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News Flash

Telinta Upgrade to PortaSwitch MR-35.

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 process of upgrading to PortaSwitch Maintenance Release MR35-6. We estimate that it will take approximately two months to finish the upgrade. We are transitioning our customers in multiple stages, carefully testing each new feature for interoperability with customer settings.

Telinta's recent major upgrade to MR30-6 was completed with no down time for Telinta's core switch partition and billing services. We expect the same smooth process this time as well, as we carefully transition our customers to MR35-6.

PortaSwitch MR35-6 features include:

- ▶ JSON API (REST)
- ▶ Waiving Subscription Fees During Suspension
- ▶ Notification Templates per Customer Class
- ▶ Ability to See When and How Customers' Status Changes
- ▶ Billsoft® Taxation Improvements
- ▶ New Self-Care interface improvements
- ▶ Prorated Thresholds in Volume Discount Plans
- ▶ Invoices Review
- ▶ Integration with a CNAM provider
- ▶ Revert Transaction Invisibly

Solutions

Shared VoiceMail MWI Notifications

In any IP Centrex environment it is pretty standard to have a shared VoiceMail box. When transitioning customers from old PBX systems, service providers want to maintain the existing user experience. A recent Telinta addition makes it possible to send MWI notifications not only to a single account, but to a group of extensions. In this case, every extension in a huntgroup will receive an MWI notification and will be able to check the VoiceMail box.

Please contact us at support@telinta.com for configuration instructions.

Best Practices

Follow-Me Enhancement

It is a common knowledge that Internet connection is not ideal everywhere. At the same time, it is vital for some business and residential customers to be able to receive an incoming call even if the Internet connection goes down. Previously, the only option was to configure forwarding on an account, but it was bringing additional inconvenience to the account owner. We are happy to introduce a new option that will make Follow-Me functionality 'smart' – Fail to Cell (FTC):

Let's say you have an account 12127777777 with "Ring then Forward" default answering mode and the following "Follow-Me" number:

Name - :FTC:
Destination - 12129999999

When the call comes to the account 12127777777, the system will check its current state, and if it is registered, then ":FTC:" Follow-Me entry will be excluded from the routing. Therefore, calls will be routed to 12129999999, only if the account is not registered.

We recommend you to use shorter "Expire" intervals for registration of such accounts (e.g., 15 minutes).

Your opinion counts.

Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.