



DID Configuration Setup

Overview

The **SilentFax|DID** configuration allows inbound faxes to be delivered to end-users' mailboxes automatically. DID fax routing relies on the DID trunk service provided by the Telco.

With the DID service, the Telco assigns a set of phone numbers to one or more DID trunks. When a call comes into SilentFax server via a DID trunk, the Telco dials the digits of the call dialed (referred to as the *Dialed Number* from now on). SilentFax receives the Dialed Number digits and routes the incoming fax based on the Dialed Number.

Typically, instead of all of the Dialed Number digits, the Telco sends only last 4 or 3 digits since these digits are the only relevant ones and are sufficient to identify the end-user for which the call was intended. SilentFax server can easily be setup to convert the received digits into an end-user mailbox number:

- Tell SilentFax which part of the received digits represents an end-user mailbox,
- Setup mailboxes to match the received digits,
- Since DID trunks are receive-only trunks, configure the channels so that channels connected to DID trunks won't be used for outbound fax calls.

This document explains the setup process by providing two example scenarios.

As a convention, a double ">" is used to indicate user interface selections. For example, **Main Menu >> Channels** would mean, "selecting the *Channels* option from the *Main Menu*".

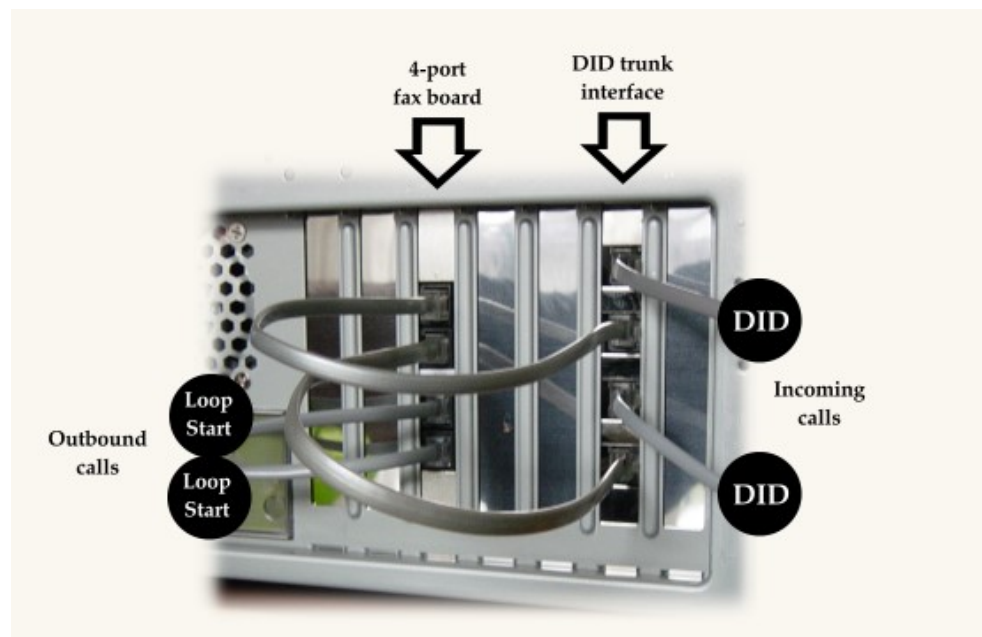
If you are installing SilentFax behind a PBX system, you can jump to Page 4 for routing examples.

Connecting Phone Lines

The **SilentFax|DID** configuration consists of *DID interface cards* and *fax boards*. The DID interface card has two connectors per DID trunk. Its main function is to convert the DID trunk characteristics into loop start (ordinary phone line) characteristics.

The figure shown below is the 4-port with 2 DID configuration:

- Fax Ports 1 and 2 are connected to the DID trunk interface board and used for incoming calls.
- Fax Ports 3 and 4 are connected to loop start lines and used for outbound calls.





Configuring Channels (Ports)

Since DID trunks cannot be used for outbound calls, the channels connected to DID trunks must be disabled for outbound calls.

- **Main Menu >> Channels**
Disable Channel 1 and 2 for callouts

The screenshot shows the SilentFAX Fax Server web interface. A 'Channel Configuration' dialog box is open, displaying a table with the following data:

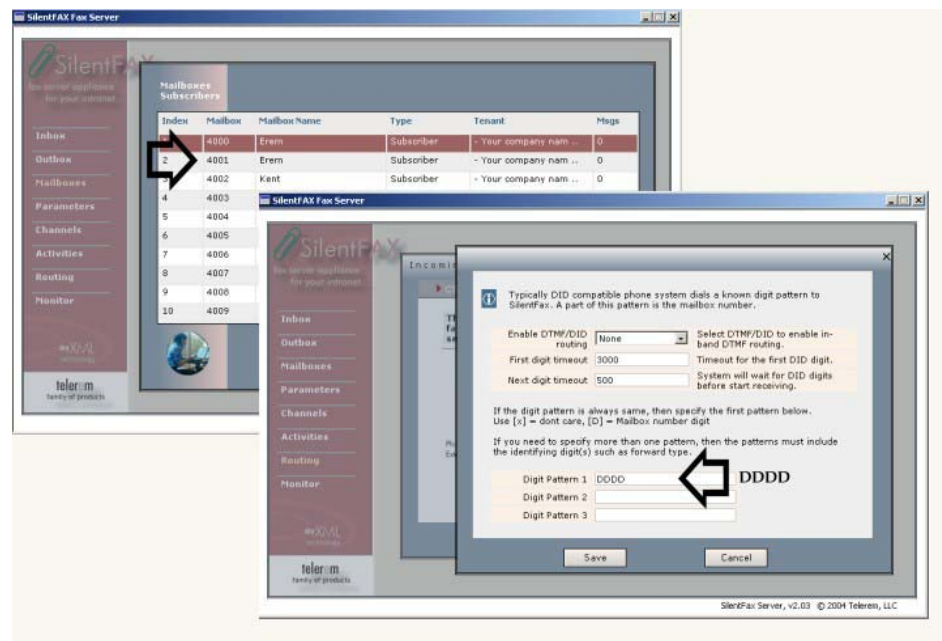
Channel	Type	In service	Callout allowed?	Number of rings	Operator	Access digits
1	Fax	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		
2	Fax	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		
3	Fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		
4	Fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1		

The interface also includes a sidebar menu with options like Inbox, Outbox, Mailboxes, Parameters, Channels, Activities, Routing, and Monitor. The bottom of the window shows the Telerem logo and version information: 'SilentFax Server, v2.04 © 2004 Telerem, LLC'.

Setting up DID Routing - Example 1

In this example, we assume that the Telco sends the last four digits of the Dialed Number. Let's say 4000 through 4019, corresponding to your phone numbers 555-4000 through 555-4019, for example.

- **Main Menu >> Mailboxes**
Create 4-digit mailbox numbers to match the DID digits,
- **Main Menu >> Routing >> DTMF Routing**
Digit patterns are set up to map all received digits to a mailbox number.
- **Main Menu >> Routing >> DTMF Routing**
Enable "DTMF/DID routing"



The screenshot displays the SilentFAX Server web interface. On the left, a navigation menu includes options like Inbox, Outbox, Mailboxes, Parameters, Channels, Activities, Routing, and Monitor. The 'Mailboxes' section is active, showing a table of mailbox configurations:

Index	Mailbox	Mailbox Name	Type	Tenant	Msgs
1	4000	Erem	Subscriber	- Your company nam ...	0
2	4001	Erem	Subscriber	- Your company nam ...	0
3	4002	Kent	Subscriber	- Your company nam ...	0
4	4003				
5	4004				
6	4005				
7	4006				
8	4007				
9	4008				
10	4009				

An arrow points to the 'Mailbox' column. Overlaid on this is a 'DTMF/DID Routing' configuration dialog box. It contains the following settings:

- Enable DTMF/DID routing: None
- Select DTMF/DID to enable in-band DTMF routing:
- First digit timeout: 3000
- Timeout for the first DID digit:
- Next digit timeout: 500
- System will wait for DID digits before start receiving:

Below these settings, there are instructions and three digit pattern input fields:

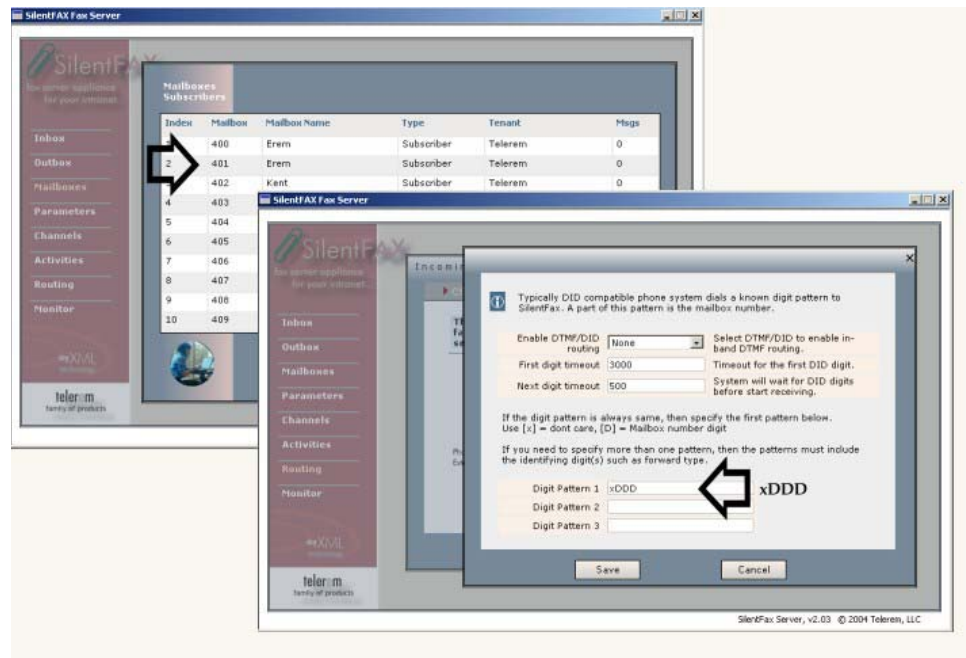
- Digit Pattern 1: DDDD
- Digit Pattern 2:
- Digit Pattern 3:

An arrow points to the 'Digit Pattern 1' field. The dialog also includes 'Save' and 'Cancel' buttons. At the bottom right of the screenshot, the text 'SilentFAX Server, v2.03 © 2004 Telerem, LLC' is visible.

Setting up DID Routing - Example 2

In this example, we assume that the Telco sends the last four digits of the Dialed Number just like the previous example, say 5400 through 5419. However in this example, we would like to set up 3-digit mailbox numbers (for no good reason, just a preference). Therefore, the first received digit must be ignored and the remaining three digits must be used as the mailbox number.

- **Main Menu >> Mailboxes**
3-digit mailbox numbers are set up to match the last 3 DID digits,
- **Main Menu >> Routing >> DTMF Routing**
The digit pattern is set up to ignore the first digit (5 in this example) and map the remaining three digits to a mailbox number.
- **Main Menu >> Routing >> DTMF Routing**
Enable “DTMF/DID routing”



The screenshot displays the SilentFAX Fax Server web interface. On the left, a navigation menu includes options like Inbox, Outbox, Mailboxes, Parameters, Channels, Activities, Routing, and Monitor. The 'Mailboxes' section is active, showing a table of mailbox configurations:

Index	Mailbox	Mailbox Name	Type	Tenant	Msgs
1	400	Erem	Subscriber	Telerem	0
2	401	Erem	Subscriber	Telerem	0
3	402	Kent	Subscriber	Telerem	0
4	403				
5	404				
6	405				
7	406				
8	407				
9	408				
10	409				

An arrow points to the 'Mailboxes' link in the navigation menu. Another arrow points to the 'Mailbox' column header in the table. A second window is overlaid on the interface, titled 'DTMF/DID routing'. It contains the following configuration options:

- Enable DTMF/DID routing: (checked)
- Select DTMF/DID to enable in-band DTMF routing:
- First digit timeout:
- Timeout for the first DID digit:
- Next digit timeout:
- System will wait for DID digits before start receiving.

Below these options, there are instructions: "If the digit pattern is always same, then specify the first pattern below. Use [x] = don't care, [D] = Mailbox number digit". The configuration shows:

- Digit Pattern 1: (with an arrow pointing to it)
- Digit Pattern 2:
- Digit Pattern 3:

Buttons for 'Save' and 'Cancel' are at the bottom of the dialog. The footer of the interface reads 'SilentFax Server, v2.03 © 2004 Telerem, LLC'.