

Telephone Line Service & Features

Your local telephone company should install telephone lines, with any desired features, to the location of your computer. Our systems vary in use from 1 to 150 lines, using standard analog telephone lines or digital T-1, PRI, or E-1 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. Our Speedy Dialers use only analog telephone lines.

Analog Lines

Standard analog residential or business telephone lines may be used with any of our products.

Features For Inbound and/or Outbound Lines From Your Telephone Company:

(Our software works with a variety of features that are available with telephone service you can order from your telephone company.)

* **Roll-Over** (also called "hunting"):

You'll need to order that service from your telephone company if you want your [inbound](#) lines to hunt for the next available line..

* **Caller ID:**

If you want to capture **Caller ID** on [inbound](#) calls, you will also need that service from your telephone company.

* **Call Waiting & Call Notes Voice Mail:**

These features should NOT be on your telephone lines because they interfere with calls.

* **Live Call Transfers:** (Predictive dialer customers can ignore this section.)

This feature is available with several of our [inbound and outbound](#) products.

Note: If you have a PBX phone system, you may be able to transfer calls, otherwise you can use our "call bridging" (connecting 2 channels together). Call bridging is available with our systems using most (but not all) models of Dialogic and PIKA voice boards.

VoIP Telephone Service

Voice Over Internet Protocol services (such as Vonage) using broadband internet connections often **do not work well with auto dialing or predictive dialing**. The effectiveness of an auto dialer or a predictive dialer relies upon properly determining how a call is answered (by a live person, an answering machine, etc.). VoIP lines often do not provide high enough quality to make those determinations accurately. This is due to the speed of the service, band width fluctuations, amount of activity on the VoIP service, number of lines, etc. Also, most VoIP companies have restrictions against the use of auto dialers, predictive dialers, and fax broadcasting.

Two primary common issues with VoIP lines:

1. **Possible poor line quality:** The quality is similar to a cell phone. When you have a good clear signal everything sounds good, but when it is bad, you may have noise, popping, echoes, and brief drops in the line. While humans can compensate for these issues, a machine will have problems determining what is happening on the line. It may think it is a fax machine or an answering machine instead of a live answer, a hang up, or a disconnected number. The quality can vary from phone call to phone call and VoIP line to VoIP line. Analog or Digital phone lines are for the most part clear and you rarely have these same issues.

2. **Delays inherent in a VoIP network:** While it is true delays occur in all networks, VoIP delays can be 3 to 4 seconds long depending on the network and this can cause issues with detection. When a call is made, an auto dialer is expecting a response within a certain number of milliseconds after the call has been connected. The delays in a VoIP network can be longer than a second, thus causing false detections, or playing the message too soon. These same issues do not occur as often on Analog or Digital lines.

If you do get the right equipment and have a dedicated static IP with a T1 PRI data line, VoIP may work better,

but it will still not be as good as a T1 PRI Voice line or an Analog line.

Digital Lines

* **T1-PRI** lines are used with **Dialogic** 24-line and 48-line voice boards. **T1-PRI** lines are used with **PIKA** 24-line, 48-line, and 96-line voice boards.

* **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. In addition, outbound is usually available for local calling only or long distance calling only.

Roll-Over or Hunting:

If you will need "roll-over" (also called "hunting") on inbound calls, be sure to inquire about the availability of that service with your digital telephone company.

Caller ID:

If you need to frequently change the Caller ID displayed on your calls, **T1-PRI** lines are required.

Live Call Transfers: (Predictive dialer customers can ignore this section.)

T1-PRI lines have the capability of "live call transfers" by **bridging** the calls, without any special service from your telephone company.

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 any 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.

* Need "inbound" lines, yet you only have **T1-PRI** or **E1** lines. (**T1-PRI** or analog lines don't require a channel bank for inbound.)

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 following:

Provisioning of Digital Telephone Lines

Provisioning	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
If using Nortel switch:	CRC check turned on within SPANDTI.PRM file