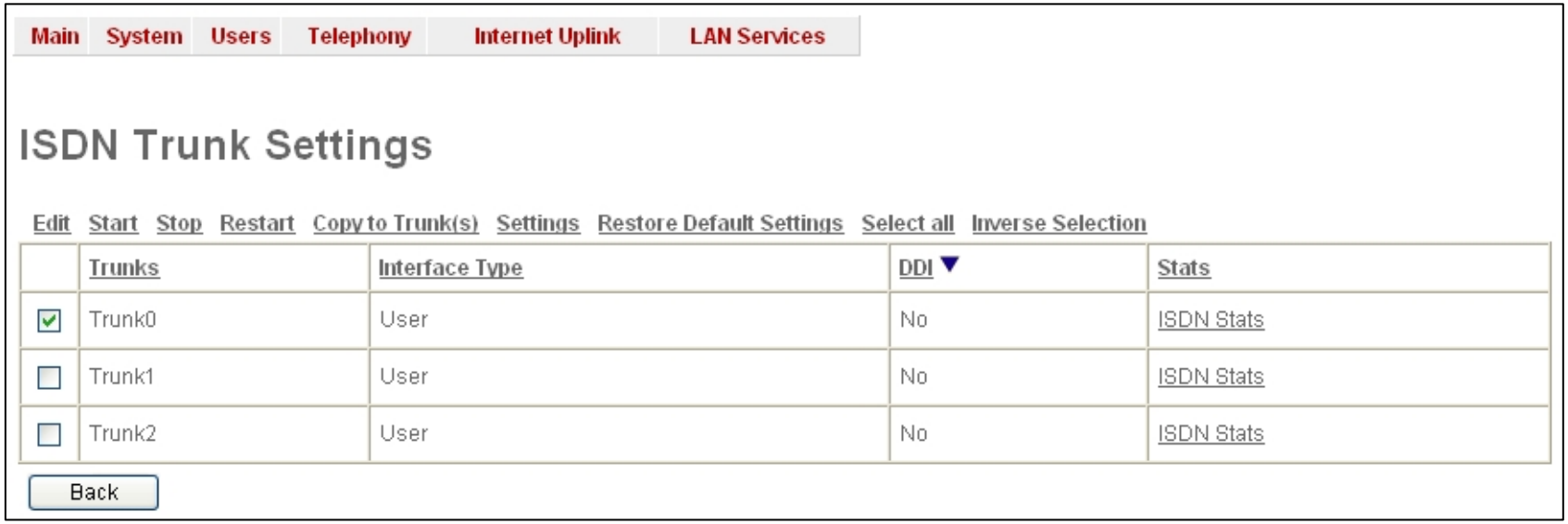
Trunk and Inbound Call Routing configuration for ISDN Quadro models

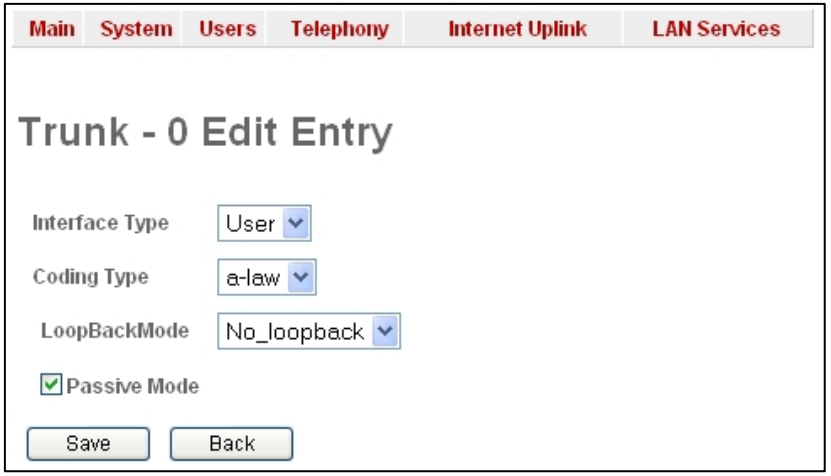
This document explains how to configure a Quadro to use an ISDN In-dial range for incoming call routing.

The number of ISDN trunks available will depend on the model of Quadro. 2xi/4xi models have one (Trunk 0). Quadro 4xi3/16xi models have three (Trunks 0, 1, 2). This document is based on a Quadro 4xi3.

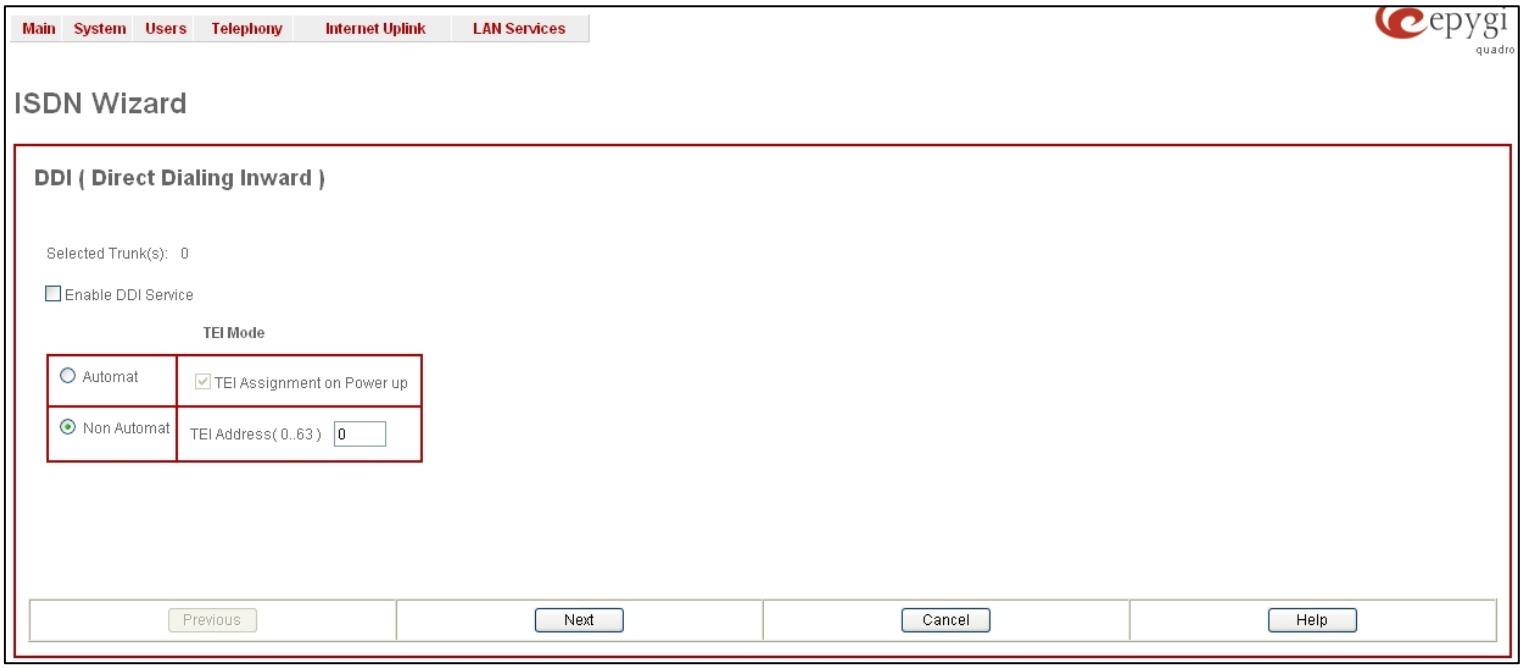
Set the correct parameters on each of the trunks. Select ISDN from the Telephony menu. Tick the box next to a Trunk and Edit.



Set the parameters as shown in the screenshot.



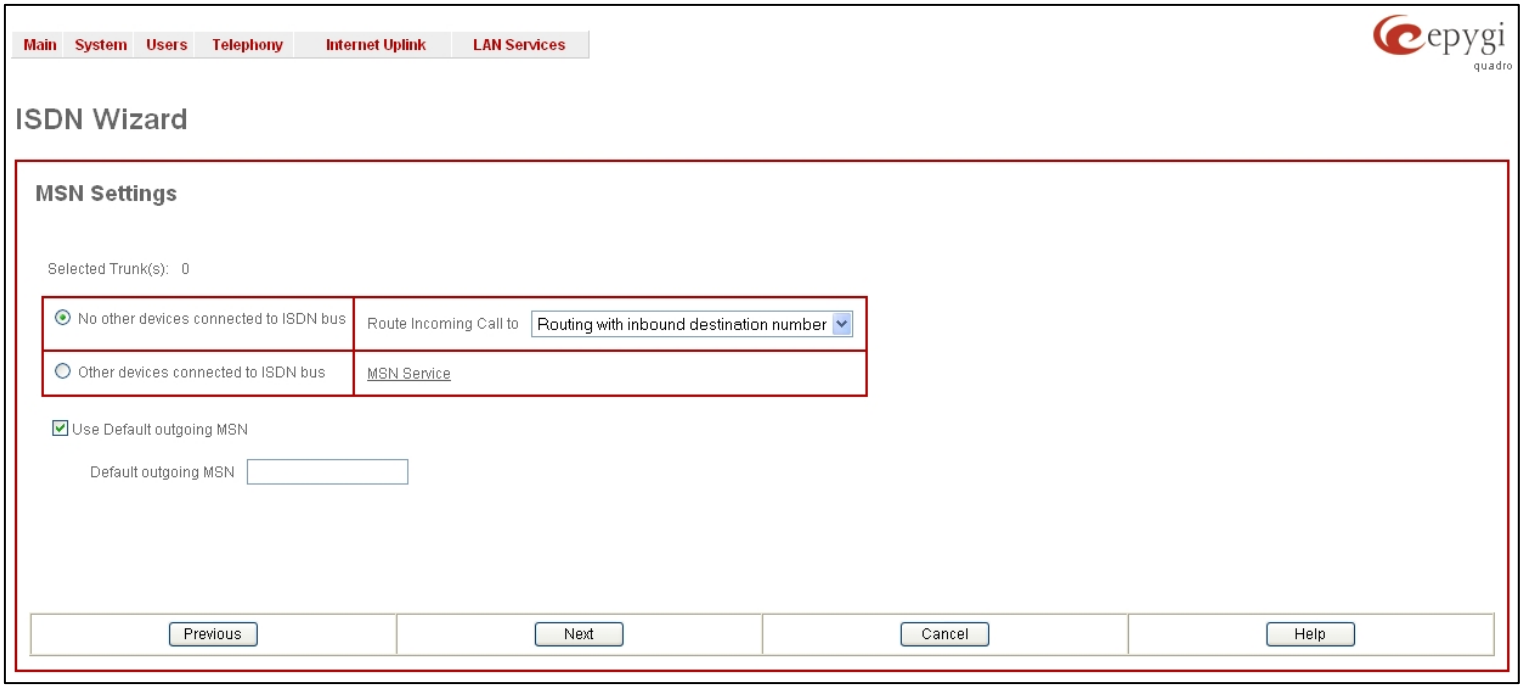
Configure the first Trunk (0). Direct In-Dial numbers will be routed directly to an extension, based on the dialed number. Select Trunk 0 and click Settings. This opens the ISDN Wizard. Configure settings of page 1 as shown below.



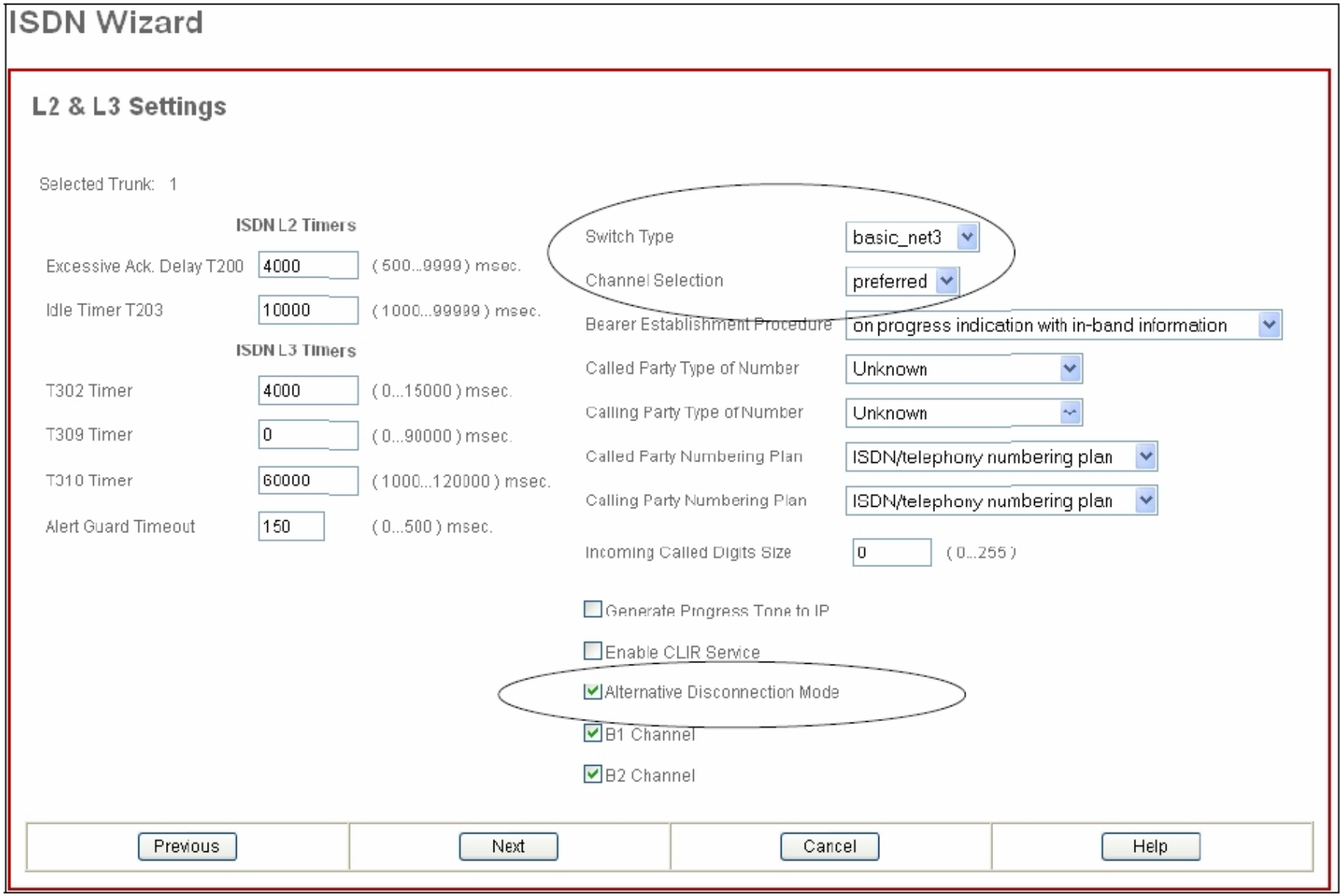
Use the settings shown in the screenshot from page one of the ISDN Wizard (left).

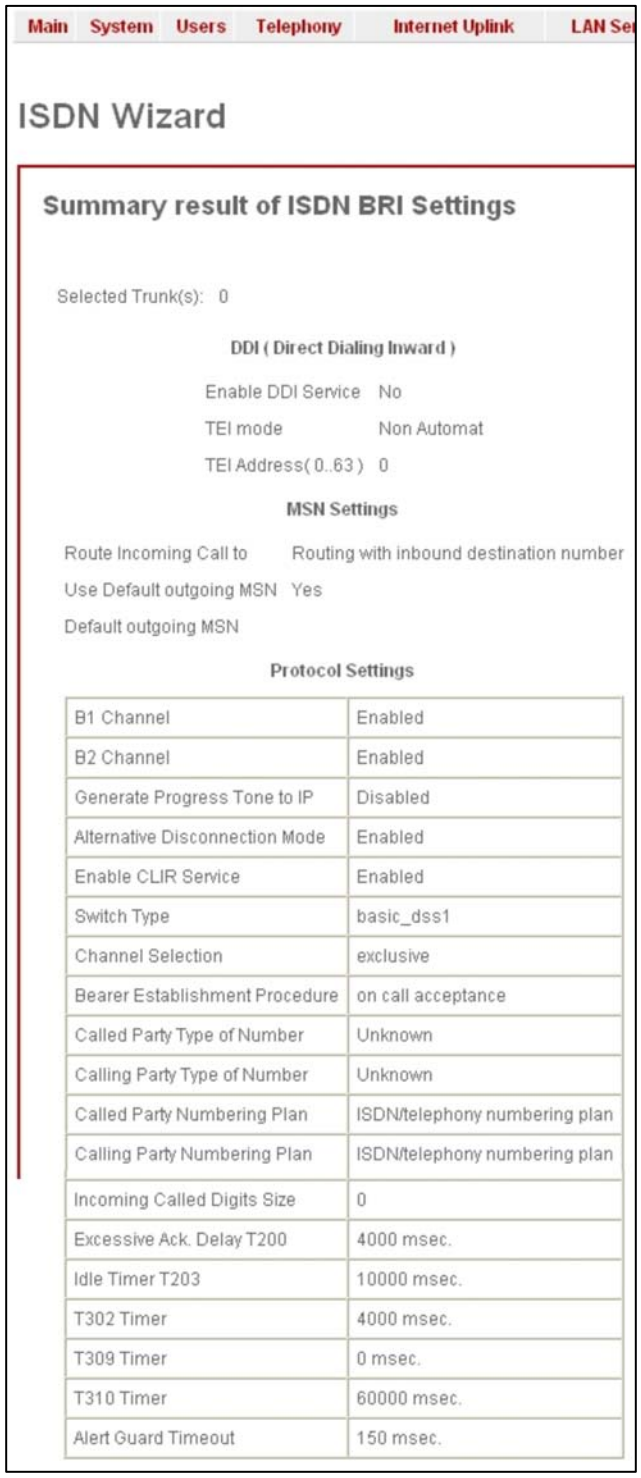
Configure the settings as shown on page 2 of the ISDN Wizard (right). From the drop-down list select ‘Routing with inbound destination number’.

This will mean all incoming calls are sent to the Call Routing Table where they will be routed to the correct extension based on the dialed number.

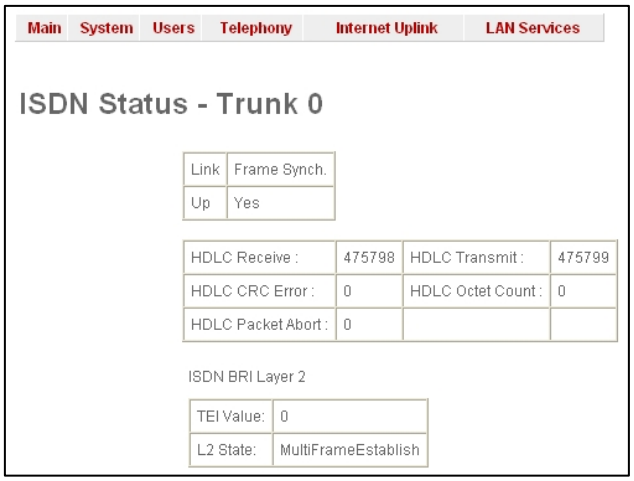


Configure the L2 & L3 settings as shown below in page 3 of the ISDN Wizard.





Check the settings in the Summary page then press Finish to complete the configuration and initiate the Trunk.

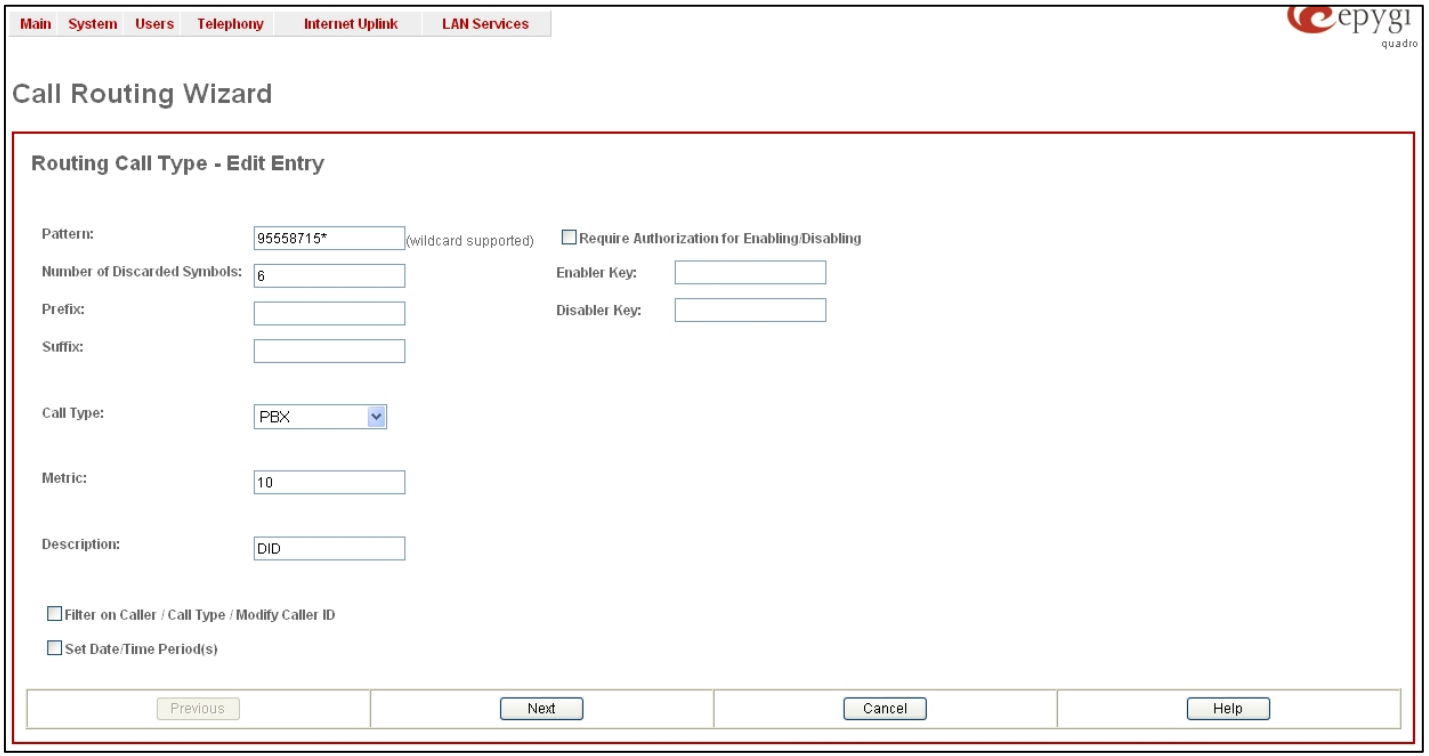


By selecting Settings for Trunk 0 in the ISDN Trunk Settings page, you can check to see if the Trunk is connected and you have Frame Synch.

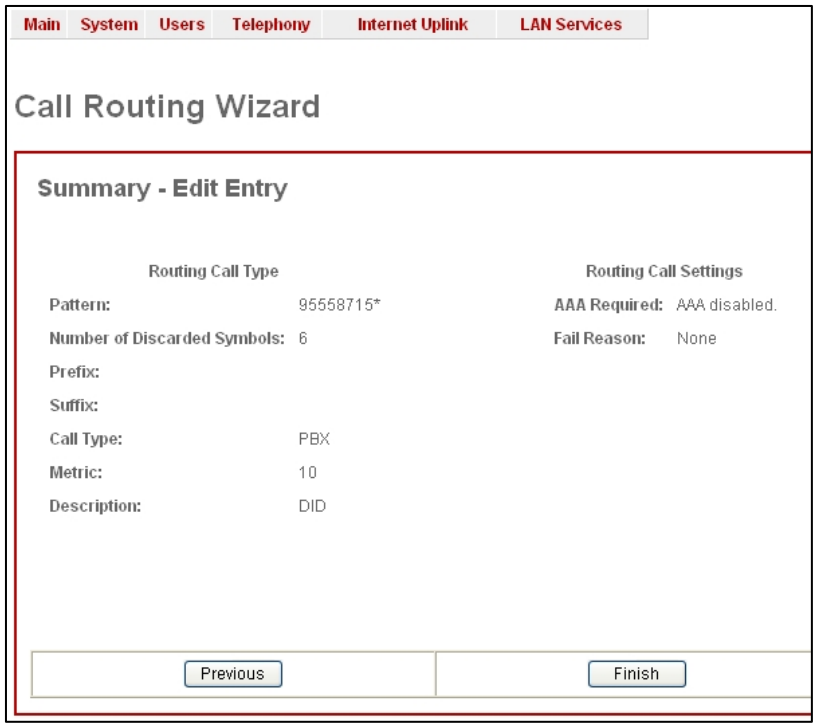
If this is not the case, some settings may have been incorrectly configured.

If you have more than one ISDN service connected, configure the additional trunks in the same way as Trunk 0

Next configure the Call Routing Table (CRT) to route incoming calls to the correct extension. From the Telephony menu select Call Routing then click on Call Routing Table. Click on Add to add an entry. Set the pattern as the DID phone number.
Depending on the ISDN provider Area Code may be required (typically not).
If the extension number corresponds with the last 2 digits of the DID (e.g. phone number 95558715 will be routed to extension 15) discard 6 symbols and set the Call Type as PBX. Click Next.



Alternatively, if the extension number does not correspond with the last 2 digits of the DID (e.g. phone number 95558715 will be routed to extension 45) discard all symbols and prefix with the destination extension number).



Step through page 2 of the wizard, leaving settings default.

In the summary page, check settings and click Finish to create the call route. Repeat the process for other DID numbers that will be routed directly to extensions.

In the CRT you can see the entries that have been created. Entries 9 & 10 are used where the last 2 digits of the DID number match the extension number that the call should be routed to.
Entries 11 and 12 are for extensions where the last 2 digits of the DID number are different to the extension number that they should be routed to. In this case, strip off all digits of the DID and prefix with the number of the extension they should be routed to.
Entry 13 is a failover route which will be used when a DID for an extension that does not exist on the system is dialed. In this example, all digits are stripped off and 00 is prefixed to send the call to an Auto Attendant.

☐	9	Enabled	95558715	6		PBX					No		None
☐	10	Enabled	95558716	6		PBX					No		None
☐	11	Enabled	95558717	8	31	PBX					No		None
☐	12	Enabled	95558718	8	32	PBX					No		None
☐	13	Enabled	955587*	8	00	PBX					No		None