

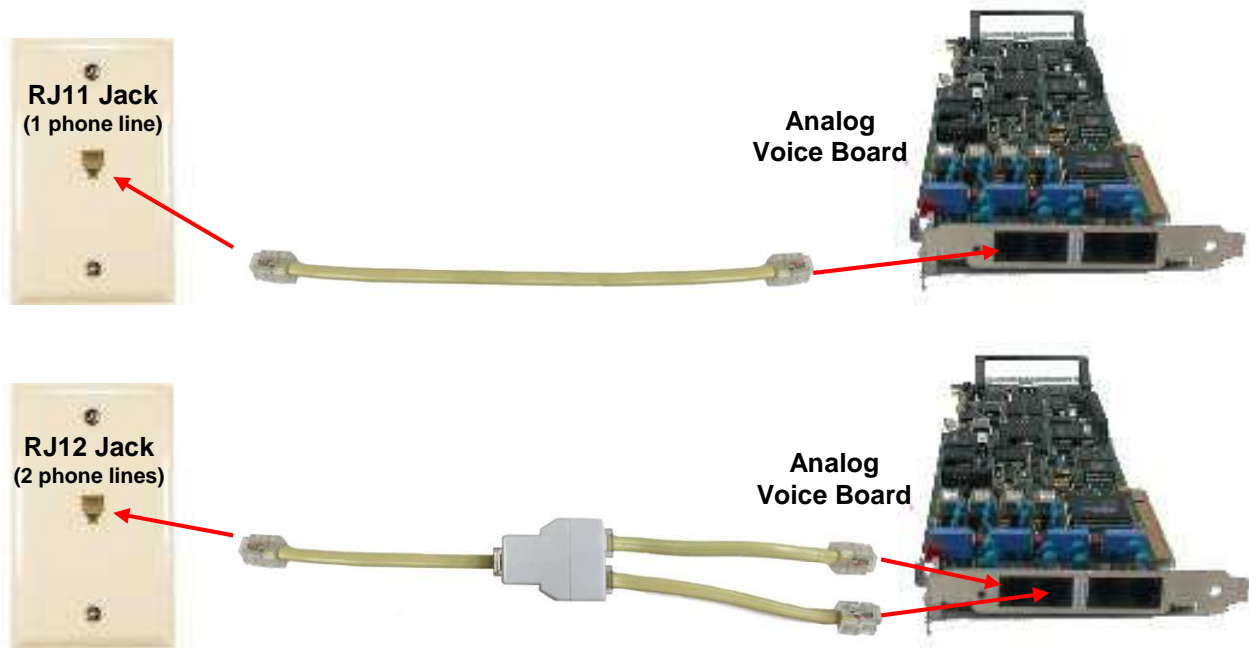
Telephone Line Requirements

Your local telephone company should install telephone lines to the location of your computer. (If you cannot get lines at your location, ask about our Co-Location option.) Our systems vary in use from 1 to 150 lines, using standard analog telephone lines or digital T1-PRI or E1 lines. Most of our systems use either “Dialogic” or “PIKA Technologies” voice boards, which are available in either analog or digital models, depending on whether you are using analog or digital telephone lines.

There are 3 types of telephone lines described below:

1) Analog Lines

Standard analog residential or business telephone lines may be used with any of our products. They are usually provided by the telephone company in either RJ11 jacks (1 phone line per cable) or RJ12 jacks (2 phone lines per cable).



2) Digital Lines

* T1-PRI lines are used with [Dialogic](#) 24-line and 48-line voice boards and [PIKA](#) 24-line, 48-line, and 96-line voice boards. Note: 1 line of each T1-PRI is reserved by the phone company for data transmission, so dialing is available on 23 lines, rather than 24.

* T1-PRI lines are available for long distance only or for local only calls. When ordering these lines from a telephone company, make certain you understand local vs. long distance features and pricing.

Outbound vs. Inbound Lines: Digital telephone lines are available in most locations as 1) outbound only or 2) inbound only 3) or both outbound and inbound.

Caller ID: T1-PRI lines allow you to change the Caller ID displayed on your calls.

DSU/CSU Power Module: (highly recommended) Check with your digital telephone line provider to see if you will need to provide this power module. This keeps your lines turned on, even if your computer is turned off.

Channel Bank: A channel bank is a device that can convert digital telephone lines into separate analog lines. It makes all the lines available as separate lines, rather than in one cable. This is useful if you want to achieve either of the following:

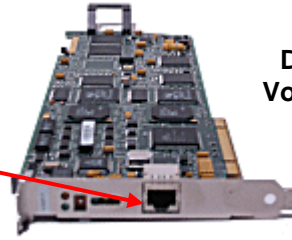
* Use an analog voice board rather than a digital voice board.

* Use some of the telephone lines for other uses than with a voice board.

Cat 5 Cable
(24 phone lines)



Digital T1
Voice Board



Provisioning of Digital Telephone Lines

Provisioning	T1-PRI Line
Framing:	ESF (Extended Super Frame)
Line Coding:	B8ZS
Start:	Not applicable
Signaling Type:	Not applicable
ISDN Protocol:	Any one of the following: NI2, 5ESS, 4ESS, NT1, DMS
Number of Pathways:	23 and a D channel on each PRI
Pulse Mode:	DTMF
Inbound & Outbound:	Outbound or Inbound or Both
Jack Type:	RJ45 or RJ48X (not crossover)
If using Nortel switch:	CRC check turned on within SPANDT1.PRM file

Very Important: Before ordering T1-PRI lines from a telephone company, we highly recommend that you contact our Technical Support at 972-248-0341 or email: help@tellacom.net. When ordering digital telephone lines, give your telephone company the provisioning detailed here.

3) VoIP Lines

VoIP telephone lines (Voice Over Internet Protocol) can offer fairly good quality or they can be very poor quality or they can be erratic (good on one call, then poor on the next call). They may have static, slow speed, and a “warbling” sound. The effectiveness of an auto dialer or predictive dialer relies upon properly determining how a call is answered (by a live person, an answering machine, etc.). If it hears static or other noises or gets slow reactions, it will not know when to deliver your message nor whether to deliver your live message or answering machine message. VoIP lines often do not offer high enough quality to make those determinations accurately. Therefore, we recommend that **VoIP** should **NOT** be used with our automatic dialers. In addition, most **VoIP** companies have restrictions against automatic dialing. They may claim to offer unlimited calling, but not in the case of auto dialing.

Live Call Transfers

After a recorded message is played, on our Xtreme Auto Dialer (but not the Telephone Notification System), the person called can press the “0” touchtone key on their telephone to be transferred to an agent to talk “live”. They will hear “Please hold while we transfer your call.” The system then dials one of your agents. You can input only one telephone number in the list to transfer to or you can input in many phone numbers. It will rotate the numbers in the list so that each agent receives an equal number of transfers. When an agent answers the phone, he or she will hear “You have a call from the auto dialer.” (You also can choose if you want to announce the telephone number of the person who has been transferred.) The agent can then say “Hello” and talk with the person who has been called.

There are 2 ways to transfer calls: 1) use your own PBX system to transfer calls in-house or 2) use our built in call bridging feature. This call bridging method allows transfers to any phone number in the world to speak to a live person. It automatically reserves one of your lines from dialing so that when someone presses 0, it can place that person on hold, then use the reserved line to call the telephone number you have input into the list. It then connects the 2 parties so they may talk. Another dialing line is automatically reserved when a transfer takes place so that a line will be available to make another transfer. (To use our transfer feature, you must assign at least 2 lines for that list; 1 for dialing and 1 for the transfer.) Note: With our call bridging, you do NOT need a PBX or any special telephone line features, such as 3-way calling or call transfer disconnect. Note: The PIKA Inline and certain Dialogic voice boards do not perform bridging. Contact our sales department to choose the correct voice board if you plan to transfer calls.