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## Issue N°6

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#### News Flash

##### PortaSwitch Upgrade Proceeding Smoothly

Telinta's private label VoIP softswitch partition and hosted VoIP billing service is built around the proven carrier-grade PortaSwitch platform. Telinta is currently in the middle of the upgrade to the latest stable PortaSwitch Release – MR22.

We upgraded the web interface to MR22 with no downtime incurred. To ensure that the remainder of the upgrade process goes smoothly as well, we are transitioning our customers to MR22 in multiple stages, carefully testing each new feature for interoperability with our customers' settings. While this is a major software upgrade, we expect to have no down time for our customers.

This release introduces many new exciting features to Telinta's Hosted PortaSwitch:

- ▶ IP PBX users can see the source of forwarded calls
- ▶ PIN-less customers can get password prompting for extra security
- ▶ Users can quickly see desired subtotals in custom reports
- ▶ Service providers can share revenue with their customers via payback rates
- ▶ PortaBilling new Distributors model allows outsourcing customer interaction for commissions
- ▶ Recording and playback on both incoming and outgoing calls

One of the newly added features is the simplification of the tariff upload process. Now, there is no need for a complicated tariff template creation; all operations are performed via a user-friendly, interactive Tariff Upload Wizard. Please refer to the Tariff Upload Guide for details: <http://util.telinta.com/link?1302042>

#### Solutions

##### Telinta's Distributor Interface



Telinta's Distributor Interface was created to satisfy customer demands for an advanced, easily to use, and fully integrated into PortaSwitch self-care interface for distributors.

Telinta brandable full-featured web interface for sales agents (distributors) supports limited as well as full agent accounts. Agents are able to make payments, add/view/modify pinless accounts, sell recharge vouchers (with an ability to easily print a voucher), add/delete aliases for accounts. Partition owner can get a daily report with the revenue generated by each agent.

**Telinta's Distributor interface includes all functionality of the default PortaSwitch offering plus:**

- ▶ Brandable user-friendly interface
- ▶ Configurable commissions
- ▶ Generate calling card and Pinless accounts
- ▶ Promo accounts
- ▶ Top-up accounts
- ▶ Brandable receipts

## Best Practices

### New Cisco 525G Profile

Initial configuration of IP phones is extremely important. If the equipment is not configured properly, it may not work after being delivered to the customer, or problems may arise if advanced device settings are not set correctly.

Telinta has created many IP phone profiles, which enable service providers to mass provision end-users devices directly from Telinta's PortaSwitch administrative interface without the need to configure IP phones on customer premises. Telinta provides profiles for different versions of Grandstream, Yealink, Aastra and Cisco IP phones.

Most recently, Telinta created an IP phone profile the Cisco SPA525G. Cisco's SPA525G 5-Line IP Phone is an excellent choice for businesses that require an enhanced user experience for hosted IP telephony, IP PBX, or a large scale IP Centrex deployment. Highlights include:

- ▶ Power over Ethernet, 802.11g Wi-Fi client mode, and Bluetooth headset support
- ▶ High-resolution 3.2-inch QVGA 320 x 240 color screen
- ▶ Embedded SSL VPN client for secure phone connectivity
- ▶ Supports playing MP3's, displaying digital photos, viewing RSS feeds, and displaying video surveillance camera streams
- ▶ Support for caller ID, call forwarding, call transfer, 3-way conferencing, call parking, call history, phonebook, and built-in full-duplex speakerphone

Please contact us if you would like Telinta to create a new profile for a specific company/version of an IP Phone.

**Your opinion counts.**  
Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Reply to this email to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.