Telinta Newsletter

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Solutions

Telinta adds Skyetel for MMS

Telinta offers a robust solution for our customers to easily use third-party providers for important services such as SMS, MMS, and more.

We recently added Skyetel to our list of integrated messaging providers for MMS. This enables your users to both send and receive multi-media messages containing photos, videos, and audio files.

All of Telinta's brandable softphones can easily support both SMS and MMS from a wide variety of integrated providers. Telinta also offers free on-net messaging between your users.

For technical assistance with configuring your messaging services, please contact support@telinta.com with questions.

To add a brandable softphone solution to your Telinta service, (Mobile, Desktop, and WebRTC) please contact info@telinta.com for pricing.

Please contact partners@telinta.com for an introduction to Skyetel to learn more about their messaging services, as well as DIDs and VoIP Termination.

Useful links:

https://www.telinta.com/kb/index.php?View=entry&EntryID=87

https://www.telinta.com/kb/index.php?View=entry&EntryID=128

Tech Tips

**Easy Download for Auto-Attendant Greetings**

Need to download a copy of your customized Auto-Attendant greetings? No problem.

Telinta now enables our customers to easily download audio files for Auto-Attendant greetings that were previously uploaded to our TeliCore™ platform. Download is available in mp3 and au file formats.

Telinta's Auto-Attendant capabilities include access to our own library of pre-recorded greetings in multiple languages, as well as the ability to record and add your own greeting.

Contact support@telinta.com for details on Auto-Attendant greetings.

Useful links:

https://www.telinta.com/kb/index.php?View=search&s=1&q=attendant&in=all
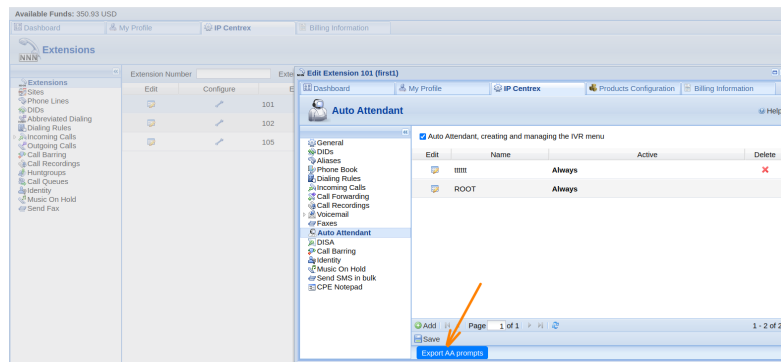
https://www.telinta.com/how-can-an-auto-attendant-help-your-voip-users/

Tech Tips

**TeliCore Administrative Interface in Portuguese**

Our TeliCore platform includes an Administrative Interface that enables Telinta customers to easily make configurations to help run their business.

The Administrative Interface is now available in Brazilian Portuguese, in addition to English and Spanish.

Portals for End Users and Resellers are available in many different languages to help you better serve your customers.

For questions about any of our interface languages, please contact support@telinta.com for details.
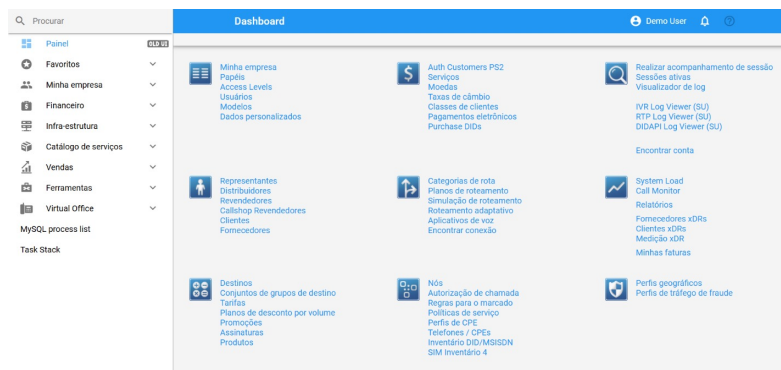
Best Practices

Handling Auto-Provisioning Issues

If a particular model of IP phones is difficult to provision, here are a few steps that might be useful:

▶ Open the CPE Inventory entry.

▶ Click the "Show Last Download Attempts" button.You should see the list of last attempts to download the configuration file. If there are no attempts it means that you either entered an incorrect provisioning link in the phone configuration or you entered an incorrect MAC address in the CPE inventory entry configuration.

▶ If you can see the download attempt, but the device did not apply the configuration, please reset the device to its factory settings and try to provision it again.

It is always good practice to make sure your phones are updated with the most recent firmware from the manufacturer. Manufacturers may have found and fixed bugs in their Auto-Provisioning capabilities in recent firmware updates. Their support engineers can help you with details.

Please contact support@telinta.com with questions about Telinta's Auto-Provisioning capabilities.

Useful Links:

https://www.telinta.com/kb/index.php?View=entry&EntryID=2

https://www.telinta.com/kb/index.php?View=entry&EntryID=5

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.