincoln voip's IP address, 200.2.9.5.

(Generally on such a call, the caller would have to dial an initial "9." But typically the PBX would not pass the initial "9" to the voip. If the PBX *did* pass along that "9" however, its removal would have to be specified in the local Outbound Phonebook.)

B. The corresponding entry in the Lincoln Inbound Phonebook to facilitate completion of the call would be

1402263742 for calls within the office at Lincoln

1402 for calls to the Lincoln local calling area (PSTN).

Call Event Sequence

1. Caller at Pierre dials 914022637424.
2. Pierre PBX removes "9" and passes 14022637424 to voip.
3. Pierre voip passes remaining string, 14022637424 on to the Lincoln voip at IP address 200.2.9.5.
4. The dialed string matches an inbound phonebook entry at the Lincoln voip, namely 1402263742.
5. The Lincoln voip rings one of the three FXS ports connected to the Lincoln key phone system.
6. The call will be routed to extension 7424 either by a human receptionist/ operator or to an auto-attendant (which allows the caller to specify the extension to which they wish to be connected).

Site F calling Site D

A voip call from a Lincoln key extension to extension 3117 on the PBX in Pierre, South Dakota.

A. The required entry in the Lincoln Outbound Phonebook to facilitate origination of the call, would be "31". The string "1615492" would have to be added as a prefix. The call would be directed to the Pierre voip's IP address, 200.2.9.9.

B. The corresponding entry in the Pierre Inbound Phonebook to facilitate completion of the call would be 1615492.

1. Caller at Lincoln picks up phone receiver, presses button on key phone set. This button has been assigned to a particular voip channel (any one of the three FXS ports).
2. The caller at Lincoln hears dial tone from the Lincoln voip.
3. The caller at Lincoln dials 3117.
4. The Lincoln voip adds the prefix 1615492 and sends the entire dialing string, 16154923117, to the Pierre voip at IP address 200.2.9.9.
5. The Pierre voip matches the called digits 16154923117 to its Inbound Phonebook entry "1615492" .
6. The Pierre PBX dials extension 3117 in the office at Pierre.

Variations in PBX Characteristics

The exact dialing strings needed in the Outbound and Inbound Phonebooks of the MVP2410 will depend on the capabilities of the PBX. Some PBXs require trunk access codes (like an "8" or "9" to access an outside line or to access the VOIP network). Other PBXs can automatically distinguish between intra-PBX calls, PSTN calls, and VOIP calls.

Some PBX units can also insert digits automatically when they receive certain dialing strings from a phone station. For example, a PBX may be programmable to insert automatically the three-digit VOIP identifier strings into calls to be directed to analog VOIPs.

The MVP2410 offers complete flexibility for inter-operation with PBX units so that a coherent dialing scheme can be established to connect a company's multiple sites together in a way that is convenient and intuitive for phone users. When working together with modern PBX units, the presence of the MVP2410 can be completely transparent to phone users within the company.

Chapter 8: E1 Phonebook Configuration

(European Telephony Standards)

MVP3010 Inbound and Outbound MultiVOIP Phonebooks

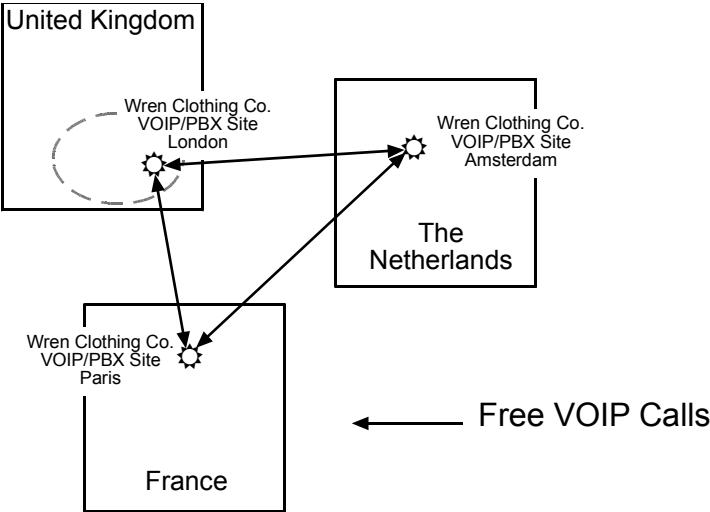
Important Definition:	The MultiVOIP's Outbound phonebook lists the phone stations it can call; its Inbound phonebook describes the dialing sequences that can be used to call that MultiVOIP and how those calls will be directed.
------------------------------	--

When a VOIP serves a PBX system, the operation of the VOIP should be transparent to the telephone end user and savings in long-distance calling charges should be enjoyed. Use of the VOIP should not require the dialing of extra digits to reach users elsewhere on the VOIP network. On the contrary, VOIP service more commonly reduces dialed digits by allowing users (served by PBXs in facilities in distant cities) to dial their co-workers with 3-, 4-, or 5-digit extensions -- as if they were in the same facility. More importantly, the VOIP system should be configured to maximize savings in long-distance calling charges. To achieve both of these objectives, ease of use and maximized savings, the VOIP phonebooks must be set correctly.

NOTE: VOIPs are commonly used for another reason, as well: VOIPs allow an organization to integrate phone and data traffic onto a single network. Typically these are private networks.

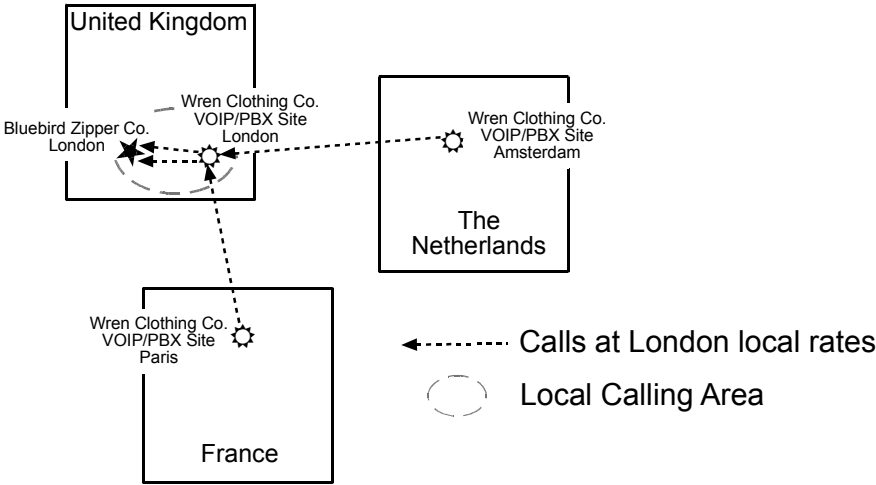
Free Calls: One VOIP Site to Another

The most direct use of the VOIP system is making calls between the offices where the VOIPs are located. Consider, for example, the Wren Clothing Company. This company has VOIP-equipped offices in London, Paris, and Amsterdam, each served by its own PBX. VOIP calls between the three offices completely avoid international long-distance charges. These calls are free. The phonebooks can be set up to allow all Wren Clothing employees to contact each other using 3-, 4-, or 5-digit numbers, as though they were all in the same building.

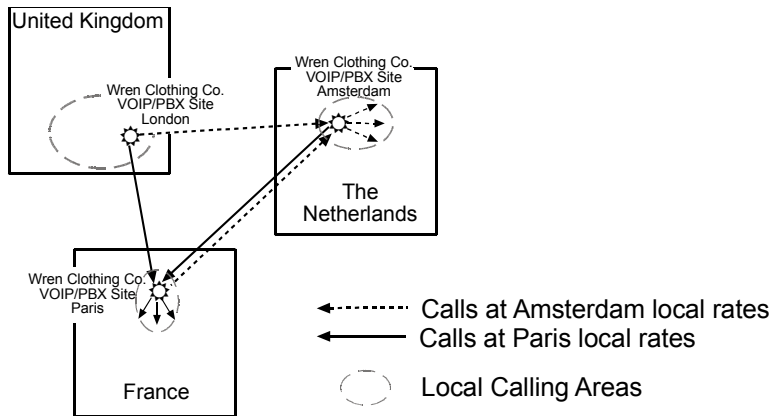


Local Rate Calls: Within Local Calling Area of Remote VOIP

In the second use of the VOIP system, the local calling area of each VOIP location becomes accessible to all of the VOIP system’s users. As a result, international calls can be made at local calling rates. For example, suppose that Wren Clothing buys its zippers from The Bluebird Zipper Company in the western part of metropolitan London. In that case, Wren Clothing personnel in both Paris and Amsterdam could call the Bluebird Zipper Company without paying international long-distance rates. Only London local phone rates would be charged. This applies to calls completed anywhere in London’s local calling area (which includes both Inner London and Outer London). Generally, local calling rates apply only within a single area code, and, for all calls outside that area code, national rates apply. There are, however, some European cases where local calling rates extend beyond a single area code. Local rates between Inner and Outer London are one example of this. (It is also possible, in some locations, that calls within an area code may be national calls. But this is rare.)

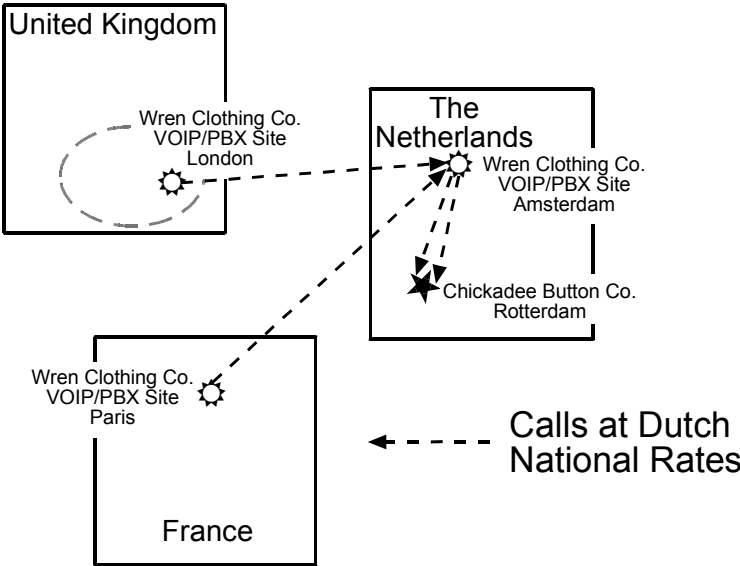


Similarly, the VOIP system allows Wren Clothing employees in London and Amsterdam to call anywhere in Paris at local rates; it allows Wren Clothing employees in Paris and London to call anywhere in Amsterdam at local rates.

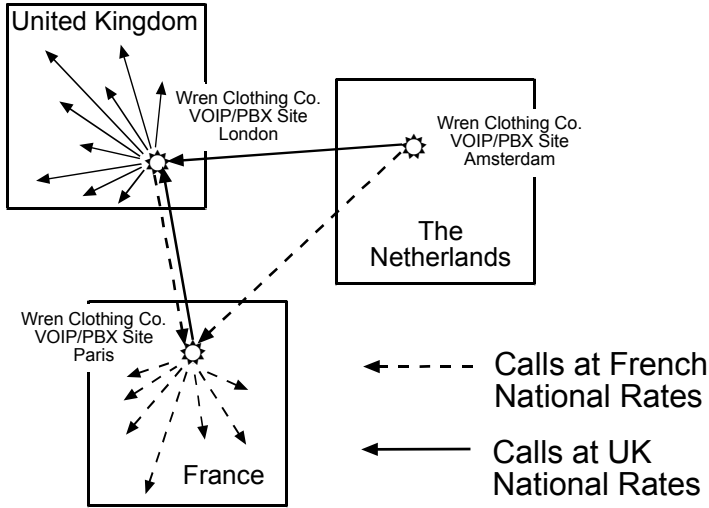


National Rate Calls: Within Nation of Remote VOIP Site

In the third use of the VOIP system, the national calling area of each VOIP location becomes accessible to all of the VOIP system’s users. As a result, international calls can be made at national calling rates. Again, significant savings are possible. For example, suppose that the Wren Clothing Company buys its buttons from the Chickadee Button Company in the Dutch city of Rotterdam. In that case, Wren Clothing personnel in both London and Paris could call the Chickadee Button Company without paying international long-distance rates; only Dutch national calling rates would be charged. This applies to calls completed anywhere in The Netherlands.



Similarly, the VOIP system allows Wren Clothing employees in London and Amsterdam to call anywhere in France at French national rates; it allows Wren Clothing employees in Paris and Amsterdam to call anywhere in the United Kingdom at its national rates.



Inbound versus Outbound Phonebooks

To make the VOIP system transparent to phone users and to allow all possible free and reduced-rate calls, the VOIP administrator must configure the "Outbound" and "Inbound" phone-books of each VoIP in the system.

The "Outbound" phonebook for a particular VOIP unit describes the dialing sequences required for a call to originate locally (typically in a PBX in a particular facility) and reach any of its possible destinations at remote VOIP sites, including calls terminating at points beyond the remote VOIP site.








The "Inbound" phonebook for a particular VOIP unit describes the dialing sequences required for a call to originate remotely from any other VOIP sites in the system, and to terminate on that particular VOIP.

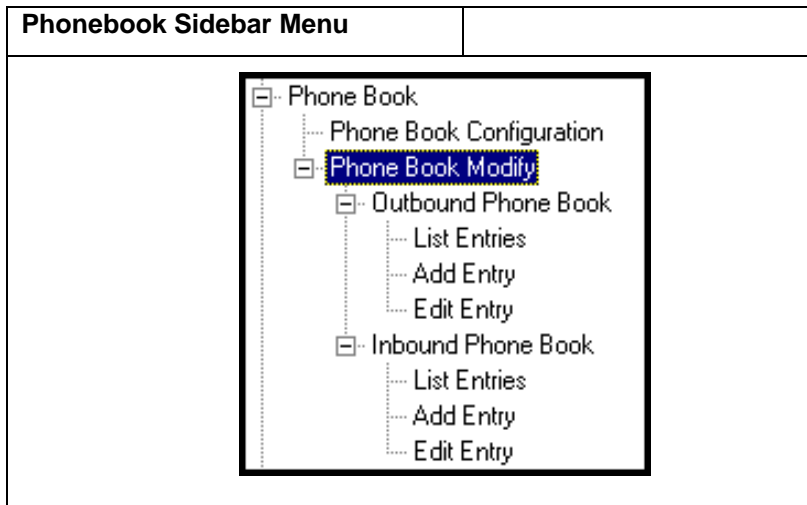
Briefly stated, *the MultiVOIP's Outbound phonebook lists the phone stations it can call; its Inbound phonebook lists the dialing sequences that can be used to call that MultiVOIP.* (Of course, the phone numbers are not literally "listed" individually.) The phone stations that can originate or complete calls over the VOIP system are described by numerical rules called "destination patterns." These destination patterns generally consist of country codes, area codes or city codes, and local phone exchange numbers.

In order for any VOIP phone call to be made, there must be both an Inbound Phonebook entry and an Outbound Phonebook entry that describe the end-to-end connection. The phone station originating the call must be connected to the VOIP system. The Outbound Phonebook for that VOIP unit must have a destination pattern entry that includes the 'called' phone (that is, the phone completing the call). The Inbound Phonebook of the VOIP where the call is completed must have a destination pattern entry that includes the digit sequence dialed by the originating phone station.

The PhoneBook Configuration procedure below is brief, but it is followed by an example case. For many people, the example case may be easier to grasp than the procedure steps. Configuration is not difficult, but all phone number sequences, destination patterns, and other information must be entered exactly; otherwise connections will not be made.

Phonebook configuration screens can be accessed using icons or the sidebar menu.

Phonebook Icons	Description
 A horizontal menu titled "Phone Book Icons" containing seven icons. The first icon, a red telephone handset, is circled with a dashed line.	Phonebook Configuration
 A horizontal menu titled "Phone Book Icons" containing seven icons. The second icon, a red telephone handset with a red arrow pointing to it, is circled with a dashed line.	Inbound Phonebook Entries List
 A horizontal menu titled "Phone Book Icons" containing seven icons. The third icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.	Add Inbound Phonebook Entry
 A horizontal menu titled "Phone Book Icons" containing seven icons. The fourth icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.	Edit selected Inbound Phonebook Entry
 A horizontal menu titled "Phone Book Icons" containing seven icons. The fifth icon, a red telephone handset with a red arrow pointing to it, is circled with a dashed line.	Outbound Phonebook Entries List
 A horizontal menu titled "Phone Book Icons" containing seven icons. The sixth icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.	Add Outbound Phonebook Entry
 A horizontal menu titled "Phone Book Icons" containing seven icons. The seventh icon, a blue telephone handset with a blue arrow pointing to it, is circled with a dashed line.	Edit selected Outbound Phonebook Entry



Phonebook Configuration Procedure

1. Go to the **PhoneBook Configuration** screen (using either the sidebar menu, drop-down menu, or icon).

Phone Book Configuration

Gateway Name :

H.323 Parameters

H.323

Use Fast Start

Signaling Port :

Register with GateKeeper

Gatekeeper RAS Parameters

Gatekeeper IP Address :

Signaling Port :

Gatekeeper Name :

RAS TTL Value : secs

H323 Version 4 Options

H.323 Multiplexing [Mux] H.245 Tunneling [Tun]

Parallel H.245 [FS+Tun] Annex -E [AE]

SIP Parameters

Signaling Port :

Use SIP Proxy

SIP Proxy Parameters

Proxy Domain Name / IP Address :

Append SIP Proxy Domain Name in User ID

Port Number :

UserName :

Password :

Re-Registration Time : secs

SPP Parameters

Mode :

General Options

Signaling Port :

Retransmission (in ms) :

Max Retransmission :

Client Options

Registrar IP Address :

Registrar Port :

Registrar Options

Keep Alive (in sec) :

Behind Proxy/NAT device

Proxy/NAT Device Parameters

Public IP Address :

OK

Cancel

Help

In consultation with your VOIP administrator, enter the Gateway Name determine which protocol you will use (H.323, SIP, or SPP).

Then fill in the IP address, signaling port, and other parameters, as needed. (The parameters needed for each protocol are different.)

The table below describes all fields in the general **PhoneBook Configuration** screen.

PhoneBook Configuration Parameter Definitions		
Field Name	Values	Description
Gateway Name	Y/N	This field allows you to specify a name for this MultiVOIP. When placing a call, this name is sent to the remote MultiVOIP for display in Call Progress listings, Logs, etc.
H.323 Parameters		
Use Fast Start	Y/N	Enables the H.323 Fast Start procedure. May need to be enabled/disabled for compatibility with third-party VOIP gateways.
Signaling Port	port number	Default: 1720 (H.323)
GateKeeper RAS Parameters		
Gatekeeper / IP Address	n.n.n.n, for n = 0 - 255	IP address of the GateKeeper.
Signaling Port	1 - 64000	Well-known port number for GateKeepers. Must match port number of GateKeeper, 1719.
Gatekeeper Name	<i>alpha-numeric string</i>	Optional. The name of the GateKeeper with which this MultiVOIP is trying to register.

PhoneBook Configuration Parameter Definitions (cont'd)		
GateKeeper RAS Parameters		
Field Name	Values	Description
RAS TTL Value	<i>in seconds</i>	The H.323 Gatekeeper "Time to Live" value. As soon as a MultiVOIP gateway registers with a gatekeeper (allowing the gatekeeper to control its call traffic) a countdown timer begins. The RAS TTL Value is the interval of the countdown timer. Before the TTL countdown expires, the MultiVOIP gateway needs to register with the gatekeeper in order to maintain the connection. If the MultiVOIP does not register before the TTL interval expires, the MultiVOIP gateway's registration with the gatekeeper will expire and the gatekeeper will no longer permit call traffic to or from that gateway. Calls in progress will continue to function even if the gateway becomes de-registered.

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
H.323 Version 4 Parameters		
H.323 Multiplexing (Mux)	Y/N	Signaling for multiple phone calls can be carried on a single port rather than opening a separate signaling port for each call. This conserves bandwidth resources.
H.245 Tunneling (Tun)	Values: Y/N	Description: H.245 messages are encapsulated within the Q.931 call-signaling channel. Among other things, the H.245 messages let the two endpoints tell each other what their technical capabilities are and determine who, during the call, will be the client and who the server. Tunneling is the process of transmitting these H.245 messages through the Q.931 channel. The same TCP/IP socket (or logical port) already being used for the Call Signaling Channel is then also used by the H.245 Control Channel. This encapsulation reduces the number of logical ports (sockets) needed and reduces call setup time.

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
H.323 Version 4 Parameters		
Parallel H.245 (FS + Tun)	Values: Y/N	Description: FS (Fast Start or Fast Connect) is a Q.931 feature of H.323v2 to hasten call setup as well as 'pre-opening' the media channel before the CONNECT message is sent. This pre-opening is a requirement for certain billing activities. Under Parallel H.245 FS + Tun, this Fast Connect feature can operate simultaneously with H.245 Tunneling (see description above).
Annex -E (AE)	Values: Y/N	Description: Multiplexed UDP call signaling transport. Annex E is helpful for high-volume voip system endpoints. Gateways with lesser volume can afford to use TCP to establish calls. However, for larger volume endpoints, the call setup times and system resource usage under TCP can become problematic. Annex E allows endpoints to perform call-signaling functions under the UDP protocol, which involves substantially streamlined overhead. (This feature should not be used on the public Internet because of potential problems with security and bandwidth usage.)

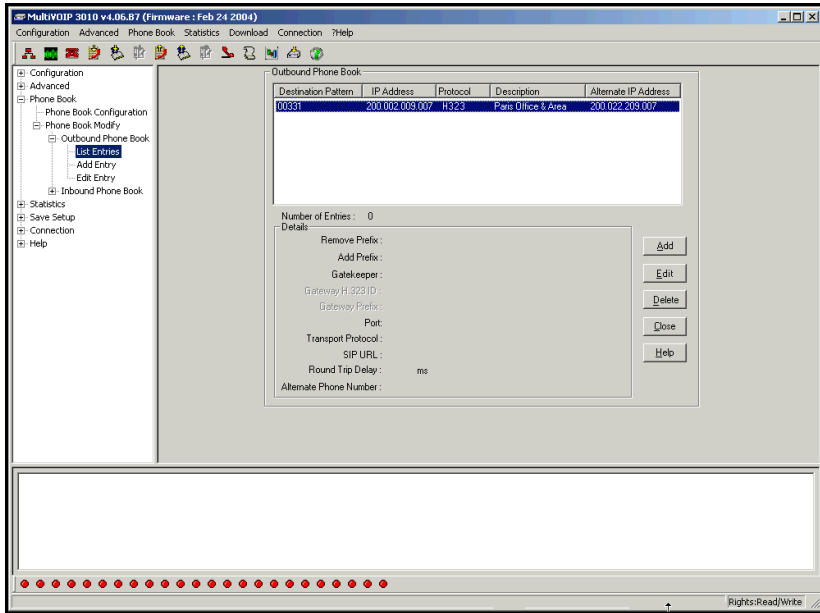
PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
SIP Proxy Parameters		
Signaling Port	1 - 64000	Port number on which the MultiVOIP UserAgent software module will be waiting for any incoming SIP requests.
Use SIP Proxy	Y/N	Allows the MultiVOIP to work in conjunction with a proxy server.
Proxy Domain Name / IP Address	n.n.n.n where n=0-255	Network address of the proxy server that the voip is using.
Append SIP Proxy Domain Name in User ID	Y/N	When checked, the domain name of the SIP Proxy serving the MultiVOIP gateway will be included as part of the User ID for that gateway. If unchecked, the SIP Proxy's IP address will be included as part of the User ID instead of the SIP Proxy's domain name.
Port Number	numeric	Logical port number for proxy communications.
User Name	Values: alphanumeric Description: Identifier used when proxy server is used in network. If a proxy server is used in a SIP voip network, all clients must enter both a User Name and a Password before being allowed to make a call.	

PhoneBook Configuration Parameter Definitions (cont'd)	
Field Name	Values & Description
SIP Proxy Parameters	
Password	<p>Values: alphanumeric</p> <p>Description: Password for proxy server function. See "User Name" description above.</p>
Re-Registration Time	<p>Values: numeric (in seconds)</p> <p>Description: This is the timeout interval for registration of the MultiVOIP with a SIP proxy server. The time interval begins the moment the MultiVOIP gateway registers with the SIP proxy server and ends at the time specified by the user in the Re-Registration Time field (this field). When/if registration lapses, call traffic routed to/from the MultiVOIP through the SIP proxy server will cease. However, calls in progress will continue to function until they end.</p>

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
Single Port Protocol (SPP)		
Mode	Direct, Client, or Registrar	SPP voip systems can operate in two modes: in the direct mode , where all voip gateways have static IP addresses assigned to them; or in the registrar/client mode , where one voip gateway serves as registrar and all other gateways, being its clients, point to that registrar. The registrar assigns IP addresses dynamically.
General Options		
Port		The UDP port on which data transmission will occur. Each client voip has its own port. If two client voips are both behind the same firewall, then they must have different ports assigned to them. If there are two clients and each is behind a different firewall, then the clients could have different port numbers or the same port number. (Default port number = 10000.)
Re-transmission (in ms)		If packets are lost (as indicated by absence of an acknowledgment) then the endpoint will retransmit the lost packets after this designated time duration has elapsed. (Default value = 2000 milliseconds.)
Max Re-transmission		Number of times the voip will re-transmit a lost packet (if no acknowledgment has been received). (Default value = 3)

PhoneBook Configuration Parameter Definitions (cont'd)		
Field Name	Values	Description
Single Port Protocol (SPP) [continued]		
Client Options		Client Option fields are active only in registrar/client mode and only for client voip units.
Registrar IP Address	n.n.n.n	This is the IP address of the registrar voip to which this client is assigned. (Default value = 0.0.0.0; effectively, there is no useful default value.)
Registrar Port	1-64000	This is the port number of the registrar voip to which this client is assigned. (Default port number = 10000.)
Registrar Options		Registrar Option fields are active only in registrar/client mode and only for registrar voip units.
Keep Alive (in sec.)	30 - 300	Time-out duration before a registrar will unregister a client that does not send its "I'm here" signal. Timeout default = 60 seconds.
Proxy/NAT Device Parameters		
Behind Proxy/NAT device	Y/N	Enables MultiVOIP (running in SPP Registrar mode) to operate 'behind' a proxy/NAT device (NAT = Network Address Translation).
Proxy/NAT Device Parameters – Public IP Address	n.n.n.n where n=0-255	The public IP address of the proxy/NAT device which the MultiVOIP is behind.

2. Select PhoneBook Modify and then select Outbound Phone Book/List Entries.



Click Add.

3. The **Add/Edit Outbound PhoneBook** screen appears.

The screenshot shows the 'Add/Edit Outbound Phone Book' configuration window. It is divided into several sections:

- Phone Number Details:** Includes a checkbox for 'Accept AnyNumber' (unchecked), a 'Destination Pattern' field with '00334', a 'Total Digits' field with '12', a 'Remove Prefix' field with '00334', and an 'Add Prefix' field with '9'.
- IP Address:** A field containing '200 . 002 . 009 . 007'.
- Description:** A field containing 'Access to Lyon area'.
- Protocol Type:** Radio buttons for 'SIP', 'H.323' (selected), and 'SPP'.
- H.323:** Includes a checked 'Use GateKeeper' checkbox, a 'Gateway H.323 ID' field, a 'Gateway Prefix' field, and an 'H.323 Port Number' field with '1720'.
- SIP:** Includes an unchecked 'Use Proxy' checkbox, a 'Transport Protocol' section with 'TCP' (selected) and 'UDP' radio buttons, a 'SIP Port Number' field with '5060', and a 'SIP URL' field.
- SPP:** Includes an unchecked 'Use Registrar' checkbox, a 'Port Number' field with '10000', and an 'Alternate Phone Number' field.

At the bottom left, there is a checkbox for 'Remote Device is MultiVoIP 110/120/200/400/800' (unchecked). On the right side, there are buttons for 'OK', 'Cancel', 'Help', and 'Advanced'.

Enter Outbound PhoneBook data for your MVP3010. Note that the Advanced button gives access to the Alternate IP Routing feature, if needed. Alternate IP Routing can be implemented in a secondary screen (as described after the primary screen field definitions below).

The fields of the **Add/Edit Outbound Phone Book** screen are described in the table below.

Add/Edit Outbound Phone Book: Field Definitions		
Field Name	Values	Description
Accept Any Number	Y/N	<p>When checked, "Any Number" appears as the value in the Destination Pattern field.</p> <p>The Any Number feature works differently depending on whether or not an external routing device is used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol).</p> <p>When no external routing device is used. If Any Number is selected, calls to phone numbers not matching a listed Destination Pattern will be directed to the IP Address in the Add/Edit Outbound Phone Book screen. "Any Number" can be used in addition to one or more Destination Patterns.</p> <p>When external routing device is used. If Any Number is selected, calls to phone numbers not matching a listed Destination Pattern will be directed to the external routing device used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol). The IP Address of the external routing device must be set in the Phone Book Configuration screen.</p>

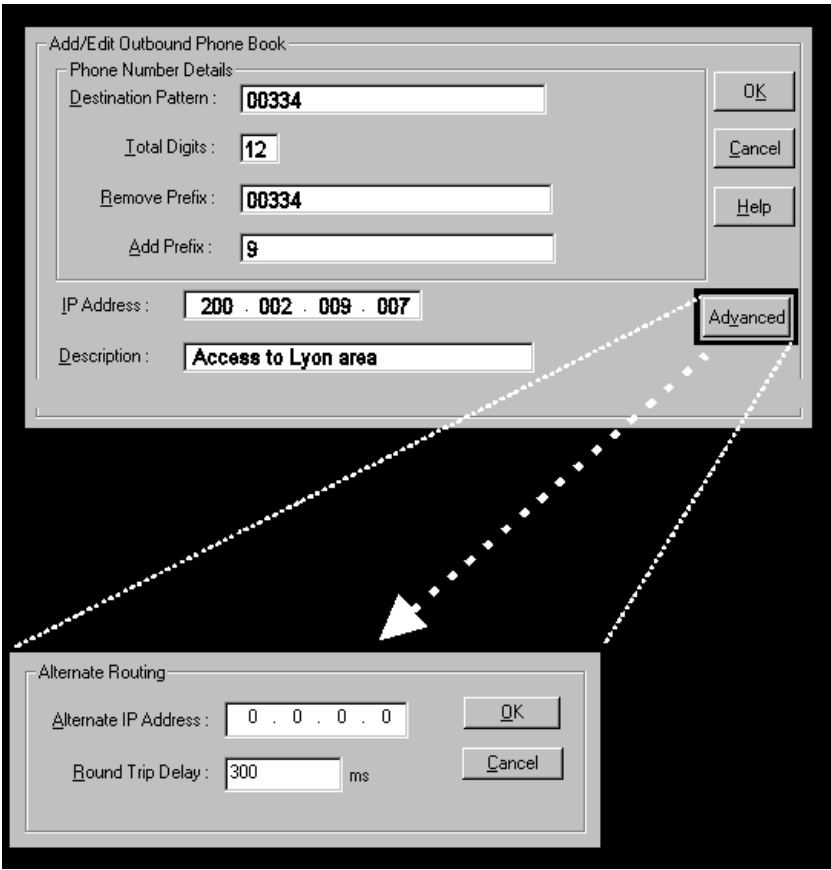
Add/Edit Outbound Phone Book: Field Definitions		
Field Name	Values	Description
Destination Pattern	prefixes, area codes, exchanges, line numbers, extensions	Defines the beginning of dialing sequences for calls that will be connected to another VOIP in the system. Numbers beginning with these sequences are diverted from the PTSN and carried on Internet or other IP network.
Total Digits	as needed	number of digits the phone user must dial to reach specified destination
Remove Prefix	dialed digits	portion of dialed number to be removed before completing call to destination
Add Prefix	dialed digits	digits to be added before completing call to destination
IP Address	n.n.n.n for = 0-255	the IP address to which the call will be directed if it begins with the destination pattern given
Description	alpha-numeric	Describes the facility or geographical location at which the call will be completed.
Protocol Type	SIP, H.323, or SPP	Indicates protocol to be used in outbound transmission.

Add/Edit Outbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
H.323 fields		
Use Gatekepr	Y/N	Indicates whether or not gatekeeper is used.
Gateway H.323 ID	alpha-numeric	The H.323 ID assigned to the destination MultiVOIP. Only valid if "Use Gatekeeper" is enabled for this entry.
Gateway Prefix	numeric	This number becomes registered with the GateKeeper. Call requests sent to the gatekeeper and preceded by this prefix will be routed to the VOIP gateway.
H.323 Port Number	1720	This parameter pertains to Q.931, which is the H.323 call signaling protocol for setup and termination of calls (aka ITU-T Recommendation I.451). H.323 employs only one "well-known" port (1720) for Q.931 signaling. If Q.931 message-oriented signaling protocol is used, the port number 1720 must be chosen.

Add/Edit Outbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
SIP Fields		
Use Proxy	Y/N	Select if proxy server is used.
Transport Protocol	TCP or UDP	Voip administrator must choose between UDP and TCP transmission protocols. UDP is a high-speed, low-overhead connectionless protocol where data is transmitted without acknowledgment, guaranteed delivery, or guaranteed packet sequence integrity. TCP is slower connection-oriented protocol with greater overhead, but having acknowledgment and guarantees delivery and packet sequence integrity.
SIP Port Number	5060 or other *See RFC3087 ("Control of Service Context using SIP Request-URI," by the Network Working Group).	The SIP Port Number is a UDP logical port number. The voip will "listen" for SIP messages at this logical port. If SIP is used, 5060 is the default, standard, or "well known" port number to be used. If 5060 is not used, then the port number used is that specified in the SIP Request URI (Universal Resource Identifier).
SIP URL	<i>sip.userphone</i> @ <i>hostserver</i> , where "userphone" is the telephone number and "hostserver" is the domain name or an address on the network	Looking similar to an email address, a SIP URL identifies a user's address. In SIP communications, each caller or callee is identified by a SIP url: <i>sip:user_name@host_name</i> . The format of a sip url is very similar to an email address, except that the "sip:" prefix is used.

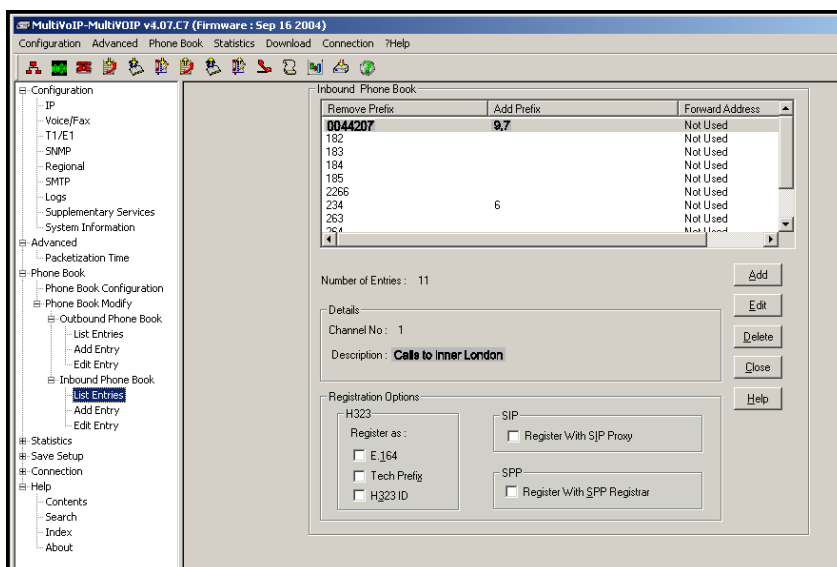
Add/Edit Outbound Phone Book: Field Def'ns (cont'd)		
Field Name	Values	Description
SPP Fields		
Use Registrar	Values: Y/N	Description: Select this checkbox to use registrar when voip system is operating in the "Registrar/Client" SPP mode. In this mode, one voip (the registrar, as set in Phonebook Configuration screen) has a static IP address and all other voips (clients) point to the registrar's IP address as functionally their own. However, if your voip system overall is operating in "Registrar/Client" mode but you want to make an exception and use Direct mode for the destination pattern of this particular Add/Edit Phonebook entry, leave this checkbox unselected. Leave this checkbox unselected if your overall voip system is operating in the "Direct" SPP mode. In this mode, all voips in system are peers and each has its own static IP address.
Port Number	Values: numeric	Description: When operating in "Registrar/Client" mode, this is the port by which the gateway receives all SPP data and control messages from the registrar gateway. (This ability to receive all data and messages via one port allows the voip to operate behind a firewall with only one port open.) When operating in "Direct" mode, this is the Port by which peer voips receive data and messages.
Alternate Phone Number	numeric	Phone number associated with alternate IP routing.
Remote Device is ...	Y/N	Check when system includes 1st-generation MultiVOIPs to allow inter-operation. These include MVP-110/120/200/400/800 MultiVOIP units.
Advanced button	Values: N/A	Description: Gives access to secondary screen where an Alternate IP Route can be specified for backup or redundancy of signal paths. See discussion on next page. For SIP & H.323 operation only.

Clicking on the **Advanced** button brings up the **Alternate Routing** secondary screen. This feature provides an alternate path for calls if the primary IP network cannot carry the traffic. Often in cases of failure, call traffic is temporarily diverted into the PSTN. However, this feature could also be used to divert traffic to a redundant (backup) unit in case one voip unit fails. The user must specify the IP address of the alternate route for each destination pattern entry in the Outbound Phonebook.



Alternate Routing Field Definitions		
Field Name	Values	Description
Alternate IP Address	n.n.n.n where n= 0-255	Alternate destination for outbound data traffic in case of excessive delay in data transmission.
Round Trip Delay	milliseconds	The Round Trip Delay is the criterion for judging when a data pathway is considered blocked. When the delay exceeds the threshold specified here, the data stream will be diverted to the alternate destination specified as the Alternate IP Address.

4. Select **PhoneBook Modify** and then select **Inbound PhoneBook/List Entries**.



5. The **Add/Edit Inbound PhoneBook** screen appears.

Add/Edit Inbound Phone Book

Accept AnyNumber

Remove Prefix :

Add Prefix :

Channel Number :

Description :

Call Forward

Enable

Forward Condition

Unconditional Busy No Response

Forward Destination :

H323 call: Phone # or IP address
 SIP call: Phone # or IP address or IP address:port or Phone #:IP address:port or SIP URL
 or Ph#: IP address
 SPP call: Phone # or IP address:port or Phone #:IP address:port

Ring Count :

Registration Options

H323

Register as :

E.164
 Tech Prefix
 H323 ID

SIP

Register With SIP Proxy

SPP

Register With SPP Registrar

Enter Inbound PhoneBook data for your MVP3010. The fields of the Add/Edit Inbound PhoneBook screen are described in the table below.

Add/Edit Inbound Phone Book: Field Definitions		
Field Name	Values	Description
Accept Any Number	Y/N	<p>When checked, "Any Number" appears as the value in the Remove Prefix field.</p> <p>The Any Number feature of the Inbound Phone Book does not work when an external routing device is used (Gatekeeper for H323 protocol, Proxy for SIP protocol, Registrar for SPP protocol).</p> <p>When no external routing device is used. If Any Number is selected, calls received from phone numbers not matching a listed Prefix (shown in the Remove Prefix column of the Inbound Phone Book) will be admitted into the voip on the channel listed in the Channel Number field. "Any Number" can be used in addition to one or more Prefixes.</p>
Remove Prefix	dialed digits	portion of dialed number to be removed before completing call to destination (often a local PBX)
Add Prefix	dialed digits	digits to be added before completing call to destination (often a local PBX)

Add/Edit Inbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
Channel Number	1-30, or "Hunting"	E1 channel number to which the call will be assigned as it enters the local telephony equipment (often a local PBX). "Hunting" directs the call to any available channel.
Description	--	Describes the facility or geographical location at which the call originated.
Call Forward Parameters		
Enable	Y/N	Click the check-box to enable the call-forwarding feature.
Forward Condition	Uncondit.; Busy No Resp.	<p>Unconditional. When selected, all calls received will be forwarded.</p> <p>Busy. When selected, calls will be forwarded when station is busy.</p> <p>No Response. When selected, calls will be forwarded if called party does not answer after a specified number of rings, as specified in Ring Count field.</p> <p>Forwarding can be conditioned on both "Busy" and "No Response."</p>

Add/Edit Inbound Phone Book: Field Definitions (cont'd)		
Field Name	Values	Description
Forward Destination IP address, phone number, port number, etc.		Phone number or IP address to which calls will be directed. For H.323 calls, the Forward Destination can be either a Phone Number or an IP Address. For SIP calls, the Forward Destination can be one of the following: (a) phone number, (b) IP address, (c) IP address: port number, (d) phone number:IP addr: port number, (e) SIP URL, or (f) phone #: IP address. For SPP calls, the Forward Destination can be one of the following: (a) phone number, (b) IP address: port, or (c) phone number: IP address: port.
Ring Count	integer	When No Response is condition for forwarding calls, this determines how many unanswered rings are needed to trigger the forwarding.
Registration Option Parameters		In an H.323 voip system, gateways can register with the system using one of these identifiers: (a) an E.164 identifier, (b) a Tech Prefix identifier, or (c) an H.323 ID identifier. In a SIP voip system, gateways can register with the SIP Proxy. In an SPP voip system, gateways can register with the SPP Registrar voip unit.

6. When your Outbound and Inbound PhoneBook entries are completed, click on **Save Setup** in the sidebar menu to save your configuration.

You can change your configuration at any time as needed for your system.

Remember that the initial MVP3010 setup must be done locally or via the built-in Remote Configuration/Command Modem using the MultiVOIP program. However, after the initial configuration is complete, all of the MVP3010 units in the VOIP system can be configured, re-configured, and updated from one location using the MultiVOIP web GUI software program or the MultiVOIP program (in conjunction with the built-in modem).

E1 Phonebook Examples

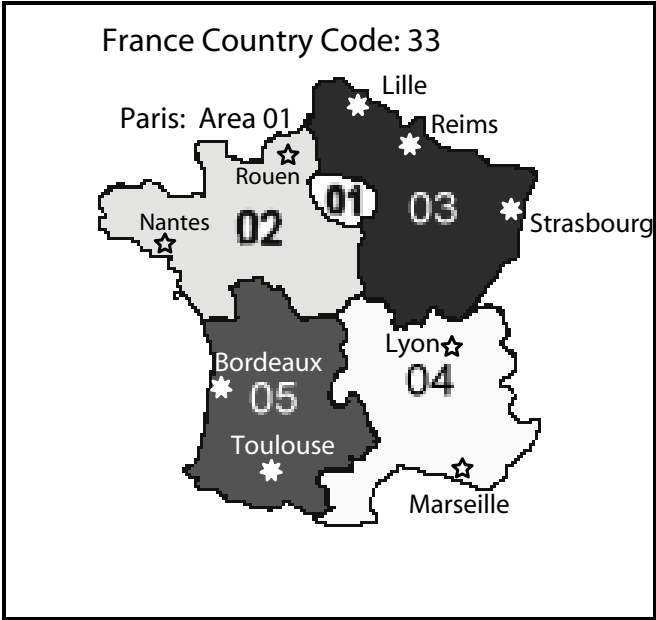
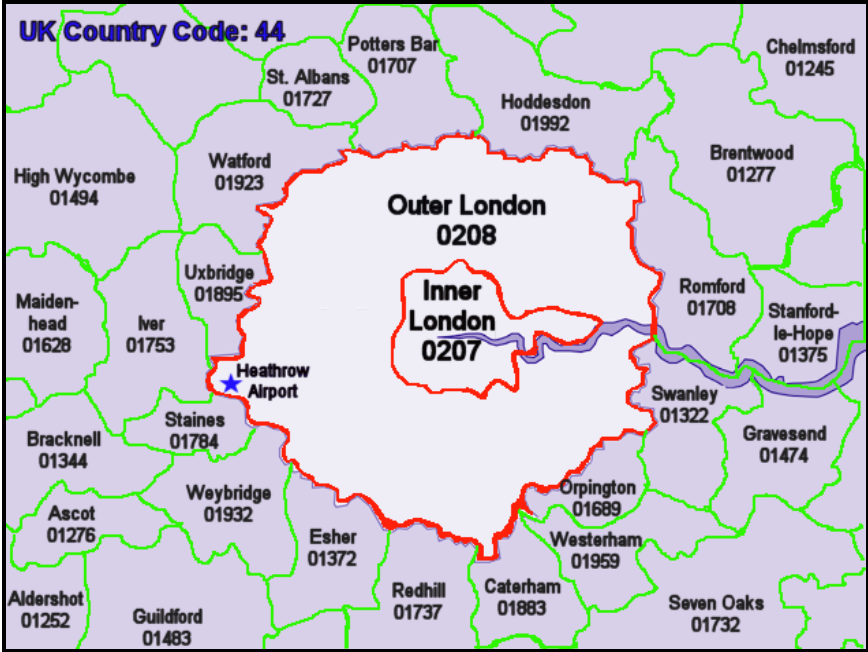
To demonstrate how Outbound and Inbound PhoneBook entries work in an international VOIP system, we will re-visit our previous example in greater detail. It's an international company with offices in London, Paris, and Amsterdam. In each office, a MVP3010 has been connected to the PBX system.

3 Sites, All-E1 Example

The VOIP system will have the following features:

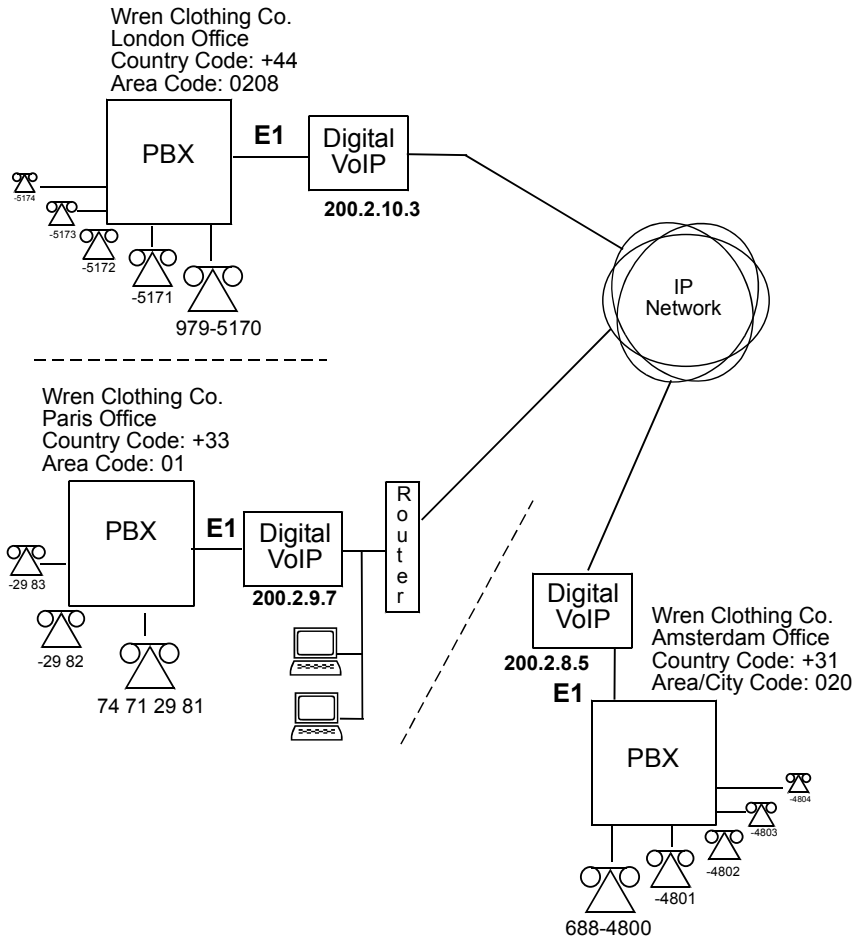
1. Employees in all cities will be able to call each other over the VOIP system using 4-digit extensions.
2. Calls to Outer London and Inner London, greater Amsterdam, and greater Paris will be accessible to all company offices as local calls.
3. Vendors in Guildford, Lyon, and Rotterdam can be contacted as national calls by all company offices.

Note that the phonebook entries for Series II analog MultiVOIP used in Euro-type telephony settings will be the same in format as entries for the MVP3010.





An outline of the equipment setup in these three offices is shown below.



The screen below shows Outbound PhoneBook entries for the VOIP located in the company's London facility

Outbound PhoneBook { London VOIP Unit }

Dest Pattern	IP Address	Description
00331	200.002.009.007	Paris
00334	200.002.009.007	Lyon
003120	200.002.008.005	Amsterdam
003110	200.002.008.005	Rotterdam
2	200.002.009.007	Paris (company office, empl. extensions)
4	200.002.008.005	Amsterdam (company office, employees)

Number of Entries : 6

Details:

H.323 ID :

Remove Prefix :

Add Prefix :

Total Digits : 13

Add

Edit

Delete

Cancel

The Inbound PhoneBook for the London VOIP is shown below.

Inbound PhoneBook { London VOIP Unit }

Rem Prefix	Add Prefix
0044207	9,7
0044208	9,8
00441483	9,01483
00442089795	5
5	5

Number of Entries : 5

Details:

Channel No : 0

Description : Inner London access for Paris & Amst employees

Add

Edit

Delete

Cancel

NOTE: Commas are allowed in the Inbound Phonebook, but **not** in the Outbound Phonebook. Commas denote a brief pause for a dial tone, allowing time for the PBX to get an outside line.

The screen below shows Outbound PhoneBook entries for the VOIP located in the company's Paris facility.

{ Paris VOIP Unit }

Outbound PhoneBook

Dest Pattern	IP Address	Description
003120	200.002.008.005	Amsterdam
003110	200.002.008.005	Rotterdam
0044207	200.002.010.003	London (Inner)
0044208	200.002.010.003	London (Outer)
00441483	200.002.010.003	Guildford
5	200.002.010.003	London (company office, empl extensions)
4	200.002.008.005	Amsterdam (company office, employees)

Number of Entries : 7

Details

H.323 ID :

Remove Prefix :

Add Prefix :

Total Digits : 13

Add

Edit

Delete

Cancel

The Inbound PhoneBook for the Paris VOIP is shown below.

{ Paris VOIP Unit }

Inbound PhoneBook

Rem Prefix	Add Prefix
2	2
00331	9
00334	9,0

Number of Entries : 3

Details

Channel No : 0

Description : Access to Lyon for London & Amsterdam employees

Add

Edit

Delete

Cancel

The screen below shows Outbound PhoneBook entries for the VOIP in the company's Amsterdam facility.

{ Amsterdam VOIP Unit }

Outbound PhoneBook

Dest Pattern	IP Address	Description
0044208	200.002.010.003	London (outer)
0044207	200.002.010.003	London (inner)
00441483	200.002.010.003	Guildford
00331	200.002.009.007	Paris
00334	200.002.009.007	Lyon
5	200.002.010.003	London (company office, employ. ext.)
2	200.002.009.007	Paris (company office, employee ext.)

Number of Entries : 3

Details

H.323 ID :

Remove Prefix :

Add Prefix :

Total Digits : 14

The Inbound PhoneBook for the Amsterdam VOIP is shown below.

{ Amsterdam VOIP Unit }

Inbound PhoneBook

Rem Prefix	Add Prefix
4	4
003120	9
003110	9,010
0031206884	4

Number of Entries : 4

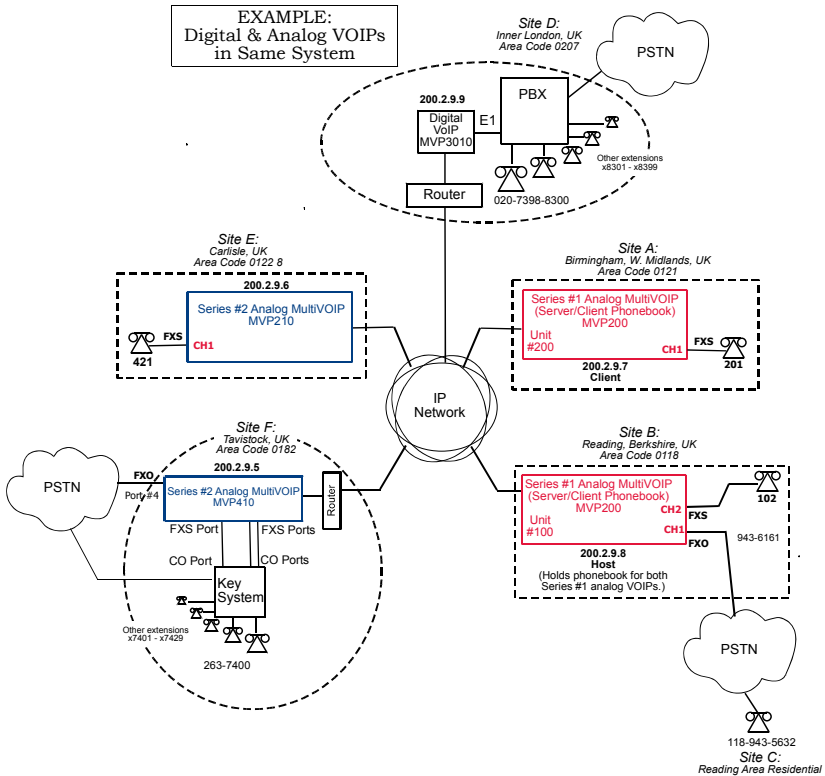
Details

Channel No : 0

Description : Access to Amsterdam office by London & Paris employees

Configuring Digital & Analog VOIPs in Same System

The MVP3010 digital MultiVOIP unit is compatible with analog VOIPs. In many cases, digital and analog VOIP units will appear in the same telephony/IP system. In addition to MVP-210/410/810 MultiVOIP units (Series II units), legacy analog VOIP units (Series I units made by MultiTech) may be included in the system, as well. When legacy VOIP units are included, the VOIP administrator must handle two styles of phonebooks in the same VOIP network. The diagram below shows a small-scale system of this kind: one digital VOIP (the MVP3010) operates with two Series II analog VOIPs (an MVP210 and an MVP410), and two Series I legacy VOIPs (two MVP200 units).



The Series I analog VOIP phone book resides in the “Host” VOIP unit at Site B. It applies to both of the Series I analog VOIP units.

Each of the Series II analog MultiVOIPs (the MVP210 and the MVP410) requires its own inbound and outbound phonebooks. The MVP3010 digital MultiVOIP requires its own inbound and outbound phonebooks, as well.

These **seven** phone books are shown below.

Phone Book for Analog VOIP Host Unit (Site B)			
VOIP Dir # -OR- Destination Pattern	IP Address	Channel	Comments
102	200.2.9.8	2	Site B, FXS channel. (Reading, UK)
101	200.2.9.8	1	Site B, FXO channel. (Reading, UK)
201	200.2.9.7	1	Site A, FXS channel. (Birmingham)
421	200.2.9.6	0	Site E, FXS channel. (Carlisle, UK)
018226374 Note 3.	200.2.9.5	0	Gives remote voip users access to key phone system extensions at Tavistock office (Site F). The key system might be arranged either so that calls go through a human operator or through an auto-attendant (which prompts user to dial the desired extension).
0182	200.2.9.5	4	Gives remote voip users access to Tavistock PSTN via FXO port (#4) at Site F.
3xx	200.2.9.9	0 (Note 1.)	Allows remote voip users to call all PBX extensions at Site D (Inner London) using only three digits.

Phone Book for Analog VOIP Host Unit (Site B) (continued)			
VOIP Dir # -OR- Destination Pattern	IP Address	Channel	Comments
0207 xxx xxxx	200.2.9.9	0 (Note 2.)	Gives remote voip users access to phone numbers in 0207 area code (Inner London) in which Site D is located.
0208 xxx xxxx	200.2.9.9	0 (Note 2.)	Gives remote voip users access to phone numbers in 0208 area code (Outer London) for which calls are local from Site D (Inner London).
<p>Note 1. The "x" is a wildcard character.</p> <p>Note 2. By specifying "Channel 0," we instruct the MVP3010 to choose any available data channel to carry the call.</p> <p>Note 3. Note that Site F key system has only 30 extensions (x7400-7429). This destination pattern (018226374) actually directs calls to 402-263-7430 through 402-263-7499 into the key system, as well. This means that such calls, which belong on the PSTN, cannot be completed. In some cases, this might be inconsequential because an entire exchange (fully used or not) might have been reserved for the company or it might be unnecessary to reach those numbers. However, to specify only the 30 lines actually used by the key system, the destination pattern 018226374 would have to be replaced by three other destination patterns, namely 0182263740, 0182263741, and 0182263742. In this way, calls to 0182-263-7430 through 0182-263-7499 would be properly directed to the PSTN. In the Site D outbound phonebook, the 30 lines are defined exactly, that is, without making any adjacent phone numbers unreachable through the voip system.</p>			

The Outbound PhoneBook of the MVP3010 is shown below.

Outbound Phone Book for MVP3010 Digital VOIP (Site D)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A (Birmingham).
901189	901189	101# Note 3.	200.2.9.8	To originate calls to any PSTN phone in Reading area using the FXO channel (channel #1) of the Site B VOIP (Reading, UK).
421	--	--	200.2.9.6	Calls to Site E (Carlisle).
90182				Calls to Tavistock local PSTN (Site F) could be arranged by operator or possibly by auto-attendant.
90182 263 740	9	--	200.2.9.5	Calls to extensions of key phone system at Tavistock office.
90182 263 741	9	--	200.2.9.5	
90182 263 742	9	--	200.2.9.5	
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP (Reading).
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

The Inbound PhoneBook of the MVP3010 is shown below.

Inbound Phone Book for MVP3010 Digital VOIP (Site D)			
Remove Prefix	Add Prefix	Channel Number	Comments
0207	9,7 Note 4. Note 5.	0	Allows phone users at remote voip sites to call local numbers (those within the Site D area code, 0207, Inner London) over the VOIP network.
0208	9,8 Note 4. Note 5.	0	Allows phone users at remote voip sites to call local numbers (those in Outer London) over the VOIP network.
0207 39883	3	0	Allows phone users at remote voip sites to call extensions of the Site D PBX using three digits, beginning with "3" .
<p>Note 4. "9" gives PBX station users access to outside line. Note 5. The comma represents a one-second pause, the time required for the user to receive a dial tone on the outside line (PSTN). Commas can be used in the Inbound Phonebook, but not in the Outbound Phonebook.</p>			

Outbound Phone Book for MVP410 Analog VOIP (Site F)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A (Birmingham).
01189	0118	101# Note 3.	200.2.9.8	To originate calls to any PSTN phone in Reading area using the FXO channel (channel #1) of the Site B VOIP.
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP (Reading).
421			200.2.9.6	Calls to Site E (Carlisle).
0207			200.2.9.9	Calls to Inner London area PSTN via Site D PBX.
0208			200.2.9.9	Calls to Inner London area PSTN via Site D PBX.
3	--	0207 398 8	200.2.9.9	Calls to Inner London PBX extensions with three digits.
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

Inbound Phonebook for MVP410 Analog VOIP (Site F)			
Remove Prefix	Add Prefix	Channel Number	Comment
01822	2	4	Calls to Tavistock local PSTN through FXO port (Port #4) at Site F.
0182 263 740	740.	0	Gives remote voip users, access to extensions of key phone system atTavistock office.
0182 263 741	741.	0	Because call is completed at key system, abbreviated dialing (3-digits) is not workable.
0182 263 742	742	0	Human operator or auto-attendant is needed to complete these calls.

Outbound Phone Book for MVP210 Analog VOIP (Site E)				
Destin. Pattern	Remove Prefix	Add Prefix	IP Address	Comment
201			200.2.9.7	To originate calls to Site A (Birmingham).
01189	0118	101# Note 3.	200.2.9.8	To originate calls to any PSTN phone in Reading area using the FXO channel (channel #1) of the Site B VOIP.
102			200.2.9.8	To originate calls to phone connected to FXS port (channel #2) of the Site B VOIP (Reading).
01822	01822	--	200.2.9.5	Calls to Tavistock area PSTN (via FXO channel of the Site F VOIP).
0182 26374			200.2.9.5	Calls to Tavistock key system operator or auto-attendant.
0207	0207		200.2.9.9	Calls to London area PSTN via Site D PBX.
8		0207 398	200.2.9.9	Calls to London PBX extensions with four digits.
Note 3. The pound sign (“#”) is a delimiter separating the VOIP number from the standard telephony phone number.				

Inbound Phonebook for MVP210 Analog VOIP (Site E)			
Remove Prefix	Add Prefix	Channel Number	Comment
421		1	

Call Completion Summaries

Site A calling Site C, Method 1

Dial 101.
Hear dial tone from Site B.
Dial 9435632.
Await completion. Talk.

Site A calling Site C, Method 2

Dial 101#9435632
Await completion. Talk.

Note: Some analog VOIP gateways will allow completion by Method 2. Others will not.

Site C calling Site A

1. Dial 9436161.
2. Hear dial tone from Site B VOIP.
3. Dial 201.
4. Await completion. Talk.

Site D calling Site C

1. Dial 901189435632.
2. "9" gets outside line. On some PBXs, an "8" may be used to direct calls to the VOIP, while "9" directs calls to the PSTN. However, some PBX units can be programmed to identify the destination patterns of all calls to be directed to the VOIP.
3. PBX at Site D is programmed to divert all calls made to the 118 area code and exchange 943 into the VOIP network. (It would also be possible to divert *all* calls to all phones in area code 118 into the VOIP network, but it may not be desirable to do so.)
4. The MVP3010 removes the prefix "0118" and adds the prefix "101#" for compatibility with the analog MultiVOIP's phonebook scheme. The "#" is a delimiter separating the analog VOIP's phone number from the digits that the analog VOIP must dial onto its local PSTN to complete the call. The digits "101#9435632" are forwarded to the Site B analog VOIP.
5. The call passes through the IP network (in this case, the Internet).
6. The call arrives at the Site B VOIP. This analog VOIP receives this dialing string from the MVP3010: 101#9435632. The analog VOIP, seeing the "101" prefix, uses its own channel #1 (an FXO port) to connect the call to the PSTN. Then the analog VOIP dials its local phone number 9435632 to complete the call.

NOTE: In the case of Reading, Berkshire,, England, both "1189" and "1183" are considered local area codes. This is, in a sense however, a matter of terminology. It simply means that numbers of the form 9xx-xxxx and 3xx-xxxx are both local calls for users at other sites in the VOIP network.

Site D calling Site F

A voip call from Inner London PBX to extension 7424 on the key telephone system in Tavistock, UK.

A. The required entry in the London Outbound Phonebook to facilitate origination of the call, would be 90182263742. The call would be directed to the Tavistock voip's IP address, 200.2.9.5. (Generally on such a call, the caller would have to dial an initial "9". But typically the PBX would not pass the initial "9" dialed to the voip. If the PBX *did* pass along that "9" however, its removal would have to be specified in the local Outbound Phonebook.)

B. The corresponding entry in the Tavistock Inbound Phonebook to facilitate completion of the call would be

- | | |
|------------|---|
| 0182263742 | for calls within the office at Tavistock |
| 01822 | for calls to the Tavistock local calling area (PSTN). |

Call Event Sequence

1. Caller in Inner London dials 901822637424.
2. Inner London voip removes "9" .
3. Inner London voip passes remaining string, 01822637424on to the Tavistock voip at IP address 200.2.9.5.
4. The dialed string matches an inbound phonebook entry at the Tavistock voip, namely 0182263742.
5. The Tavistock voip rings one of the three FXS ports connected to the Tavistock key phone system.
6. The call will be routed to extension 7424 either by a human receptionist/ operator or to an auto-attendant (which allows the caller to specify the extension to which they wish to be connected).

Site F calling Site D

A voip call from a Tavistock key extension to extension 3117 on the PBX in Inner London.

A. The required entry in the Tavistock Outbound Phonebook to facilitate origination of the call, would be "3". The string 02073988 is added, preceding the "3". The call would be directed to the Inner London voip's IP address, 200.2.9.9.

B. The corresponding entry in the Inner-London Inbound Phonebook to facilitate completion of the call would be 020739883.

1. The caller in Tavistock picks up the phone receiver, presses a button on the key phone set. This button has been assigned to a particular voip channel.
2. The caller in Tavistock hears dial tone from the Tavistock voip.
3. The caller in Tavistock dials 02073983117.
4. The Tavistock voip sends the entire dialed string to the Inner-London voip at IP address 200.2.9.9.
5. The Inner-London voip matches the called digits 02073983117 to its Inbound Phonebook entry "020739883," which it removes. Then it adds back the "3" as a prefix.
6. The Inner-London PBX dials extension 3117 in the office in Inner London.

Variations in PBX Characteristics

The exact dialing strings needed in the Outbound and Inbound Phonebooks of the MVP3010 will depend on the capabilities of the PBX. Some PBXs require trunk access codes (like an "8" or "9" to access an outside line or to access the VOIP network). Other PBXs can automatically distinguish between intra-PBX calls, PSTN calls, and VOIP calls.

Some PBX units can also insert digits automatically when they receive certain dialing strings from a phone station. For example, a PBX may be programmable to insert automatically the three-digit VOIP identifier strings into calls to be directed to analog VOIPs.

The MVP3010 offers complete flexibility for inter-operation with PBX units so that a coherent dialing scheme can be established to connect a company's multiple sites together in a way that is convenient and intuitive for phone users. When working together with modern PBX units, the presence of the MVP3010 can be completely transparent to phone users within the company.

International Telephony Numbering Plan Resources

Due to the expansion of telephone number capacity to accommodate pagers, fax machines, wireless telephony, and other new phone technologies, numbering plans have been changing worldwide. Many new area codes have been established; new service categories have been established (for example, to accommodate GSM, personal numbering, corporate numbering, etc.). Below we list several web sites that present up-to-date information on the telephony numbering plans used around the world. While we find these to be generally good resources, we would note that URLs may change or become nonfunctional, and we cannot guarantee the quality of information on these sites.

URL	Description
http://phonebooth.interocitor.net/wtng	The World Telephone Numbering Guide presents excellent international numbering info that is both broad and detailed. This includes info on re-numbering plans carried out worldwide in recent years to accommodate new technologies.
http://www.oftel.gov.uk/numbers/number.htm	UK numbering plan from the Office of Telecommunications, the UK telephony authority.
http://www.itu.int/home/index.html	The International Telecommunications Union is an excellent source and authority on international telecom regulations and standards. National and international number plans are listed on this site.

URL	Description
http://kropla.com/phones.htm	Guide to international use of modems.
http://www.numberplan.org/	National and international numbering plans based on direct input from regulators worldwide. Includes lists of telecom carriers per country.
http://www.eto.dk/	European Telecommunications Office. Primarily concerned with mobile/wireless radiotelephony, GSM, etc.
http://www.eto.dk/ETNS.htm	European Telephony Numbering Space. Resources for pan-European telephony services, standards, etc. Part of ETO site.
http://www.regtp.de/en/reg_tele/start/fs_05.html	List of European telecom regulatory agencies by country (from German telecom authority).

Chapter 9: Analog/BRI Phonebook Configuration

Phonebooks for Series II analog MultiVOIP units (MVP130, MVP130FXS, MVP210, MVP410, and MVP810) and BRI MultiVOIP units (MVP410ST/810ST) are, in principle, configured the same as phonebooks for digital MultiVOIP products that would operate in the same environment (under either North American or European telephony standards, T1 or E1).

Therefore, if you are operating an analog MultiVOIP unit in a North American telephony environment, you will find useful phonebook instructions and examples in *Chapter 7: T1 Phonebook Configuration*. If you are operating an analog MultiVOIP unit in a European telephony environment, you will find useful phonebook instructions and examples in *Chapter 8: E1 Phonebook Configuration*.

Most of the examples in Chapters 7 and 8 describe systems containing both digital and analog MultiVOIP units.

You will also find useful information in *Chapter 2: Quick Start Guide*. See especially these sections:

- Phonebook Starter Configuration

- Phonebook Tips

- Phonebook Example (One Common Situation)

Chapter 2 also contains a “Phonebook Worksheet” section. You may want to print out several worksheet copies. Paper copies can be very helpful in comparing phonebooks at multiple sites at a glance. This will assist you in making the phonebooks clear and consistent and will reduce ‘surfing’ between screens on the configuration program.

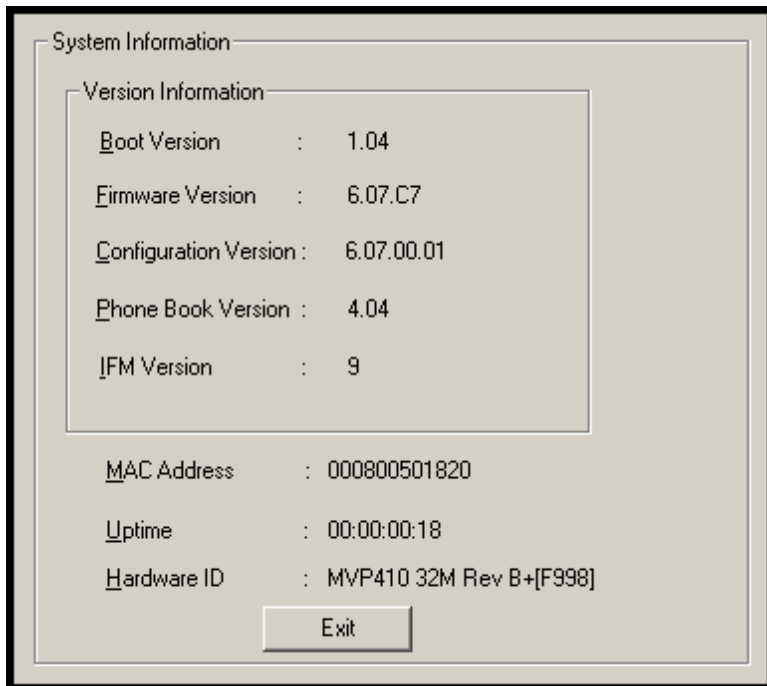
Chapter 10: Operation and Maintenance

Operation and Maintenance

Although most Operation and Maintenance functions of the software are in the **Statistics** group of screens, an important summary appears in the **System Information** of the **Configuration** screen group.

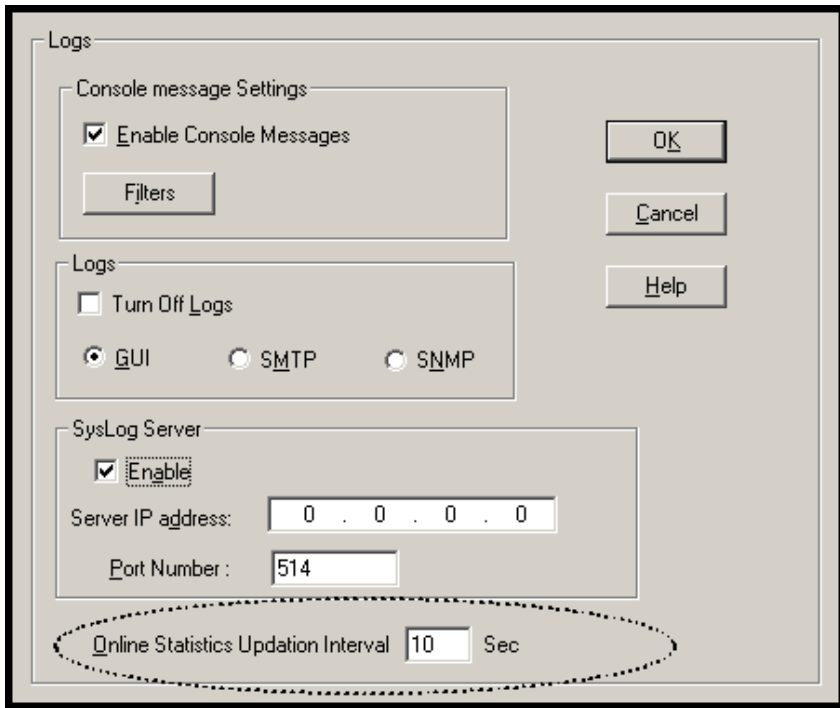
System Information screen

This screen presents vital system information at a glance. Its primary use is in troubleshooting. This screen is accessible via the **Configuration** pulldown menu, the **Configuration** sidebar menu, or by the keyboard shortcut **Ctrl + Alt + Y**.



System Information Parameter Definitions		
Field Name	Values	Description
Boot Version	nn.nn alpha- numeric	Indicates the version of the code that is used at the startup (booting) of the voip. The boot code version is independent of the software version.
Firmware Version	nn.nn.nn alpha- numeric	Indicates the version of the MultiVOIP firmware.
Configuration Version	nn.nn. nn.nn alpha- numeric	Indicates the version of the MultiVOIP configuration software.
Phone Book Version	nn.nn alpha- numeric	Indicates the version of the MultiVOIP phone book being used.
IFM Version	nn alpha- numeric	Indicates version of the IFM module, the device that performs the transformation between telephony signals and IP signals.
Mac Address	numeric	Denotes the number assigned as the voip unit's unique Ethernet address.
Up Time	days: hours: mm:ss	Indicates how long the voip has been running since its last booting.
Hardware ID	alpha- numeric	Indicates version of the MultiVOIP circuit board assembly being used.



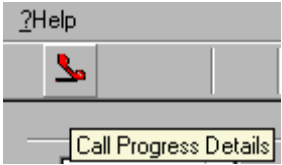
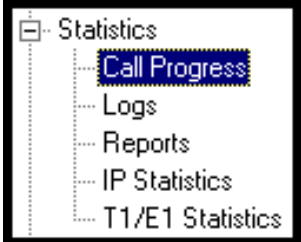
The frequency with which the System Information screen is updated is determined by a setting in the Logs screen



Statistics Screens

Ongoing operation of the MultiVOIP, whether it is in a MultiVOIP/PBX setting or MultiVOIP/telco-office setting, can be monitored for performance using the Statistics functions of the MultiVOIP software.

About Call Progress

Accessing Call-Progress Statistics	
Channel Icons (Main Screen Lower Left)	
Channel icons are green when data traffic is present, red when idle.	
In the web GUI, call progress details can be viewed by clicking on an icon (one for each channel) arranged similarly on the web-browser screen.	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Alt + A</p>	

The Call Progress Details Screen

Call Progress Details

Channel: Channel 27

Call Details

Duration: -
Mode: -
Voice Codec: -
Packets Sent: -
Packets Rcvd: -
Bytes Sent: -
Bytes Rcvd: -
Packets Lost: -
Outbound Digits: -
Prefix Matched: -

Disconnect
Exit
Help

From->To Details

From ----> To: - ---->
Gateway Name: -
IP Address: 0 . 0 . 0 . 0 0 . 0 . 0 . 0
Options: -

SC - Silence Compression FEC - Forward Error Correction

Supplementary Services Status

Call On Hold : - 193.100.099.202, Mpls, On Hold for 90 Seconds
Call Waiting : - 193.100.099.202, Mktgvoip3
Caller Id : - Calling Party - smithbob01

Call Status: On Hook
Call Control Status: - Tun, FS + Tun, AE, Mux

Call Progress Details: Field Definitions		
Field Name	Values	Description
Channel	1-n	Number of data channel or time slot on which the call is carried. This is the channel for which call-progress details are being viewed.
Call Details		
Duration	Hours: Minutes: Seconds	The length of the call in hours, minutes, and seconds (hh:mm:ss).
Mode	Voice or FAX	Indicates whether the call being described was a voice call or a FAX call.
Voice Coder	G.723, G.729, G.711, etc.	The voice coder being used on this call.
Packets Sent	integer value	The number of data packets sent over the IP network in the course of this call.
Packets Rcvd	integer value	The number of data packets received over the IP network in the course of this call.
Bytes Sent	integer value	The number of bytes of data sent over the IP network in the course of this call.
Bytes Rcvd	integer value	The number of bytes of data received over the IP network in the course of this call.
Packets Lost	integer value	The number of voice packets from this call that were lost after being received from the IP network.
Outbound Digits	0-9, #, *	The digits transmitted by the MultiVOIP to the PBX/telco for this call.
Prefix Matched		Displays the dialed digits that were matched to a phonebook entry.


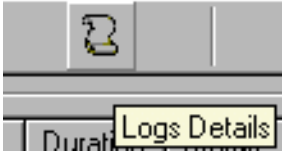
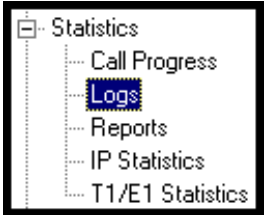
Call Progress Details: Field Definitions (cont'd)		
From – To Details		Description
Gateway Name	alphanumeric string	Identifier for the VOIP gateway that handled this call.
IP Address	x.x.x.x, where x has a range of 0 to 255	IP address from which the call was received.
Options	SC, FEC	Displays VOIP transmission options in use on the current call. These may include Forward Error Correction or Silence Compression.
Silence Compression	SC	“SC” stands for Silence Compression. With Silence Compression enabled, the MultiVOIP will not transmit voice packets when silence is detected, thereby reducing the amount of network bandwidth that is being used by the voice channel.
Forward Error Correction	FEC	“FEC” stands for Forward Error Correction. Forward Error Correction enables some of the voice packets that were corrupted or lost to be recovered. FEC adds an additional 50% overhead to the total network bandwidth consumed by the voice channel. Default = Off

Call Progress Details: Field Definitions (cont'd)		
Field Name	Values	Description
Supplementary Services Status		
Call on Hold	alphanumeric	Describes held call by its IP address source, location/gateway identifier, and hold duration. Location/gateway identifiers comes from Gateway Name field in Phone Book Configuration screen of remote voip.
Call Waiting	alphanumeric	Describes waiting call by its IP address source, location/gateway identifier, and hold duration. Location/gateway identifiers comes from Gateway Name field in Phone Book Configuration screen of remote voip.

Call Progress Details: Field Definitions (cont'd)		
Field Name	Values	Description
Supplementary Services Status		
Caller ID	There are four values: "Calling Party + <i>identifier</i> "; "Alerting Party + <i>identifier</i> "; "Busy Party + <i>identifier</i> "; and "Connected Party + <i>identifier</i> "	This field shows the identifier and status of a remote voip (which has Call Name Identification enabled) with which this voip unit is currently engaged in some voip transmission. The status of the engagement (Connected, Alerting, Busy, or Calling) is followed by the identifier of a specific channel of a remote voip unit. This identifier comes from the "Caller Id" field in the Supplementary Services screen of the remote voip unit.
Status	hangup, active	Shows condition of current call.
Call Control Status	Tun, FS + Tun, AE, Mux	Displays the H.323 version 4 features in use for the selected call. These include tunneling (Tun), Fast Start with tunneling (FS + Tun), Annex E multiplexed UDP call signaling transport (AE), and Q.931 Multiplexing (Mux). See Phonebook Configuration Parameters (in T1 or E1 chapters) for more on H.323v4 features.

About Logs

The Logs

Accessing "Statistics: Logs"	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Alt + L</p>	

The Logs Screen

Logs
Total Number of Logs: 0

Log#	StartDate, Time	Duration	Status	Mode	From	To
1	0:0:0:0:0	00:00:15	Succ...	Voice		
2	0:0:0:0:0	00:00:16	Succ...	Voice		
3	29:8:2001 13:38:16	00:00:15	Succ...	Voice		
4	29:8:2001 14:30:6	00:00:00	Succ...	Voice		
5	29:8:2001 14:30:17	00:00:00	Succ...	Voice		
6	29:8:2001 14:31:39	00:00:10	Succ...	Voice		

Previous

Next

First

Last

Exit

Help

Delete File

Call details

Packets sent :	Packets recvd :
Bytes sent :	Bytes recvd :
Packets loss :	Outbound digits :
Voice coder :	

From details

Gateway Name:

IP Address :

Options :

To details

Gateway Name:

IP Address :

Options :

SC - Silence Compression
FEC - Forward Error Correction

Supplementary Services Info

Call Transferred To :


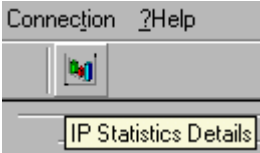
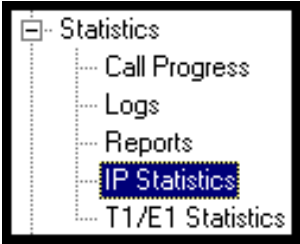
Call Forwarded To :

Logs Screen Details: Field Definitions		
Field Name	Values	Description
Log # column	1 or higher	All calls are assigned an event number in chronological order, with the most recent call having the highest event number.
Start Date,Time column	dd:mm:yyyy hh:mm:ss	The starting time of the call (event). The date is presented as a day expression of one or two digits, a month expression of one or two digits, and a four-digit year. This is followed by a time-of-day expression presented as a two-digit hour, a two-digit minute, and a two-digit seconds value. (statistics, logs) field
Duration column	hh:mm:ss	This describes how long the call (event) lasted in hours, minutes, and seconds.
Status column	success or failure	Displays the status of the call, i.e., whether the call was completed successfully or not.
Mode column	voice or FAX	Indicates whether the (event) being described was a voice call or a FAX call.
From column	gateway name	Displays the name of the voice gateway that originates the call.
To column	gateway name	Displays the name of the voice gateway that completes the call.
Special Buttons		
Previous	--	Displays log entry before currently selected one.
Next	--	Displays log entry after currently selected one.
First	--	Displays first log entry
Last	--	Displays last log entry.
Delete File	--	Deletes selected log file.
Call Details		
Packets sent	integer value	The number of data packets sent over the IP network in the course of this call.
Bytes sent	integer value	The number of bytes of data sent over the IP network in the course of this call.

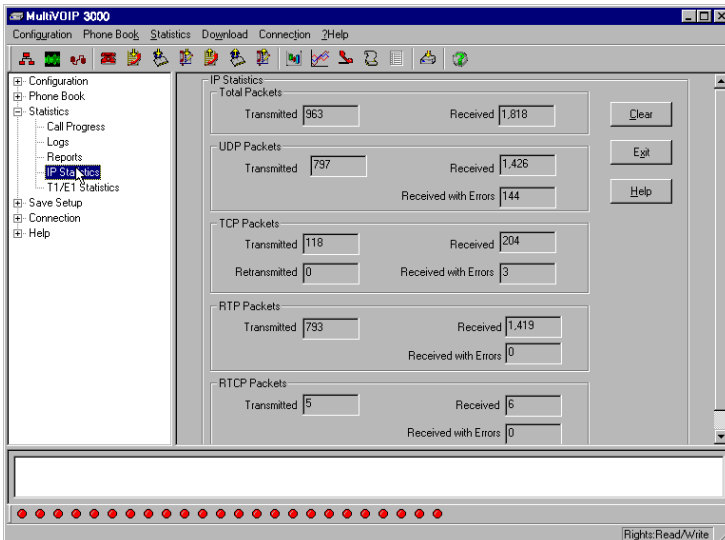
Logs Screen Details: Field Definitions (cont'd)		
Field Name	Values	Description
Call Details (cont'd)		
Packets loss (lost)	integer value	The number of voice packets from this call that were lost after being received from the IP network.
Voice coder	G.723, G.729, G.711, etc.	The voice coder being used on this call.
Packets received	integer value	The number of data packets received over the IP network in the course of this call.
Bytes received	integer value	The number of bytes of data received over the IP network in the course of this call.
Outbound digits	0-9, #, *	The digits transmitted by the MultiVOIP to the PBX/telco for this call.
FROM Details		
Gateway Name	alphanumeric string	Identifier for the VOIP gateway that originated this call.
IP Address	x.x.x.x, where x has a range of 0 to 255	IP address of the VOIP gateway from which the call was received.
Options	FEC, SC	Displays VOIP transmission options used by the VOIP gateway originating the call. These may include Forward Error Correction or Silence Compression.
TO Details		
Gateway Name	alphanumeric string	Identifier for the VOIP gateway that completed (terminated) this call.
IP Address	x.x.x.x, where x has a range of 0 to 255	IP address of the VOIP gateway at which the call was completed (terminated).
Options		Displays VOIP transmission options used by the VOIP gateway terminating the call. These may include Forward Error Correction or Silence Compression.

Logs Screen Details: Field Definitions (cont'd)		
Supplementary Services Info		
Call Transferred To	phone number string	Number of party called in transfer.
Call Forwarded To	phone number string	Number of party called in forwarding.

About IP Statistics

Accessing IP Statistics	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Alt + I</p>	

IP Statistics Screen



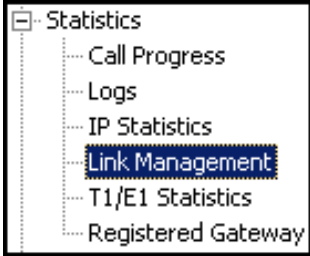
IP Statistics: Field Definitions		
Field Name	Values	Description
		<p>UDP versus TCP. (User Datagram Protocol versus Transmission Control Protocol). UDP provides unguaranteed, connectionless transmission of data across an IP network. By contrast, TCP provides reliable, connection-oriented transmission of data.</p> <p>Both TCP and UDP split data into packets called "datagrams." However, TCP includes extra headers in the datagram to enable retransmission of lost packets and reassembly of packets into their correct order if they arrive out of order. UDP does not provide this. Lost UDP packets are unretrievable; that is, out-of-order UDP packets cannot be reconstituted in their proper order..</p> <p>Despite these obvious disadvantages, UDP packets can be transmitted much faster than TCP packets -- as much as three times faster. In certain applications, like audio and video data transmission, the need for high speed outweighs the need for verified data integrity. Sound or pictures often remain intelligible despite a certain amount of lost or disordered data packets (which appear as static).</p>
"Clear" button	--	Clears packet tallies from memory.
Total Packets		Sum of data packets of all types.
Transmitted	integer value	Total number of packets transmitted by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received	integer value	Total number of packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.

IP Statistics: Field Definitions (cont'd)		
Field Name	Values	Description
Total Packets (cont'd)		Sum of data packets of all types.
Received with Errors	integer value	Total number of error-laden packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
UDP Packets		User Datagram Protocol packets.
Transmitted	integer value	Number of UDP packets transmitted by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received	integer value	Number of UDP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received with Errors	integer value	Number of error-laden UDP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
TCP Packets		Transmission Control Protocol packets.
Transmitted	integer value	Number of TCP packets transmitted by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received	integer value	Number of TCP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received with Errors	integer value	Number of error-laden TCP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.

IP Statistics: Field Definitions (cont'd)		
RTP Packets		Voice signals are transmitted in Realtime Transport Protocol packets. RTP packets are a type or subset of UDP packets.
Transmitted	integer value	Number of RTP packets transmitted by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received	integer value	Number of RTP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received with Errors	integer value	Number of error-laden RTP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
RTCP Packets		Realtime Transport Control Protocol packets convey control information to assist in the transmission of RTP (voice) packets. RTCP packets are a type or subset of UDP packets.
Transmitted	integer value	Number of RTCP packets transmitted by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received	integer value	Number of RTCP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.
Received with Errors	integer value	Number of error-laden RTCP packets received by this VOIP gateway since the last "clearing" or resetting of the counter within the MultiVOIP software.

About Link Management

The Link Management screen is essentially an automated utility for pinging endpoints on your voip network. This utility generates pings of variable sizes at variable intervals and records the response to the pings.

Accessing Link Management	
Pulldown	
none	
Shortcut/Icon	Sidebar
none/none	 <ul style="list-style-type: none"> [-] Statistics <ul style="list-style-type: none"> ... Call Progress ... Logs ... IP Statistics ... Link Management ... T1/E1 Statistics ... Registered Gateway

Link Management

Monitor Link

IP Address to Ping

No Of Pings Ping Size in Bytes

Response Timeout ms Time Interval between Pings min

Link Status

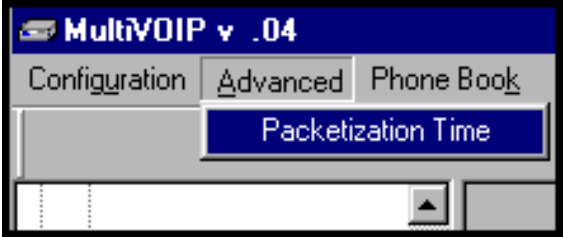
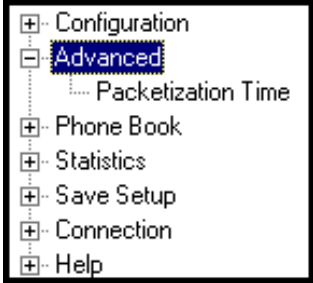
IPAddress	No of Pings Sent	No Of Pings Received

Link Management screen Field Definitions		
Field Name	Values	Description
Monitor Link fields		
IP Address to Ping	a.b.c.d 0-255	This is the IP address of the target endpoint to be pinged.
No. of Pings	1-999	This field determines how many pings will be generated by the Start Now command.
Response Timeout	500 – 5000 milliseconds	The duration after which a ping will be considered to have failed.
Ping Size in Bytes	32 – 128 bytes	This field determines how long or large the ping will be.
Timer Interval between Pings	0 or 30 – 6000 minutes	This field determines how long of a wait there is between one ping and the next.
Start Now command button	--	Initiates pinging.
Clear command button	--	Erases ping parameters in Monitor Link field group and restores default values.

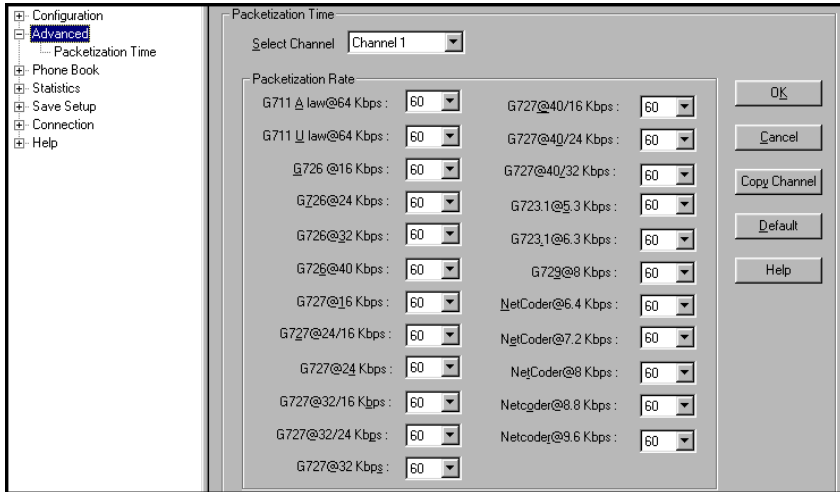
Link Management screen Field Definitions (cont'd)		
Field Name	Values	Description
Link Status Parameters		These fields summarize the results of pinging.
IP Address column	a.b.c.d 0-255	Target of ping.
No. of Pings Sent	as listed	Number of pings sent to target endpoint.
No. of Pings Received	as listed	Number of pings received by target endpoint.
Round Trip Delay (Min/Max/Avg)	as listed, in milliseconds	Displays how long it took from time ping was sent to time ping response was received.
Last Error	as listed	Indicates when last data error occurred.

About Packetization Time

You can use the **Packetization Time** screen to specify definite packetization rates for coders selected in the Voice/FAX Parameters screen (in the “Coder Options” group of fields). The Packetization Time screen is accessible under the “Advanced” options entry in the sidebar list of the main voip software screen. In dealing with RTP parameters, the Packetization Time screen is closely related to both Voice/FAX Parameters and to IP Statistics. It is located in the “Advanced” group for ease of use.

Accessing Packetization Time	
Pulldown	
	
Shortcut/Icon	Sidebar
none/none	

Packetization Time Screen

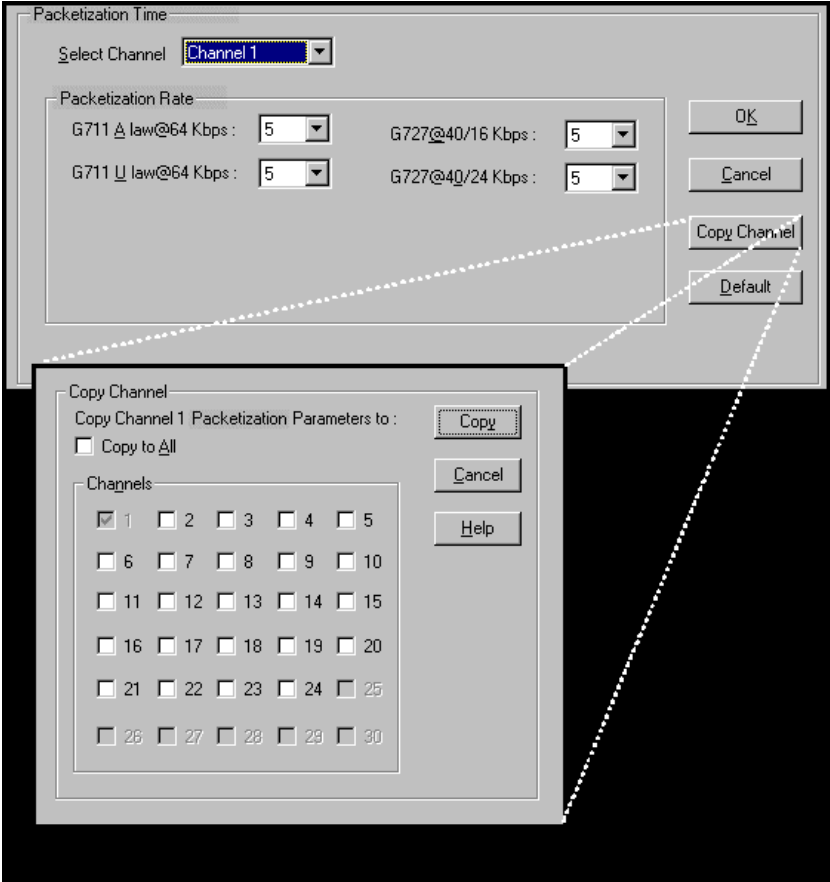


Packetization rates can be set separately for each channel.

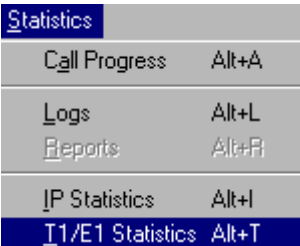
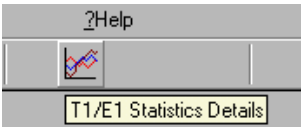
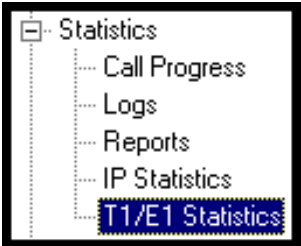
The table below presents the ranges and increments for packetization rates.

Packetization Ranges and Increments			
Coder Types	Range (in Kbps); {default value}		Increments (in Kbps)
G711, G726, G727	5-120	{5}	5
G723	30-120	{30}	30
G729	10-120	{10}	10
NetCoder	20-120	{20}	20

Once the packetization rate has been set for one channel, it can be copied into other channels.



About T1/E1 and BRI Statistics

Accessing T1 Statistics	
Pulldown	Icon
	
Shortcut	Sidebar
<p>Alt + T</p>	

The T1 and E1 Statistics screens are only accessible and applicable for the MVP2410, and MVP3010.

The BRI statistics screens are only accessible and applicable for the MVP410ST and MVP810ST .

T1 Statistics Screen

T1 Statistics			
Red Alarm: <input type="text" value="0"/>	Yellow Alarm: <input type="text" value="0"/>	<input type="button" value="Clear"/>	
Blue Alarm: <input type="text" value="0"/>	Frame Search Restart Flag: <input type="text" value="0"/>		<input type="button" value="Exit"/>
Loss of Frame Alignment: <input type="text" value="0"/>	Loss of MultiFrame Alignment: <input type="text" value="0"/>		<input type="button" value="Help"/>
Excessive Zeros: <input type="text" value="0"/>	Transmit Slip: <input type="text" value="0"/>		
Status Freeze Signalling Active: <input type="text" value="0"/>	Pulse Density Violation: <input type="text" value="0"/>		
Line Loopback Deactivation Signal: <input type="text" value="0"/>	Line Loopback Activation Signal: <input type="text" value="0"/>		
Transmit Line Short: <input type="text" value="0"/>	Transmit Line Open: <input type="text" value="0"/>		
Transmit Data Overflow: <input type="text" value="0"/>	Transmit Data Underrun: <input type="text" value="0"/>		
Transmit Slip Positive: <input type="text" value="0"/>	Transmit Slip Negative: <input type="text" value="0"/>		

T1 Statistics: Field Definitions		
Field Name	Values	Description
Red Alarm	Integer tally of alarms counted since last reset.	The alarm condition declared when a device receives no signal or cannot synchronize to the signal being received. A Red Alarm is generated if the incoming data stream has no transitions for 176 consecutive pulse positions.
Blue Alarm	Tally since last reset.	Alarm signal consisting of all 1's (including framing bit positions) which indicates disconnection or failure of attached equipment.
Loss of Frame Alignment	Tally since last reset.	Loss of data frame synchronization.
Excessive Zeroes	Tally since last reset.	Displayed value will increment if consecutive zeroes beyond a set threshold are detected. I.e., tally increments if more than 7 consecutive zeroes in the received data stream are detected under B8ZS line coding, or if 15 consecutive zeroes are detected under AMI line coding.
Status Freeze Signaling Active		Signaling has been frozen at the most recent values due to loss of frame alignment, loss of multiframe alignment or due to a receive slip.
Line Loopback Deactivation Signal		Line loopback deactivation signal has been detected in the receive bit stream.
Transmit Line Short		A short exists between the transmit pair for at least 32 consecutive pulses.
Transmit Data Overflow		For use by MTS Technical Support personnel.
Transmit Slip Positive		The frequency of the transmit clock is less than the frequency of the transmit system interface working clock. A frame is repeated.

T1 Statistics: Field Definitions (cont'd)		
Field Name	Values	Description
Yellow Alarm	Tally since last reset.	The alarm signal sent by a remote T1/E1 device to indicate that it sees no receive signal or cannot synchronize on the receive signal.
Frame Search Restart Flag		[To be supplied.]
Loss of MultiFrame Alignment	Tally since last reset.	In D4 or ESF mode, displayed value will increment if multiframe alignment has been lost or if loss of frame alignment has been detected.
Transmit Slip	Tally since last reset.	Slip in transmitted data stream. Slips indicate a clocking mismatch (or lack of synchronization) between T1/E1 devices. When slips occur, data may be lost or repeated.
Pulse Density Violation		The pulse density of the received data stream is below the requirement defined by ANSI T1.403 or more than 15 consecutive zeros are detected.
Line Loopback Activation Signal		The line loopback activation signal has been detected in the received bit stream.
Transmit Line Open		At least 32 consecutive zeros were transmitted.
Transmit Data Underrun		For use by MTS Technical Support Personnel.
Transmit Slip Negative		The frequency of the transmit clock is greater than the frequency of the transmit system interface working clock. A frame is skipped.

T1 Statistics: Field Definitions (cont'd)		
Field Name	Values	Description
Bipolar Violation	Integer tally of violation count since last reset.	Two successive pulses of the same polarity have been received and these pulses are not part of zero substitution. On an AMI-encoded line, this represents a line error. On a B8ZS line, this may represent the substitution for a string of 8 zeroes.
Receive Slip	Tally since last reset.	A receive slip (positive or negative) has occurred. Slips indicate a clocking mismatch (or lack of synchronization) between T1/E1 devices. When slips occur, data may be lost or repeated.

E1 Statistics Screen

E1 Statistics

Red Alarm: <input style="width: 80px;" type="text" value="145,388"/>	Yellow Alarm: <input style="width: 80px;" type="text" value="0"/>	<input type="button" value="Clear"/>
Blue Alarm: <input style="width: 80px;" type="text" value="0"/>	Status Freeze Signalling Active: <input style="width: 80px;" type="text" value="0"/>	<input type="button" value="Exit"/>
Loss of Frame Alignment: <input style="width: 80px;" type="text" value="145,388"/>	Loss of MultiFrame Alignment: <input style="width: 80px;" type="text" value="145,388"/>	<input type="button" value="Help"/>
Receive Timeslot 16 Remote Alarm: <input style="width: 80px;" type="text" value="0"/>	Receive Timeslot 16 Loss of Signal: <input style="width: 80px;" type="text" value="0"/>	
Receive Timeslot 16 Alarm Indication Signal: <input style="width: 80px;" type="text" value="0"/>	Receive Timeslot 16 Loss of Multiframe Alignment: <input style="width: 80px;" type="text" value="145,388"/>	
Transmit Line Short: <input style="width: 80px;" type="text" value="0"/>	Transmit Line Open: <input style="width: 80px;" type="text" value="0"/>	
Transmit Data Overflow: <input style="width: 80px;" type="text" value="0"/>	Transmit Data Underrun: <input style="width: 80px;" type="text" value="0"/>	
Transmit Slip Positive: <input style="width: 80px;" type="text" value="145,388"/>	Transmit Slip Negative: <input style="width: 80px;" type="text" value="145,388"/>	

E1 Statistics: Field Definitions		
Field Name	Values	Description
Red Alarm	Integer tally of alarms counted since last reset.	The alarm condition declared when a device receives no signal or cannot synchronize to the signal being received. A Red Alarm is generated if the incoming data stream has no transitions for 176 consecutive pulse positions.
Blue Alarm	Tally since last reset.	Alarm signal consisting of all 1's (including framing bit positions) which indicates disconnection or failure of attached equipment.
Loss of Frame Alignment	Tally since last reset.	Loss of data frame synchronization.

E1 Statistics: Field Definitions (cont'd)		
Field Name	Values	Description
Receive Timeslot 16 Alarm Indication Signal		Detected alarm indication signal in timeslot 16 according to ITU-T G.775. Indicates the incoming time slot 16 contains less than 4 zeros in each of two consecutive time slot 16 multiframe periods.
Transmit Line Short		A short exists between the transmit pair for at least 32 consecutive pulses.
Transmit Data Overflow		For use by MTS personnel.
Transmit Slip Positive		The frequency of the transmit clock is less than the frequency of the transmit system interface working clock. A frame is repeated.
Yellow Alarm	Tally since last reset.	The alarm signal sent by a remote T1/E1 device to indicate that it sees no receive signal or cannot synchronize on the receive signal.
Status Freeze Signaling Active		Signaling has been frozen at the most recent values due to loss of frame alignment, loss of multiframe alignment or due to a receive slip.
Loss of MultiFrame Alignment	Tally since last reset.	In D4 or ESF mode, displayed value will increment if multiframe alignment has been lost or if loss of frame alignment has been detected.
Receive Timeslot 16 Loss of Signal		The time slot 16 data stream contains all zeros for at least 16 contiguously received time slots.

E1 Statistics: Field Definitions (cont'd)		
Field Name	Values	Description
Receive Timeslot 16 Loss of MultiFrame Alignment		The framing pattern '0000' in 2 consecutive CAS multiframes were not found or in all time slot 16 of the previous multiframe all bits were reset.
Transmit Line Open		At least 32 consecutive zeroes were transmitted.
Transmit Data Underrun		For use by MTS Technical Support Personnel.
Transmit Slip Negative		The frequency of the transmit clock is greater than the frequency of the transmit system interface working clock. A frame is skipped.
Bipolar Violation	Integer tally of violation count since last reset.	Bipolar Violation (or BPV) refers to two successive pulses of the same polarity on the E1 line. On an AMI-encoded line, this represents a line error. On a B8ZS line, this may represent the substitution for a string of 8 zeroes.
Excessive Zeroes	Tally since last reset.	Displayed value will increment if consecutive zeroes beyond a set threshold are detected. I.e., tally increments if more than 7 consecutive zeroes in the received data stream are detected under B8ZS line coding, or if 15 consecutive zeroes are detected under AMI line coding.
Transmit Slip	Tally since last reset.	Slip in transmitted data stream. Slips indicate a clocking mismatch (or lack of synchronization) between T1/E1 devices. When slips occur, data may be lost or repeated.
Receive Slip	Tally since last reset.	Slip in received data stream. Slips indicate a clocking mismatch (or lack of synchronization) between T1/E1 devices. When slips occur, data may be lost or repeated.

ISDN BRI Statistics Screen

ISDN BRI Statistics

Select BRI Interface :

Layer 1 Interface

Status: Loss Of Framing:

State: Loss Of Sync:

Switch Information

TEI Assignment

TEI 0:

TEI 1:

TEI 2:

TEI 3:

TEI 4:

TEI 5:

TEI 6:

TEI 7:

D-Channel Information

Tx Packets:

Rx Packets:

SPID 0

Status:

SPID 1

Status:


ISDN BRI Statistics: Field Definitions		
Field Name	Values	Description
Select BRI Interface	ISDNn For n=1-2 (410ST) For n=1-4 (810ST)	In this field, you can choose the ISDN port for which you want to view the status. The 410ST has two ISDN –BRI ports (or “interfaces”); the 810ST has four ISDN-BRI ports (or “interfaces”). Each interface has two channels.
Layer 1 Interface		
Status	inactive (F1), sensing (F2), deactivated (F3), awaiting signal (F4), identifying input (F5), synchronized (F6), activated (F7), lost framing (F8), deactive (G1), pending activation (G2), active (G3), pending deactivation (G4)	Shows the current Layer 1 status of the ISDN connection. Each status description (inactive, sensing, etc.) corresponds to a particular “state” label (F1-F8 and G1-G4).
State	F1-F8 (for Terminal mode ports), G1-G4 (for Network mode ports)	Shows the I.430 state name for Layer 1. An “F” state name indicates this port is in Terminal mode (F1-F8), as set in the ISDN BRI Parameters screen. A “G” state name indicates that this port is in Network mode (G1-G4), as set in the ISDN BRI Parameters screen.
Loss Of Framing	integer	Shows the number of lost-framing events on the ISDN physical layer.
Loss of Sync	integer	Shows the number of lost-synchronization events on the ISDN physical layer.

ISDN BRI Statistics: Field Definitions (continued)		
Field Name	Values	Description
Switch Information: TEI Assignment		
TEI 0 through TEI 7	0-63 (point-to-point assignments) 64-126 (automatic assignments)	Displays the value for each TEI assigned to the BRI port. The TEI (Terminal Endpoint Identifier) uniquely identifies each device connected to the ISDN physical layer.
Switch Information: D-Channel Information		
Tx Packets	0 to 4294967295	Shows the number of packets transmitted on the channel. When the value exceeds 4294967295 packets, it will reset to zero and continue counting.
Rx Packets	0 to 4294967295	Shows the number of packets received on the channel. When the value exceeds 4294967295 packets, it will reset to zero and continue counting.
Switch Information: SPID 0		
(SPID 0 number)	numeric, 3 to 20 digits	A SPID (Service Profile Identifier) is assigned by the ISDN provider and pertains to one channel of the BRI interface (port), in this case channel 0. The SPID identifies an ISDN terminal uniquely. The SPID associates a set of services (features) with the terminal. (In Terminal mode the provider is a telco or PBX. In Network mode MultiVOIP is the provider.) A SPID is only used when the "Country" field is set to "USA" in the ISDN BRI Parameters screen.
Status	Not Checked, Correct, Incorrect	Indicates whether SPID0 is correct, incorrect, or not being checked.

ISDN BRI Statistics: Field Definitions (continued)		
Field Name	Values	Description
Switch Information: SPID 1		
(SPID 1 <i>number</i>)	numeric	SPID for channel 1 of the BRI interface. Otherwise, same as SPID0 description above.
Status	Not Checked, Correct, Incorrect	Indicates whether SPID1 is correct, incorrect, or not being checked.
"Clear" button		Clears (sets to zero) all ISDN BRI Statistics fields with numeric tally values (these are Loss of Framing, Loss of Sync, Tx Packets, Rx Packets).

About Registered Gateway Details

The Registered Gateway Details screen presents a real-time display of the special operating parameters of the Single Port Protocol (SPP). These are configured in the **PhoneBook Configuration** screen and in the **Add/Edit Outbound PhoneBook** screen.

Accessing Registered Gateway Details	
Pulldown	Icon
Shortcut	Sidebar
	

Registered Gateway Details

Description	IP Address	Port	Register Duration	Status

No of Entries :

Details

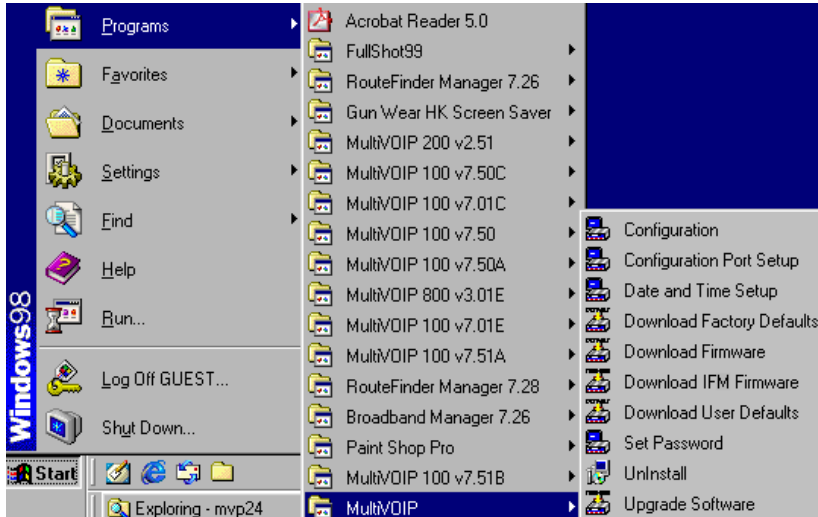
Count of Registered Numbers :

List of Registered Numbers : ▼

Registered Gateway Details: Field Definitions		
Field Name	Values	Description
Column Headings		
Description	alphanumeric	This is a descriptor for a particular voip gateway unit. This descriptor should generally identify the physical location of the unit (e.g., city, building, etc.) and perhaps even its location in an equipment rack.
IP Address	n.n.n.n, for n = 0-255	The RAS address for the gateway.
Port		Port by which the gateway exchanges H.225 RAS messages with the gatekeeper. .
Register Duration		The time remaining in seconds before the TimeToLive timer expires. If the gateway fails to reregister within this time, the endpoint is unregistered.
Status		The current status of the gateway, either registered or unregistered.
No. of Entries		The number of gateways currently registered to the Registrar. This includes all SPP clients registered and the Registrar itself.
Details		
Count of Registered Numbers		If a registered gateway is selected (by clicking on it in the screen), The "Count of Registered Numbers" will indicate the number of registered phone numbers for the selected gateway. When a client registers, all of its inbound phonebook's phone numbers become registered.
List of Registered Numbers		Lists all of the registered phone numbers for the selected gateway.

MultiVoip Program Menu Items

After the MultiVoip program is installed on the PC, it can be launched from the **Programs** group of the Windows **Start** menu (**Start** | **Programs** | **MultiVOIP** ____ | ...). In this section, we describe the software functions available on this menu.



Several basic software functions are accessible from the MultiVoip software menu, as shown below.

MultiVOIP Program Menu	
Menu Selection	Description
Configuration	Select this to enter the Configuration program where values for IP, telephony, and other parameters are set.
Configuration Port Setup	Select this to access the COM Port Setup screen of the MultiVOIP Configuration program.
Date and Time Setup	Select this for access to set calendar/clock used for data logging.

MultiVOIP Program Menu (cont'd)	
Menu Selection	Description
Download Factory Defaults	Select this to return the configuration parameters to the original factory values.
Download Firmware	Select this to download new versions of firmware as enhancements become available.
Download IFM Firmware	Select this to download new versions of IFM firmware as enhancements become available. The Interface Module (IFM) is the telephony interface for analog MultiVOIP units (MVP130, MVP130FXS, MVP210, MVP410, MVP810). There is one IFM for each channel of the MultiVOIP unit. For each channel, the IFM handles the analog signals to and from the attached telephone, PBX or CO line.
Download User Defaults	To be used after a full set of parameter values, values specified by the user, have been saved (using Save Setup). This command loads the saved user defaults into the MultiVOIP.
Set Password	Select this to create a password for access to the MultiVOIP software programs (Program group commands, Windows GUI, web browser GUI, & FTP server). Only the FTP Server function <i>requires</i> a password for access. The FTP Server function also requires that a username be established along with the password.
Uninstall	Select this to uninstall the MultiVOIP software (most, but not all components are removed from computer when this command is invoked).
Upgrade Software	Loads firmware (including H.323 stack) and factory default settings from the controller PC to the MultiVOIP unit.

“Downloading” here refers to transferring program files from the PC to the nonvolatile “flash” memory of the MultiVOIP. Such transfers are made via the PC’s serial port. This can be understood as a “download” from the perspective of the MultiVOIP unit.

When new versions of the MultiVoip software become available, they will be posted on MultiTech’s web or FTP sites. Although transferring updated program files from the MultiTech web/FTP site to the user’s PC can generally be considered a download (from the perspective of the PC), this type of download cannot be initiated from the MultiVoip software’s Program menu command set.

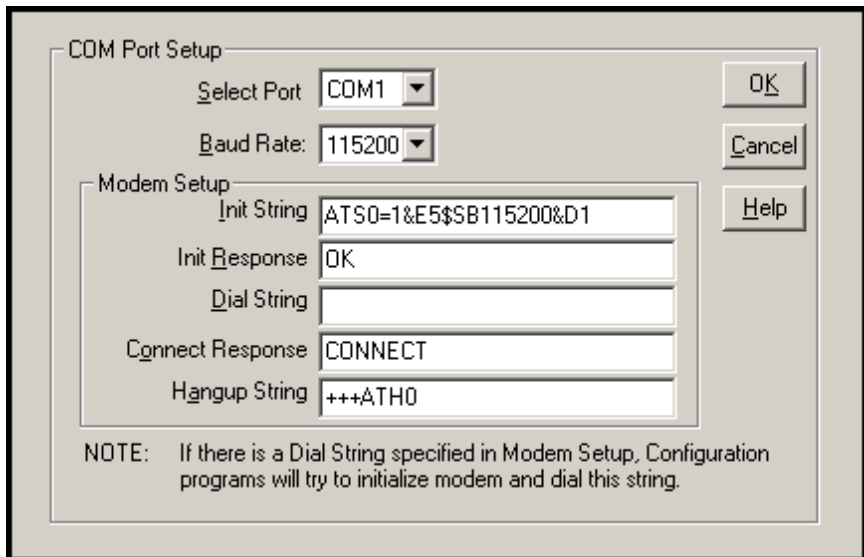
Generally, updated firmware must be downloaded from the MultiTech web/FTP site to the PC before it can be loaded from the PC to the MultiVOIP.

Configuration Option

The “Configuration” option in the MultiVOIP Program menu launches the MultiVOIP Configuration software program.

Configuration Port Setup

The Configuration Port Setup option in the MultiVOIP Program menu brings up the **COM Port Setup** screen of the MultiVOIP configuration software.



COM Port Setup

Select Port: COM1

Baud Rate: 115200

Modem Setup

Init String: ATS0=1&E5\$SB115200&D1

Init Response: OK

Dial String:

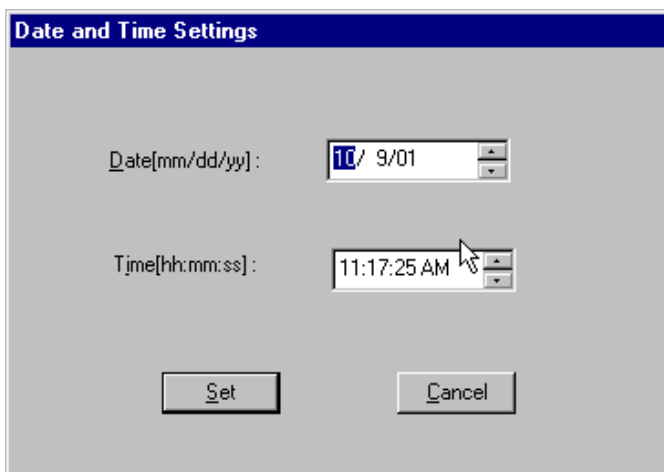
Connect Response: CONNECT

Hangup String: +++ATH0

NOTE: If there is a Dial String specified in Modem Setup, Configuration programs will try to initialize modem and dial this string.

Date and Time Setup

The dialog box below allows you to set the time and date indicators of the MultiVOIP system.



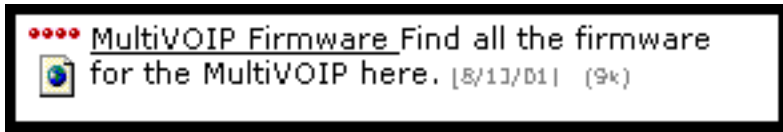
Obtaining Updated Firmware

Generally, updated firmware must be downloaded from the MultiTech web/FTP site to the user's PC before it can be downloaded from that PC to the MultiVOIP.

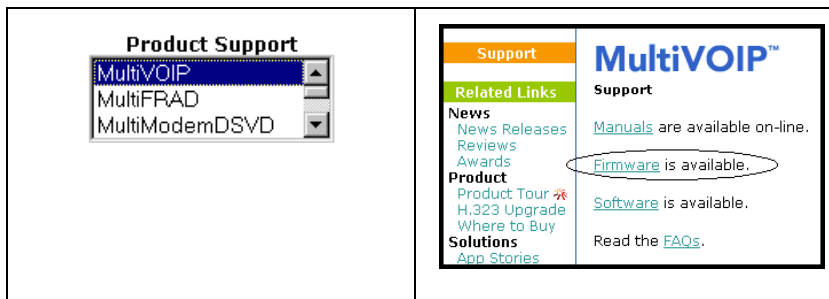
Note that the structure of the MultiTech web/FTP site may change without notice. However, firmware updates can generally be found using standard web techniques. For example, you can access updated firmware by doing a search or by clicking on **Support**.



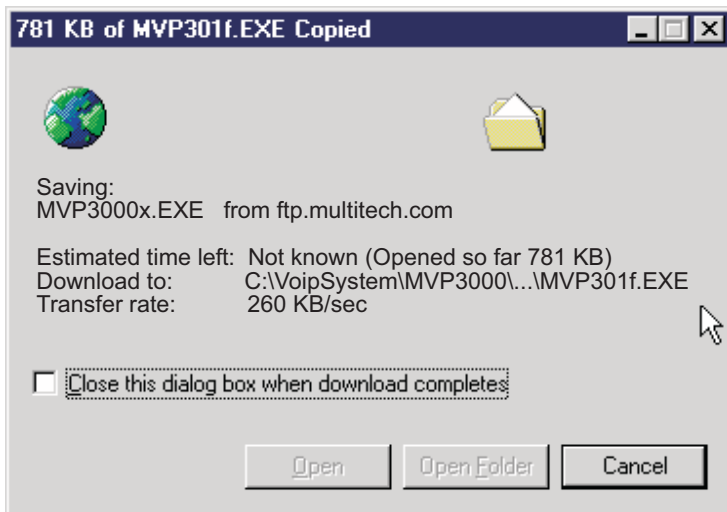
If you conduct a search, for example, on the word “MultiVoip,” you will be directed to a list of firmware that can be downloaded.



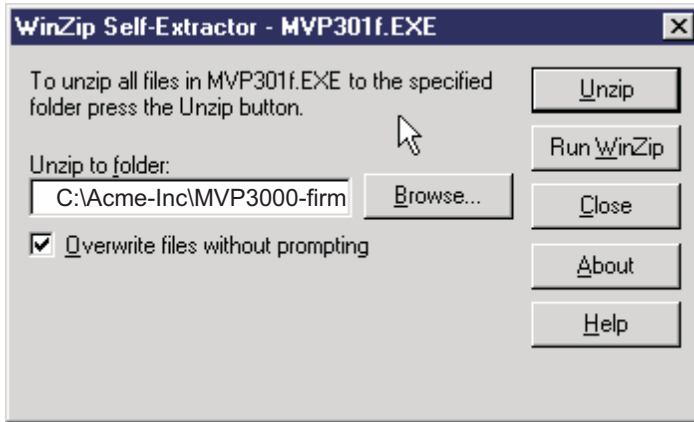
If you choose **Support**, you can select “MultiVoip” in the **Product Support** menu and then click on **Firmware** to find MultiVOIP resources.



Once the updated firmware has been located, it can be downloaded from the web/ftp site using normal PC/Windows procedures. While the next 3 screens below pertain to the MVP3010, similar screens will appear for any MultiVOIP model described in this manual.



Generally, the firmware file will be a self-extracting compressed file (with .zip extension), which must be expanded (decompressed, or “unzipped”) on the user’s PC in a user-specified directory.



Implementing a Software Upgrade

MultiVOIP software can be upgraded locally using a single command at the MultiVOIP Windows GUI, namely **Upgrade Software**. This command downloads firmware (including the H.323 stack), and factory default settings from the controller PC to the MultiVOIP unit.

When using the MultiVOIP Windows GUI, firmware and factory default settings can also be transferred from controller PC to MultiVOIP piecemeal using separate commands.

When using the MultiVOIP web browser GUI to control/configure the voip remotely, upgrading of software must be done on a piecemeal basis using the FTP Server function of the MultiVOIP unit.

When performing a piecemeal software upgrade (whether from the Windows GUI or web browser GUI), follow these steps in order:

1. Identify Current Firmware Version
2. Download Firmware
3. Download Factory Defaults

When upgrading firmware, the software commands “Download Firmware,” and “Download Factory Defaults” must be implemented in order, else the upgrade is incomplete.

Identifying Current Firmware Version

Before implementing a MultiVOIP firmware upgrade, be sure to verify the firmware version currently loaded on it. The firmware version appears in the MultiVoip Program menu. Go to **Start | Programs | MultiVOIP ___ x.xx**. The final expression, x.xx, is the firmware version number. In the illustration below, the firmware version is 4.00a, made for the E1 MultiVOIP (MVP3010).



When a new firmware version is installed, the MultiVOIP software can be upgraded in one step using the **Upgrade Software** command, or piecemeal using the **Download Firmware** command and the **Download Factory Defaults** command.

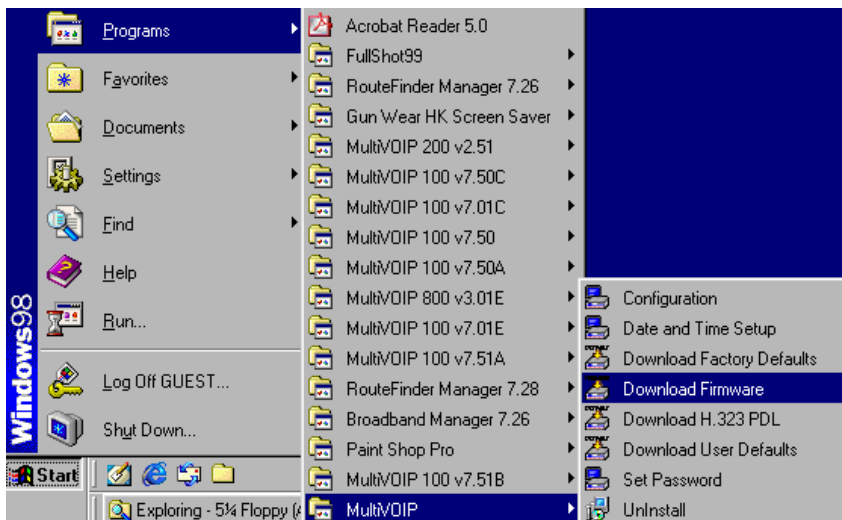
Download Firmware transfers the firmware (including the H.323 protocol stack) in the PC's MultiVOIP directory into the nonvolatile flash memory of the MultiVOIP.

Download Factory Defaults sets all configuration parameters to the standard default values that are loaded at the MultiTech factory.

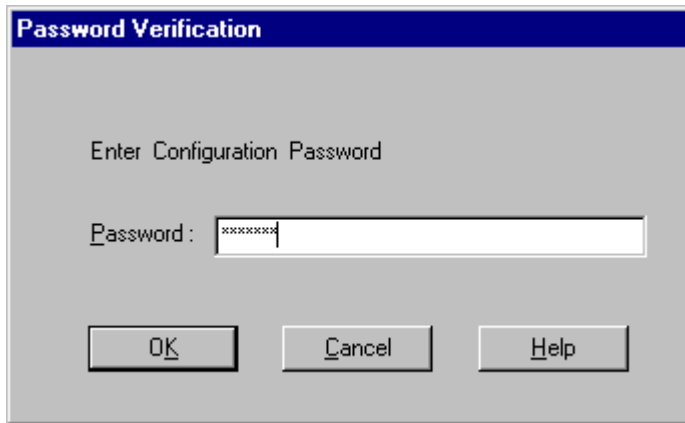
Upgrade Software implements both the **Download Firmware** command and the **Download Factory Defaults** command.

Downloading Firmware

1. The MultiVoip Configuration program must be off when invoking the **Download Firmware** command. If it is on, the command will not work.
2. To invoke the Download Factory Defaults command, go to **Start | Programs | MVP____ x.xx | Download Firmware**.

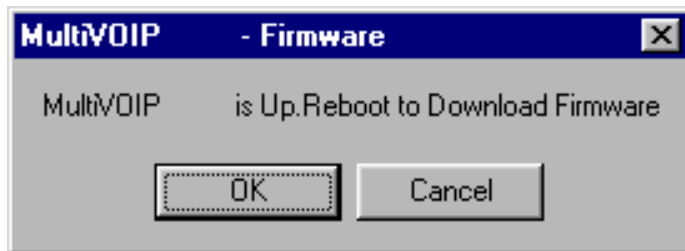


3. If a password has been established, the **Password Verification** screen will appear.



Type in the password and click **OK**.

4. The **MultiVOIP ___ - Firmware** screen appears saying "MultiVOIP [*model number*] is up. Reboot to Download Firmware?"



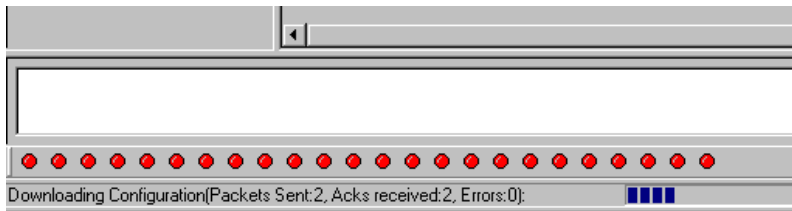
Click **OK** to download the firmware.

The "Boot" LED on the MultiVOIP will light up and remain lit during the file transfer process.

- The program will locate the firmware “.bin” file in the MultiVOIP directory. Highlight the correct (newest) “.bin” file and click **Open**.



- Progress bars will appear at the bottom of the screen during the file transfer.

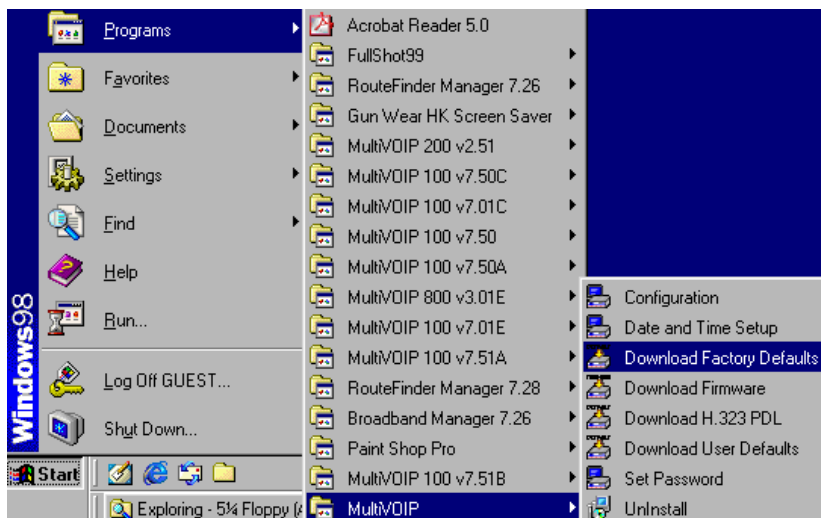


The MultiVOIP's "Boot" LED will turn off at the end of the transfer.

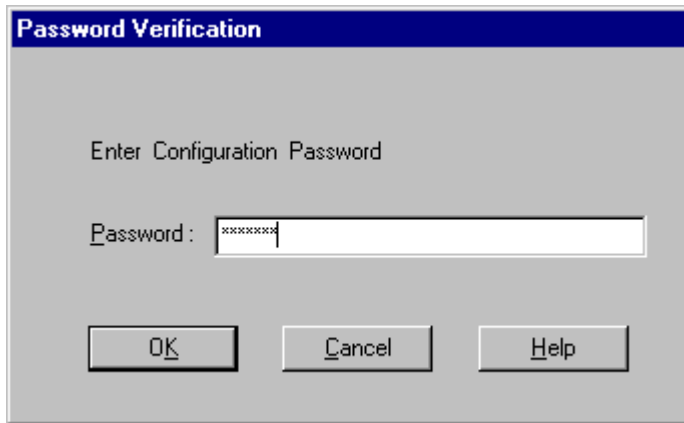
- The **Download Firmware** procedure is complete.

Downloading Factory Defaults

1. The MultiVoip Configuration program must be off when invoking the **Download Factory Defaults** command. If it is on, the command will not work.
2. To invoke the **Download Factory Defaults** command, go to **Start | Programs | MVP___ x.xx | Download Factory Defaults**.

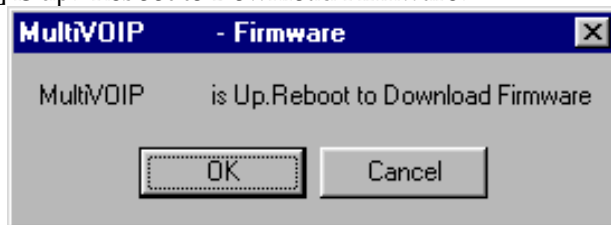


3. If a password has been established, the **Password Verification** screen will appear.



Type in the password and click **OK**.

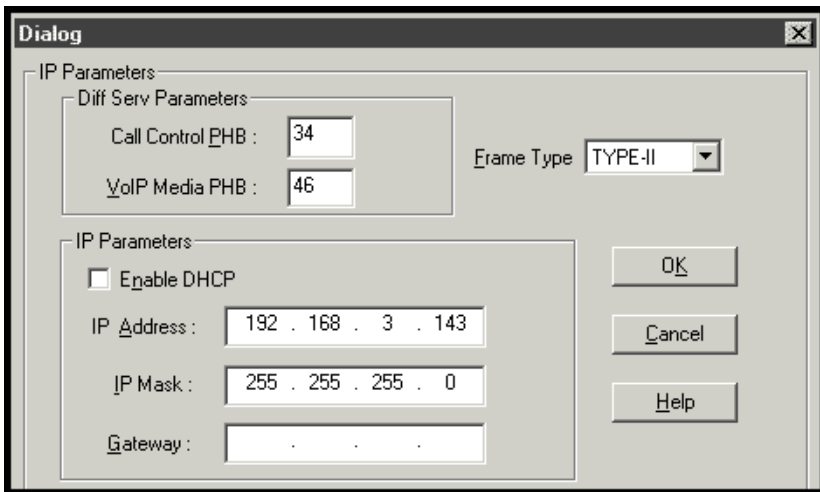
4. The **MVP___ - Firmware** screen appears saying "MultiVOIP [*model number*] is up. Reboot to Download Firmware?"



Click **OK** to download the factory defaults.

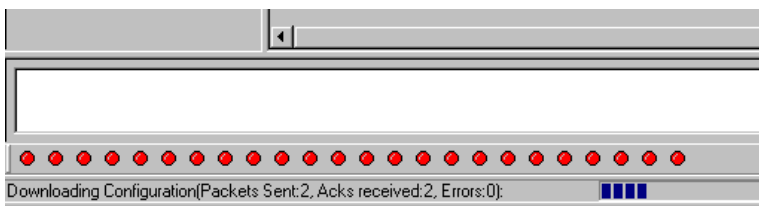
The "Boot" LED on the MultiVOIP will light up and remain lit during the file transfer process.

- After the PC gets a response from the MultiVOIP, the **Dialog – IP Parameters** screen will appear.



The user should verify that the correct IP parameter values are listed on the screen and revise them if necessary. Then click **OK**.

- Progress bars will appear at the bottom of the screen during the data transfer.



The MultiVOIP’s “Boot” LED will turn off at the end of the transfer.

- The **Download Factory Defaults** procedure is complete.

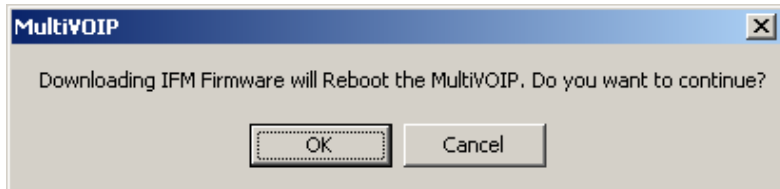
Downloading IFM Firmware (Analog Voips only)

The Interface Module (IFM) is the telephony interface for analog MultiVOIP units (MVP130, MVP130FXS, MVP210, MVP410, MVP810). There is one IFM for each channel of the MultiVOIP unit. For each channel, the IFM handles the analog signals to and from the attached telephone, PBX or CO line. The IFM communicates with the main processor indicating the status of the telephone line. For example, it

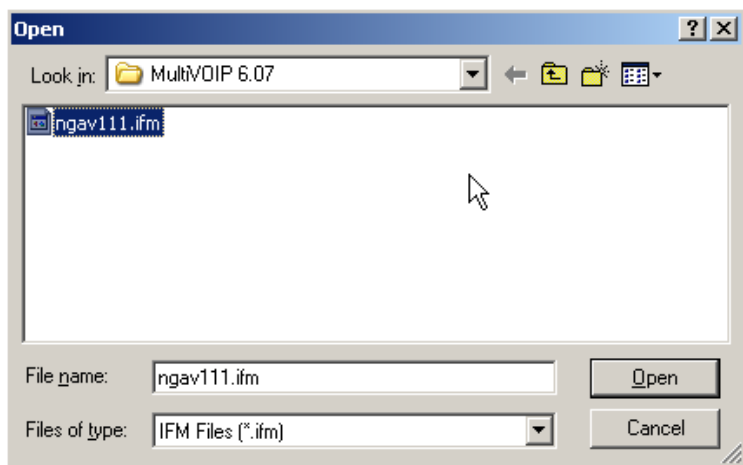
might indicate that a phone is off hook (FXS) or that an incoming ring is present (FXO). The IFM receives operating instructions from the voip's main processor. For example, the IFM might be instructed to ring the phone (FXS) or seize the line (FXO). The IFM contains a codec (coder/decoder) to convert the incoming audio to a PCM stream (pulse code modulation) which it sends to the DSP (digital signal processor). The IFM's codec also converts outgoing PCM to audio.

The firmware of the IFMs will change from time to time and you may need to upgrade the firmware on your MultiVOIP unit. To do so, follow these instructions.

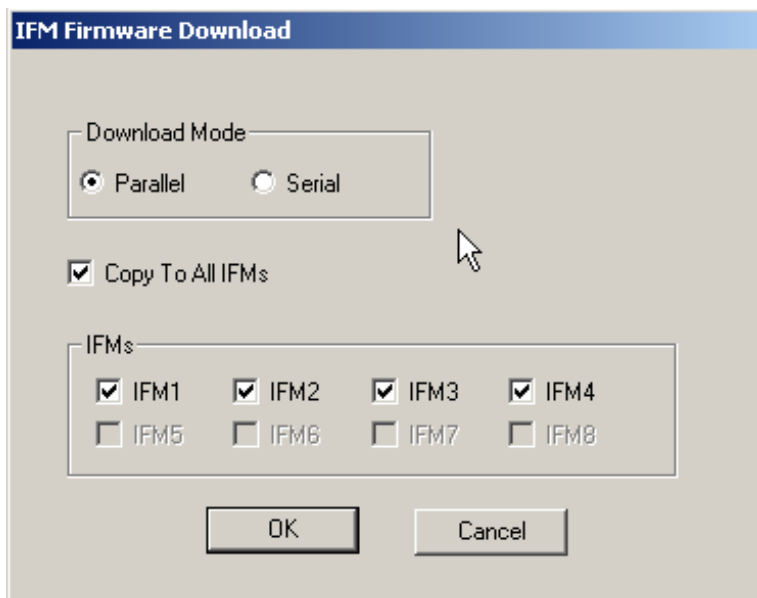
1. In the **System Information** screen of the MultiVOIP Configuration software, check the version number of the IFM firmware already installed on the MultiVOIP unit. Write down the version number.
2. Exit the Configuration software program. The MultiVoip Configuration program must be off when invoking the **Download IFM Firmware** command. If it is on, the command will not work.
3. To invoke the **Download IFM Firmware** command, go to **Start | Programs | MVP ___ x.xx | Download IFM Firmware**.
4. A warning window will appear: "Downloading IFM Firmware will reboot the MultiVOIP. Do you want to continue?" Click **OK**.



4. The "Boot" LED on the front panel of the MultiVOIP will come on.
5. The software will search for an IFM firmware file to use to upgrade the system. If the file found represents firmware newer than that already installed on the MultiVOIP (or if you want to overwrite the same version of firmware) click **Open**.

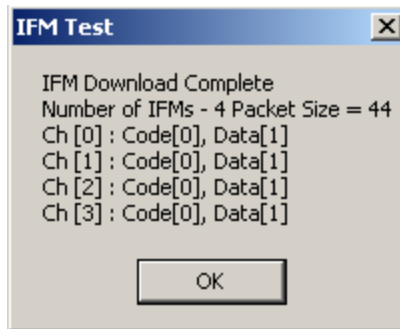


6. The **IFM Firmware Download** screen will appear. Select “Copy to All IFMs” and click **OK**. (Only in very special circumstances would different IFMs in the same voip be loaded with different IFM firmware.)



7. The main MultiVOIP Configuration screen will appear. Progress bars can be seen at the bottom of the screen while files are being copied.

8. Then a completion screen entitled **IFM Test** will appear.



Click **OK**.

9. The MultiVOIP will reboot itself. When the reboot is complete, the MultiVOIP Configuration screen will close.

10. The IFM firmware downloading process is complete.

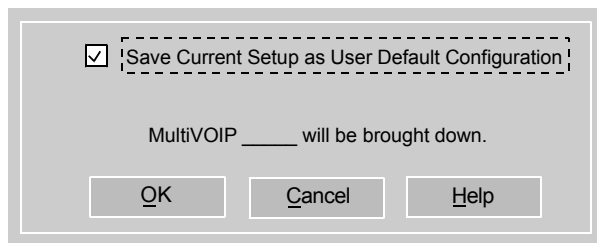
Setting and Downloading User Defaults

The **Download User Defaults** command allows you to maintain a known working configuration that is specific to your VOIP system. You can then experiment with alterations or improvements to the configurations confident that a working configuration can be restored if necessary.

1. Before you can invoke the Download User Defaults command, you must first save a set of configuration parameters by using the **Save Setup** command in the sidebar menu of the MultiVOIP software.

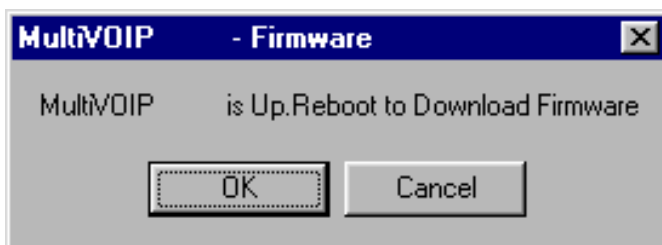


2. Before the setup configuration is saved, you will be prompted to save the setup as the User Default Configuration. Select the checkbox and click **OK**.



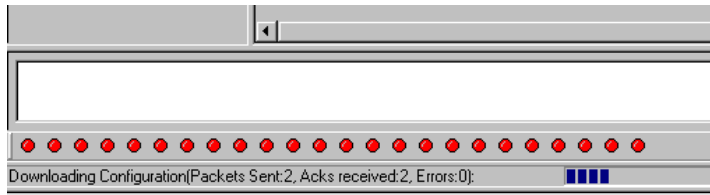
A user default file will be created.

3. The **MVP____ - Firmware** screen appears saying "MultiVOIP [*model number*] is up. Reboot to Download Firmware?"

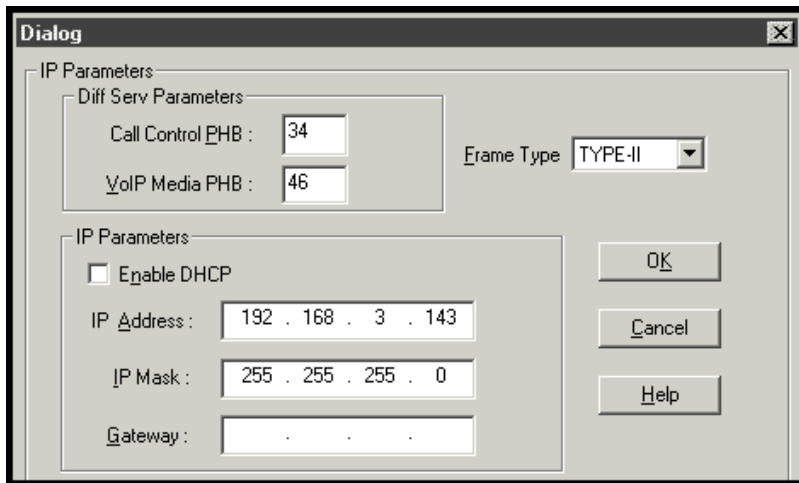


Click **OK** to download the factory defaults. The "Boot" LED on the MultiVOIP will light up and remain lit during the file transfer process.

4. Progress bars will appear during the file transfer process.



5. When the file transfer process is complete, the **Dialog-- IP Parameters** screen will appear.



6. Set the IP values per your particular VOIP system. Click **OK**. Progress bars will appear as the MultiVOIP reboots itself.

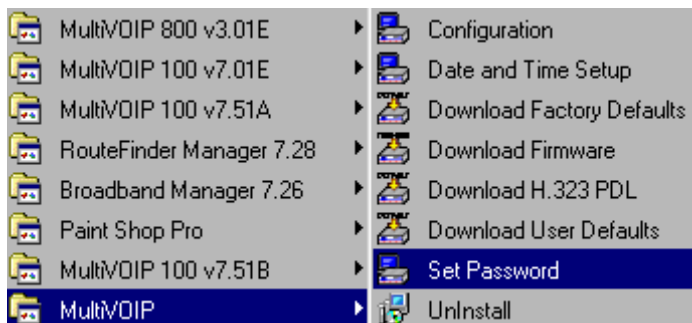
Setting a Password (Windows GUI)

After a user name has been designated and a password has been set, that password is required to gain access to any functionality of the MultiVOIP software. Only one user name and password can be assigned to a voip unit. The user name will be required when communicating with the MultiVOIP via the web browser GUI.

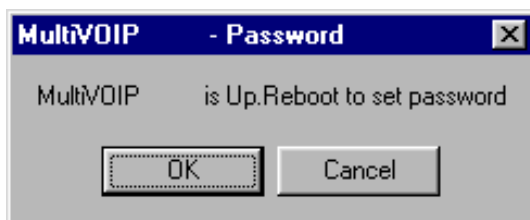
NOTE: Record your user name and password in a safe place. If the password is lost, forgotten, or unretrievable, the user must contact MultiTech Tech Support in order to resume use of the MultiVOIP unit.

1. The MultiVoip configuration program must be off when invoking the **Set Password** command. If it is on, the command will not work.

- To invoke the **Set Password** command, go to **Start | Programs | MVP___ x.xx | Set Password**.



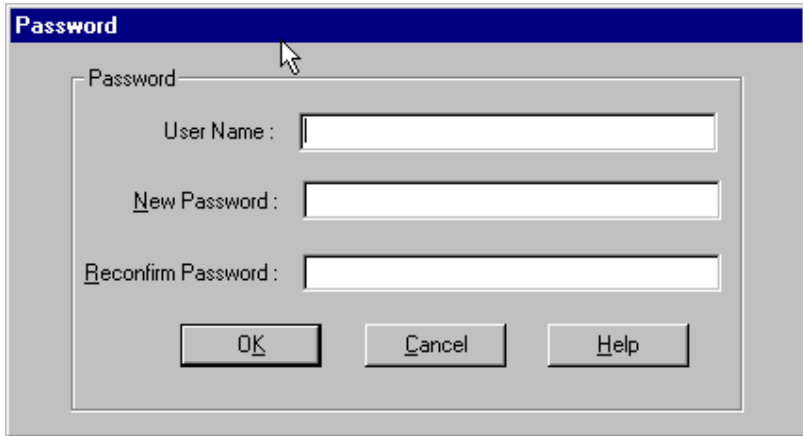
- You will be prompted to confirm that you want to establish a password, which will entail rebooting the MultiVOIP (which is done automatically).



Click **OK** to proceed with establishing a password.

- The **Password** screen will appear. If you intend to use the FTP Server function that is built into the MultiVOIP, enter a user name. (A User Name is not needed to access the local Windows GUI, the web browser GUI, or the commands in the **Program** group.) Type your password in the **Password** field of the **Password** screen. Type this same password again in the **Confirm Password** field to verify the password you have chosen.

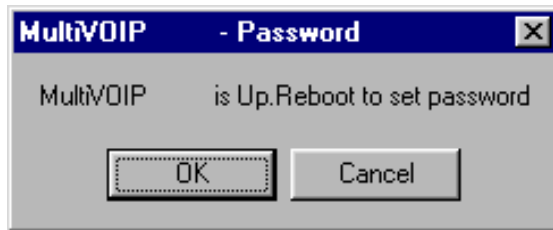
NOTE: Be sure to write down your password in a convenient but secure place. If the password is forgotten, contact MultiTech Technical Support for advice.



The image shows a Windows-style dialog box titled "Password". It contains three text input fields: "User Name :", "New Password :", and "Reconfirm Password :". Below the fields are three buttons: "OK", "Cancel", and "Help". A mouse cursor is pointing at the top of the dialog box.

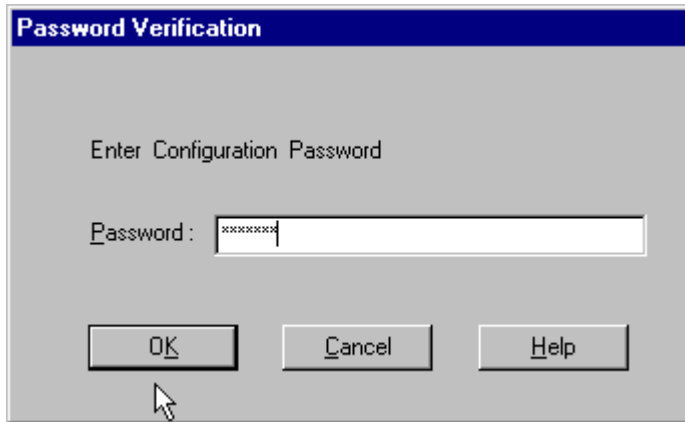
Click **OK**.

5. A message will appear indicating that a password has been set successfully.



After the password has been set successfully, the MultiVOIP will reboot itself and, in so doing, its **BOOT** LED will light up.

6. After the password has been set, the user will be required to enter the password to gain access to the web browser GUI and any part of the MultiVOIP software listed in the **Program** group menu. User Name and Password are both needed for access to the FTP Server residing in the MultiVOIP.



When MultiVOIP program asks for password at launch of program, the program will simply shut down if **CANCEL** is selected.

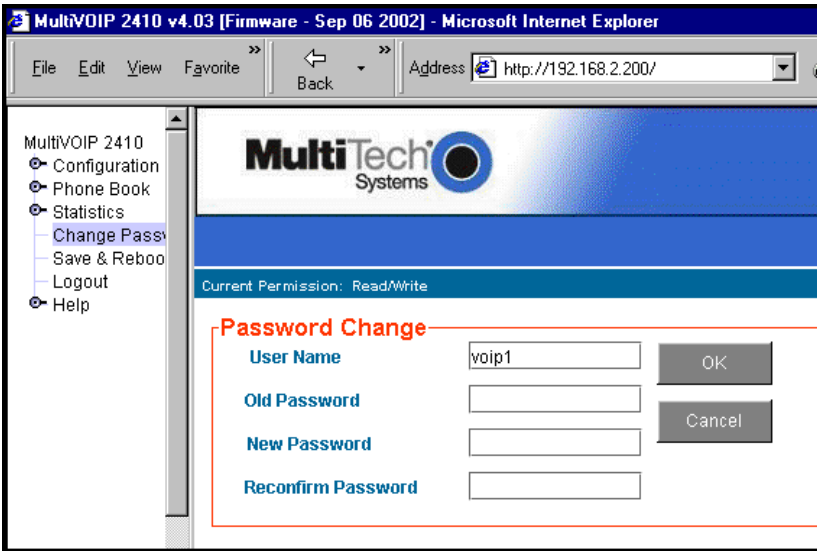
The MultiVOIP program will produce an error message if an invalid password is entered.



Setting a Password (Web Browser GUI)

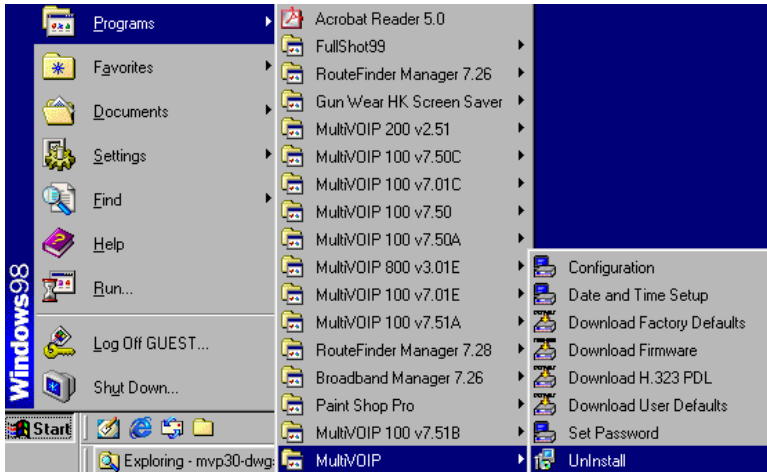
Setting a password is optional when using the MultiVOIP web browser GUI. Only one password can be assigned and it works for all MultiVOIP software functions (Windows GUI, web browser GUI, FTP server, and all Program menu commands, e.g., Upgrade Software – only the FTP Server function requires a User Name in addition to the password). After a password has been set, that password is required to access the MultiVOIP web browser GUI.

NOTE: Record your user name and password in a safe place. If the password is lost, forgotten, or unretrievable, the user must contact MultiTech Tech Support in order to resume use of the MultiVOIP web browser GUI.

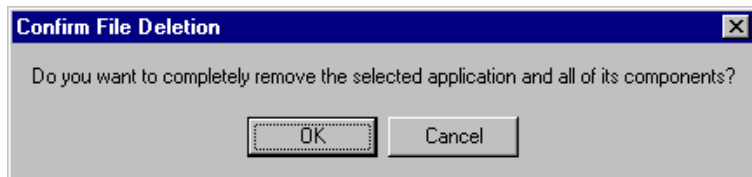
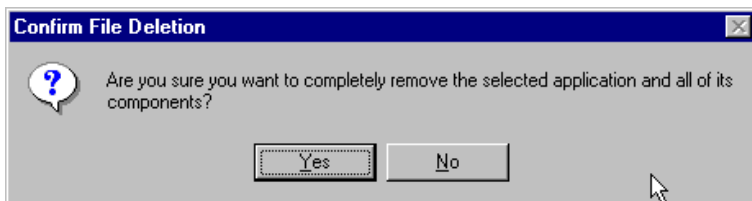


Un-Installing the MultiVOIP Software

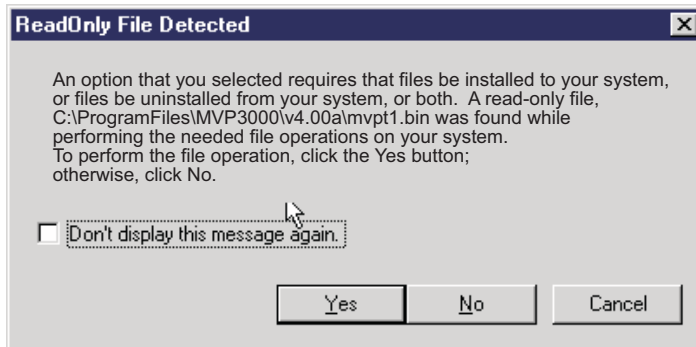
1. To un-install the MultiVOIP configuration software, go to **Start | Programs** and locate the MultiVOIP entry. Select **Uninstall MVP____vx.xx** (versions may vary).



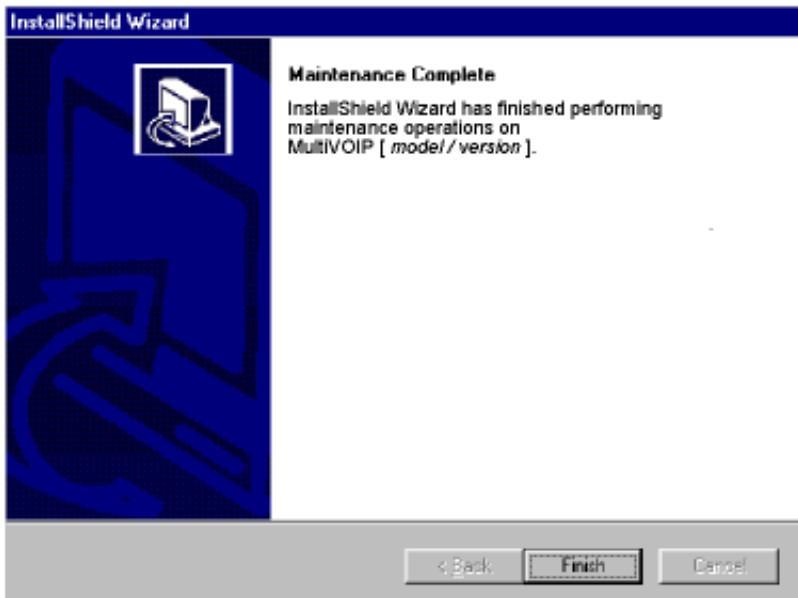
2. Two confirmation screens will appear. Click **Yes** and **OK** when you are certain you want to continue with the uninstallation process.



3. A special warning message similar to that shown below may appear for the MultiVOIP software's ".bin" file. Click **Yes**.



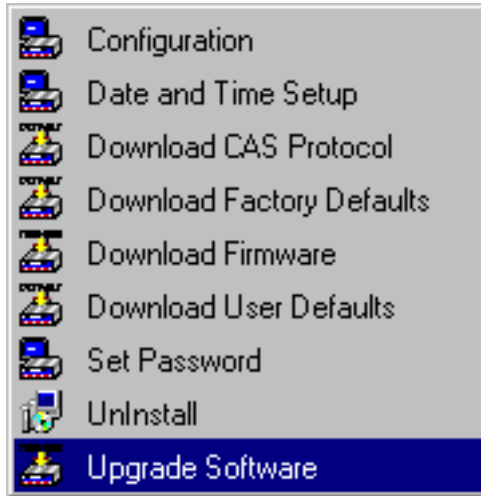
4. A completion screen will appear.



Click **Finish**.

Upgrading Software

As noted earlier (see the section *Implementing a Software Upgrade* above), the Upgrade Software command transfers, from the controller PC to the MultiVOIP unit, firmware (including the H.323 stack) and factory default configuration settings. As such, **Upgrade Software** implements the functions of both **Download Firmware** and **Download Factory Defaults** in a single command.



FTP Server File Transfers (“Downloads”)

With the 4.03/6.03 software release, MultiTech has built an FTP server into the MultiVOIP unit. Therefore, file transfers from the controller PC to the voip unit can be done using an FTP client program or even using a browser (e.g., Internet Explorer or Netscape, used in conjunction with Windows Explorer).

The terminology of “downloads” and “uploads” gets a bit confusing in this context. File transfers from a client to a server are typically considered “uploads.” File transfers from a large repository of data to machines with less data capacity are considered “downloads.” In this case, these metaphors are contradictory: the FTP server is actually housed in the MultiVOIP unit, and the controller PC, which is actually the repository of the info to be transferred, uses an FTP client program. In this situation, we have chosen to call the transfer of files from the PC to the voip “downloads.” (Be aware that some FTP client programs may use the opposite terminology, i.e., they may refer to the file transfer as an “upload”)

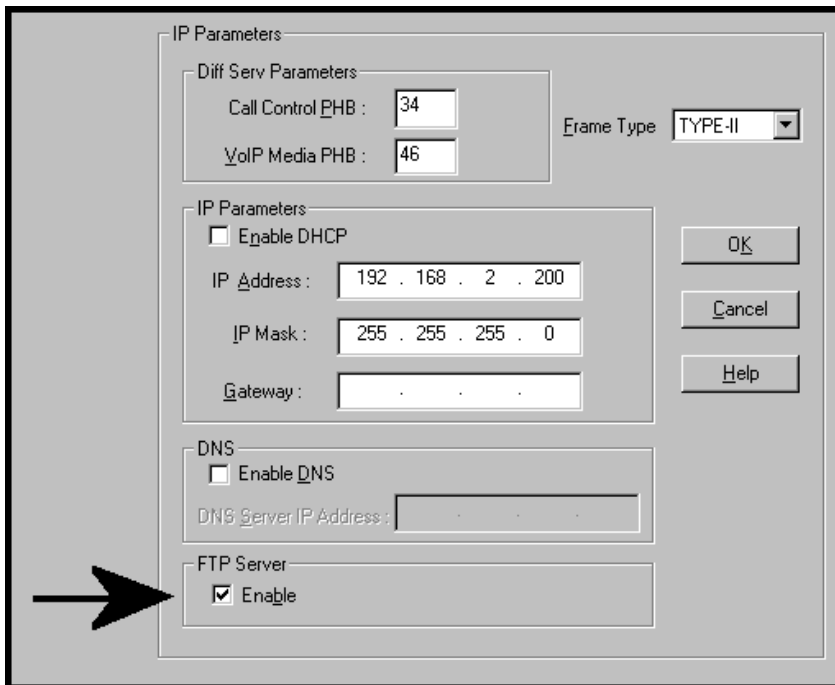
You can download firmware, CAS telephony protocols, default configuration parameters, and phonebook data for the MultiVOIP unit with this FTP functionality. These downloads are done over a network, not by a local serial port connection. Consequently, voips at distant locations can be updated from a central control point.

The phonebook downloading feature greatly reduces the data-entry required to establish inbound and outbound phonebooks for the voip units within a system. Although each MultiVOIP unit will require some unique phonebook entries, most will be common to the entire voip system. After the phonebooks for the first few voip units have been compiled, phonebooks for additional voips become much simpler: you copy the common material by downloading and then do data entry for the few phonebook items that are unique to that particular voip unit or voip site.

3. Install FTP Client Program or Use Substitute. You *should* install an FTP client program on the controller PC. FTP file transfers can be done using a web browser (e.g., Netscape or Internet Explorer) in conjunction with a local Windows browser a (e.g., Windows Explorer), but this approach is somewhat clumsy (it requires use of two application programs rather than one) and it limits downloading to only one VOIP unit at a time. With an FTP client program, multiple voips can receive FTP file transmissions in response to a single command (the transfers may occur serially however).

Although MultiTech does not provide an FTP client program with the MultiVOIP software or endorse any particular FTP client program, we remind our readers that adequate FTP programs are readily available under retail, shareware and freeware licenses. (Read and observe any End-User License Agreement carefully.) Two examples of this are the “WSFTP” client and the “SmartFTP” client, with the former having an essentially text-based interface and the latter having a more graphically oriented interface, as of this writing. User preferences will vary. Examples here show use of both programs.

4. Enable FTP Functionality. Go to the **IP Parameters** screen and click on the “FTP Server: Enable” box.



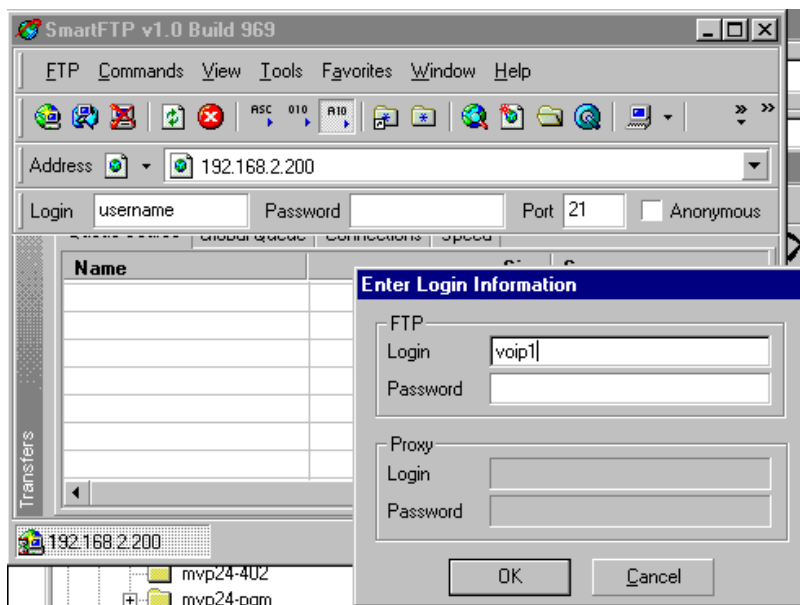
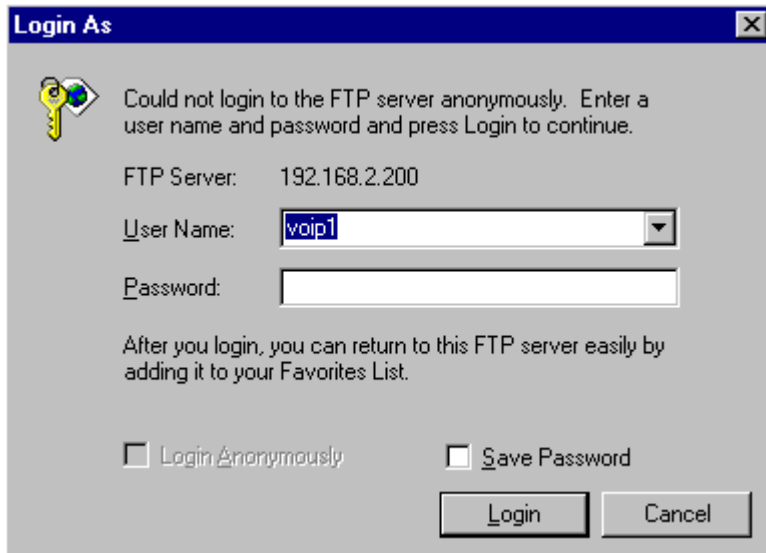
5. Identify Files to be Updated. Determine which files you want to update. Six types of files can be updated using the FTP feature. In some cases, the file to be transferred will have “Ftp” as the part of its filename just before the suffix (or extension). So, for example, the file “mvpt1Ftp.bin” can be transferred to update the bin file (firmware) residing in the MultiVOIP. Similarly, the file “fxo_loopFtp.cas” could be transferred to enable use of the FXO Loop Start telephony interface in one of the analog voip units and the file “r2_brazilFtp.cas” could be transferred to enable a particular telephony protocol used in Brazil.

File Type	File Names	Description
firmware “bin” file	mvpt1Ftp.bin	This is the MultiVOIP firmware file. Only one file of this type will be in the directory.
factory defaults	fdefFtp.cnf	This file contains factory default settings for user-changeable configuration parameters. Only one file of this type will be in the directory.
CAS file	fxo_loopFtp.cas, em_winkFtp.cas, r2_brazilFtp.cas r2_chinaFtp.cas	These telephony files are for Channel Associated Signaling. The directory contains many CAS files, some labeled for specific functionality, others for countries or regions where certain attributes are standard.
H323 PDL file		This file is specific to the particular version of the H.323 standard being used. This file rarely needs to be updated.
inbound phonebook	InPhBk.tmr	This file updates the inbound phonebook in the MultiVOIP unit.
outbound phonebook	OutPhBk.tmr	This file updates the outbound phonebook in the MultiVOIP unit.

6. **Contact MultiVOIP FTP Server.** You must make contact with the FTP Server in the voip using either a web browser or FTP client program. Enter the IP address of the MultiVOIP's FTP Server. If you are using a browser, the address must be preceded by "ftp://" (otherwise you'll reach the web GUI within the MultiVOIP unit).



7. **Log In.** Use the User Name and password established in item #2 above. The login screens will differ depending on whether the FTP file transfer is to be done with a web browser (see first screen below) or with an FTP client program (see second screen below).

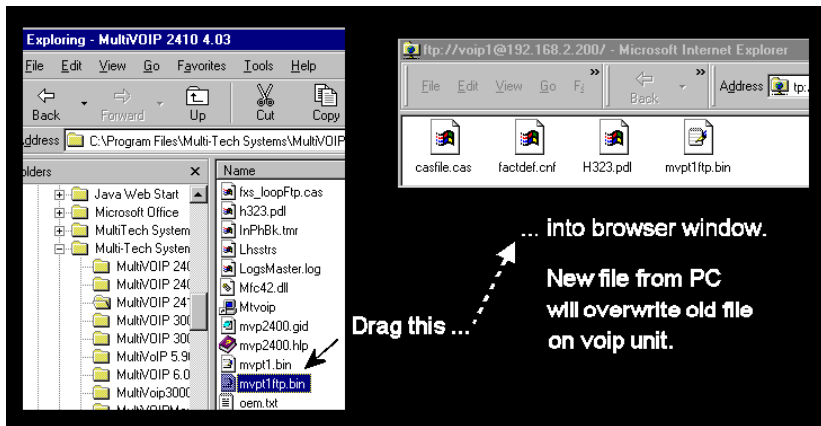


8. **Invoke Download.** Downloading can be done with a web browser or with an FTP client program.

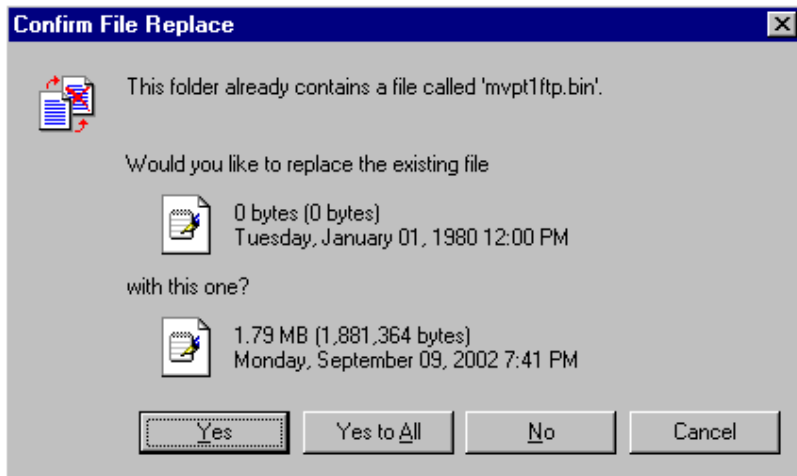
8A. Download with Web Browser.

8A1. In the local Windows browser, locate the directory holding the MultiVOIP program files. The default location will be C:\Program Files \Multi-Tech Systems \MultiVOIP xxxx yyyy (where x and y represent MultiVOIP model numbers and software version numbers).

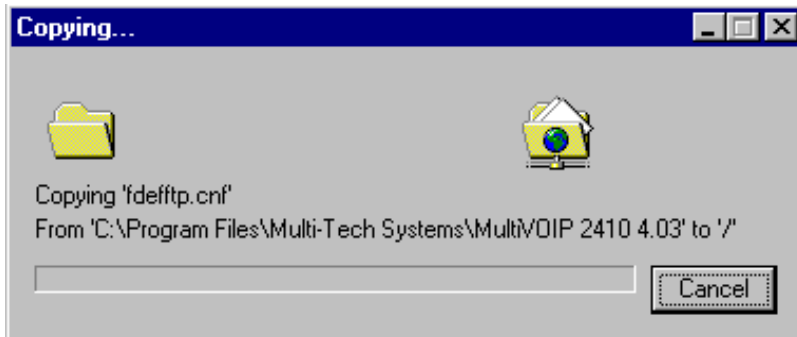
8A2. Drag-and-drop files from the local Windows browser (e.g., Windows Explorer) to the web browser.



You may be asked to confirm the overwriting of files on the MultiVOIP. Do so.



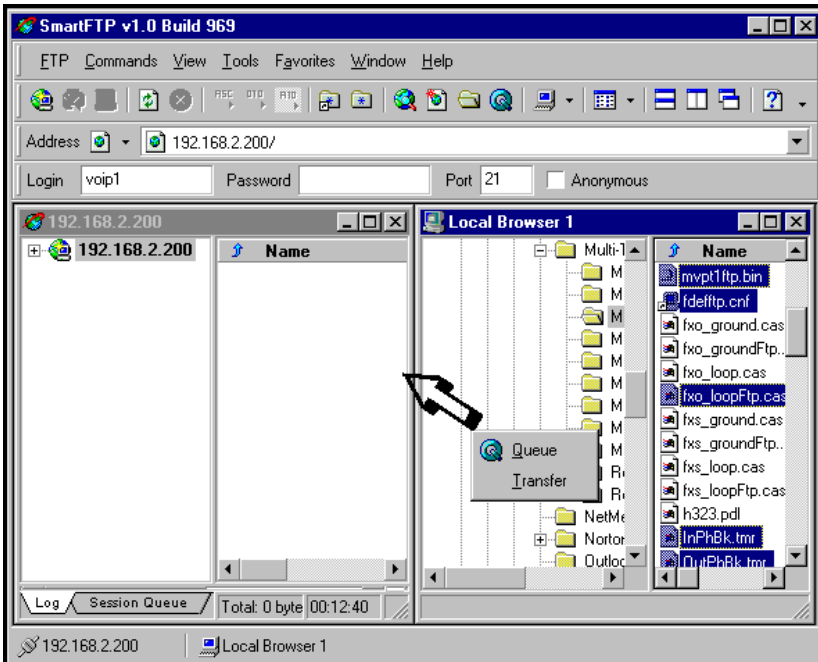
File transfer between PC and voip will look like transfer within voip directories.



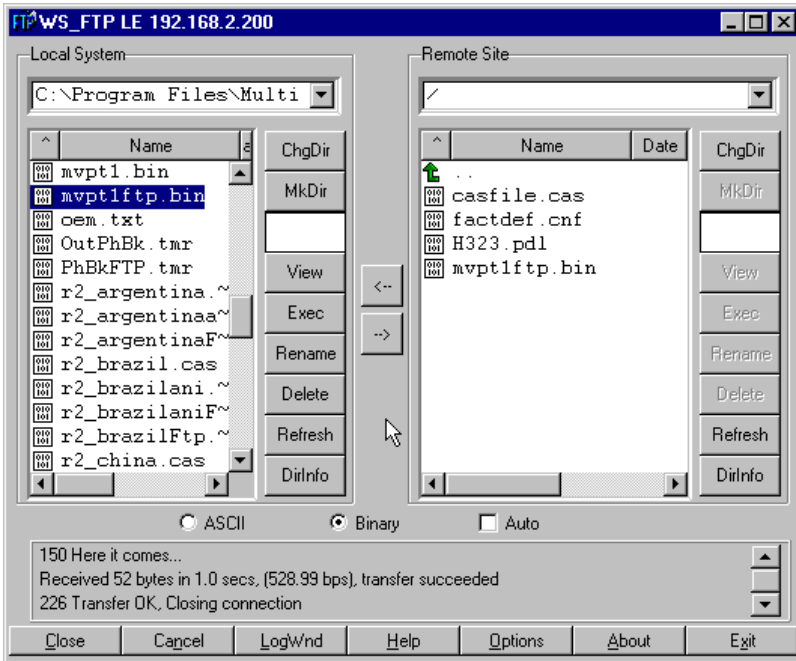
8B. Download with FTP Client Program.

8B1. In the local directory browser of the FTP client program, locate the directory holding the MultiVOIP program files. The default location will be C:\Program Files \Multi-Tech Systems \MultiVOIP xxxx yyyy (where x and y represent MultiVOIP model numbers and software version numbers).

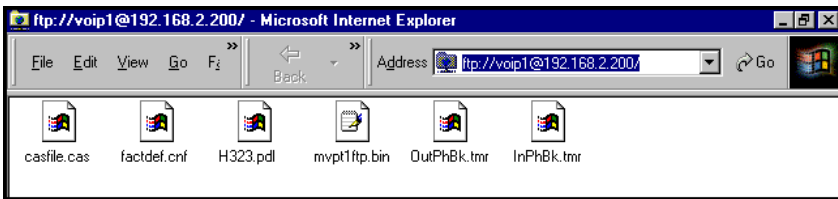
8B2. In the FTP client program window, drag-and-drop files from the local browser pane to the pane for the MultiVOIP FTP server. FTP client GUI operations vary. In some cases, you can choose between immediate and queued transfer. In some cases, there may be automated capabilities to transfer to multiple destinations with a single command.



Some FTP client programs are more graphically oriented (see previous screen), while others (like the “WS-FTP” client) are more text oriented.

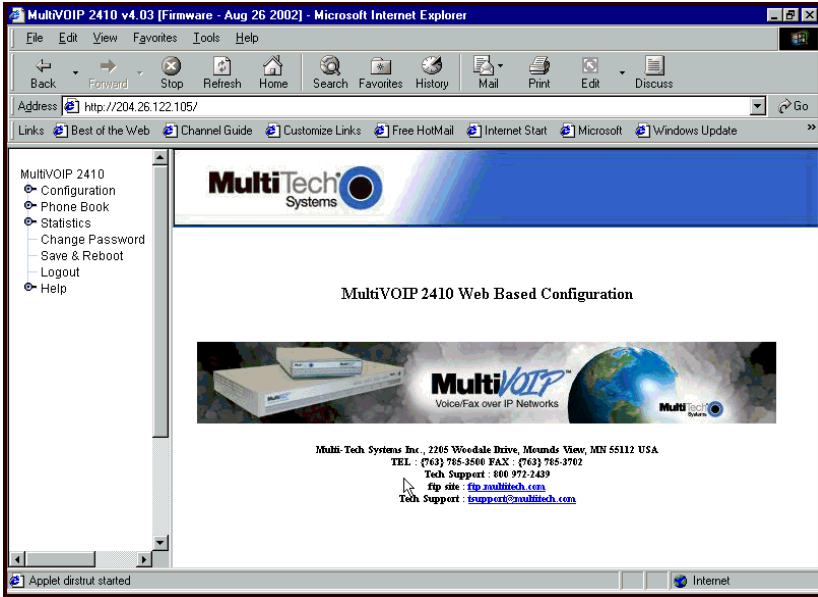


9. **Verify Transfer.** The files transferred will appear in the directory of the MultiVOIP.



10. **Log Out of FTP Session.** Whether the file transfer was done with a web browser or with an FTP client program, you *must* log out of the FTP session before opening the MultiVOIP Windows GUI.

Web Browser Interface

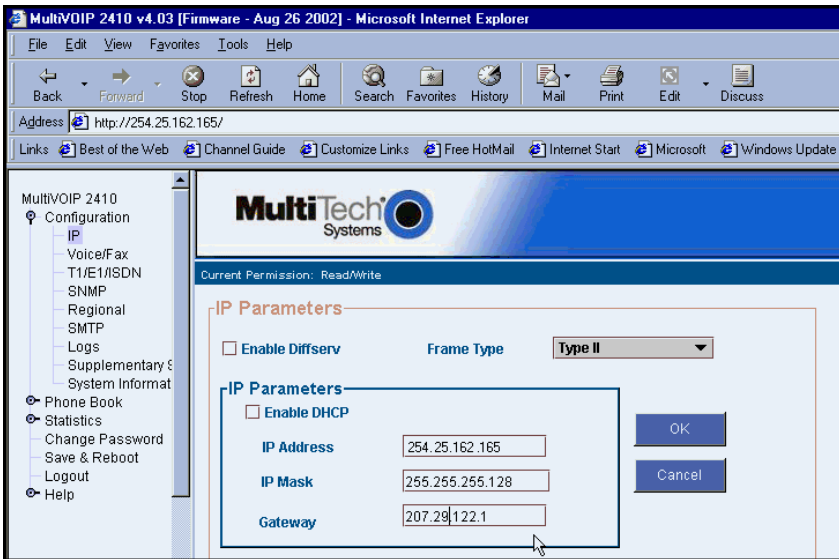


Beginning with the 4.03/6.03 software release, you can control the MultiVOIP unit with a graphic user interface (GUI) based on the common web browser platform. Qualifying browsers are InternetExplorer6 and Netscape6.

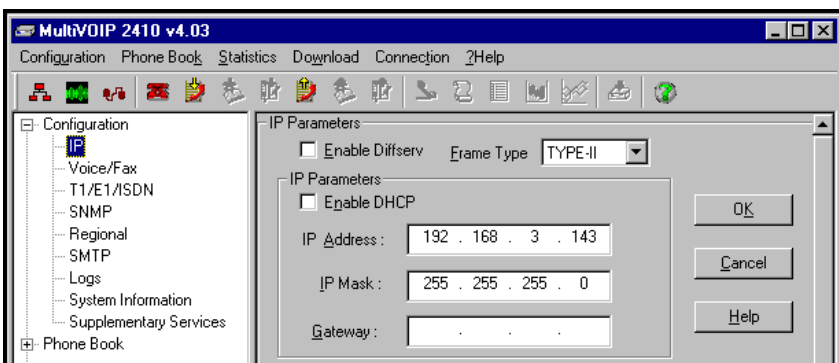
MultiVOIP Web Browser GUI Overview	
Function	Remote configuration and control of MultiVOIP units.
Configuration Prerequisite	Local Windows GUI must be used to assign IP address to MultiVOIP.
Browser Version Requirement	Internet Explorer 6.0 or higher; or Netscape 6.0 or higher
Java Requirement	Java Runtime Environment version 1.4.0_01 or higher (this application program is included with MultiVOIP)
Video Usability	large video monitor recommended

The initial configuration step of assigning the voip unit an IP address must still be done locally using the Windows GUI. However, all additional configuration can be done via the web GUI.

The content and organization of the web GUI is directly parallel to the Windows GUI. For each screen in the Windows GUI, there is a corresponding screen in the web GUI. The fields on each screen are the same, as well.



The Windows GUI gives access to commands via icons and pulldown menus whereas the web GUI does not.



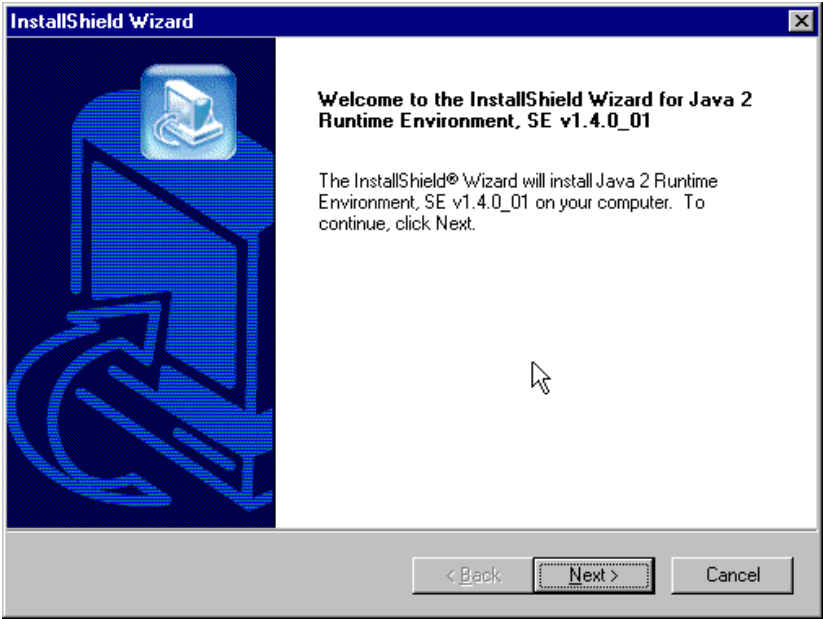
The web GUI, however, cannot perform logging in the same direct mode done in the Windows GUI. However, when the web GUI is used, logging can be done by email (SMTP).

The graphic layout of the web GUI is also somewhat larger-scale than that of the Windows GUI. For that reason, it's helpful to use as large of a video monitor as possible.

The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

In order to use the web GUI, you must also install a Java application program on the controller PC. This Java program is included on the MultiVOIP product CD. Java is needed to support drop-down menus and multiple windows in the web GUI.

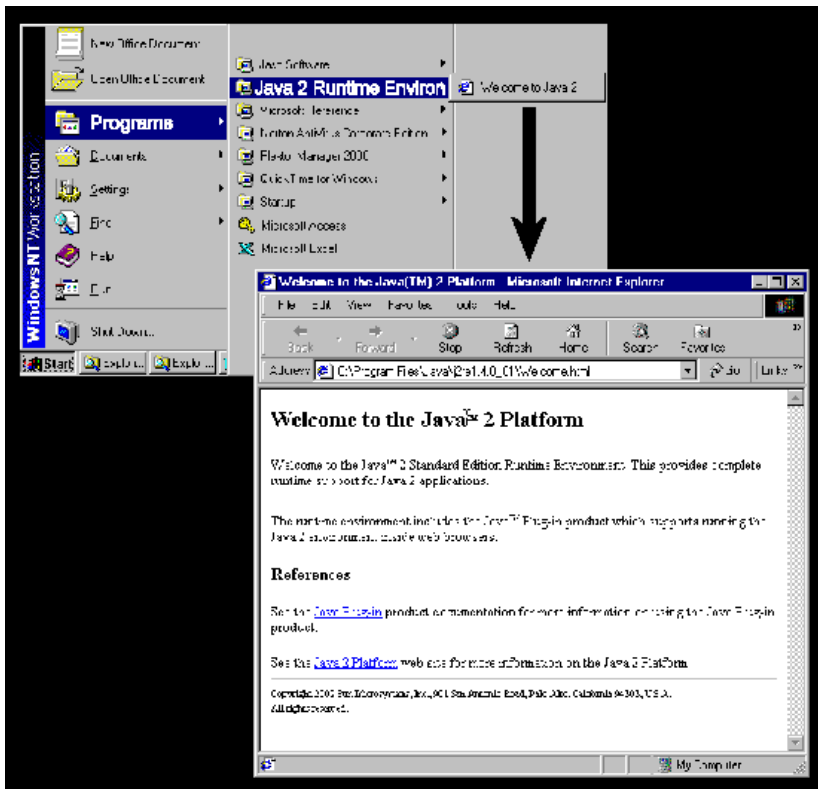
To install the Java program, go to the **Java** directory on the MultiVOIP product CD. Double-click on the EXE file to begin the installation. Follow the instructions on the Install Shield screens.



During the installation, you must specify which browser you'll use in the **Select Browsers** screen.



When installation is complete, the Java program becomes accessible in your **Start | Programs** menu (Java resources are readily available via the web). However, the Java program runs automatically in the background as a plug-in supporting the MultiVOIP web GUI. No overt user actions are required.



After the Java program has been installed, you can access the MultiVOIP using the web browser GUI. Close the MultiVOIP Windows GUI. Start the web browser. Enter the IP address of the MultiVOIP unit. Enter a password when prompted. (A password is needed here only if password has been set for the local Windows GUI or for the MultiVOIP's FTP Server function. See "Setting a Password -- Web Browser GUI" earlier in this chapter.) The web browser GUI offers essentially the same control over the voip as can be achieved using the Windows GUI. As noted earlier, logging functions cannot be handled via the web GUI. And, because network communications will be slower than direct communications over a serial PC cable, command execution will be somewhat slower over the web browser GUI than with the Windows GUI.

SysLog Server Functions

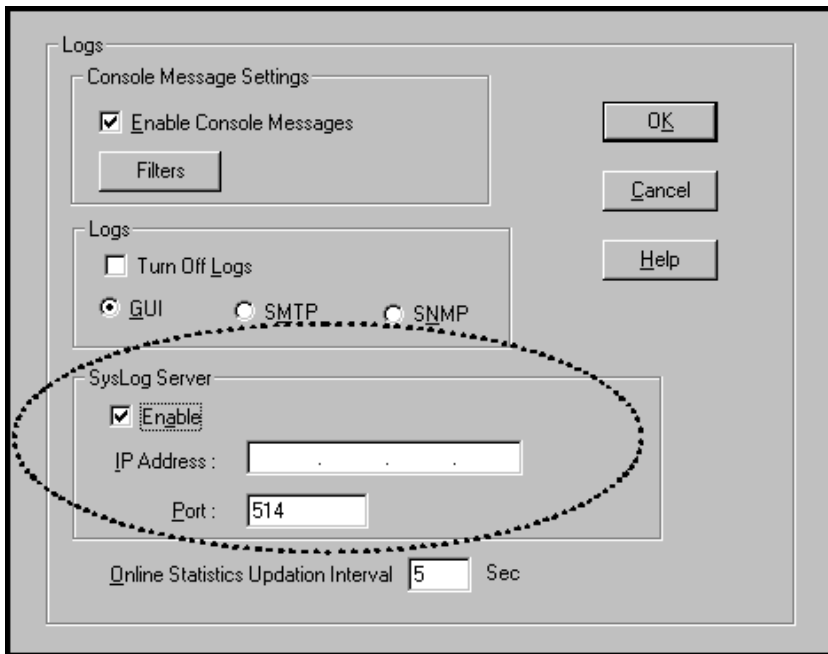
Beginning with the 4.03/6.03 software release, we have built SysLog server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.

The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a "daemon"). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. Read the End-User License Agreement carefully and observe license requirements. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by qualified providers should suffice for use with MultiVOIP units. Kiwi's brief description of their SysLog program is as follows:

"Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customizable options available."

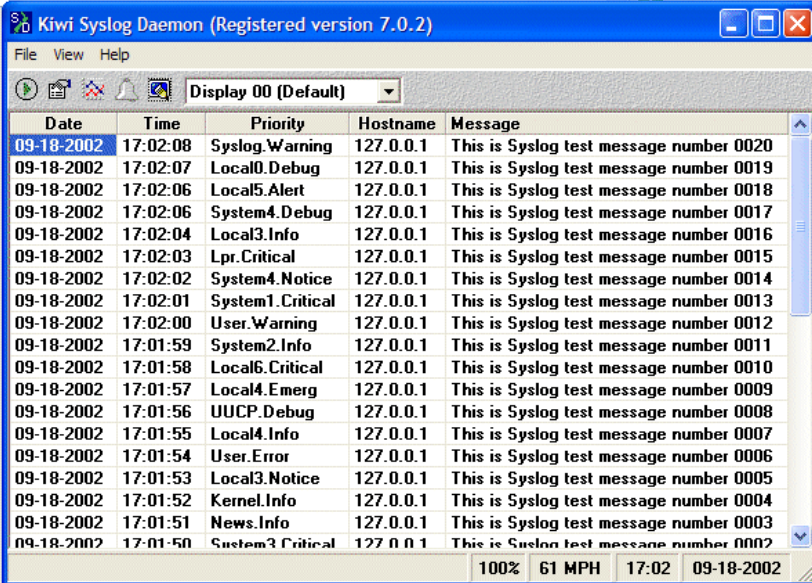
Before a SysLog client program is used, the SysLog functionality must be enabled within the MultiVOIP in the **Logs** menu under **Configuration**.



The IP Address used will be that of the MultiVOIP itself.

In the **Port** field, entered by default, is the standard ('well-known') logical port, 514.

Configuring the SysLog Client Program. Configure the SysLog client program for your own needs. In various SysLog client programs, you can define where log messages will be saved/archived, opt for interaction with an SNMP system (like MultiVoipManager), set the content and format of log messages, determine disk space allocation limits for log messages, and establish a hierarchy for the seriousness of messages (normal, alert, critical, emergency, etc.). A sample presentation of SysLog info in the Kiwi daemon is shown below. SysLog programs will vary in features and presentation.



The screenshot shows the 'Kiwi Syslog Daemon (Registered version 7.0.2)' application window. It features a menu bar with 'File', 'View', and 'Help'. Below the menu is a toolbar with several icons and a dropdown menu set to 'Display 00 (Default)'. The main area is a table with columns for Date, Time, Priority, Hostname, and Message. The table contains 20 rows of log entries, all from 09-18-2002. The status bar at the bottom shows '100%' zoom, '61 MPH', '17:02', and '09-18-2002'.

Date	Time	Priority	Hostname	Message
09-18-2002	17:02:08	Syslog.Warning	127.0.0.1	This is Syslog test message number 0020
09-18-2002	17:02:07	Local0.Debug	127.0.0.1	This is Syslog test message number 0019
09-18-2002	17:02:06	Local5.Alert	127.0.0.1	This is Syslog test message number 0018
09-18-2002	17:02:06	System4.Debug	127.0.0.1	This is Syslog test message number 0017
09-18-2002	17:02:04	Local3.Info	127.0.0.1	This is Syslog test message number 0016
09-18-2002	17:02:03	Lpr.Critical	127.0.0.1	This is Syslog test message number 0015
09-18-2002	17:02:02	System4.Notice	127.0.0.1	This is Syslog test message number 0014
09-18-2002	17:02:01	System1.Critical	127.0.0.1	This is Syslog test message number 0013
09-18-2002	17:02:00	User.Warning	127.0.0.1	This is Syslog test message number 0012
09-18-2002	17:01:59	System2.Info	127.0.0.1	This is Syslog test message number 0011
09-18-2002	17:01:58	Local6.Critical	127.0.0.1	This is Syslog test message number 0010
09-18-2002	17:01:57	Local4.Emerg	127.0.0.1	This is Syslog test message number 0009
09-18-2002	17:01:56	UUCP.Debug	127.0.0.1	This is Syslog test message number 0008
09-18-2002	17:01:55	Local4.Info	127.0.0.1	This is Syslog test message number 0007
09-18-2002	17:01:54	User.Error	127.0.0.1	This is Syslog test message number 0006
09-18-2002	17:01:53	Local3.Notice	127.0.0.1	This is Syslog test message number 0005
09-18-2002	17:01:52	Kernel.Info	127.0.0.1	This is Syslog test message number 0004
09-18-2002	17:01:51	News.Info	127.0.0.1	This is Syslog test message number 0003
09-18-2002	17:01:50	System3.Critical	127.0.0.1	This is Syslog test message number 0002

Chapter 11: Regulatory Information



EMC, Safety, and R&TTE Directive Compliance

The CE mark is affixed to this product to confirm compliance with the following European Community Directives:

Council Directive 89/336/EEC of 3 May 1989 on the approximation of the laws of Member States relating to electromagnetic compatibility,
and

Council Directive 73/23/EEC of 19 February 1973 on the harmonization of the laws of Member States relating to electrical equipment designed for use within certain voltage limits,
and

Council Directive 1999/5/EC of 9 March 1999 on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

FCC Declaration

NOTE: This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement Canadien sur le matériel brouilleur.

FCC Part 68 Telecom

1. This equipment complies with part 68 of the Federal Communications Commission Rules. On the outside surface of this equipment is a label that contains, among other information, the FCC registration number. This information must be provided to the telephone company.
2. As indicated below, the suitable jack (Universal Service Order Code connecting arrangement) for this equipment is shown. If applicable, the facility interface codes (FIC) and service order codes (SOC) are shown.
3. An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See installation instructions for details.
4. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible.
5. The telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice to allow you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with this equipment (the model of which is indicated below), please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have repairs made. If the equipment is causing harm to the network, the telephone company

may request you to remove the equipment from the network until the problem is resolved.

7. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.
8. Manufacturer: Multi-Tech Systems, Inc.
Trade name: MultiVOIP
Model number: MVP-2410/3010/810/410/210/130/
130FXS
FCC registration number: US: AU7DDNAN46050
Modular jack (USOC): RJ-48C
Service center in USA: Multi-Tech Systems, Inc.
2205 Woodale Drive
Mounds View, MN 55112
Tel: (763) 785-3500
FAX: (763) 785-9874

Canadian Limitations Notice

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Appendix A: Expansion Card Installation (MVP24-48 & MVP30-60)

Installation

Both the MVP2410 and the MVP3010 use the same mechanical chassis. This chassis accommodates a second MultiVOIP circuit card or motherboard module. The add-on module for the MVP2410 is the MVP24-48 product; the add-on module for the MVP3010 is the MVP30-60 product.

To install an expansion card into an MVP2410 or MVP3010, you must:

1. Power down and unplug the MVP2410/3010 unit.
2. Using a Phillips or star-bit screwdriver, remove the blank plate at the rear of the MVP2410/3010 chassis (see Figure A-1). Save the screw.

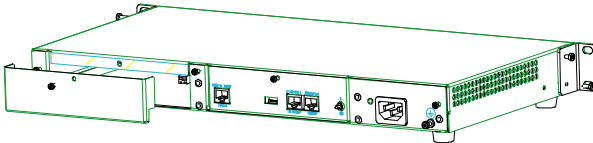


Figure A-1: Remove Plate Covering Expansion Slot

3. A power cable for the expansion card (+5V) is already present within the MVP2410/3010 unit. This power cable has a two-pin “molex” connector. When the rear cover plate has been removed, the cable is accessible from the rear at the right side of the expansion slot. Locate this connector within the MVP2410/3010. See Figure A-2.

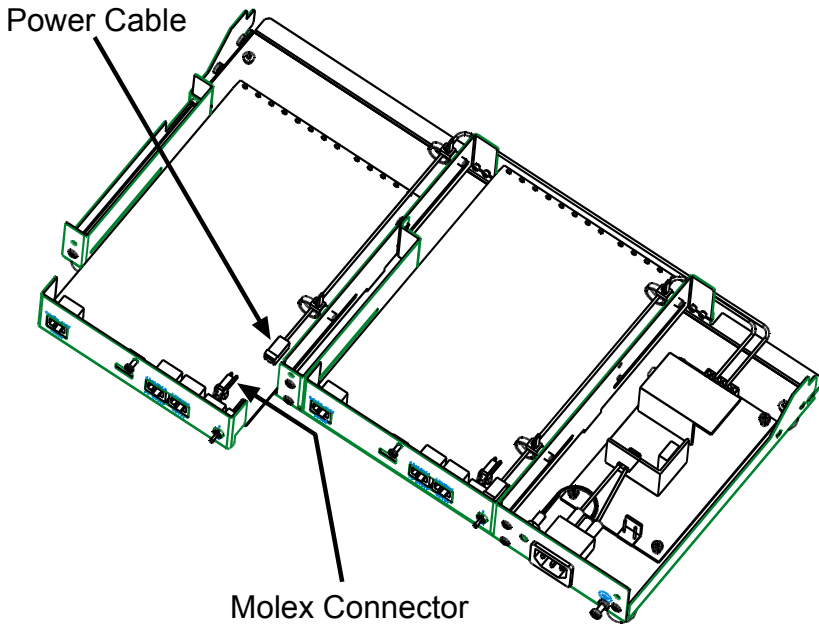


Figure A-2: MVP2410/3010 Chassis (top/rear view)

4. While keeping the power cable out of the way, fit the MVP24-48 or MVP30-60 card into the grooves of the expansion slot. Push it in far enough to allow connection of the power cable to the receptacle on the vertical plate of the expansion card. (See Figure A-2.) Connect the power cable.
5. Push the expansion card fully into the chassis. See Figure A-3.

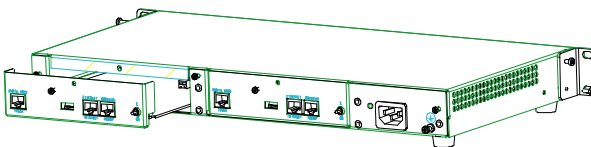


Figure A-3: Sliding Expansion Card into Chassis

Secure the vertical plate of the expansion card to the chassis with a screw.

Operation

The MVP2410/3010 front panel has two sets of identical LEDs. In the MVP2410/3010 without an expansion card, only the left-hand set of LEDs is functional. However, when the MultiVOIP unit has been upgraded with an MVP24-48 or MVP30-60 expansion card, the right-hand set of LEDs will also become active.

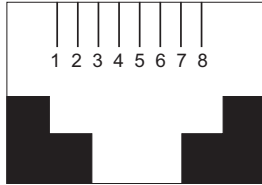
Remember that the expansion card must be configured as though it were simply another complete MultiVOIP unit: it requires its own T1/E1 line; it requires its own connection to a computer running the MultiVOIP configuration software. All of the procedures and operations that apply to the original motherboard of the MVP2410/3010 will also apply to the expansion card. See applicable User Guide chapters for details.

Appendix B: Cable Pinouts

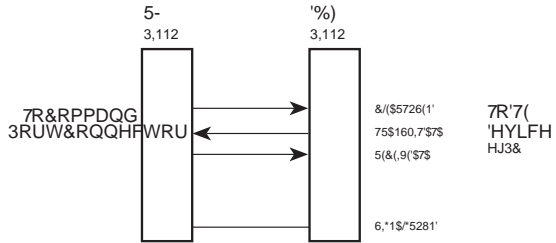
Appendix B: Cable Pinouts

Command Cable

RJ-45 Connector



End-to-End Pin Info



RJ-45 connector plugs into Command Port of MultiVOIP.

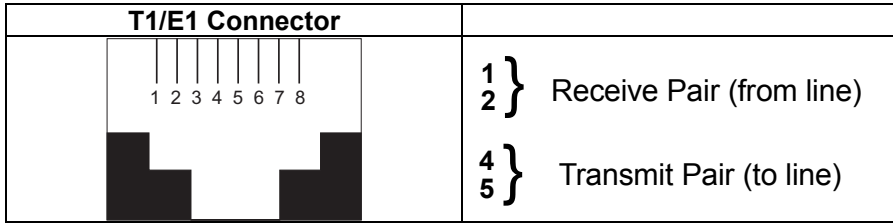
DB-9 connector plugs into serial port of command PC (which runs MultiVOIP configuration software).

Ethernet Connector

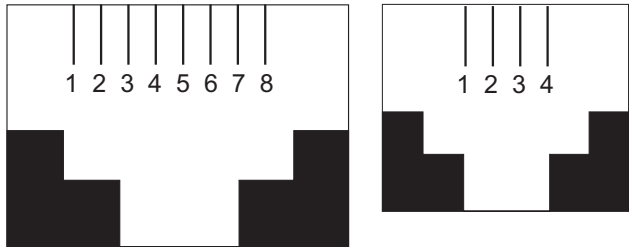
The functions of the individual conductors of the MultiVOIP's Ethernet port are shown on a pin-by-pin basis below.

RJ-45 Ethernet Connector	Pin	Circuit Signal Name
<p>A diagram of an RJ-45 Ethernet connector showing 8 pins numbered 1 to 8. Pins 1, 2, 3, and 6 are shaded black, indicating they are used for the Ethernet port. Pins 4, 5, 7, and 8 are not shaded.</p>	1	TD+ Data Transmit Positive
	2	TD- Data Transmit Negative
	3	RD+ Data Receive Positive
	6	RD- Data Receive Negative

T1/E1 Connector



Voice/Fax Channel Connectors



Pin Functions (E&M Interface)		
Pin	Descr	Function
1	M	Input
2	E	Output
3	T1	4-Wire Output
4	R	4-Wire Input, 2-Wire Input
5	T	4-Wire Input, 2-Wire Input
6	R1	4-Wire Output
7	SG	Signal Ground (Output)
8	SB	Signal Battery (Output)

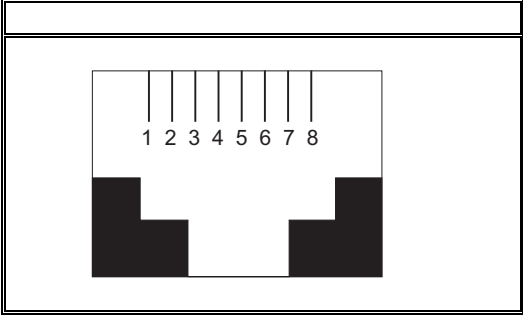
Pin Functions (FXS/FXO Interface)			
FXS Pin	Description	FXO Pin	Description
2	N/C	2	N/C
3	Ring	3	Tip
4	Tip	4	Ring
5	N/C	5	N/C

ISDN BRI RJ-45 Pinout Information

The S/T interface uses an 8-conductor modular cable terminated with an 8-pin RJ-45 plug. An 8-pin RJ-45 jack located on the terminal is used to connect the terminal to the DSL (Digital Subscriber Loops) using this modular cable.

The table below shows the Pin Number, Terminal Pin Signal Name and Network Pin Signal name for the S/T interface.

Pin	TE Signal		NT Signal	Pin
1	Not used		Not used	1
2	Not used		Not used	2
3	Tx+		Rx+	3
4	Rx-		Tx-	4
5	Rx+		Tx+	5
6	Tx-		Rx-	6
7	Not used		Not used	7
8	Not used		Not used	8



TE=Terminal Equipment

NT=Network

ISDN Interfaces: “ST” and “U”

The MVP410ST and MVP810ST are ISDN-BRI voip units that use an S/T outlet interface. You will need an NT1 device to connect these units to any network equipment that has the “U” ISDN interface. In the UK, and in many European countries, the telco supplies an NT1 device for ISDN-BRI service.

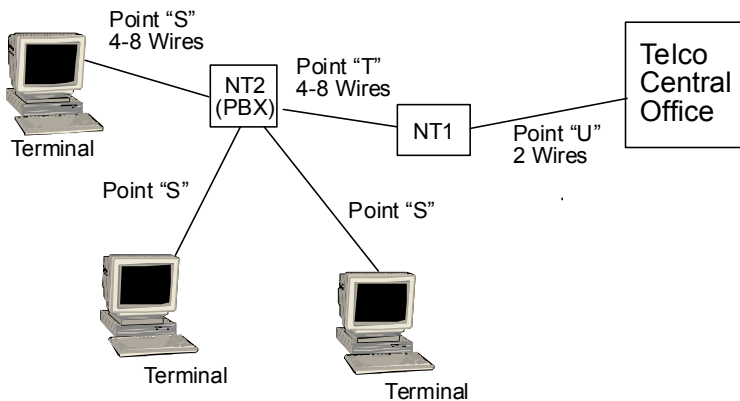
An ISDN Basic Rate (BRI) U-Loop consists of two conductors from the telco central office to the customer premises. The equipment on both sides of the U-loop accommodates the extensive length of the U-loop and the noisy environment in which it may operate. At the customer premises, the U-loop is terminated by an NT1 (network termination 1) device. An NT1 device makes an end-user’s 4-wire terminal equipment compatible with the telco’s 2-wire twisted pair ISDN-BRI line.

The NT1 drives an S/T bus. The S/T bus is usually made up of 4 wires, but in some cases may be 6 or 8 wires.

“S” and “T” refer to connection points in the ISDN specification.

When a PBX is present, *S* refers to the connection between the PBX and the terminal. (“Terminal” can mean any sort of end-user ISDN device: data terminals, telephones, FAX machines, voip units, etc.)

Point *T* refers to the connection between the NT1 device and customer supplied equipment. Terminals can connect directly to the NT1 device at point *T*, or there may be a PBX (private branch exchange, i.e., a customer-owned telephone exchange). The figure below shows “S” and “T” connection points in an ISDN network.



Appendix C: TCP/UDP Port Assignments

Well Known Port Numbers

The following description of port number assignments for Internet Protocol (IP) communication is taken from the Internet Assigned Numbers Authority (IANA) web site (www.iana.org).

“The Well Known Ports are assigned by the IANA and on most systems can only be used by system (or root) processes or by programs executed by privileged users. Ports are used in the TCP [RFC793] to name the ends of logical connections which carry long term conversations. For the purpose of providing services to unknown callers, a service contact port is defined. This list specifies the port used by the server process as its contact port. The contact port is sometimes called the "well-known port". To the extent possible, these same port assignments are used with the UDP [RFC768]. The range for assigned ports managed by the IANA is 0-1023.”

Well-known port numbers especially pertinent to MultiVOIP operation are listed below.

Port Number Assignment List

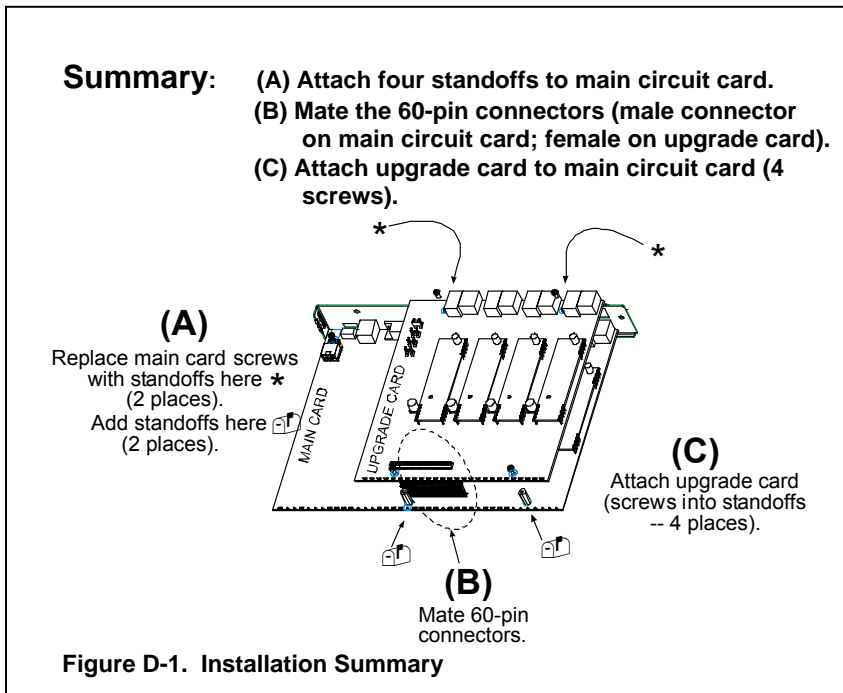
Well-Known Port Numbers

Function	Port Number
telnet	23
tftp	69
snmp	161
snmp tray	162
gatekeeper registration	1719
H.323	1720
SIP	5060
SysLog	514

Appendix D: Installation Instructions for MVP428 Upgrade Card

Installation Instructions for MVP428 Upgrade Card

In this procedure, you will install an additional circuit board into the MVP410, converting it from a 4-channel voip to an 8-channel voip.



Procedure in Detail

1. Power down and unplug the MVP410 unit.
2. Using a Phillips driver, remove the blank cover plate at the rear of the MVP410 chassis. Save the screws.

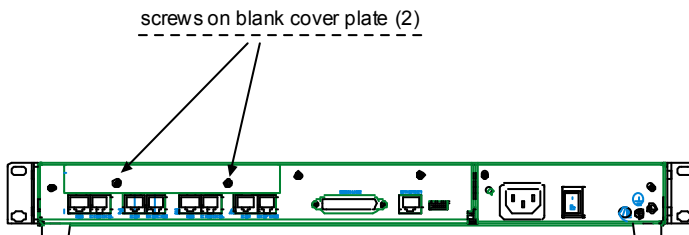


Figure D-2: Removing screws from blank cover plate

- Using a Phillips driver, remove the three screws that secure the main circuit board and back panel assembly to the chassis.

NOTE:
Follow standard ESD precautions to protect the circuit board from static electricity damage.

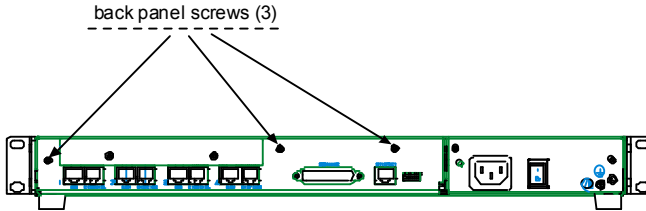


Figure D-3: Removing screws from back panel

- Slide the main circuit board out of the chassis far enough to unplug the power connector.

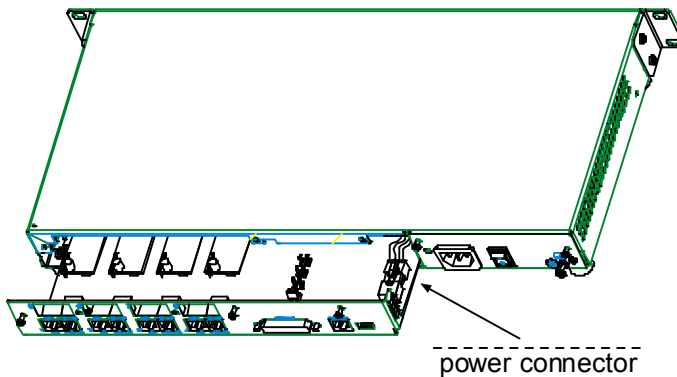


Figure D-4: Accessing power connector

- Unplug the power connector from the main circuit board.
- Slide the main circuit board completely out of the chassis and place on a non-conductive, static-safe tabletop surface.
- Remove mounting hardware (2 screws, 2 nuts, and 4 standoffs) from its package.

- On the phone-jack side of the circuit card, three screws attach the circuit card to the back panel. Two of these screws are adjacent to the four phone-jack pairs. Remove these two screws.

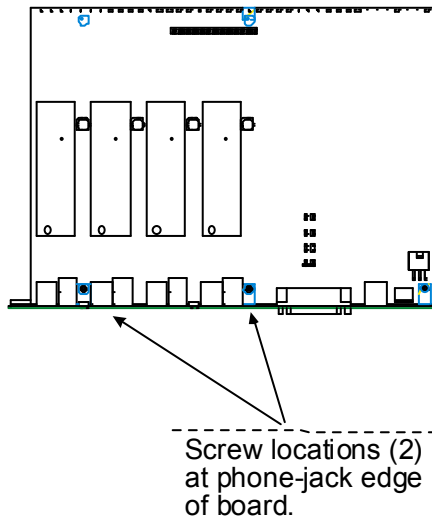


Figure D-5: Screws to be removed and replaced with standoffs (phone-jack edge of board; top view)

- Replace these two screws with standoffs.
- There are two copper-plated holes at the LED edge of the circuit card. Place a nut beneath each hole (lockwasher side should be in contact with board) and attach a standoff to each location).

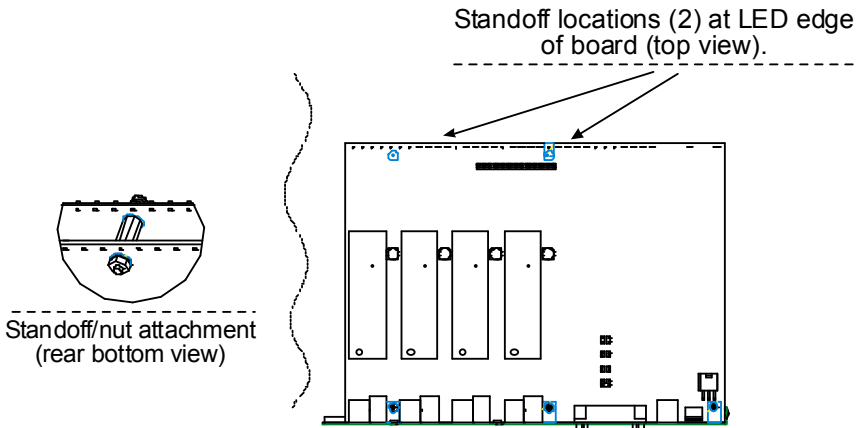
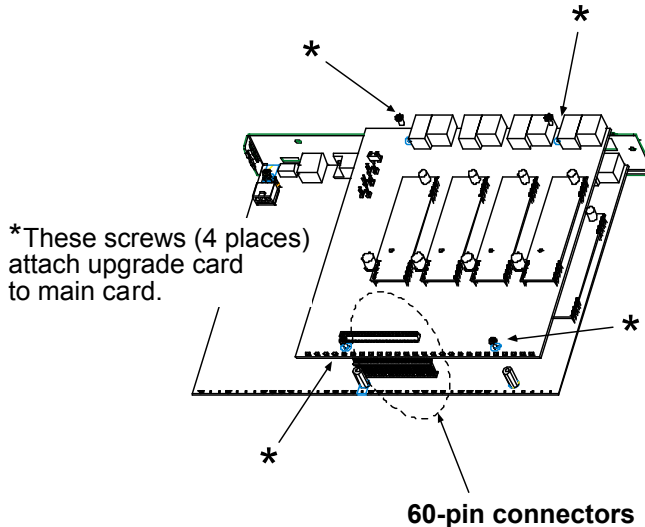


Figure D-6: Standoffs at LED edge of board (top view)

11. Locate the male 60-pin vertical connector near the LED edge of the main circuit card. Check that pins are straight and evenly spaced. If not, then correct for straightness and spacing. Locate the 60-pin female connector on the upgrade circuit card.
12. Set the upgrade circuit card on top of the main circuit card. Align the upgrade card's 4 pairs of phone-jacks with the 4 pairs of holes in the backplane of the main card. Slide the phone jacks into the holes.
13. Mate the upgrade card's 60-pin female connector with the main card's 60-pin male connector.



**Figure D-7. Attaching upgrade card to main circuit card
(secure 4 Phillips screws; mate 60-pin connectors)**

14. There are four copper-plated attachment holes, two each at the front and rear edges of the upgrade card. Attach the upgrade card to the main card using 4 Phillips screws. The upgrade card should now be firmly attached to the main card.
15. Slide the main circuit card back into the chassis far enough to allow re-connection of power cable.
16. Re-connect power cable.
17. Slide the main circuit card fully into the chassis.
18. Re-attach the backplane of the main circuit card to the chassis with 3 screws.

INDEX

(

Alternate Phone Number field, SPP	
E1	380
Alternate Phone Number, SPP	
T1	328

A

abbreviated dialing, inter-office	
E1	357
T1	309
Accept Any Number (inbound)	
E1	384
T1	333
Accept Any Number (outbound) field	
E1	376
T1	324
access codes, PBX	66
access codes, types	
PBX	71
PSTN	71
special	71
access digits, PBX 66, <i>See</i> phonebook digits, types used	
access to network	
analog	271
T1/E1	169
access to remote PSTN	
E1	18
T1	11
accessing Statistics, Logs screen	420
accessing Call Progress (Statistics) screen	414
accessing configuration parameter groups	
analog	219
T1/E1	133
accessing interface parameters.....	240
accessing IP Parameters screen	
analog	220
T1/E1	134
accessing IP Statistics screen.....	425
accessing Logs (Statistics) screen	420

accessing logs screen	
analog	286
T1/E1	185
accessing Regional Parameters	
analog	272
T1/E1	170
accessing Registered Gateway Details (Statistics) screen	448
accessing Registered Gateway Details screen	447, 448
accessing RTP Parameters screen	432
accessing SMTP parameters	
analog	280
T1/E1	178
accessing SNMP parameters	
analog	269
T1/E1	167
accessing Supplementary Services screen	
analog	290
T1/E1	189
accessing System Information screen	
analog	302
T1/E1	201
accessing T1 Statistics screen	435
accessing T1/E1/ISDN Parameters screen	152
accessing Voice/FAX Parameters screen	140, 227
Add Inbound Phonebook Entry icons	
E1	363
T1	310
Add Outbound Phonebook Entry icon	
E1	363
T1	310
Add Prefix (inbound) field	
E1	384
T1	333
Add Prefix (outbound) field	
E1	377
T1	325
Add/Edit Inbound Phonebook field definitions	
E1	384, 385, 386
T1	333, 334, 335

- Add/Edit Inbound Phonebook screen
 - E1 384
 - T1 333
- Add/Edit Inbound Phonebook screen fields (E1)
 - Accept Any Number 384
 - Add Prefix 384
 - Channel Number 385
 - Description (callee location) 385
 - Enable (Call Forwarding) 385
 - Forward Condition 385
 - Forward Destination 386
 - Registration Option Parameters 386
 - Remove Prefix 384
 - Ring Count 386
- Add/Edit Inbound Phonebook screen fields (T1)
 - Accept Any Number 333
 - Add Prefix 333
 - Channel Number 333
 - Description (callee location) 333
 - Enable (Call Forwarding) 333
 - Forward Condition 334
 - Forward Destination 334
 - Registration Option Parameters 335
 - Remove Prefix 333
 - Ring Count 335
- Add/Edit Outbound Phonebook field definitions
 - E1 376, 377, 378, 379, 380
 - T1 324, 325, 326, 327, 328
- Add/Edit Outbound Phonebook fields (E1)
 - Accept Any Number 376
 - Add Prefix 377
 - Advanced button 379
 - Description 377
 - destination pattern 377
 - Gateway H.323 ID 378
 - Gateway Prefix 378
 - H.323 Port Number 378
 - IP Address 377
 - Protocol Type 377
 - Remote Device is [legacy]
 - MultiVOIP 380
 - Remove Prefix 377
 - SIP Port Number 379
 - SIP URL 379
 - Total Digits 377
 - Transport Protocol (SIP) 379
 - Use Gatekeeper 378, 380
 - Use Proxy (SIP) 379
- Add/Edit Outbound Phonebook fields (T1)
 - Accept Any Number 324
 - Add Prefix 325
 - Advanced button 327
 - Description 325
 - Destination Pattern 325
 - Gateway H.323 ID 326
 - Gateway Prefix 326
 - IP Address 325
 - Protocol Type 325
 - Q.931 Port Number 326
 - Remove Prefix 325
 - SIP Port Number 327
 - SIP URL 327
 - Total Digits 325
 - Transport Protocol (SIP) 327
 - Use Gatekeeper 326, 328
 - Use Proxy (SIP) 327
- Add/Edit Outbound Phonebook screen
 - E1 375
 - T1 323
- Add/Edit Outbound Phonebook SPP Fields
 - E1 380
 - T1 328
- add-on module (analog, 4-to-8 channel), installation 511
- add-on module (T1/E1)
 - operation 501
- add-on module (T1/E1), installation 499
- Address (SNMP) field
 - analog 271
 - T1/E1 169
- Advanced button, Outbound Phonebook
 - E1 380
 - T1 328
- Advanced Features field group
 - analog 233
 - T1/E1 146
- airflow 91
- Alerting Party

- Supplementary Services (analog)
 - 297, 298, 299
- Supplementary Services (T1/E1)
 - 196, 197, 198
- Allowed Name Type (analog)
 - Alerting Party..... 297, 298, 299
 - Calling Party..... 296
- Allowed Name Type (T1/E1)
 - Alerting Party..... 196, 197, 198
 - Calling Party..... 195
- Allowed Name Types, Call Name ID (analog)
 - Alerting Party..... 297
 - Busy Party..... 298
 - Calling Party..... 296
 - Connected Party..... 299
- Allowed Name Types, Call Name ID (T1/E1)
 - Alerting Party..... 196
 - Busy Party..... 197
 - Calling Party..... 195
 - Connected Party..... 198
- Alternate IP Address field
 - E1..... 382
 - T1..... 330
- Alternate IP Routing
 - E1..... 375
 - T1..... 323
- Alternate Phone Number, SPP (Add/Edit Outbound Phonebook)
 - E1..... 380
 - T1..... 328
- Alternate Routing
 - PSTN failover feature, and 330
- Alternate Routing field definitions
 - E1..... 382
 - T1..... 330
- Alternate Routing field definitions (E1)
 - Alternate IP Address..... 382
 - Round Trip Delay 382
- Alternate Routing field definitions (T1)
 - Alternate IP Address..... 330
 - Round Trip Delay 330
- analog phonebook..... 409
 - using T1 & E1 examples for..... 409
- analog phonebook examples..... 207
- analog telephony interface parameters
 - 211
- Annex E field
 - E1..... 369
 - T1..... 316
- Append SIP Proxy Domain Name in User ID (proxy server)
 - E1..... 370
 - T1..... 317
- area codes..... 70
- Auto Disconnect field group
 - analog..... 239
 - T1/E1..... 151
- AutoCall
 - analog/BRI..... 234
 - T1/E1..... 147
- AutoCall (Voice/Fax Params - analog) and Pass Through Enable (FXS Loop Start)..... 234
- AutoCall/Offhook Alert field
 - analog/BRI..... 234, 235
 - T1/E1..... 147
- Automatic Disconnection field
 - analog..... 239
- B**
- bandwidth
 - coder (analog)..... 232
 - coder (T1/E1)..... 145
- battery caution..... 85
- baud rate, default (MultiVOIP software connection)
 - T1/E1..... 200
 - analog..... 301
- baud rate, fax
 - analog..... 231
 - T1/E1..... 144
- baud rate, setting
 - analog..... 301
 - T1/E1..... 200
- Behind Proxy/NAT device
 - E1..... 373
 - T1..... 320
- Bipolar Violation (E1 stats) field .. 442
- Bipolar Violation (T1 stats) field .. 439
- Blue Alarm (E1 stats) field 440
- Blue Alarm (T1 stats) field 437
- Boot LED

- analog models 32
- analog, MVP130 33
- BRI models 39
- MVP-210 107
- MVP-410/810 99
- MVP-410ST/810ST 103
- on MVP-2410/3010 94
- Boot Version
 - System Info 412
 - System Info (ANALOG/BRI) ... 303
 - System Info (T1/E1) 202
- booting time
 - analog 32
 - analog, MVP130 33
 - BRI 39
 - E1 24
 - T1 17
- box contents
 - verifying 86
- BRI connector pinout 506
- BRI interface types
 - ST and U 507
- built-in modem
 - setup in Regional Parameters
 - screen 61
- built-in modem (analog)
 - setup in Regional Parameters
 - screen 214, 273
- built-in modem (T1/E1)
 - setup in Regional Parameters
 - screen 128, 170, 171
- busy & no-response (E1)
 - forwarding, dual conditions 385
- busy & no-response (T1)
 - forwarding, dual conditions 334
- busy tone, custom
 - analog 278
 - T1/E1 175, 176
- busy-tones
 - analog 277
 - T1/E1 175
- Bytes Received (call progress) field
 - 416
- Bytes Received (SMTP logs) field
 - analog 283
 - T1/E1 182
- Bytes received (statistics, logs) field
 - 423
- Bytes Sent (call progress) field 416
- Bytes Sent (SMTP logs) field
 - analog 283
 - T1/E1 182
- Bytes sent (statistics, logs) field 422
- C**
 - cable length, maximum span
 - E1 161
 - T1 155
 - cabling diagram, quick
 - analog models 52, 53, 55, 56, 57
 - BRI models 54
 - E1 models 52
 - MVP130 56
 - MVP130FXS 57
 - MVP210 55
 - MVP2410 52
 - MVP3010 52
 - MVP410 53
 - MVP-410ST/810ST 54
 - MVP810 53
 - T1 models 52
 - cabling problem, fixing
 - analog models 219
 - T1/E1 models 133
 - cabling procedure
 - MVP130 108
 - MVP210 104
 - MVP2410 93
 - MVP3010 93
 - MVP410 95
 - MVP-410ST 100
 - MVP810 95
 - MVP-810ST 100
 - Cadence 1 (custom) field
 - analog 279
 - T1/E1 177
 - Cadence 2 (custom) field
 - analog 279
 - T1/E1 177
 - Cadence 3 (custom) field
 - analog 279
 - T1/E1 177
 - Cadence 4 (custom) field
 - analog 279
 - T1/E1 177
 - Cadence field

- analog..... 276
- T1/E1 174
- cadences, custom
 - T1.E1 177, 279
 - T1/E1 175
- cadences, signaling
 - analog..... 272
 - T1/E1 170
- Call Control PHB field
 - analog..... 222
 - T1/E1 136
- Call Control Status
 - Call Progress Details (statistics)
 - field..... 419
- Call Control Status (call progress)
 - field..... 419
- Call Duration field
 - analog..... 239
 - T1/E1 151
- Call Forward Parameters (inbound phonebook)
 - E1 385
 - T1..... 334
- Call Forwarded To
 - logs (statistics) field..... 424
- Call Hold
 - ANALOG 30
 - BRI 38
 - E1 23
 - T1..... 16
- Call Hold (analog) 291
- Call Hold (T1/E1) 190
- Call Hold Enable
 - analog..... 294
 - T1/E1 193
- Call Mode (SMTP logs) field
 - analog..... 283
 - T1/E1 182
- Call Name Identification
 - ANALOG 30
 - BRI 38
 - E1 23
 - T1..... 16
- Call Name Identification (analog)
 - Alerting Party..... 297, 298, 299
 - Calling Party 296
- Call Name Identification (T1/E1)
 - Alerting Party..... 196, 197, 198
 - Calling Party 195
 - Call Name Identification (analog)..... 291
 - Call Name Identification (T1/E1) . 190
 - Call On Hold
 - Call Progress Details (statistics)
 - field 416, 418
 - Call on Hold (call progress) field.. 418
 - Call Progress (Statistics) 414
 - Call Progress Details (statistics)
 - screen field
 - Call On Hold 416
 - Call Waiting 416
 - Caller ID..... 416
 - Call On Hold 418
 - Call Waiting 418
 - Caller ID..... 419
 - Call Progress Details (statistics)
 - screen fields
 - Channel 416
 - Duration 416
 - Mode 416
 - Voice Coder 416
 - Packets Sent 416
 - Packets Received..... 416
 - Bytes Sent 416
 - Bytes Received..... 416
 - Packets Lost 416
 - Outbound Digits 416
 - Prefix Matched 416
 - Gateway Name 417
 - IP Address 417
 - Options 417
 - Silence Compression..... 417
 - Forward Error Correction..... 417
 - Status..... 419
 - Call Control Status 419
 - Call Status (SMTP logs) field
 - analog..... 284
 - T1/E1 183
- Call Transfer
 - ANALOG..... 30
 - BRI..... 38
 - E1 23
 - T1 16
- Call Transfer (analog) 291
- Call Transfer (T1/E1)..... 190
- Call Transfer Enable
 - analog..... 293

- T1/E1 192
- Call Transfer music jingle during hold
 - analog..... 293
 - T1/E1 192
- Call Transferred To
 - logs (statistics) field..... 424
- Call Waiting
 - ANALOG 30
 - BRI 38
 - Call Progress Details (statistics)
 - field..... 416, 418
 - E1..... 23
 - T1..... 16
- Call Waiting (analog) 291
- Call Waiting (call progress) field.. 418
- Call Waiting (T1/E1) 190
- Call Waiting Enable
 - analog..... 294
 - T1/E1 193
- Caller ID
 - Call Progress Details (statistics)
 - field..... 416, 419
 - Caller ID (analog) 291
 - Caller ID (call progress) field 419
 - Caller ID (Supplementary Services)
 - field
 - analog..... 300
 - T1/E1 199
 - Caller ID (T1/E1)..... 191
 - Caller ID enable
 - FXO 251
 - FXS Loop Start 245, 246
 - Caller ID examples 252, 253, 254
 - Caller ID fields
 - FXO 251
 - Caller ID Type
 - FXO 251
 - FXS Loop Start 245
 - Caller Name Identification Enable
 - analog..... 295
 - T1/E1 194
- calling area codes..... 70
- Calling Party
 - Supplementary Services (analog)
 - 296
 - Supplementary Services (T1/E1)
 - 195
- Canadian Class A requirements 496
- Canadian Limitations Notice
 - (regulatory) 497
- CAS Protocol field
 - E1 162
 - T1 156
- CAS vs. CCS
 - T1 156, 162
- CCS vs. CAS
 - T1 156, 162
- CD
 - MultiVOIP 44
- Channel (call progress) field 416
- channel capacity 9
 - analog..... 26
 - BRI..... 34
 - E1 18
 - T1 11
- Channel Number (inbound) field
 - E1 385
 - T1 333
- Channel Number (SMTP logs) field
 - analog..... 283
 - T1/E1 182
- channel tracing on/off (logging)
 - analog..... 289
 - T1/E1 188
- city codes 70
- Clear (button), ISDN BRI Statistics
 - screen 446
- Clear (IP Statistics) button 426
- Clear command (Link Management)
 - button 430
- Client Options fields
 - E1 373
 - T1 320
- Clocking field
 - E1 165
 - T1 159
- coder (analog)
 - bandwidth, max..... 232
 - G.711 232
 - G.723.1 232
 - G.726..... 232
 - G.727..... 232
 - G.729..... 232
 - Net Coder..... 232
- Coder (SMTP logs) field
 - analog..... 283

- T1/E1 182
- coder (T1/E1)
 - bandwidth, max..... 145
 - G.711 145
 - G.723.1 145
 - G.726 145
 - G.727 145
 - G.729 145
 - Net Coder..... 145
- Coder field
 - analog..... 232
 - T1/E1 145
- coder options
 - packetization rates and..... 432
- Coder Parameters field group
 - analog..... 232
 - T1/E1 145
- coder types (voice/fax, RTP packetization)
 - T1/E1 433
- COM port
 - on command PC..... 116
- COM port (analog models)
 - conflict, resolving 218
 - error message 218
- COM port (T1/E1 models)
 - conflict, resolving 132
 - error message 132
- COM port allocation
 - analog..... 301
 - T1/E1 200
- COM port assignments
 - analog..... 301
 - T1/E1 200
- COM port conflict
 - error message 116
- COM Port Setup screen 116
- COM Port Setup screen (analog models) 218
- COM Port Setup screen (T1/E1 models) 132
- comma
 - meaning/use in phonebook 72
- comma use
 - and second dial tone..... 72
- command cable pinout 503
- command modem
 - and Regional Parameters screen
 - (analog) 214, 273
 - and Regional Parameters screen (T1/E1)..... 128, 170, 171
- Command Modem
 - setup for 61
- Command Modem (analog)
 - setup for 214, 273
- Command Modem (T1/E1)
 - setup for 128, 170, 171
- command PC
 - COM port assignment (detailed)116
 - COM port requirement 51
 - demands upon 51
 - non-dedicated use..... 51
 - operating system 51
 - settings 51
 - specifications..... 51
- Command PC
 - COM port requirement 40
 - non-dedicated use of 40
 - operating system 40
- community (voip) defined
 - analog 271
 - T1/E1 169
- Community Name 1 (SNMP) field
 - analog 271
 - T1/E1 169
- compatibility, Fast Start
 - E1 366
 - T1 313
- compatibility, H.450 with H.323, not with SIP
 - analog..... 27, 290
 - BRI..... 35
 - E1 19
 - T1 12
 - T1/E1 189
- compression standard
 - E1 165
 - T1 159
- compression, silence
 - analog..... 233
 - T1/E1 146
- Compression, Silence (SMTP logs)
 - analog..... 284
 - T1/E1 183
- computer requirements..... 40

- configuration of voip (analog)
 local versus remote 208
- configuration of voip (T1/E1)
 local versus remote 122, 123
- Configuration option description
 (MultiVOIP program menu) 449
- Configuration Parameter Groups,
 accessing
 analog 219
 T1/E1 133
- Configuration Port Setup option
 description (MultiVOIP program
 menu) 449
- configuration procedure, local
 detailed, analog 215
 detailed, T1/E1 129
 summary, analog 214
 summary, T1/E1 128
- Configuration Version
 System Info (ANALOG/BRI) ... 304
 System Info (T1/E1) 203
- configuration, local
 analog/BRI 210
 T1/E1 124
- configuration, phonebook
 E1 362
 starter 63
 T1 309
- configuration, saving
 analog 305
 T1/E1 204
 user 466
- configuration, starter
 phone/IP 59
- configuration, user default
 analog 306
 T1/E1 205
- Configuring MultiVOIP phonebooks,
 general
 E1 356
 T1 308
- confirming connectivity 81
- conflicts
 COM port 116
- Connection Problems, Solving
 analog 218
 T1/E1 132
- connectivity
 confirmation of 81
 confirming with remote voip. 50, 63
 pinging and 82
- connectivity test 78
- Consecutive Packets Lost field
 analog 239
 T1/E1 151
- Console Message Settings, Filters for
 analog 289
 T1/E1 188
- console messages 61, 78, 80, 81
- console messages, enabling
 analog 287
 T1/E1 186
- console parameters tracked
 analog 289
 T1/E1 188
- coordinated phonebook entries
 E1 362
 T1 309
- Copy Channel command (Interface
 Parameters)
 analog 242
- Copy Channel command (Voice/Fax
 Parameters)
 analog 229
 T1/E1 142
- Copy Channel field
 analog 230
- Copy Channel field (Voice/Fax
 Parameters)
 T1/E1 143
- Copy Channel, Supplementary
 Services command
 analog 292
 T1/E1 191
- Copy Channel, Supplementary
 Services field
 analog 300
 T1/E1 199
- Copy Interface command
 BRI 263
- Count of Registered Numbers field
 (Registered Gateway Details) ... 448
- country
 ISDN type and 166
 switch type and ISDN 166
- Country (ISDN) field

E1/ISDN	164	Options	284
country codes	70	Description (callee)	284
Country definitions		Description (caller)	284
ISDN-BRI	268	Duration	283
Country field		From Gateway Number	284
ISDN-BRI	265	From IP Address	284
Country field (ISDN)		Outbound Digits	284
T1/ISDN	158	Packets Lost	283
Country Selection for Built-In Modem		Packets Received	283
field		Packets Sent	283
analog (except MVP130)	276	Prefix Matched	284
T1/E1	174	Select All	283
Country/Region (tone schemes) field		Start Date, Time	283
analog	274, 275	To Gateway Number	284
T1/E1	172	To IP Address	284
CRC and ESF frame format (T1) ..	155	Custom Fields, SMTP log email	
CRC Check field		(T1/E1)	
T1	155	Bytes Received	182
Creating a User Default Configuration		Bytes Sent	182
analog	306	Call Mode	182
T1/E1	205	Call Status	183
Current Loss (FXO disconnect		Channel Number	182
criteria) field	249	Coder	182
Current Loss Detect Timer (FXO)		Options	183
field	249	Options	183
Current Loss field		Description (callee)	183
FXS Loop Start	244	Description (caller)	183
Custom (tones, Regional) field		Duration	182
analog	276	From Gateway Number	183
T1/E1	174	From IP Address	183
custom cadences		Outbound Digits	183
analog	279	Packets Lost	182
T1/E1	177	Packets Received	182
custom DTMF		Packets Sent	182
analog	278	Prefix Matched	183
T1/E1	175, 176	Select All	182
Custom Fields (SMTP) definitions		Start Date, Time	182
analog	283, 284	To Gateway Number	183
T1/E1	182, 183	To IP Address	183
Custom Fields, SMTP log email		Custom Tone-Pair Settings (analog)	
(analog)		fields	
Bytes Received	283	Cadence 1	279
Bytes Sent	283	Cadence 2	279
Call Mode	283	Cadence 3	279
Call Status	284	Cadence 4	279
Channel Number	283	Custom Tone-Pair Settings (T1/E1)	
Coder	283	fields	
Options	284	Cadence 1	177

- Cadence 2 177
- Cadence 3 177
- Cadence 4 177
- Custom Tone-Pair Settings definitions
 - analog..... 278, 279
 - T1/E1 176, 177
- Custom Tone-Pair Settings fields
 - (analog)
 - Frequency 1 278
 - Frequency 2 278
 - Gain 1 278
 - Gain 2 278
 - Tone Pair..... 278
- Custom Tone-Pair Settings fields
 - (T1/E1)
 - Frequency 1 176
 - Frequency 2 176
 - Gain 1 176
 - Gain 2 176
 - Tone Pair..... 176
- custom tones, setting
 - T1/E1 175
- customized log email
 - analog..... 283, 284
 - T1/E1 182, 183
- D**
- D Channel Information fields (ISDN
 - BRI Statistics)..... 445
- data capacity 9
 - analog..... 26
 - BRI 34
 - E1 18
 - T1 11
- data compression
 - analog..... 27
 - BRI 35
 - E1 19
 - T1 12
- Date & Time Setup (program menu
 - option), command 452
- Date and Time Setup option
 - description (MultiVOIP program
 - menu) 449
- debugging messages
 - analog..... 288
 - T1/E1 186
- Default (Supplementary Services)
 - field
 - analog 300
 - T1/E1 199
- Default (Voice/FAX) field
 - analog 230
 - T1/E1 143
- default baud rate (MultiVOIP
 - software connection)
 - analog 301
 - T1/E1 200
- default configuration, user
 - analog 306
 - T1/E1 205
- default values, software 460
- delay, packets
 - analog 237
 - T1/E1 149
- delay, versus voice quality
 - analog 238
 - T1/E1 150
- Delete File button
 - Logs (Statistics) screen 422
- Description (callee location)
 - E1 385
 - T1 333
- Description (callee, outbound
 - phonebook)
 - E1 377
 - T1 325
- Description field (Registered Gateway
 - Details) 448
- Description, From Details (SMTP
 - logs) field
 - analog 284
 - T1/E1 183
- Description, To Details (SMTP logs)
 - field
 - analog 284
 - T1/E1 183
- Destination Pattern (outbound) field
 - E1 377
 - T1 325
- destination patterns
 - digits used 70
 - tips about 70
- destination patterns, discussion
 - E1 361

- T1..... 308
- Detection Flash Hook field
 - E1..... 163
 - T1..... 157
- Detection Range, Flash Hook Options field
 - E&M 258
 - FXO 251
 - FXS Loop Start..... 245
- Detection Time
 - E1..... 163
 - T1..... 157
- Detection Time field
 - E1..... 163
 - T1..... 157
- dial tone, custom
 - analog..... 278
 - T1/E1 175, 176
- dial tone, second
 - and comma use 72
 - pausing for 72
- Dialing Options (E&M) fields 257
- Dialing Options (FXO) fields 248, 249
- Dialing Options field
 - ISDN-BRI..... 265
- dialing patterns
 - digits used 70
 - inbound/outbound matching 72
 - tips about..... 70
- dial-tones
 - analog..... 277
 - T1/E1 175
- DID interface (MVP210)
 - uses of..... 107
- DID interface (MVP-410/810)
 - uses of..... 98
- DID Interface Parameter definitions 260
- DID Interface Parameter fields
 - Message Waiting Indication 260
- DID Interface Parameters 259
- DID jumper
 - MVP210..... 104
 - MVP-410/810 96
- DID lines (MVP210)
 - polarity sensitivity and..... 107
- DID lines (MVP-410/810)
 - polarity sensitivity and..... 98
- DID-DPO Interface Parameter
 - definitions 259
- DID-DPO Interface Parameter fields
 - Inter Digit Timer (dialing) 260
 - Start Modes 259
 - Wink Timer 259
- DID-DPO Parameter fields
 - Inter-Digit Regeneration Timer (dialing)..... 260
- DID-DPO vs. DID-DPT 259
- DiffServ and IP datagram
 - analog 223
 - T1/E1 137
- DiffServ PHB (Per Hop Behavior)
 - value
 - analog..... 222
 - T1/E1 136
- digits in phonebook
 - specialized codes..... 71
 - types 70
- dimensions
 - analog models 43
 - E1 models..... 42
- Disconnect on Call Progress Tone (E&M) field 258
- Disconnect on Call Progress Tone (FXO) field..... 250
- Disconnect Tone Sequence (FXO)
 - field 250
- disconnection criteria, FXO .. 249, 250
- DNS Server IP Address
 - T1/E1 138, 224
- Download Factory Defaults (program menu option) , command..... 460
- Download Factory Defaults option
 - description (MultiVOIP program menu) 450
- Download Firmware (program menu option), command 456, 457
- Download Firmware option
 - description (MultiVOIP program menu) 450
- Download IFM Firmware (program menu option) , command... 462, 463
- Download IFM Firmware option
 - description (MultiVOIP program menu) 450

- Download User Defaults (program menu option) , command 466
- Download User Defaults option description (MultiVOIP program menu) 450
- downloading firmware, machine perspective 451, 476
- downloading IFM firmware 462
- downloading user defaults 466
- downloads vs. uploads (FTP) 476
- dropping digits, in phonebook 71
- DTMF
- extended 250
 - standard 250
- DTMF frequency chart 250
- DTMF Gain (High Tones) field
- analog 230
 - T1/E1 143
- DTMF Gain (Low Tones) field
- analog 230
 - T1/E1 143
- DTMF Gain field
- analog 230
 - T1/E1 143
- DTMF In/Out of Band field
- analog 231
 - T1/E1 144
- DTMF inband
- analog 231
 - T1/E1 144
- DTMF out of band
- analog 231
 - T1/E1 144
- DTMF Parameters
- T1/E1 143
- DTMF, custom tone pairs
- analog 278
 - T1/E1 175, 176
- Duration (call progress) field 416
- Duration (DTMF) field
- analog 231
 - T1/E1 144
- Duration (SMTP logs) field
- analog 283
 - T1/E1 182
- Duration (statistics, logs) field 422
- Dynamic Jitter Buffer field
- analog 237
 - T1/E1 149
- Dynamic Jitter field group
- analog 237
 - T1/E1 149
- Dynamic Jitter fields
- analog 238
 - T1/E1 150
- E**
- E&M interface (MVP210)
- matching telco trunk line 106
 - uses of 106
- E&M interface (MVP-410/810)
- matching telco trunk line 98
 - uses of 98
- E&M Interface Parameter fields
- Detection Range (flash hook) 258
 - Disconnect on Call Progress Tone 258
 - Flash Hook 258
 - Inter Digit Timer (dialing) 257
 - Interface 256
 - Message Waiting Indication 257
 - Pass Through 256
 - Regeneration (dialing) 257
 - Signal 256
 - Type 256
 - Wink Timer 256
- E&M Parameter definitions . 256, 257, 258
- E&M Parameters 255
- E1 Parameter definitions 161, 162, 163, 165
- Clocking 165
 - Line Build-Out 165
 - Line Coding 165
 - PCM Law 165
 - Pulse Shape Level 165
- E1 Parameter fields
- CAS Protocol 162
 - CRC Check 162
 - Detect Flash Hook 163
 - Frame Format 162
 - Long-Haul Mode 162
- E1 Parameters screen 160
- E1 Statistics field definitions 440, 441, 442
- E1 Statistics fields

- Bipolar Variation 442
- Blue Alarm 440
- Excessive Zeroes 442
- Loss of Frame Alignment 440
- Loss of MultiFrame Alignment 441
- Receive Slip 442
- Receive Timeslot 16 Alarm
 - Indication Signal 441
- Receive Timeslot 16 Loss of
 - MultiFrame Alignment 442
- Receive Timeslot 16 Loss of Signal
 - 441
- Red Alarm..... 440
- Status Freeze Signalling Active 441
- Transmit Data Overflow 441
- Transmit Data Underrun 442
- Transmit Line Open 442
- Transmit Line Short..... 441
- Transmit Slip 442
- Transmit Slip Negative 442
- Transmit Slip Positive..... 441
- Yellow Alarm 441
- E1 telephony parameters..... 126
- E1/ISDN Parameter definitions 164
- E1/ISDN Parameter fields
 - Country 164
 - Enable ISDN-PRI 164
 - Operator 164
 - Terminal Network..... 164
- Echo Cancellation field
 - analog..... 233
 - T1/E1 146
- echo, removing
 - analog..... 233
 - T1/E1 146
- Edit selected Inbound Phonebook
 - Entry icon
 - E1..... 363
 - T1..... 310
- Edit selected Outbound Phonebook
 - Entry icon
 - E1..... 363
 - T1..... 310
- email account for voip unit
 - analog..... 281
 - T1/E1 180
- email address for voip
 - analog..... 213, 280
 - quick..... 50
 - T1/E1 127, 178
- email log reports
 - analog..... 280
 - quick..... 61
 - recipient..... 61
 - reply-to address..... 61
 - subject line 61
 - T1/E1 178
- email logs, illustration
 - analog..... 285
 - T1/E1 184
- EMC, Safety, R&TTE Directive
 - Compliance 495
- emergency phone numbers
 - caution about..... 72
- Enable (Call Fwdg)
 - E1 385
 - T1 333
- Enable Call Hold
 - analog..... 294
 - T1/E1 193
- Enable Call Transfer
 - analog..... 293
 - T1/E1 192
- Enable Call Waiting
 - analog..... 294
 - T1/E1 193
- Enable Caller Name Identification
 - analog..... 295
 - T1/E1 194
- Enable Console Messages field
 - analog..... 288
 - T1/E1 186
- Enable DNS field
 - analog..... 224
 - T1/E1 138, 224
- Enable ISDN-PRI field
 - E1/ISDN..... 164
 - T1/ISDN..... 158
- Enable SMTP field
 - analog..... 281
 - T1/E1 180
- Enable SNMP Agent..... 167, 269
- Enable SNMP Agent field
 - analog..... 271
 - T1/E1 169
- enabling SMTP

- analog..... 280
- T1/E1 178
- enabling web browser GUI
 - analog..... 59, 226
 - T1/E1 139
- Error Correction (SMTP logs)
 - analog..... 284
 - T1/E1 183
- error correction, forward
 - analog..... 233
 - T1/E1 146
- error message
 - COM port conflict..... 116
 - COM port conflict (analog models)
 - 218
- error message (analog models)
 - MultiVOIP Not Found..... 219
 - Phone Database Not Read..... 219
- error message (T1/E1 models)
 - MultiVOIP Not Found..... 133
 - Phone Database Not Read..... 133
- ESF and CRC frame format (T1).. 155
- ethernet cable pinout..... 503
- Ethernet interface
 - analog..... 26
 - BRI 34
- European Community Directives.. 495
- Excessive Zeroes (E1 stats) field.. 442
- Excessive Zeroes (T1 stats) field.. 437
- exchanges, phone
 - dedicated..... 71
 - institutional 71
 - local 71
 - non-local 71
 - organizational 71
- expansion card (analog, 4-to-8 channel) installation..... 511
- expansion card (T1/E1) installation
 - 499
- expansion card (T1/E1)operation.. 501
- F**
- factory default software settings ... 460
- factory defaults, downloading..... 460
- failover (PSTN)
 - analog models 27
 - BRI models 35
 - E1 models 19
 - T1 models..... 12
- failover (PSTN) feature..... 330
- FAQ for MultiVOIPs 10
- fast busy (unobtainable) tones
 - analog..... 175, 277
- Fast Connect... *See* Fast Start, *See* Fast Start
 - E1 369
 - T1 316
- Fast Start compatibility
 - E1 366
 - T1 313
- Fast Start plus H.245 Tunneling field
 - E1 369
 - T1 316
- fax baud rate, default
 - analog..... 231
 - T1/E1 144
- Fax Enable field
 - analog..... 231
 - T1/E1 144
- fax machine
 - connecting to analog voip
 - (MVP130) 108
 - connecting to analog voip
 - (MVP130FXS) 109
 - connecting to analog voip
 - (MVP210) 106, 107
 - connecting to analog voip (MVP-410/810) 97, 98
- FAX Parameters
 - analog..... 231
 - T1/E1 144
- fax tones, output level
 - analog..... 231
 - T1/E1 144
- Fax Volume field
 - analog..... 231
 - T1/E1 144
- FCC Declaration 495
- FCC Part 68 Telecom rules 496
- FCC registration number 497
- FCC rules, Part 15..... 495
- FDX LED
 - analog models 32
 - analog, MVP130 33
 - BRI models 39
 - E1 24

- T1..... 17
- Filters (Console Message Settings)
 - analog..... 289
 - T1/E1..... 188
- Filters button (Console Message Settings)
 - analog..... 288
 - T1/E1..... 187
- firmware upgrade, implementing.. 456
- Firmware Version (System Info)
 - ANALOG/BRI..... 303
 - T1/E1..... 202
- firmware version, identifying 456
- firmware, downloading..... 457
- firmware, obtaining updated 452
- Flash Hook Options fields
 - E&M..... 258
 - FXO..... 251
- forgotten password..... 468, 472
- Forward Address/Number
 - T1..... 334
- Forward Condition (Call Fwdg)
 - E1..... 385
 - T1..... 334
- Forward Destination (Inbound PhBk)
 - E1..... 386
- Forward Error Correction (call progress) field..... 417
- Forward Error Correction (SMTP logs)
 - analog..... 284
 - T1/E1..... 183
- Forward Error Correction field
 - analog..... 233
 - T1/E1..... 146
- forward on busy
 - T1..... 334, 385
- Forward upon No Response
 - E1..... 385
 - T1..... 334
- forwarding, dual conditions (E1)
 - busy & no-response 385
- forwarding, dual conditions (T1)
 - busy & no-response 334
- Frame Format field
 - E1..... 161
 - T1..... 155
- frame relay, and fax
 - analog..... 231
 - T1/E1 144
- Frame Search Restart Flag (T1 stats)
 - field..... 438
- Frame Type field
 - analog..... 222
 - T1/E1..... 136
- free calls
 - E1..... 357
 - T1..... 308
- frequencies, touch tone 250
- Frequency 1 (custom tone) field
 - analog..... 278
 - T1/E1..... 176
- Frequency 1 (tone pair scheme)
 - analog..... 275
 - T1/E1..... 173
- Frequency 2 (custom tone) field
 - analog..... 278
 - T1/E1..... 176
- Frequency 2 (tone pair scheme)
 - analog..... 275
 - T1/E1..... 173
- frequency, power
 - analog models 43
 - E1 models..... 42
- FRF11
 - analog..... 231
 - T1/E1 144
- From (gateway, statistics, logs) field
 - 422
- front panel
 - analog models 32
 - BRI models 39
 - E1 24
 - MVP2400..... 16
 - MVP2410..... 16
 - MVP3010..... 24
 - T1 16
- FTP client program 476
- FTP client program, obtaining 478
- FTP client programs
 - graphic vs. textual orientation ... 485
- FTP file transfers
 - using FTP client program..... 478
 - using web browser 478
- FTP Server Enable field
 - analog..... 225

- T1/E1 138
 - FTP Server function
 - as added feature 476
 - enabling 478
 - FTP Server, contacting 480
 - FTP Server, invoking
 - download/transfer
 - using FTP client program 484
 - using web browser 482
 - FTP Server, logging in 481
 - FTP Server, logging out 485
 - FTP transfers
 - file types 476, 479
 - phonebooks 476
 - server location 476
 - function tracing on/off (logging)
 - analog 289
 - T1/E1 188
 - FXO Disconnect On fields... 249, 250
 - FXO disconnection criteria 249
 - FXO disconnection, triggering of 249, 250
 - FXO interface (MVP130)
 - uses of 108
 - FXO Interface Parameter definitions* 248, 249
 - FXO Interface Parameter Definitions 250
 - FXO Interface Parameter fields
 - Current Loss 249
 - Current Loss Detect Timer 249
 - Detection Range (flash hook) ... 251
 - Disconnect on Call Progress Tone 250
 - Disconnect Tone Sequence 250
 - Flash Hook 251
 - Inter Digit Regeneration Timer. 249
 - Inter Digit Timer (dialing) 248
 - Message Waiting Indication 248
 - Regeneration (dialing) 248
 - Ring Count 250
 - Silence Detection 250
 - Silence Timer 250
 - Tone Detection 249
 - FXO interface(MVP210)
 - uses of 106
 - FXO interface(MVP-410/810)
 - uses of 97
 - FXO Parameter fields
 - Caller ID enable 251
 - Caller ID Type 251
 - FXO Current Detect Timer 249
 - Tone Detection 249
 - FXO Parameters 247
 - FXS interface(MVP130)
 - uses of 108
 - FXS interface(MVP130FXS)
 - uses of 109
 - FXS interface(MVP210)
 - uses of 106
 - FXS interface(MVP-410/810)
 - uses of 97
 - FXS Loop Start Interface parameter definitions 243
 - FXS Loop Start Interface Parameter fields
 - Caller ID enable 245, 246
 - Caller ID Type 245
 - Current Loss 244
 - Detection Range (flash hook).... 245
 - Inter Digit Regeneration Timer. 244
 - Inter Digit Timer 244
 - Message Waiting Indication 244
 - Pass Through Enable 245
 - Ring Count 244
 - FXS Loop Start Parameter fields
 - Inter Digit Timer 243
 - Message Waiting Light 243
 - FXS Loop Start Parameters 243
 - FXS/FXO connector
 - MVP130 108
 - MVP210 106
 - MVP-410/810 97
- G**
- G711 coders (RTP packetization, voice/fax)
 - T1/E1 433
 - G723 coders (RTP packetization, voice/fax)
 - T1/E1 433
 - G726 coders (RTP packetization, voice/fax)
 - T1/E1 433
 - G727 coders (RTP packetization, voice/fax)

- T1/E1 433
- G729 coders (RTP packetization, voice/fax)
T1/E1 433
- Gain 1 (custom tone) field
analog 278
T1/E1 176
- Gain 1 (tone pair scheme)
analog 275
T1/E1 173
- Gain 2 (custom tone) field
analog 278
T1/E1 176
- Gain 2 (tone pair scheme)
analog 275
T1/E1 173
- gatekeeper interaction
analog models 27
BRI models 35
E1 models 19, 20
T1 models 12, 13
- Gatekeeper IP Address (Gatekeeper RAS) field
E1 366
T1 313
- Gatekeeper Name (Gatekeeper RAS) field
E1 366
T1 313
- GateKeeper RAS Parameters
E1 366, 367
T1 313, 314
- Gateway (IP Parameters) field
analog 224
T1/E1 138
- Gateway H.323 ID (Outbound Phonebook) field
T1 326, 378
- Gateway Name (call progress) field 417
- Gateway Name (callee, statistics, logs) field 423
- Gateway Name (caller, statistics, logs) field 423
- Gateway Name field
E1 366
T1 313
- Gateway Number, From Details (SMTP logs) field
analog 284
T1/E1 183
- Gateway Number, To Details (SMTP logs) field
analog 284
T1/E1 183
- Gateway Prefix (outbound phonebook) field
E1 378
T1 326
- General Options fields
E1 372
T1 319
- Generate Local Dial Tone (Voice/FAX – AutoCall/Offhook Alert) field
analog/BRI 235
- Generation Flash-Hook Options field
E&M 258
FXO 251
- Generation Time
E1 163
T1 157
- Generation Time field
E1 163
T1 157
- grounding
in rack installations 91
MVP210 107
MVP410ST 103
MVP810ST 103
- grounding screw, diagrams
(MVP-2410/3010) 52
(MVP-410/810) 53
(MVP-410ST/810ST) 54
- GUI (log reporting type) button
analog 288
T1/E1 187
- H**
- H.245 Tunneling field
E1 368
T1 315
- H.323
compatibility (analog models) 27
compatibility (BRI models) 35

- compatibility (E1 models) 19
- compatibility (T1 models) 12
- H.323 Annex E field
 - E1 369
 - T1 316
- H.323 coder
 - analog 232
 - T1/E1 145
- H.323 fields (Outbound Phonebook)
 - E1 378
 - T1 326
- H.323 Multiplexing field
 - E1 368
 - T1 315
- H.323 Parameters
 - E1 366
 - T1 313
- H.323 Port Number (outbound phonebook) field
 - E1 378
- H.323 version 4 features
 - analog 27
 - BRI 35
 - E1 19
 - T1 12
- H.323 Version 4 Parameters
 - E1 369
 - T1 316
- H.450 features, incompatible with SIP
 - analog 27, 290
 - BRI 35
 - E1 19
 - T1 12
 - T1/E1 189
- H.450 functionality
 - logs for 424
- H.450 standard
 - ANALOG 30
 - BRI 38
 - E1 23
 - T1 16
- Hardware ID
 - System Info (ANALOG/BRI) ... 304
 - System Info (T1/E1) 203
- Hold Sequence
 - analog 294
 - T1/E1 193
- Hold Sequence (analog) 291
- Hold Sequence (T1/E1) 190
- hold, caller on (analog)
 - musical jingle for 293
- hold, caller on (T1/E1)
 - musical jingle for 192
- hookup
 - MVP130 56
 - MVP130FXS 57
 - MVP210 55
 - MVP2410 52
 - MVP3010 52
 - MVP410 53
 - MVP-410ST/810ST 54
 - MVP810 53
- HyperTerminal program
 - and connectivity testing 79
- I**
- IANA 509
- icon
 - variable version 10, 113
- icons, phonebook
 - E1 363
 - T1 310
- identifying current firmware version
 - 456
- IFM (interface module, analog voips only) description 462
- IFM firmware, downloading .462, 463
- IFM Version
 - System Info (ANALOG/BRI) ... 304
 - System Info (T1/E1) 203
- implementing firmware upgrade ... 456
- in band, DTMF
 - analog 231
 - T1/E1 144
- inbound phonebook
 - example 73
- Inbound Phonebook Entries List icon
 - E1 363
 - T1 310
- Inbound Phonebook entries, list
 - E1 382
 - T1 331
- inbound phonebook example
 - quick 67
- inbound vs. outbound phonebooks
 - E1 361

- T1..... 308
- Industry Canada requirements 496
- info sources
 - analog telephony details..... 48, 211
 - BRI telephony details..... 49
 - E1 details 48
 - E1 telephony details..... 126
 - IP details 47
 - IP details (analog system) 210
 - IP details (T1/E1 system)..... 124
 - ISDN-BRI telephony details..... 212
 - SMTP details 50
 - T1 details 47
 - T1 telephony details..... 125
 - voip email account..... 50
- info sources (analog models)
 - SMTP details 213
 - voip email account..... 213
- info sources (T1/E1 models)
 - SMTP details 127
 - voip email account..... 127
- Input Gain field
 - analog..... 230
 - T1/E1 143
- installation
 - airflow..... 91
 - analog prerequisites 210, 211
 - BRI prerequisites 49
 - E1 prerequisites 48, 126
 - expansion card (analog, 4-to-8 channel) 511
 - expansion card (T1/E1)..... 499
 - full summary 46
 - in a nutshell..... 44
 - in rack 90
 - IP prerequisites 47
 - ISDN-BRI prerequisites..... 212
 - log reports by email (analog models) 213
 - log reports by email (T1/E1 models) 127
 - software (detailed) 111
 - T1 prerequisites 47, 125
 - T1/E1 prerequisites..... 124
 - upgrade card (analog, 4-to-8 channel) 511
 - upgrade card (T1/E1)..... 499
 - voip email account(analog models) 213
 - voip email account(T1/E1 models) 127
- installation preparations (optional)
 - log reports by email..... 50
 - voip email account 50
- installation, mechanical
 - analog models 26
 - BRI models 34
 - E1 models..... 18
 - T1 models..... 11
- installation, quick
 - log reports by email..... 50
 - voip email account 50
- installing Java vis-a-vis web GUI . 488
- integrated phone/data networks..... 356
- Inter Digit Regeneration Time (FXO) field 249
- Inter Digit Regeneration Time (FXS Loop Start) field 244
- Inter Digit Regeneration Timer (E&M) field 257
- Inter Digit Timer (dialing) field
 - DID-DPO 260
 - E&M 257
 - FXO 248
 - FXS Loop Start 244
- Intercept Tone (Regional Params) and Offhook Alert (Voice/Fax Params) 274
- Intercept Tone and required Interface & Voice/Fax settings
 - analog..... 274
- Interface field (DID-DPO) 259
- Interface field (E&M) 256
- interface parameters, accessing 240
- interface parameters, setting..... 240
- interface types, BRI
 - ST and U 507
- interfaces
 - BRI telephony 54
- inter-office dialing
 - E1 357
 - T1 309
- inter-operation (analog)
 - with T1/E1 voips..... 25
- inter-operation (BRI)

- with T1/E1/BRI voips 34
- inter-operation with phone system
 - analog models 26
 - BRI models 34
 - E1 models 18
 - T1 models 11
- IP Address (call progress) field.... 417
- IP Address (callee, statistics, logs)
 - field..... 423
- IP Address (caller, statistics, logs)
 - field..... 423
- IP Address (outbound phonebook)
 - E1..... 377
 - T1..... 325
- IP Address field
 - analog..... 224
 - T1/E1 138
- IP Address field (Registered Gateway
 - Details)..... 448
- IP Address to Ping (Link
 - Management) field..... 430
- IP Address, From Details (SMTP
 - logs) field
 - analog..... 284
 - T1/E1 183
- IP address, SysLog Server
 - analog..... 288
 - T1/E1 187
- IP Address, To Details (SMTP logs)
 - field
 - analog..... 284
 - T1/E1 183
- IP datagram and DiffServ
 - analog..... 223
 - T1/E1 137
- IP Mask field
 - analog..... 224
 - T1/E1 138
- IP parameter definitions
 - analog..... 222
 - T1/E1 136
- IP Parameter fields (analog)
 - Diffserv Parameters 222
 - DNS Server IP Address 224
 - Enable DHCP..... 224
 - Enable DNS 224
 - Frame Type..... 222
 - FTP Server Enable..... 224
 - Gateway 224
 - IP Address 224
 - IP Mask 224
- IP Parameter fields (T1/E1)
 - Enable DHCP..... 138
- IP Parameters screen, accessing
 - analog..... 220
 - T1/E1 134
- IP startup configuration..... 59
- IP Statistics field definitions . 425, 427
- IP Statistics fields
 - Clear 425
 - Received (RTCP Packets) 428
 - Received (RTP Packets)..... 428
 - Received (TCP Packets)..... 427
 - Received (Total Packets) 425
 - Received (UDP Packets)..... 427
 - Received with errors (RTCP
 - Packets) 428
 - Received with errors (RTP Packets)
 - 428
 - Received with errors (TCP Packets)
 - 427
 - Received with errors (Total
 - Packets) 427
 - Received with errors (UDP
 - Packets) 427
 - Transmitted (RTCP Packets)..... 428
 - Transmitted (RTP Packets) 428
 - Transmitted (TCP Packets) 427
 - Transmitted (Total Packets)..... 425
 - Transmitted (UDP Packets)..... 427
- IP Statistics function 425
- ISDN BRI Interface screen fields
 - Status, Layer 1 Interface 444
 - Status, SPID0 445
 - Status, SPID1 446
- ISDN BRI Parameters
 - TEI n Assignment 265
- ISDN BRI Parameters fields
 - Country 265
 - Dialing Options..... 265
 - Inter Digit Timer 265
 - Layer 1 Interface 264
 - Operator 265
 - Select BRI Interface 264
 - Switch Information 265
- ISDN BRI Statistics screen fields

- Clear (button)..... 446
 - D Channel Information (field group)..... 445
 - Layer 1 Interface (field group).. 444
 - Loss of Framing..... 444
 - Loss of Sync 444
 - Rx Packets 445
 - Select BRI Interface..... 444
 - SPID0..... 445
 - SPID1..... 446
 - State 444
 - Switch Information (field group) 445
 - Tx Packets..... 445
 - ISDN parameters, setting..... 166
 - ISDN-BRI operating modes
 - MVP-410ST/810ST)..... 102
 - ISDN-BRI Parameter definitions.. 264
 - ISDN-BRI telephony interfaces
 - uses of..... 102
 - ISDN-BRI telephony parameters.. 212
 - ISDN-PRI
 - types supported..... 166
 - ISDN-PRI implementations..... 166
- J**
- Java
 - installing 488
 - web GUI and..... 488
 - jitter buffer
 - analog..... 237
 - T1/E1 149
 - Jitter Value (Fax) field
 - analog..... 231
 - T1/E1 144
 - Jitter Value field
 - analog..... 239
 - T1/E1 151
 - jitter, dynamic
 - analog..... 237
 - T1/E1 149
 - jumper, DID
 - MVP210..... 104
 - MVP-410/810 96
- K**
- Keep Alive field
 - E1..... 373
 - T1 320
 - key system
 - connecting to analog voip (MVP130) 108
 - connecting to analog voip (MVP210) 106
 - connecting to analog voip (MVP-410/810) 97
 - Knowledge Base (online, for MultiVOIPs) 10
- L**
- lab voip network
 - use in setup..... 72
 - Last button
 - Logs (Statistics) screen 422
 - Last Error (Link Management) field 431
 - Layer 1 Interface
 - ISDN-BRI 264
 - Layer 1 Interface fields (ISDN BRI Statistics)..... 444
 - LED definitions
 - analog models 32
 - BRI models 39
 - E1 24
 - MVP2400..... 16
 - MVP2410..... 17
 - MVP3010..... 24
 - T1 17
 - LED definitions (analog models)
 - FDX 32
 - LNK 32
 - LED definitions (analog)
 - Boot..... 32
 - Ethernet..... 32
 - Power 32
 - RCV (channel)..... 32
 - RSG..... 32
 - XMT (channel) 32
 - XSG..... 32
 - LED definitions (analog, E1)
 - LNK 24
 - LED definitions (analog, MVP130)
 - Boot..... 33
 - Ethernet..... 33
 - FDX 33
 - LNK 33

- Power 33
- RCV (channel) 33
- RSG 33
- XMT (channel) 33
- XSG 33
- LED definitions (analog, T1)
 - LNK 17
- LED definitions (BRI models)
 - FDX 39
 - LNK 39
- LED definitions (BRI)
 - Boot 39
 - Ethernet 39
 - Power 39
 - RCV (channel) 39
 - XMT (channel) 39
- LED definitions (E1)
 - Boot 24
 - E1 24
 - FDX 24
 - IC 24
 - LC 24
 - LS 24
 - ONL 24
 - Power 24
 - PRI 24
- LED definitions (T1)
 - Boot 17
 - FDX 17
 - IC 17
 - LC 17
 - LS 17
 - ONL 17
 - Power 17
 - PRI 17
- LED indicators
 - E1 23
 - T1 16
- LED indicators (analog)
 - channel operation 30
 - general operation 30
- LED indicators (BRI)
 - channel operation 38
 - general operation 38
- LED indicators, active
 - analog 30
 - E1 23
 - T1 16
- LED sets (T1/E1), left and right 501
- LED types
 - analog models 30
 - BRI models 38
- lifting
 - precaution about 85
- limitations notice (regulatory),
 - Canadian 497
- Line Build Out field
 - E1 165
 - T1 159
- Line Coding field
 - E1 165
 - T1 159
- Line Loopback Activation Signal (T1 stats) field 438
- Line Loopback Deactivation Signal (T1 stats) field 437
- Link Management (Statistics) fields
 - Clear command button 430
 - IP Address column 431
 - IP Address to Ping 430
 - Last Error 431
 - No. of Pings 430
 - No. of Pings Received 431
 - No. of Pings Sent 431
 - Ping Size in Bytes 430
 - Response Timeout 430
 - Round Trip Delay 431
 - Start Now command button 430
 - Timer Interval between Pings ... 430
- Link Management (Statistics) screen
 - field definitions 430, 431
 - IP Address (ping target) 431
- Link Status fields
 - Link Management (Statistics) screen 431
- List of Registered Numbers field (Registered Gateway Details) ... 448
- lithium battery caution 85
- LNK LED
 - analog models 32
 - analog, MVP130 33
 - BRI models 39
 - E1 24
 - T1 17
- loading of weight in rack 91
- local configuration

analog/BRI.....	210	T1/E1	180
T1/E1	124	Logs (Statistics) fields	
local configuration procedure		Bytes received.....	423
detailed, analog.....	215	Bytes Sent	422
detailed, T1/E1.....	129	Call Forwarded to.....	424
summary, analog.....	214	Call Transferred to	424
summary, T1/E1	128	CT Ph#.....	424
local exchange numbers.....	71	Duration	422
local voip configuration (analog)..	208	From (gateway).....	422
local voip configuration (T1/E1) ..	122	Gateway Name (callee).....	423
local Windows GUI vs. web GUI		Gateway Name (caller)	423
comparison.....	487	H.450 functionality	424
local-rate access (E1)		IP Address (callee).....	423
to remote PSTN	18	IP Address (caller)	423
local-rate calls to remote voip sites		Log #.....	422
E1.....	358	Mode.....	422
Log # (statistics, logs) field.....	422	Options (caller)	423
log report email, customizing		Options callee.....	423
analog.....	283, 284	Outbound digits.....	423
T1/E1	182, 183	Packets Lost	423
log report email, triggering		Packets received.....	423
analog	282	Packets Sent	422
T1/E1	181	Start Date, Time.....	422
log reporting method, setting		Status.....	422
analog.....	286	Supplementary Services info.....	424
T1/E1	185	To (gateway).....	422
log reports		Voice coder	423
analog models.....	213	Logs (Statistics) function	420
T1/E1 models.....	127	Logs (Statistics) screen	
log reports & SMTP		Delete File button.....	422
analog.....	280	First button.....	422
T1/E1	178	Last button	422
log reports and SMTP		Next button.....	422
quick	61	Previous button	422
log reports by email		logs and web browser GUI	
analog.....	280	analog.....	287
quick	61	T1/E1	186
T1/E1	178	logs by email, illustration	
log reports, quick	50	analog.....	285
logging options		T1/E1	184
analog.....	287	Logs screen definitions	
T1/E1	186	analog.....	287
logging update interval		T1/E1	186
analog.....	287	Logs screen field definitions	
T1/E1	186	analog.....	288
logging, web GUI and.....	487	T1/E1	187
Login Name (SMTP) field		Logs screen parameters (analog)	
analog.....	281	Enable Console Messages.....	288

- Filters 288
- GUI 288
- IP Address (SysLog Server) 288
- Online Statistics Updation Interval 288
- Port (SysLog Server) 288
- SMTP 288
- SNMP 288
- SysLog Server Enable..... 288
- Turn Off Logs..... 288
- Logs screen parameters (T1/E1)
 - Console Message Settings 187
 - Enable Console Messages..... 186
 - Filters 187
 - GUI..... 187
 - IP Address (SysLog Server) 187
 - Online Statistics Updation Interval 187
 - Port (SysLog Server) 187
 - SMTP 187
 - SNMP 187
 - SysLog Server Enable..... 187
 - Turn Off Logs..... 187
- logs screen, accessing
 - analog..... 286
 - T1/E1 185
- long distance call savings
 - T1..... 308
- long-distance call savings
 - E1..... 356
- Long-Haul Mode field
 - E1..... 161
 - T1..... 155
- Loss of Frame Alignment (E1 stats)
 - field..... 440
- Loss of Frame Alignment (T1 stats)
 - field..... 437
- Loss Of Framing field (ISDN BRI
 - Statistics, Layer 1 Interface)..... 444
- Loss of MultiFrame Alignment (E1
 - stats) field 441
- Loss of MultiFrame Alignment (T1
 - stats) field 438
- Loss of Sync field (ISDN BRI
 - Parameters, Layer 1 Interface).. 444
- lost packets, consecutive
 - analog..... 239
 - T1/E1 151
- lost password..... 468, 472
- M**
- Mac Address
 - System Info 412
 - System Info (ANALOG/BRI) ... 304
 - System Info (T1/E1)..... 203
- mail criteria (SMTP), records
 - analog..... 282
 - T1/E1 181
- Mail Server IP Address (SMTP) field
 - analog..... 282
 - T1/E1 180
- Mail Type (SMTP logs) field
 - analog..... 282
 - T1/E1 181
- mains frequency
 - analog models 43
 - E1 models..... 42
- management (E1 models)
 - local..... 20
 - remote (SNMP)..... 20
 - remote (web browser GUI) 20
- management of voips, remote
 - analog..... 269
 - T1/E1 167
- Max bandwidth (coder)
 - analog..... 232
 - T1/E1 145
- Max Baud Rate field
 - analog..... 231
 - T1/E1..... 144
- Max Retransmission (SPP, General
 - Options) field
 - E1 372
 - T1 319
- maximum cable span
 - E1 161
 - T1 155
- Maximum Jitter Value field
 - analog..... 238
 - T1/E1 150
- Message Waiting Indication (DID-
 - DPO)..... 260
- Message Waiting Indication (E&M)
 - and DID..... 257
- Message Waiting Indication field
 - DID-DPO 260

- E&M 257
- FXO 248
- FXS Loop Start 244
- Minimum Jitter Value field
 - analog 237
 - T1/E1 149
- Mode (call progress) field 416
- Mode (Fax) field
 - analog 231
 - T1/E1 144
- Mode (SPP) field
 - E1 372
 - T1 319
- Mode (statistics, logs) field 422
- model descriptions
 - E1 18
- modem relay
 - analog 238
 - T1/E1 150
- modem traffic on voip network
 - analog 238
 - T1/E1 150
- modem, command
 - and Regional Parameters Country Selection 61
- modem, command (analog)
 - and Regional Parameters Country Selection 214, 273
- modem, command (T1/E1)
 - and Regional Parameters Country Selection 128, 170, 171
- modem, remote
 - configuration/command setup for 61
- modem, remote
 - configuration/command (analog) setup for 214, 273
- modem, remote
 - configuration/command (T1/E1) setup for 128, 170, 171
- Monitor Link fields
 - Link Management (Statistics) screen 430
- mounting
 - analog models 26
 - BRI models 34
 - E1 models 18
 - T1 models 11
 - mounting in rack 90
 - procedure for 92
 - safety 85, 91
 - mounting options 9
 - Multiplexed UDP field
 - E1 369
 - T1 316
- MultiVOIP configuration software .58
 - E1 models 20
 - T1 models 13
- MultiVOIP FAQ (on MTS web site) 10
- MultiVOIP Program Menu items .449
- MultiVOIP Program Menu options
 - Configuration 449
 - Configuration Port Setup 449
 - Date & Time Setup 449
 - Download Factory Defaults 450
 - Download Firmware 450
 - Download IFM Firmware 450
 - Set Password 450
 - Uninstall 450
 - Upgrade Software 450
- MultiVOIP program menu, option descriptions 449, 450
- MultiVOIP software
 - installing 111
 - location of files 114
 - program icon location 115
 - uninstalling 118, 473
- MultiVOIP software (analog)
 - moving around in 219
- MultiVOIP software (T1/E1)
 - moving around in 133
- MultiVoipManager 10
 - analog 208
 - T1/E1 123
- MultiVoipManager software
 - E1 models 20
 - T1 models 13
- musical jingle during call transfer
 - analog 293
 - T1/E1 192
- MVP130
 - cabling procedure 108
 - Introduction* 25
 - unpacking 89
- MVP210

- grounding..... 107
- MVP210x
 - cabling procedure..... 104
 - unpacking..... 88
- MVP2410
 - cabling procedure..... 93
 - unpacking..... 86
- MVP-2410
 - remote configuration modem..... 94
- MVP3010
 - cabling procedure..... 93
 - remote configuration modem..... 94
 - unpacking..... 86
- MVP410
 - cabling procedure..... 95
 - remote configuration modem..... 99
- MVP410ST
 - grounding..... 103
- MVP-410ST
 - cabling procedure..... 100
- MVP410x
 - unpacking..... 87
- MVP810
 - cabling procedure..... 95
 - remote configuration modem..... 99
- MVP810ST
 - grounding..... 103
- MVP-810ST
 - cabling procedure..... 100
- MVP810x
 - unpacking..... 87
- N**
- national-rate calls to foreign voip sites
 - E1..... 360
- Netcoder coders (RTP packetization, voice/fax)
 - T1/E1..... 433
- network access
 - analog..... 271
 - T1/E1..... 169
- Network Disconnection field
 - analog..... 239
 - T1/E1..... 151
- network/terminal settings, voip and PBX
 - E1/ISDN..... 164
 - ISDN-BRI..... 264
 - T1/ISDN..... 158
- No. of Entries field (Registered Gateway Details)..... 448
- No. of Pings (Link Management) field..... 430
- No. of Pings Received (Link Management) field..... 431
- No. of Pings Sent (Link Management) field..... 431
- no-response & busy(E1) forwarding, dual conditions 385
- no-response & busy(T1) forwarding, dual conditions 334
- NT1 device
 - when required for MVP410ST .. 101
 - when required for MVP810ST .. 101
- NT1 device, use of
 - BRI voip units..... 49, 101
- Number of Days (email log criteria)
 - analog..... 282
 - T1/E1..... 181
- Number of Records (email log criteria)
 - analog..... 282
 - T1/E1..... 181
- numbering plan resources 406
- O**
- obtaining updated firmware 452
- Offhook alert..... 234
- Offhook Alert (Voice/Fax Params) and Intercept Tone (Regional Params) 234
- Offhook Alert Timer (Voice/FAX -- AutoCall/Offhook Alert) field
 - analog/BRI..... 236
 - T1/E1..... 148
- official phone numbers
 - caution about..... 72
- Online Statistics Updation Interval field (Logs)
 - analog..... 288
 - T1/E1..... 187
- operating system 40
- operating temperature 91
- operating voltage
 - analog models 43
 - T1 models..... 42

- operation
 - expansion card (T1/E1)..... 501
 - Operator (ISDN) field
 - E1/ISDN 164
 - T1/ISDN 158
 - Operator definitions
 - ISDN-BRI 268
 - Operator field
 - ISDN-BRI 265
 - Optimization Factor field
 - analog 238
 - T1/E1 150
 - Options (call progress) field 417
 - Options (callee, statistics, logs) field
 - 423
 - Options, From Details (SMTP logs) field
 - analog 284
 - T1/E1 183
 - Options, To Details (SMTP logs) field
 - analog 284
 - T1/E1 183
 - out of band, DTMF
 - analog 231
 - T1/E1 144
 - Outbound Digits (call progress) field
 - 416
 - Outbound Digits (SMTP logs) field
 - analog 284
 - T1/E1 183
 - Outbound digits (statistics, logs) field
 - 423
 - outbound phonebook
 - example 73
 - Outbound Phonebook Entries List
 - icon
 - E1 363
 - T1 310
 - Outbound Phonebook entries, list
 - E1 374
 - T1 322
 - outbound phonebook example
 - quick 63
 - outbound vs. inbound phonebooks
 - E1 361
 - T1 308
 - Output Gain field
 - analog 230
 - T1/E1 143
 - output level, fax tones
 - analog 231
 - T1/E1 144
 - outside line, access to 71, 73
- P**
- packet priority and DiffServ
 - analog 223
 - T1/E1 137
 - packetization (RTP), ranges & increments
 - T1/E1 433
 - packetization rates
 - coder options and 432
 - Packets Lost (call progress) field .. 416
 - Packets Lost (SMTP logs) field
 - analog 283
 - T1/E1 182
 - Packets lost (statistics, logs) field . 423
 - Packets Received (call progress) field
 - 416
 - Packets Received (SMTP logs) field
 - analog 283
 - T1/E1 182
 - Packets received (statistics, logs) field
 - 423
 - Packets Sent (call progress) field .. 416
 - Packets Sent (SMTP logs) field
 - analog 283
 - T1/E1 182
 - Packets sent (statistics, logs) field. 422
 - packets, consecutive lost
 - analog 239
 - T1/E1 151
 - Parallel H.245 field
 - E1 369
 - T1 316
 - parameters tracked by console
 - analog 289
 - T1/E1 188
 - Pass Through (E&M) field 256
 - Pass Through Enable (FXS Loop Start interface) and AutoCall (Voice/Fax Params) 245
 - Password (proxy server) field
 - E1 371
 - T1 318

- Password (SMTP) field
 analog..... 282
 T1/E1..... 180
 password, lost/forgotten..... 468, 472
 password, setting..... 468
 web browser GUI..... 472
 patents 2
 patterns, destination
 tips about..... 70
 PBX characteristics, variations in
 E1..... 405
 T1..... 354
 PBX interaction
 analog models 26
 BRI models 34
 E1 models 18
 T1 models 11
 PC, command
 COM port assignment (detailed) 116
 COM port requirement..... 51
 demands upon 51
 non-dedicated use 51
 operating system 51
 settings 51
 specifications 51
 PCM Law field
 E1..... 165
 T1..... 159
 Permissions (SNMP) field
 analog..... 271
 T1/E1 169
 personnel requirement
 for rack installation..... 91
 to lift during installation 92
 to lift unit during installation 85
 Phone Book Version
 System Info (ANALOG/BRI)... 304
 System Info (T1/E1) 203
 phone exchanges
 dedicated 71
 institutional 71
 local 71
 non-local 71
 organizational 71
 Phone Number (Voice/FAX –
 AutoCall/Offhook Alert) field
 analog/BRI..... 236
 T1/E1 148
 Phone Signaling Tones & Cadences
 analog..... 272
 T1/E1 170
 phone startup configuration..... 59
 phone switch types
 ISDN implementations in..... 166
 phone/IP details
 importance of writing down 46
 importance of writing down
 (analog) 210
 importance of writing down
 (T1/E1)..... 124
 phonebook
 FTP remote file transfers..... 476
 phonebook configuration
 starter 63
 phonebook configuration (analog) 207,
 409
 phonebook configuration (remote) 476
 phonebook configuration (T1/E1). 122
 Phonebook Configuration icon
 E1 363
 T1 310
 Phonebook Configuration Parameter
 definitions
 E1 366, 367, 368, 369, 370, 371
 T1 313, 314, 315, 316, 317, 318
 Phonebook Configuration procedure
 T1 309
 Phonebook Configuration Procedure
 E1 362
 Phonebook Configuration screen
 E1 364
 T1 309
 Phonebook Configuration screen (E1)
 Mode (SPP Protocol) 372
 Phonebook Configuration screen (T1)
 Mode (SPP Protocol) 319
 Phonebook configuration screen fields
 (E1)
 Password (proxy server)..... 371
 Re-Registration Time (proxy
 server) 371
 Phonebook Configuration screen
 fields (E1)
 Annex E (H.323, UDP
 multiplexing)..... 369
 Client Options 372

- Gatekeeper IP Address..... 366
- Gatekeeper Name..... 366
- Gateway Name..... 366
- General Options..... 372
- H.245 Tunneling..... 368
- H.323 Multiplexing..... 368
- Keep Alive..... 372
- Max Retransmission (SPP, General Options)..... 372
- Parallel H.245 (Tunneling with Fast Start)..... 369
- Port (SPP, General Options)..... 372
- Proxy Domain Name / IP Address..... 370
- RAS TTL Value..... 367
- Register with GateKeeper..... 366
- Registrar IP Address..... 372
- Registrar Options..... 372
- Registrar Port..... 372
- Retransmission (SPP, General Options)..... 372
- Signaling Number (proxy server)..... 370
- Signaling Port..... 366
- Signaling Port (Gatekeeper)..... 366
- Use Fast Start..... 366
- Use SIP Proxy..... 370
- User Name (proxy server)..... 370
- Phonebook configuration screen fields (T1)
 - Password (proxy server)..... 318
 - Re-Registration Time (proxy server)..... 318
- Phonebook Configuration screen fields (T1)
 - Annex E (H.323, UDP multiplexing)..... 316
 - Client Options..... 319
 - Gatekeeper IP Address..... 313
 - Gatekeeper Name..... 313
 - Gateway Name..... 313
 - General Options..... 319
 - H.245 Tunneling..... 315
 - H.323 Multiplexing..... 315
 - Keep Alive..... 319
 - Max Retransmission (SPP, General Options)..... 319
 - Parallel H.245 (Tunneling with Fast Start)..... 316
 - Port (SPP, General Options)..... 319
 - Proxy Domain Name / IP Address..... 317
 - RAS TTL Value..... 314
 - Register with GateKeeper..... 313
 - Registrar IP Address..... 319
 - Registrar Options..... 319
 - Registrar Port..... 319
 - Retransmission (SPP, General Options)..... 319
 - Signaling Number (proxy server)..... 317
 - Signaling Port..... 313
 - Signaling Port (Gatekeeper)..... 313
 - Use Fast Start..... 313
 - Use SIP Proxy..... 317
 - User Name (proxy server)..... 317
- phonebook destination patterns..... 70
- phonebook dialing patterns..... 70
- phonebook digits
 - dropping..... 71
 - leading..... 71
 - non-PSTN type..... 71
 - specialized codes..... 71
 - types used..... 70
- phonebook entries, coordinating
 - E1..... 362
 - T1..... 309
- phonebook examples
 - analog..... 207
 - mixed digital/analog..... 73
- phonebook icons
 - E1..... 363
 - T1..... 310
- phonebook objectives & considerations
 - E1..... 361
- phonebook sidebar menu
 - E1..... 364
 - T1..... 311
- phonebook tips..... 70
- phonebook worksheet..... 76, 77
- phonebook, analog voips..... 409
- phonebook, inbound
 - example..... 73
 - example, quick..... 67

- phonebook, outbound
 example..... 73
 example, quick..... 63
- phonebooks, inbound vs. outbound
 E1..... 361
 T1..... 308
- phonebooks, objectives & considerations
 T1..... 308
- Phonebooks, objectives & considerations
 E1..... 356
- phonebooks, sample..... 75
- Ping Size in Bytes (Link Management) field..... 430
- pinging and connectivity..... 82
- pinout
 BRI connector..... 506
 command cable..... 503
 ethernet cable..... 503
 T1/E1 connector..... 504
 Voice/FAX connector..... 504
- polarity sensitivity
 DID lines and (MVP210)..... 107
 DID lines and (MVP-410/810) ... 98
- Port (SPP, General Options) field
 E1..... 372
 T1..... 319
- Port field (Registered Gateway Details)..... 448
- Port field, SysLog Server
 analog..... 288
 T1/E1..... 187
- Port Number (Gatekeeper RAS) field
 E1..... 366
 T1..... 313
- Port Number (proxy server) field
 E1..... 370
 T1..... 317
- Port Number (SMTP) field
 analog..... 282
 T1/E1..... 180
- port number (SNMP) field
 analog..... 271
 T1/E1..... 169
- Port Number field, SPP (Outbound Phonebook)
 E1..... 380
 T1..... 328
- power consumption
 analog models..... 43
 E1 models..... 42
- power frequency
 analog models..... 43
 E1 models..... 42
- Power LED
 analog models..... 32, 33
 BRI models..... 39
- powering of ISDN-BRI phones
 MVP-410ST/810ST..... 102
- Prefix Matched (call progress) field..... 416
- Prefix Matched (SMTP logs) field
 analog..... 284
 T1/E1..... 183
- prerequisites
 for technical configuration (analog)..... 210
 for technical configuration (T1/E1)..... 124
- prerequisites for installation
 BRI info..... 49
 E1 info..... 48
 IP info..... 47
 T1 info..... 47
- PRI
 ISDN implementations..... 166
- product CD..... 44
 use in software installation.. 58, 111
- Product CD
 E1 models..... 20
 T1 models..... 13
- product family..... 9, 10
- product groups..... 8
- Program Menu items..... 449
- Protocol Type (outbound phonebook)
 E1..... 377
 T1..... 325
- Proxy Domain Name / IP Address field
 E1..... 370
 T1..... 317
- Proxy/NAT Device Parameters – Public IP Address
 E1..... 373
 T1..... 320

- PSTN failover feature
- Alternate Routing, and 330
 - analog models 27
 - BRI models 35
 - E1 models 19
 - T1 models 12
- Pulse Density Violation (T1 stats)
- field 438
- Pulse Shape Level field
- E1 165
 - T1 159
- Q**
- Q.931 Port Number (outbound phonebook) field
- T1 326
- quality-of-service
- analog 27
 - BRI 35
 - E1 19
 - T1 12
- R**
- rack mounting
- grounding 91
 - safety 85, 91
- rack mounting instructions 90
- rack mounting procedure 92
- rack, equipment
- weight capacity of 91
- rack-mountable voip models 85
- RAS TTL Value (Gatekeeper RAS) field
- E1 367
 - T1 314
- RCV (channel) LED
- analog models 32
 - analog, MVP130 33
 - BRI models 39
- Receive Slip (E1 Stats) field 442
- Receive Slip (T1 Stats) field 439
- Receive Timeslot 16 Alarm Indication Signal (E1 stats) field 441
- Receive Timeslot 16 Loss of MultiFrame Alignment (E1 stats) field 442
- Receive Timeslot 16 Loss of Signal (E1 stats) field 441
- Received (RTCP Packets, IP Stats) field 428
- Received (RTP Packets, IP Stats) field 428
- Received (TCP Packets, IP Stats) field 427
- Received (Total Packets, IP Stats) field 426
- Received (UDP Packets, IP Stats) field 427
- Received with Errors (RTCP Packets, IP Stats) field 428
- Received with Errors (RTP Packets, IP Stats) field 428
- Received with Errors (TCP Packets, IP Stats) field 427
- Received with Errors (Total Packets, IP Stats) field 427
- Received with Errors (UDP Packets, IP Stats) field 427
- Recipient Address (email logs) field
- T1/E1 181
- Recipient Address (email logs) field analog 282
- recovering voice packets
- analog 233
 - T1/E1 146
- Red Alarm (E1 stats) field 440
- Red Alarm (T1 stats) field 437
- Regeneration (dialing, FXO) field 248
- Regional Parameter definitions
- analog 274, 275, 276
 - T1/E1 172, 173, 174
- Regional Parameter fields (analog)
- Cadence 276
 - Country/Region (tone schemes) 274
 - Custom (tones) 276
 - Frequency 1 275
 - Frequency 2 275
 - Gain 1 275
 - Gain 2 275
 - Pulse Generation Ratio 276
 - type (of tone) 275
- Regional Parameter fields (T1/E1)
- Cadence 174
 - Country/Region (tone schemes) 172
 - Custom (tones) 174
 - Frequency 1 173

- Frequency 2 173
- Gain 1 173
- Gain 2 173
- type (of tone)..... 172
- Regional Parameters fields (analog, *except MVP130*)
 - Country Selection for Built-In Modem..... 276
- Regional Parameters fields (T1/E1)
 - Country Selection for Built-In Modem..... 174
- regional parameters, setting
 - analog..... 272
 - T1/E1 170
- Register Duration field (Registered Gateway Details) 448
- Registered Gateway Details (Statistics) screen, accessing.... 448
- Registered Gateway Details 'Statistics' function..... 447, 448
- Registered Gateway Details screen 448
- Registered Gateway Details screen fields
 - Description..... 448
 - IP Address..... 448
 - No. of Entries..... 448
 - Port 448
 - Register Duration..... 448
 - Status 448
- Registered Gateway Details screen fields: 448
- Registrar IP Address field
 - E1..... 373
 - T1..... 320
- Registrar Options fields
 - E1..... 373
 - T1..... 320
- Registrar Port field
 - E1..... 373
 - T1..... 320
- Registration Option Parameters (Inbound Phone Book)
 - E1..... 386
 - T1..... 335
- remote configuration modem
 - MVP-2410 94
 - MVP3010..... 94
 - MVP410..... 99
 - MVP810..... 99
- Remote Configuration/Command Modem
 - setup for 61
- Remote Configuration/Command Modem (analog)
 - setup for 214, 273
- Remote Configuration/Command Modem (T1/E1)
 - setup for 128, 170, 171
- remote control/configuration
 - web GUI and 488
- Remote Device is [legacy voip] (Outbound Phonebook)
 - T1 328
- Remote Device is [legacy] MultiVOIP checkbox 380
- remote phonebook configuration .. 476
- remote voip
 - using to confirm configuration... 50, 63
- remote voip configuration (analog) 208
- remote voip configuration (T1/E1) 122
- Remote Voip Management
 - analog 269
 - T1/E1 167
- Remove Prefix (inbound) field
 - E1 384
 - T1 333
- Remove Prefix (outbound) field
 - E1 377
 - T1 325
- re-order tone, custom
 - T1/E1 175
- Reply-To Address (email logs) field
 - T1/E1 181
- Reply-To Address (email logs)field
 - analog..... 282
- Requires Authentication (SMTP) field
 - analog..... 281
 - T1/E1 180
- Re-Registration Time (proxy server)
 - E1 371
 - T1 318
- Resolutions (MultiVOIP troubleshooting) 10

- Response Timeout (Link Management) field..... 430
- Retransmission (SPP, General Options) field
- E1..... 372
- T1..... 319
- Retrieve Sequence
- analog..... 294
- T1/E1..... 193
- Retrieve Sequence (analog)..... 291
- Retrieve Sequence (T1/E1)..... 190
- RFC768..... 509
- RFC793..... 509
- ring cadences, custom
- analog..... 279
- T1/E1..... 175, 177
- Ring Count (FXO) field..... 250
- Ring Count field
- FXS Loop Start..... 244
- Ring Count forwarding condition
- E1..... 386
- T1..... 335
- ring tone, custom
- analog..... 278
- T1/E1..... 175, 176
- ring-tones
- analog..... 277
- T1/E1..... 175
- Round Trip Delay (Link Management) field..... 431
- Round Trip Delay field
- E1..... 382
- T1..... 330
- RSG LED
- analog models..... 32
- analog, MVP130..... 33
- RTP packetization, ranges & increments..... 433
- RTP Parameters screen..... 433
- Rx Packets field (ISDN BRI Statistics, D-Channel Information)..... 445
- S**
- Safety Recommendations for Rack Installations..... 91
- safety warnings..... 85
- Safety Warnings Telecom**..... 85
- sample phonebooks..... 75
- Save Setup command
- analog..... 305
- T1/E1..... 204
- saving configuration
- analog..... 305
- T1/E1..... 204
- user..... 466
- Saving the MultiVOIP Configuration
- analog..... 305
- T1/E1..... 204
- savings on toll calls
- E1..... 356
- T1..... 308
- scale-ability
- E1..... 18
- T1..... 11
- second dial tone
- and comma use..... 72
- Select All (SMTP logs) field
- analog..... 283
- T1/E1..... 182
- Select BRI Interface field..... 444
- Select BRI Interface ISDN-BRI field
- BRI..... 264
- Select Channel field
- analog..... 230
- T1/E1..... 143
- Select Channel, Supplementary Services field
- analog..... 293
- T1/E1..... 192
- Selected Coder field
- analog..... 232
- T1/E1..... 145
- Set Baud Rate
- analog..... 301
- T1/E1..... 200
- Set Custom Tones & Cadences
- T1/E1..... 175
- Set ISDN Parameters..... 166
- Set Log Reporting Method
- analog..... 286
- T1/E1..... 185
- Set Password (program menu option) , command..... 468
- Set Password (web browser GUI) , command..... 472

- Set Password option description
(MultiVOIP program menu) 450
- Set Regional Parameters
 - analog..... 272
 - T1/E1 170
- Set SMTP Parameters
 - analog..... 280
 - T1/E1 178
- Set SNMP Parameters
 - analog..... 269
 - T1/E1 167
- Set Supplementary Services
Parameters
 - analog..... 290
 - T1/E1 189
- Set T1/E1/ISDN Parameters 152
- Set Telephony Interface Parameters
..... 240
- Set Voice/FAX Parameters
 - analog..... 227
 - T1/E1 140
- setting IP parameters
 - analog..... 220
 - T1/E1 134
- setting password..... 468
 - web browser GUI..... 472
- setting RTP Parameters..... 433
- setting user defaults 466
- setup, saving
 - analog..... 305
 - T1/E1 204
 - user 466
- setup, saving user values..... 466
- Signal (type, E&M) field 256
- signaling cadences
 - analog..... 272
 - T1/E1 170
- signaling parameters (analog
telephony) 240
- Signaling Port (proxy server) field
 - E1 370
 - T1 317
- Signaling Port field
 - E1 366
 - T1 313
- signaling tones
 - analog..... 272
 - T1/E1 170
- signaling types
 - analog telephony (MVP130)..... 108
 - analog telephony (MVP130FXS)
..... 109
 - analog telephony (MVP210).... 106,
107
 - analog telephony (MVP-410/810)
..... 97, 98
- Silence Compression (call progress)
field 417
- Silence Compression (SMTP logs)
 - analog..... 284
 - T1/E1 183
- Silence Compression field
 - analog..... 233
 - T1/E1 146
- Silence Detection (FXO) field 250
- Silence Timer (FXO) field 250
- simulated voip network
 - use in startup 72
- Single-Port Protocol, general
description
 - analog..... 27
 - BRI..... 35
 - E1 19
 - T1 12
- SIP
 - compatibility
 - analog models 27
 - BRI models 35
 - E1 models..... 19
 - T1 models..... 12
- SIP Fields (Outbound Phonebook)
 - E1 379
 - T1 327
- SIP incompatibility with H.450
Supplementary Services
 - analog..... 27, 290
 - BRI..... 35
 - E1 19
 - T1 12
 - T1/E1 189
- SIP Port Number field
 - E1 379
 - T1 327
- SIP port number, standard
 - E1 379
 - T1 327

SIP Proxy Parameters		T1/E1	178
E1	370	SMTP port, standard	
T1	317	analog	282
SIP URL field		T1/E1	180
E1	379	SMTP prerequisites	
T1	327	analog models	213
SMTP		quick	50
quick setup	61	T1/E1 models	127
SMTP (log reporting type) button		SMTP, enabling	
analog	288	analog	280
T1/E1	187	T1/E1	178
SMTP logs by email, illustration		SNMP (log reporting type) button	
analog	285	analog	288
T1/E1	184	T1/E1	187
SMTP Parameters definitions		SNMP agent program	
analog	282	analog	208
T1/E1	179	T1/E1	123
SMTP Parameters fields (analog)		SNMP agent, enabling	
Enable SMTP	281	analog	269
Login Name	281	T1/E1	167
Mail Server IP Address	282	SNMP Parameter Definitions	
Mail Type	282	T1/E1	169
Number of Days	282	SNMP Parameter fields (analog)	
Number of Records	282	Address	271
Password	282	Community Name (2)	271
Port Number	282	Community Name 1	271
Recipient Address	282	Enable SNMP Agent	271
Reply-To Address	282	Permissions (1)	271
Requires Authentication	281	Permissions (2)	271
Subject	282	Port Number	271
SMTP Parameters fields (T1/E1)		SNMP Parameter fields (T1/E1)	
Enable SMTP	179	Address	169
Login Name	179	Community Name (2)	169
Mail Server IP Address	179	Community Name 1	169
Mail Type	181	Enable SNMP Agent	169
Number of Days	181	Permissions (1)	169
Number of Records	181	Permissions (2)	169
Password	179	Port Number	169
Port Number	179	SNMP Parameters, setting	
Recipient Address	181	analog	269
Reply-To Address	181	T1/E1	167
Requires Authentication	179	software	
Subject	181	control	58
SMTP parameters, accessing		uninstalling (detailed)	118
analog	280	updates (analog)	208
T1/E1	178	updates (T1/E1)	123
SMTP parameters, setting		software (MultiVOIP)	
analog	280	uninstalling	473

- software configuration
 summary 111
- software installation
 detailed..... 111
 quick 58
- software loading..... 111
- software loading, quick 58
- software version numbers 113
- software, MultiVOIP (analog)
 screen-surfing in 219
- software, MultiVOIP (T1/E1)
 moving around in 133
 screen-surfing in 133
- software, MultiVOIP(analog)
 moving around in 219
- software, on command PC 58
- Solving Common Connection Problems
 analog..... 218
 T1/E1 132
- sound quality, improving
 analog..... 233
 T1/E1 146
- specialized codes, in dialing 71
- specifications
 E1 models 42
 T1 models 41
- SPID0 field (ISDN BRI Statistics, Switch Information)..... 445
- SPID1 field (ISDN BRI Statistics, Switch Information)..... 446
- SPP Fields (Outbound Phonebook)
 E1 380
 T1 328
- SPP Fields (Phonebook Configuration screen)
 E1..... 372
 T1..... 319
- SPP, general description
 analog..... 27
 BRI 35
 E1..... 19
 T1..... 12
- SPP, strengths & compatibilities of
 analog..... 27
 BRI 35
 E1 19
 T1 12
- ST interface (ISDN-BRI)
 description..... 507
- Start Date, Time (SMTP logs) field
 analog..... 283
 T1/E1 182
- Start Date,Time (statistics, logs) field 422
- Start Modes (DID-DPO) field 259, 260
- Start Now command (Link Management) button 430
- starter configuration
 inbound phonebook..... 67
 outbound phonebook..... 63
 phone/IP 59
- startup tasks..... 46
- State field (ISDN BRI Statistics, Layer 1 Interface)..... 444
- Options (caller..... 423
- Status (call progress) field..... 419
- Status (statistics, logs) field 422
- Status field (ISDN BRI Statistics, Layer 1 Interface)..... 444
- Status field (ISDN BRI Statistics, SPID0) 445
- Status field (ISDN BRI Statistics, SPID1) 446
- Status field (Registered Gateway Details)..... 448
- Status Freeze Signalling Active (E1 stats) field..... 441
- Status Freeze Signalling Active (T1 stats) field..... 437
- Subject (email logs) field
 analog..... 282
 T1/E1 181
- supervisory signaling (analog) 241
- supervisory signaling parameters (analog telephony)..... 240
- supervisory signaling types
 MVP130..... 108
 MVP130FXS..... 109
 MVP210..... 106, 107
 MVP-410/810 97, 98
- Supplementary (Telephony) Services
 ANALOG..... 30
 BRI..... 38
 E1 23
 T1 16

-
- Supplementary Services (analog)
 - Alerting Party..... 297, 298, 299
 - Call Hold..... 291
 - Call Hold Enable..... 294
 - Call Name Identification..... 291
 - Call Transfer 291
 - Call Transfer Enable 293
 - Call Waiting..... 291
 - Call Waiting Enable..... 294
 - Caller Name Identification Enable
 - 295
 - Calling Party 296
 - Enable Call Hold..... 294
 - Enable Call Transfer 293
 - Enable Call Waiting..... 294
 - Enable Caller Name Identification
 - 295
 - Hold Sequence 294
 - Retrieve Sequence 294
 - Select Channel 293
 - Transfer Sequence 293
 - Supplementary Services (T1/E1)
 - Alerting Party..... 196, 197, 198
 - Call Hold..... 190
 - Call Hold Enable..... 193
 - Call Name Identification..... 191
 - Call Transfer 190
 - Call Transfer Enable 192
 - Call Waiting..... 190
 - Call Waiting Enable..... 193
 - Caller Name Identification Enable
 - 194
 - Calling Party 195
 - Enable Call Hold..... 193
 - Enable Call Transfer 192
 - Enable Call Waiting..... 193
 - Enable Caller Name Identification
 - 194
 - Hold Sequence 193
 - Retrieve Sequence 193
 - Select Channel 192
 - Transfer Sequence 192
 - Supplementary Services Info
 - logs for..... 424
 - Supplementary Services Parameter
 - buttons (analog)
 - Copy Channel 300
 - Default 300
 - Supplementary Services Parameter
 - buttons (T1/E1)
 - Copy Channel..... 199
 - Default 199
 - Supplementary Services Parameter
 - Definitions
 - analog..... 293, 294, 295, 296, 297, 298, 299, 300
 - T1/E1..... 192, 193, 194, 195, 196, 197, 198, 199
 - Supplementary Services Parameter
 - fields (analog)
 - Call Transfer Enable 293
 - Call Waiting Enable..... 294
 - Hold Sequence 294
 - Retrieve Sequence..... 294
 - Transfer Sequence..... 293
 - Supplementary Services Parameter
 - fields (analog)
 - Select Channel 293
 - Supplementary Services Parameter
 - fields (analog)
 - Call Hold Enable..... 294
 - Supplementary Services Parameter
 - fields (analog)
 - Call Name Identification Enable..... 295
 - Supplementary Services Parameter
 - fields (analog)
 - Calling Party 296
 - Supplementary Services Parameter
 - fields (analog)
 - Allowed Name Types..... 296
 - Supplementary Services Parameter
 - fields (analog)
 - Alerting Party..... 297
 - Supplementary Services Parameter
 - fields (analog)
 - Allowed Name Types..... 297
 - Supplementary Services Parameter
 - fields (analog)
 - Busy Party 298
 - Supplementary Services Parameter
 - fields (analog)
 - Allowed Name Types..... 298
 - Supplementary Services Parameter
 - fields (analog)
 - Connected Party 299
-

- Supplementary Services Parameter
 - fields (analog)
 - Allowed Name Types 299
- Supplementary Services Parameter
 - fields (analog)
 - Caller ID 300
- Supplementary Services Parameter
 - fields (T1/E1)
 - Call Transfer Enable 192
 - Call Waiting Enable..... 193
 - Hold Sequence 193
 - Retrieve Sequence 193
 - Transfer Sequence 192
- Supplementary Services Parameter
 - fields (T1/E1)
 - Select Channel 192
- Supplementary Services Parameter
 - fields (T1/E1)
 - Call Hold Enable..... 193
- Supplementary Services Parameter
 - fields (T1/E1)
 - Call Name Identification Enable/194
- Supplementary Services Parameter
 - fields (T1/E1)
 - Calling Party 195
- Supplementary Services Parameter
 - fields (T1/E1)
 - Allowed Name Types 195
- Supplementary Services Parameter
 - fields (T1/E1)
 - Alerting Party..... 196
- Supplementary Services Parameter
 - fields (T1/E1)
 - Allowed Name Types 196
- Supplementary Services Parameter
 - fields (T1/E1)
 - Busy Party..... 197
- Supplementary Services Parameter
 - fields (T1/E1)
 - Allowed Name Types 197
- Supplementary Services Parameter
 - fields (T1/E1)
 - Connected Party..... 198
- Supplementary Services Parameter
 - fields (T1/E1)
 - Allowed Name Types 198
- Supplementary Services Parameter
 - fields (T1/E1)
 - Caller ID..... 199
- Supplementary Services Parameters
 - screen, accessing
 - analog..... 290
 - T1/E1 189
- Supplementary Services parameters,
 - setting
 - analog..... 290
 - T1/E1 189
- Supplementary Services, incompatible
 - with SIP
 - analog..... 27, 290
 - BRI..... 35
 - E1 19
 - T1 12
 - T1/E1 189
- Switch Information fields (ISDN BRI
 - Statistics)..... 445
- switch types (phone) and ISDN-PRI
 - 166
- SysLog client
 - ANALOG..... 29
 - BRI..... 37
 - E1 22
 - T1 15
- SysLog client programs
 - availability..... 491
 - features & presentation types 493
- SysLog functionality
 - ANALOG..... 29
 - BRI..... 37
 - E1 22
 - T1 15
- SysLog server
 - ANALOG..... 29
 - BRI..... 37
 - E1 22
 - T1 15
- SysLog Server Enable field
 - analog..... 288
 - T1/E1 187
- SysLog Server function
 - as added feature..... 491
 - capabilities of 493
 - enabling..... 492
 - location of 491
- SysLog Server IP Address field
 - analog..... 288

- T1/E1 187
- SysLog Server, enabling
 - analog 287
 - T1/E1 186
- System Information screen
 - for op & maint 411
- System Information screen, accessing
 - analog 302
 - T1/E1 201
- System Information update interval,
 - setting
 - analog 302
 - for op & maint 413
 - T1/E1 201
- T**
- T1 model descriptions 11
- T1 Parameter definitions 155, 156, 157, 159
 - Clocking 159
 - Line Build-Out 159
 - Line Coding 159
 - PCM Law 159
 - Pulse Shape Level 159
 - Yellow Alarm Format 159
- T1 Parameter fields
 - CAS Protocol 156
 - CRC Check 155
 - Detect Flash Hook 157
 - Frame Format 155
 - Long-Haul Mode 155
 - T1/E1/ISDN 155
- T1 Parameters screen 154
- T1 Statistics field definitions 438, 439
- T1 Statistics fields
 - Bipolar Violation 439
 - Frame Search Restart Flag 438
 - Line Loopback Activation Signal 438
 - Loss of MultiFrame Alignment 438
 - Pulse Density Violation 438
 - Receive Slip 439
 - Transmit Data Underrun 438
 - Transmit Line Open 438
 - Transmit Slip 438
 - Transmit Slip Negative 438
 - Yellow Alarm 438
- T1 telephony parameters 125
- T1/E1 connector pinout 504
- T1/E1 Statistics function 435
- T1/E1/ISDN field
 - E1 161
 - T1 155
- T1/E1/ISDN Parameters screen,
 - accessing 152
- T1/E1/ISDN parameters, setting ... 152
- T1/ISDN Parameter definitions 158
- T1/ISDN Parameter fields
 - Country 158
 - Enable ISDN-PRI 158
 - Operator 158
 - Terminal Network 158
- table-top voip models 85
- TCP/UDP compared
 - E1 379
 - IP Statistics context 426
 - T1 327
- technical configuration
 - startup 59
- technical configuration (analog)
 - prerequisites to 210
 - summary 207
- technical configuration (T1/E1)
 - prerequisites to 124
 - summary 122
- technical configuration procedure
 - detailed, analog 215
 - detailed, T1/E1 129
 - summary, analog 214
 - summary, T1/E1 128
- TEI Assignment fields (ISDN BRI
 - Statistics, Switch Information) .. 445
- TEI n Assignment
 - ISDN-BRI 265
- TEIn fields (ISDN BRI Statistics,
 - Switch Information) 445
- telco authorities and ISDN 166
- telecom safety warnings** 85
- telephony interface parameters,
 - setting 240
- telephony interfaces
 - uses of ... 97, 98, 106, 107, 108, 109
- telephony interfaces, BRI 54
- telephony signaling cadences
 - analog 272
 - T1/E1 170

telephony signaling tones		Total Digits (outbound) field	
analog.....	272	E1	377
T1/E1	170	T1	325
telephony startup configuration	59	touch tone frequencies	250
telephony toning schemes		trace on/off (logging)	
analog.....	277	analog.....	289
T1/E1	175	T1/E1	188
temperature		Transfer Sequence	
operating	91	analog.....	293
terminal mode (ISDN-BRI) & D-		T1/E1	192
channel support		Transfer Sequence (analog).....	291
MVP-410ST/810ST	101	Transfer Sequence (T1/E1)	190
Terminal Network field		Transmit Data Overflow (E1 stats)	
E1/ISDN	164	field	441
T1/ISDN	158	Transmit Data Overflow (T1 stats)	
terminal/network settings, voip and		field	437
PBX		Transmit Data Underrun (E1 stats)	
E1/ISDN	164	field	442
ISDN-BRI.....	264	Transmit Data Underrun (T1 stats)	
T1/ISDN	158	field	438
timeout interval		Transmit Line Open (E1 stats) field	
voips under H.323 gatekeeper..	314,	442
367		Transmit Line Open (T1 stats) field	
voips under SIP proxy server...	318,	438
371		Transmit Line Short (E1 stats) field	
Timer Interval between Pings (Link		441
Management) field.....	430	Transmit Line Short (T1 stats) field	
tips, phonebook.....	70	437
To (gateway, statistics, logs) field	422	Transmit Slip (E1 stats) field	442
toll-call savings		Transmit Slip (T1 stats) field	438
E1	356	Transmit Slip Negative (E1 stats) field	
T1	308	442
toll-free access (T1)		Transmit Slip Negative (T1 stats) field	
to remote PSTN	11	438
within voip network.....	11	Transmit Slip Positive (E1 stats) field	
toll-free access (within voip network)		441
E1.....	18	Transmit Slip Positive (T1 stats) field	
T1.....	11	437
Tone Detection (FXO disconnect		Transmitted (RTCP Packets, IP Stats)	
criteria) field	249	field	428
Tone Pair (custom) field		Transmitted (RTP Packets, IP Stats)	
analog.....	278	field	428
T1/E1	176	Transmitted (TCP Packets, IP Stats)	
tone pairs, custom		field	427
T1/E1	175	Transmitted (Total Packets, IP Stats)	
tones, signaling		field	426
analog.....	272	Transmitted (UDP Packets, IP Stats)	
T1/E1	170	field	427

- Transport Protocol (SIP) field
 E1 379
 T1 327
- trap manager parameters (SNMP)
 T1/E1 169
- triggering log report email
 analog 282
 T1/E1 181
- troubleshooting 82
- Troubleshooting Resolutions for
 MultiVOIPs 10
- Turn Off Logs field
 analog 288
 T1/E1 187
- Tx Packets field (ISDN BRI Statistics,
 D-Channel Information) 445
- Type (E&M type) field 256
- Type (of tone) field
 analog 275
 T1/E1 172
- Type-of-Service IP header field &
 DiffServ
 analog 223
 T1/E1 137
- U**
- U interface (ISDN-BRI)
 description 507
- UDP multiplexed (H.323 Annex E)
 field
 E1 369
 T1 316
- UDP/TCP compared
 E1 379
 IP Statistics context 426
 T1 327
- unconditional forwarding
 E1 385
 T1 334
- Uninstall (program menu option),
 command 473
- Uninstall option description
 (MultiVOIP program menu) 450
- uninstalling MultiVOIP software. *118*,
 473
- unobtainable tone, custom
 analog 278
 T1/E1 175, 176
- unobtainable tones
 analog 175, 277
- unpacking
 MVP130 89
 MVP210x 88
 MVP2410 86
 MVP3010 86
 MVP410x 87
 MVP810x 87
- Up Time
 System Info 412
 System Info (ANALOG/BRI) ... 304
 System Info (T1/E1) 203
- update interval (logging)
 analog 287
 T1/E1 186
- updated firmware, obtaining 452
- upgrade
 E1 18
 T1 11
- upgrade card (analog, 4-to-8 channel)
 installation 511
- upgrade card (T1/E1) installation.. 499
- Upgrade Software option description
 MultiVOIP program menu 450
- upgrade, firmware 456
- uploads vs. downloads (FTP) 476
- Use Fast Start (Q.931) field
 E1 366
 T1 313
- Use Gatekeeper (Outbound
 Phonebook) field
 E1 378
 T1 326
- Use Proxy (SIP) field
 E1 379
 T1 327
- Use Registrar field (Outbound
 Phonebook)
 E1 380
 T1 328
- Use SIP Proxy field
 E1 370
 T1 317
- user default configuration, creating
 analog 306
 T1/E1 205
- user defaults, downloading 466

- user defaults, setting 466
- user name
 - Windows GUI..... 468
- User Name (proxy server) field
 - E1..... 370
 - T1..... 317
- user values (software), saving..... 466
- V**
- variations in PBX characteristics
 - E1..... 405
 - T1..... 354
- version numbers..... 10
- version numbers (software) 113
- version, firmware..... 456
- Voice Coder (call progress) field.. 416
- Voice coder (statistics, logs) field. 423
- VOICE connector
 - MVP130FXS 108
- voice delay
 - analog..... 237, 238
 - T1/E1 149, 150
- Voice Gain field
 - analog..... 230
 - T1/E1 143
- voice packets (analog)
 - recovering lost/corrupted 233
- voice packets (T1/E1)
 - recovering lost/corrupted 146
- voice packets, consecutive lost
 - analog..... 239
 - T1/E1 151
- voice packets, delayed
 - analog..... 237, 238
 - T1/E1 149, 150
- voice packets, re-assembling
 - analog..... 231
- voice packets, re-assembly
 - T1/E1 144
- voice quality, improving
 - analog..... 233
 - T1/E1 146
- voice quality, versus delay
 - analog..... 238
 - T1/E1 150
- Voice/FAX connector pinout..... 504
- Voice/FAX Parameter definitions
 - analog..... 238, 239
 - T1/E1 150, 151
- Voice/FAX Parameter Definitions
 - analog..... 230, 231, 232, 233, 237
 - T1/E1 143, 144, 145, 146, 149
- Voice/FAX Parameter fields (analog)
 - Automatic Disconnection.....239
 - Call Duration.....239
 - Consecutive Packets Lost.....239
 - Copy Channel.....230
 - Default230
 - DTMF Gain.....230
 - DTMF Gain (High Tones)230
 - DTMF Gain (Low Tones)230
 - DTMF In/Out of Band230
 - Duration (DTMF).....230
 - Dynamic Jitter Buffer.....237
 - Echo Cancellation233
 - Fax Enable231
 - Fax Volume.....231
 - Forward Error Correction.....233
 - Input Gain230
 - Jitter Value.....239
 - Jitter Value (Fax)231
 - Max Baud Rate (Fax).....231
 - Maximum Jitter Value238
 - Minimum Jitter Value237
 - Mode (Fax).....231
 - Network Disconnection.....239
 - Optimization Factor238
 - Output Gain.....230
 - Select Channel230
 - Silence Compression.....233
 - Voice Gain230
- Voice/FAX Parameter fields (analog/BRI)
 - AutoCall/Offhook Alert 234, 235
 - AutoCall/Offhook Alert fields .234, 235
 - Generate Local Dial Tone 235
 - Offhook Alert Timer236
 - Phone Number (Auto Call/Offhook Alert).....236
- Voice/FAX Parameter fields (T1/E1)
 - AutoCall/Offhook Alert 147
 - AutoCall/Offhook Alert fields .. 147
 - Automatic Disconnection..... 151
 - Call Duration..... 151
 - Consecutive Packets Lost..... 151

Copy Channel	143	types used.....	70
Default	143	voip email account	
DTMF Gain	143	analog.....	281
DTMF Gain (High Tones).....	143	T1/E1	180
DTMF Gain (Low Tones).....	143	voip management, remote	
DTMF In/Out of Band	143	analog.....	269
Duration (DTMF)	143	T1/E1	167
Dynamic Jitter Buffer	149	Voip Media PHB field	
Echo Cancellation.....	146	analog.....	222
Fax Enable	144	T1/E1	136
Fax Volume	144	voip network, lab/simulated	
Forward Error Correction	146	use in startup	72
Input Gain	143	voip software	
Jitter Value.....	151	host PC	40, 51
Jitter Value (Fax).....	144	voip software (analog)	
Max Baud Rate	144	host PC	208
Maximum Jitter Value	150	voip software (T1/E1)	
Minimum Jitter Value.....	149	host PC	123
Mode (Fax)	144	voip system example, conceptual (E1)	
Network Disconnection	151	calls to remote PSTN	358
Offhook Alert Timer	148	foreign calls, national rates	360
Optimization Factor	150	voip site to voip site	357
Output Gain	143	voip system example, digital &	
Phone Number	148	analog, with phonebook details	
Phone Number (AutoCall/Offhook		E1	394
Alert).....	148	T1	342
Select Channel	143	voip system example, digital only,	
Silence Compression	146	with phonebook details	
Voice Gain.....	143	E1	387
Voice/FAX Parameters screen,		T1	336
accessing		voip(E1)	
analog.....	227	basic functions of.....	19
T1/E1.....	140	voip(T1)	
Voice/FAX parameters, setting		basic functions of.....	12
analog.....	227	voltage, operating	
T1/E1	140	analog models	43
Voip Caller ID Case #1 –telco		E1 models.....	42
standard CID enters voip system		W	
.....	252	warnings, safety	85
Voip Caller ID Case #2 – H.323 voip		web browser GUI and logs	
system, no telco CID.....	252	analog.....	287
Voip Caller ID Case #3 –SPP.....	253	T1/E1	186
Voip Caller ID Case #4 – Remote		web browser GUI, enabling	
FXS call on H.323 voip system	253	analog.....	59, 226
Voip Caller ID Case #5 –DID channel		T1/E1	139
in H.323 voip system	254	web browser interface	
voip dialing digits			
non-PSTN type	71		

- browser version requirement ... 486, 489
 - general 486
 - Java requirement 486
 - prerequisite local assigning of IP address 487
 - video useability 486
 - web GUI
 - Java and 488
 - remote control/configuration and 488
 - web GUI vs. local Windows GUI comparison 487
 - web GUI vs. Windows GUI
 - BRI 36
 - web GUI, logging and 487
 - weight
 - analog models 43
 - E1 models 42
 - T1 models 41
 - weight loading
 - in rack 91
 - weight of unit
 - lifting precaution 85
 - personnel requirement 85
 - Well Known Ports 509
 - well-known port number, SMTP
 - analog 282
 - T1/E1 180
 - well-known port, gatekeeper registration
 - E1 366
 - T1 313
 - well-known port, H.323 params
 - E1 378
 - T1 326
 - well-known port, Q.931 params, H.323
 - E1 366
 - T1 313
 - well-known port, SIP
 - E1 379
 - T1 327
 - well-known port, SNMP
 - analog 271
 - T1/E1 169
 - Windows GUI vs. web GUI
 - BRI 37
 - wink signaling (DID-DPO) 260
 - wink signaling (E&M) 256
 - Wink Timer (DID-DPO) field 260
 - Wink Timer (E&M) field 256
 - worksheet
 - phonebook 76, 77
- ## X
- XMT (channel) LED
 - analog models 32
 - analog, MVP130 33
 - BRI models 39
 - XSG LED
 - analog models 32
 - analog, MVP130 33
- ## Y
- Yellow Alarm (E1 stats) field 441
 - Yellow Alarm (T1 stats) field 438
 - Yellow Alarm Format field (T1) ... 159



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