

SCOPSERV
INTERNATIONAL INC.

Configuring Speed Dials With Pauses

Background

- Sometimes you need to configure your Outgoing Lines to support a break between dialed digits and DTMF codes required to enter an extension number in an IVR Menu or a Carrier Long Distance PIN Code
- To achieve this is you cannot simply add a series of Pause codes using the W character since those would normally be absorbed by an ISDN Line or SIP trunk
- Examples:
 - You dial an external number which is answered by an IVR/Auto Attendant and you want to include digits to dial after the AA answers
 - 5551234 extension 100
 - The Speed Dial digits would have to be 5551234100 but with some intelligence built into the dialing plan to wait for the IVR to answer and then dial 100
 - You want to dial a Long Distance number and enter a PIN code automatically in the Speed Dial entry
 - 5551234 PIN 101
 - The Speed Dial digits would have to 5551234101 but with some intelligence built into the dialing plan to wait for the Carrier to answer and prompt user input for the PIN code 101
- You want to set up email to fax to support Carrier Long Distance PIN codes in the subject line



Add or Edit an Outgoing Line


- First you need to configure an Outgoing Line using customized prefixes
- In this example a generic North American NPANXX format is created for National Long Distance using the Custom Dial String: 91NXXNXXXXXX!
- Note that in this example the PBX uses an Access Code of 9 to access PSTN lines

Lines Manager: Outgoing Lines Outgoing Lines: 9 + 1NXXNXXXXXX!

Incoming Lines **Outgoing Lines** Emergency Lines Special Lines Banned Prefix Ringing Services

Outgoing Lines


General **Dial String** Dial Options Caller ID ENUM Billing

* Tenant  : default

* Name: 91NXXNXXXXXX.

Description: nationalld

Group ID:

* Trunk  : Select Trunk

Check Incoming Lines before dialing Trunk?:

If enabled, we will check if the dialed number match an incoming line on the PBX.



Configure Dial String

- Edit the Dial String 91NXXNXXXXXX
- Create an Access Code (Prefix) 9
 - Note: any Access Code (Prefix) is always removed before passing digits to any trunk
 - Note: If your dial plan does not require end users to dial a 9 to access the PSTN leave this entry blank and remove the 9 from the Dial String e.g. 1NXXNXXXXXX
- Set the Maximum number of digit for destination number to 11 since this is the maximum digit dial length for North American Long Distance Numbers

Outgoing Lines

General **Dial String** Dial Options Caller ID ENUM Billing

* Type: Custom Dial String

* Dial String: 1NXXNXXXXXX!

Access Code (Prefix): 9

Number of digit to strip?: 0

Prefix to add to Number:

Maximum number of digit for destination number?: 11
If the dialed number exceed the specified number of digit, the number will be cut.

Call Restrictions

Restrict Allowed Outgoing Number?

Restrict Disallowed Outgoing Number?

Authentication/Password

Authentication (PIN)? : None
Default: none



Configure Dial Options

- Check the box for Send DTMF after remote answer ? [x]
- DTMF to send: enter text ‘``${MACRO_EXTEN:12}``’ omitting quotes
 - This will en bloc match the total length of the Access Code (prefix) plus 11 digits in total and send any number of DTMF tones in the Speed Dial after the trunk remote answers
 - Note: if end users are not required to dial a 9 to access the PSTN configure DTMF to send : ‘``${MACRO_EXTEN:11}``’ omitting quotes

The screenshot shows the 'Dial Options' configuration page. The 'Send DTMF after remote answer?' checkbox is checked and highlighted with a red box. Below it, the 'DTMF to send:' field contains the macro code `\${MACRO_E}`. Other visible options include 'Maximum dialing time (in seconds): 60', 'Busy Timeout (in seconds): 60', 'Play Calling Progress Message?': , 'Indicate ringing to the calling party?': , 'Group ID (ChanSpy)': , 'Authorization' section with various permissions, 'Recording' section with 'Record all outgoing call?' checked, 'Volume Control' section, and 'Advanced Options' section.

Generic Notes

- Check the box for Send DTMF after remote answer ? [x]
- The Custom Dial String can be any pattern match
- International Long Distance Dial Plans can be very complex to configure since there is no International Standard for Country Code dial patterns
- You can use the same principals to configure a Local Dial Pattern with or without Access Code (Prefix) by:
 - Editing the Dial String to match any desired pattern
 - Editing the Maximum number of digit for destination number? <> To match the total number of dialed digits PRIOR to any DTMF tones
- DTMF to send: enter text ‘\${MACRO_EXTEN:12}’ omitting quotes
 - This will en bloc match the total length of the Access Code (prefix) plus 11 digits in total and send any number of DTMF tones in the Speed Dial after the trunk remote answers
 - Note: if end users are not required to dial a 9 or any other Access Code to access the PSTN then edit the DTMF to send : ‘\${MACRO_EXTEN:11}’ omitting quotes
 - In general the \${MACRO_EXTEN:X} variable should match the total number of dialed digits prior to any DTMF and must be incremented by 1 for each Access Code (Prefix) configured in the Dial String tab

The screenshot shows the 'Dial Options' configuration page. The 'Send DTMF after remote answer?' checkbox is checked and highlighted with a red box. The 'DTMF to send' field contains the macro variable `${MACRO_E}`. Other visible settings include 'Maximum dialing time (in seconds): 60', 'Busy Timeout (in seconds): 60', and 'Authorization' options like 'Allow the caller to transfer the call: [checked]'.



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Nous vous remercions pour votre intérêt envers nos solutions.





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