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News Flash



Telinta to Upgrade PortaSwitch

Telinta's private label VoIP softswitch partition and hosted VoIP billing service is built around the proven carrier-grade PortaSwitch platform. In the next few months, Telinta will begin the upgrade to the latest stable PortaSwitch Release – MR22.

To ensure that the upgrade process goes smoothly, we will transition our customers to MR22 in multiple stages. Over the course of the next few months, we will carefully test each new feature for interoperability with our customers' settings. While this is a major software upgrade, our goal is to have no down time for Telinta's core switch partition and billing services.

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 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

Solutions



BillSoft Interoperability

BillSoft, Inc., the market leader for communications taxation, provides Telinta's customers with an accurate solution to tax their VoIP customers' transactions. BillSoft's EZTax product provides the capability to tax VoIP services based on the set of business requirements.

"With highly flexible and automated processes, the powerful combination of PortaSwitch and EZTax results in systems that provide rating, billing and revenue collection with quicker rollout of new product offerings," said Vicki Klein, President of BillSoft.

About BillSoft

BillSoft specializes in enhancing billing systems and service bureau products by providing taxation, data customization, address scrubbing, jurisdiction assignment, and compliance filing solutions. BillSoft's flagship product, EZTax, is the most comprehensive communications tax package available. With the availability of taxation for products and services in over 80 countries, EZTax provides the most comprehensive tax system for the best overall value.

Telinta has a proven track record of integrating its customers with the BillSoft software. Contact us if you are interested using BillSoft EZTax for you VoIP customer's transactions.

Best Practices

Auto-provisioning Profiles for IP Phones

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.

For manual provisioning, the administrator must login to the device provisioning interface and carefully change all of the required parameters. There are several drawbacks to this method:

- ▶ the administrator must know the device's IP address
- ▶ the administrator must know all of the phone-specific configuration options
- ▶ every time a mistake is made, or a miss-configuration is discovered, the administrator must re-connect to the phone

Due to these reasons, and since every device must be provisioned individually, this method is inappropriate for ITSPs with thousands of IP phones around the world. With auto-provisioning, the initiative is transferred to the IP phone itself. The device will periodically connect to the provisioning server and fetch its configuration file, which is based on the IP phone profile. The configuration file is created automatically by PortaSwitch.

Telinta 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, Cisco, Yearlink, Aastra and SPA IP phones. Most recently, Telinta created profiles for:

- ▶ Grandstream GXP-2020
- ▶ Grandstream GXP-280
- ▶ Grandstream GXV300x

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.