

Telephone Line Requirements

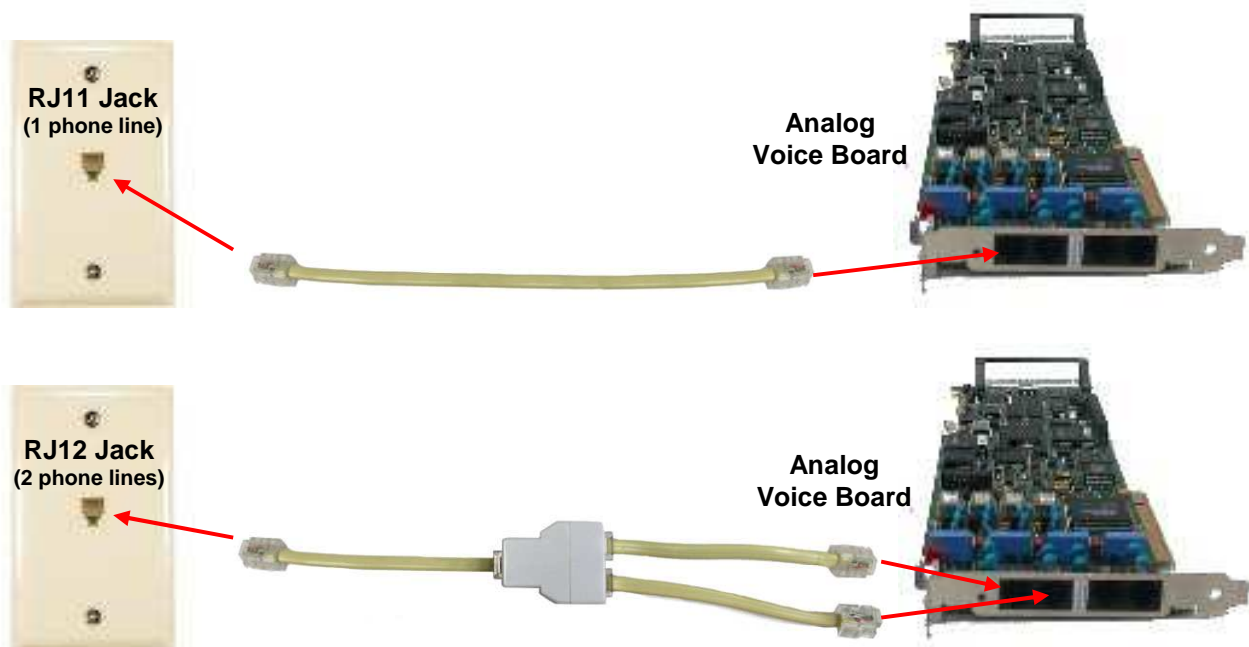
For Voice Mail-Automated Attendant:

Your local telephone company should install telephone lines to the location of your computer. Our systems vary in use from 1 to 96 lines, using standard analog telephone lines or digital T1-PRI lines. Our systems use "Dialogic" 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 calling is available on 23 lines, rather than 24.

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.

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:

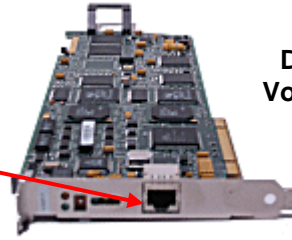
* Use an analog voice board rather than a digital voice board.

* 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@tella.com.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.

Live Call Transfers

After a recorded message is played, 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. There are 2 ways to transfer calls: 1) use your own PBX system to transfer calls in-house or 2) use either of these 2 features from your local telephone company: 3-way calling or call transfer disconnect.