Telinta Newsletter

CONTENTS

Issue N°26
APRIL 2017 EDITION

News Flash

SIP ALG Detector.

SIP ALG stands for Application Layer Gateway, and is common in many commercial routers. It's purpose is to prevent some of the problems caused by router firewall. SIP ALG inspects VoIP traffic packets and modifies them if necessary.

Many routers have SIP ALG turned on by default. Unfortunately this technology interferes with the proper functioning VoIP calls in the majority of cases, and may cause the following issues:

- One-way audio

- Dead air/dropped call

- Transferring calls fail

- Unable to put a call on hold or park the call

- Unable to retrieve a call off of hold or park

It can be very difficult to find out if SIP ALG is enabled without a deep investigation of the SIP logs. Now, service providers can make this process easier with the new SIP ALG detector tool. The tool is very simple: download and launch it, and it will detect if SIP ALG is enabled in your router. The tool is available under My Company page, Solutions tab.

To disable SIP ALG in the router settings, please refer to the manufacturer's user manual. Alternatively, check the internet and support forums for advice. Type your router make and model into a search engine, along with "disable SIP ALG" and you should be able to find out how to make this change.

Legal info		Invoicing		Report info		
SIP IP addresses	DNS	Callshop booths	Softphone	Call Recording	Banner	Solutions

Solution	Link
Audio broadcast	Telinta Audio broadcast solution
Click2call	Telinta Click2call solution
Rate calculator	Telinta Rate calculator solution
SOAP Signup	Telinta SOAP Signup solution
SIP ALG Detector	SIP ALG Detector

More Solutions

IVR Application to Prevent Unauthorized International Calls.

In corporate services, it is quite common to provide unlimited local calls, while restricting international calls. TeliCore has different options to implement this scenario, and service providers can always choose the option that best meets their business requirements.

Recently Telinta engineers extended the functionality of the Pass-Through IVR application. When an employee makes a call, TeliCore will analyze the dialed destination and if it is in the 'allowed' list, the call will be connected as usual. If the destination is not in the list, the caller will be asked to enter a PIN number to continue the call.

For example, a customer has the service plan 'Lower 48 USA domestic calls' assigned. When their employees dial a Florida landline number, the call will go through. When their employees try to call Alaska, they will be prompted to enter the PIN number to continue the call, because Alaska and Hawaii are more expensive destinations and are not included in the plan.

Please contact support@telinta.com to learn more about this service and to enable it for your partition.

More Solutions

New Providers Supported by DID API.

In Telinta we believe that API is the correct way to do business. TeliCore is integrated with wide variety of services, including DID Providers, Tax solution providers, Mobile Top-Up, SMS, Voice to text, CNAM, E911, LRN and many others. This allows service providers to have an easy access to multiple services from the same platform.

A lot of Telinta customers use DID API to order and assign DID numbers via the TeliCore web interface with just a few mouse clicks. Telinta keeps expanding its partners network and the integrated DID providers list. We are happy to announce that two new companies were added to the list of supported DID API providers:

▸ Magic Telecom - https://www.magictelecom.com/

▸ V1VoIP - http://v1voip.com/

Please contact support@telinta.com to learn more about this service and enable it for your partition.

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.

TELINTA