

## *“FAQs on ETERNITY ME/GE/PE”*

1. I have connected ETERNITY GE with my PC/Laptop through Ethernet port, but I am not able to open the JEEVES of ETERNITY. Why?

Ans.

- Ensure that IP address of ETERNITY and your PC/Laptop should be in the same subnet
- Give command 2110 from DKP after entering into programming mode [1#91 – 1234(default Password)], It will display the IP address of ETERNITY
- Problem can be due to browser cookies also. So, delete the browser cookies

2. I have connected Analog line to the TWT port of ETERNITY, but line is not working. Why?

Ans.

- Make sure that TWT port is enabled in TWT parameters of JEEVES
- Try to get the dial tone of that particular line using selective port access (default access code:69 – 03 – TWT port number)
- Also check by removing line from the system and connecting direct Telephone to the line

3. How to Configure ETERNITY for Incoming Call on TWT Port – 1?

Ans. Program following parameters in JEEVES

- TWT Parameters
- Trunk Feature Template
- Routing Group

4. How to Configure ETERNITY for Outgoing Call from SLT Port – 1?

Ans. Program following parameters in JEEVES

- SLT Parameters
- Station Basic Feature Template
- Outgoing Trunk Bundle Group
- Outgoing Trunk Bundle Member

5. I have connected trunk line to ETERNITY's FXO port and its landing is given on SLT port – 001. I have connected CLI phone on that SLT port but then also I am not getting CLI display on SLT, but if I connect direct line to the Telephone then CLI is displayed. Why?

Ans. It may be due to the mismatch of the Rx CLI type on the trunk line and ETERNITY, Change Rx CLI type from the list one by one in the TWT hardware template option of JEEVES, when CLI type on the trunk line and ETERNITY matches, telephone instrument will display the CLI

6. When using conference feature with 2 extensions and 1 trunk line its working fine, but when we use it with 1 extension and 2 trunk lines it's not working. Why?

Ans. You need to allow logical partition from JEEVES and trunk to trunk transfer feature from the class of service of the extension.

7. Is upgradation possible from V9 to V10 and Vice-Versa?

No, it's not possible

8. How long we can connect DKPs and SLTs from the system?

- Loop Impedance of SLT port: 1800  $\Omega$  max @ 25mA Loop Current
  - Loop Impedance of DKP port: 100  $\Omega$  max @ 25mA Loop Current
- It depends on the loop impedance as well as the quality of the cable.

9. I have installed ETERNITY with PRI line; I want DID to be played on few of the DDI numbers. How can I do that?

- Don't configure the DDI numbers in DDI routing table on which you want DID
- Enable DID in Trunk Feature Template which is configured in T1E1 Port parameters

10. I am assigning keys to DKP but after submitting, it again sets to default key. Why?

The DKP key template assigned to that DKP must be operator or executive etc. for assigning individual key to DKP the key template should be "Personalized". You can set the key template from DKP parameter

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Upload

- DDI Routing
  - Default the System
  - Department Groups
  - DISA - CLI Authentication
  - DKP Parameters**
  - Door Phone
  - Emergency Number
- E&M Configuration
  - Firmware

**DKP Parameters**

DKP No.	DKP H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template	Call Capacity	Key Map
1	01 - 01	3001		01	01	02	Operator's Template
2	01 - 02	3002		01	01	02	Personalized
3	01 - 03	3003		01	01	02	Operator's Template
4	01 - 04	3004		01	01	02	Executive's Template
							Hotel Attendant's Template
							Guest's Template

11. I have connected TWT line in ETERNITY, but when I tried to dial external number after TAC (Trunk Access Code), I am not able to dial anything and dial tone remains continuous. What to do?

Parameter Off – hook speed in TWT hardware template can resolve this issue. Its default value is 8; you can try by varying it to 64, 128 & 512.

**MATRIX TELECOM SOLUTIONS** ETERNITY

- Configuration
  - Time Table
  - Trunk Features Templates
  - TWT Configuration
    - TWT Parameters
    - TWT Hardware Templates**
    - Status
  - Voice Message Applications
- VoIP Configuration
  - VoIP Port Parameters
  - SIP Extension Settings
  - SIP Extension General Parameters

**TWT Hardware Templates**

Template No.	01-10		11-20		21-30		31-40		41-50	
	Flash Timer (msec)	On-Hook Speed(ms)	Flash Timer (msec)	On-Hook Speed(ms)	Flash Timer (msec)	On-Hook Speed(ms)	Flash Timer (msec)	On-Hook Speed(ms)	Flash Timer (msec)	On-Hook Speed(ms)
1	600	< 0.5					8			
2	600	< 0.5					512			
3	600	< 0.5					128			
4	600	< 0.5					64			
5	600	< 0.5					8			
6	600	< 0.5					8			

12. I want to connect DSS to DKP, how to connect?

Step1: Note down the H/W slot – port of DSS

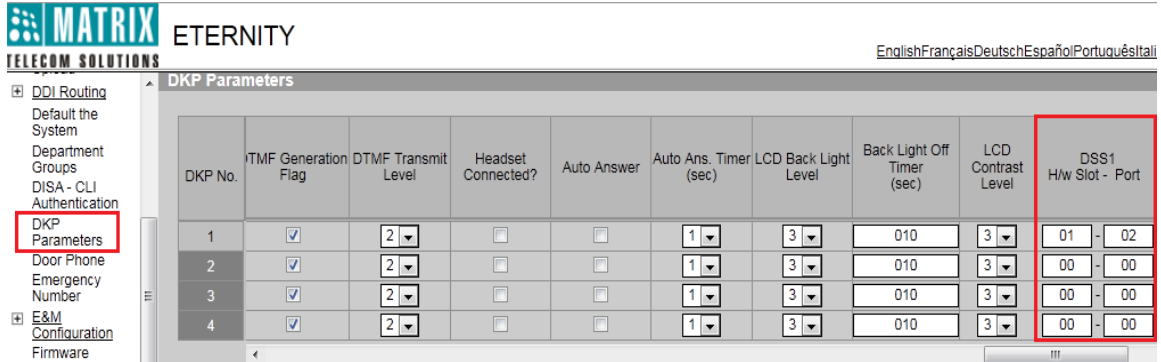
**MATRIX TELECOM SOLUTIONS** ETERNITY

- DDI Routing
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**DKP Parameters**

DKP No.	DKP H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template
1	01 - 01	3001	Operator	01	01
2	01 - 02	3002	DSS	01	01
3	01 - 03	3003		01	01
4	01 - 04	3004		01	01

Step2: Configure the H/W slot – port of DSS to the DSS1 parameter in DKP parameter



**13.** I have upgraded the Eternity system from V8 to V9. Afterwards as per procedure I switched OFF the system & switch it ON again. Now, system is neither getting reset nor boots up. How to resolve this problem?

This problem generally occurs while one or more than one system software files are not uploaded properly or due to power failure at the time of up-gradation. In this situation, system software files can be uploaded using following steps.

- Open Internet Explorer and type ftp://se@System's default IP Address } (for example, ftp://se@192.168.1.101) and press Enter Key. Ensure your PC's IP must have same subnet.  
(Ex: - PC's IP should be 192.168.1.xxx and xxx should not 000,101 and 255)
- It will ask you &User Name& and &Password&.  
User name: se  
Password: programming password (Default password is 1234)
- You will get 3 folders. Open "system" folder and remove all files. Upload system software files again. After successfully uploading please ensure the file size of all the files
- Restart the system

**14.** I installed ETERNITY GE 6S system with ISDN PRI, noise during speech is observed randomly. What could be the problem and how to fix it?

The noise during conversation may be due to unstable clock source of Service Provider. In such case we shall run the system on self clock to avoid noise on PRI line. By default the system gets the clock from service provider. The same can be changed to local clock by the following method

- Click "System General Parameters"
- Change all the 4 clock source from T1E1 port to None

System Debug  
 System Detail  
 System Fault Log  
**System Parameters**  
 System Prerequisites  
 System Timers and Counts  
 System Usage  
 T1E1  
 Configuration  
 Time Table

Clock Synchronization	
Parameter	Value
Clock Source - Priority 1	None - 000
Clock Source - Priority 2	None - 000
Clock Source - Priority 3	None - 000
Clock Source - Priority 4	None - 000
Clock Synchronization Frequency	1.54 MHz
PLL Locking Mode	Slow

**15. How to take SMDR through Ethernet port?**

Please refer MTSM – 61, you will get information about SMDR on Ethernet port. Note that SMDR on Ethernet port is available from V8R10 onwards