

“FAQs on ETERNITY NE”

Q1. What is ETERNITY NE?

Ans. ETERNITY NE is an all Integrated IP-PBX with seamless mobility that caters to the communication requirements of small business.

- ETERNITY NE offers connectivity to Analog & Digital Networks : CO, Mobile & VoIP
- Besides Operator Consoles (Digital Key Phones, Direct Station Selection consoles) & Standard telephones, you can also connect a Fax Machine, a Door Phone & a Door Lock Release Relay to ETERNITY NE.
- Intelligent Features like Voice Mail Auto Attendant, Built in Auto Attendant, CLI Based Routing & Dial by name ensure efficient call management & prompt response to callers.
- It can work as an adjunct to your existing telephony infrastructure, as a Gateway, saving you the cost of equipment replacement, wiring & installation, while giving you multiple network connectivity & a host of intelligent features

Q2. Which are the different Interfaces supported by ETERNITY NE?

Ans. ETERNITY NE supports the following Interfaces :-

- The CO Interface
- The Mobile Interface
- The VoIP Interface
- The Digital Key Phone Interface
- The Single Line Telephone Interface
- Voice Mail System
- LAN Interface
- WAN Interface
- Door Phone Interface

Q3. Which are the different variants of ETERNITY NE & mention the *Built in Interfaces* in each ?

Ans. ETERNITY NE has 4 Variants :

- ETERNITY NE2 :- 2 CO, 4 SLT, 2 DKP
- ETERNITY NE3 :- 3 CO, 6 SLT, 2 DKP
- ETERNITY NE4 :- 4 CO, 10 SLT, 2 DKP
- ETERNITY NE6 :- 6 CO, 14 SLT, 2 DKP

Q4. Which are the Optional Interfaces supported by ETERNITY NE?

Ans. The Optional Interfaces of ETERNITY NE Include :-

- Mobile
- VoIP
- Voice Mail System
- Door Phone

Q.5. What is the default IP Address of Ethernet Port of ETERNITY NE?

Ans. The Default IP Address of Ethernet Port of ETERNITY NE is 192.168.001.101

Q.6. What is the command to Enter SE Programming Mode from an SLT or DKP of ETERNITY NE?

Ans. The command is 1#91 – SE Programming Password

Q.7. What is the command to change or View IP Address of ETERNITY NE from Telephone Instrument?

Ans. After entering SE Programming mode dial the following command :-

2110-xxx-xxx-xxx-xxx

Q.8. I have connected ETERNITY NE with my PC/Laptop through Ethernet port, but I am not able to open the JEEVES of ETERNITY NE. Why?

Ans, - Ensure that IP address of ETERNITY NE 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 NE

- Problem can be due to browser cookies also. So, delete the browser cookies

Q.8. What is the command to change or View Subnet Mask Address of ETERNITY NE from Telephone Instrument?

Ans. After entering SE Programming mode dial the following command :-

2111-xxx-xxx-xxx-xxx

Q.9. What is the command to change or View Gateway IP of ETERNITY NE from Telephone Instrument?

Ans. After entering SE Programming mode dial the following command :-

2112-xxx-xxx-xxx-xxx

Q.10. What is the LED Indication during Normal working of ETERNITY NE ?

Ans. There are 2 LEDs in ETERNITY NE :

1) The Power LED : PWR LED 2) The Status LED : STS LED

On stable condition after power on the Indications are :-

PWR LED : Continuous Green

STS LED : Green Blink (1 sec on, 1 sec off)

Q11. Which is the Jumper number on the CPU board by which I can default the SE Password & IP Address of ETERNITY NE & Explain the procedure?

Ans. Jumper J2 : Change position from BC to AB after switching off the system,

Restart the system

After 15 seconds again Switch off the system, and change the Jumper back to BC position

Restart the system

Q.12. Which are the Mobile Networks Supported by ETERNITY NE ?

Ans. ETERNITY NE Supports GSM 2G & UMTS 3G Networks.

Q.13. How many maximum Mobile ports are Supported by ETERNITY NE?

Ans. Maximum of 2 Mobile Modules (GSM or UMTS) is supported by ETERNITY NE at a time. Each module supports Single SIM Card.

Q.14. Which are Frequency Bands Supported by ETERNITY NE in case of GSM network?

Ans. ETERNITY NE supports Quad Band Operation for GSM.

The Frequency bands (MHz) are :-

GSM850

EGSM900

DCS1800

PCS1900

Q.15. Which are Frequency Bands Supported by UMTS Module of ETERNITY NE?

Ans. There are 2 Variants of UMTS Module as Below :

a. UMTSA Module for USA & Compatible Networks : Tri-band Support

Frequency Bands (MHz) are :

WCDMA 850

WCDMA 1900

WCDMA 2100

b. UMTSE Module for Europe & Compatible Networks : Tri-band Support

Frequency Bands (MHz) are :

WCDMA 900

WCDMA 1900

WCDMA 2100

Q.16. What do you mean by Wireless WAN support over 3G?

Ans. If VoIP module is installed, then Wireless WAN over 3G can be used to make VoIP Calls. Wireless WAN over 3G means Internet Services is Enabled on the 3G SIM present in the UMTS Mobile port of ETERNITY NE.

Q.17. How to configure ETERNITY NE for Incoming Call on CO Port?

Ans. In Programming software JEEVES

> Basic Settings

> CO Trunks

> Route Incoming Calls

Q.18. How to configure ETERNITY NE for Outgoing call from DKP ?

Ans. In Programming software JEEVES

>Basic Settings

> DKP Extensions

> Select Trunks for Outgoing Calls

Q.19. I have connected trunk line to ETERNITY NE's CO 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 CLI type Received on the trunk line and ETERNITY NE, Go to CO Trunks > Hardware Settings >Change the Calling Line Identification format one by one when CLI type on the trunk line and ETERNITY NE matches, telephone instrument will display the CLI

Q.20. 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

Q.21. In ETERNITY NE on which port can I take my Call record Report

Ans. In ETERNITY SMDR (Station Message Detail Recording) Report can be generated on your PC via Ethernet Port.

Q.22. Which are the features of ETERNITY that require the purchase of a license?

Ans. Below are the Features that require License in ETERNITY NE :-

1. ETERNITY NE supports upto 16 SIP Extensions. On buying the VoIP Module 8 SIP Extension is obtained license free. However if you require the Additional 8 SIP Extensions then an *IP8 License* is required to be brought.
2. ETERNITY offers a Voice Mail System module with Multilevel Auto Attendant features. *VMS* also requires a License for Activation.

Q.23. How Many Virtual Extensions are there in ETERNITY NE ?

Ans. ETERNITY NE Supports 20 Virtual Extensions.

Q.24. How Many VoIP Channels & SIP Trunks are available on installing a VoIP module in ETERNITY ?

Ans. ETERNITY NE VoIP Module provides 8 VoIP channels and 4 SIP Trunks.

Q.25. Which Internet Telephony (VoIP) Protocol is supported by ETERNITY NE?

Ans. ETERNITY NE supports Session Initiation Protocol V2 to make/receive calls on Internet Network

Q.26. Who are ISP and ITSP?

Ans. ISP stands for “Internet Service Provider” who provides you the internet service.

- Example: AIRTEL, RELIANCE (Internet Service Providers in India).
- If you are looking for Internet Telephony then you need to get the internet connectivity from ISP as well you also need to obtain a SIP account from the ITSP.

Q.27. What is Peer to Peer Calling?

Ans. Peer to Peer Calling is basically IP – to – IP Calling.

IP-to IP calling is possible in the following applications:

1. Calls inside the same network
2. Calls between VLANs
3. Calls between various Networks

Q.28. Which are the Vocoders supported by ETERNITY NE?

Ans. The Vocoders supported by SETU VGFX are :

G.723

G.729 AB

GSM FR

iLBC-30ms

iLBC-20ms

G.711 (μ-Law)

G.711 (A-Law)

Q.29. I have activated the VMS License & inserted the VMS pendrive in my ETERNITY NE system. However on dialing the Voice Mail code access code 3931, I am getting blank. What is the issue?

Ans. Just check in the system detail page whether the VMS is getting detected or not.

If not then the issue is in the System files of VMS in the Pendrive.

Remove the pendrive from the system and check the contents once.

Pendrive should contain the folder called “VmsCard”

This folder again has 2 subfolders : “System_Data” & “System_Firmware”

Check the contents & size of each files within them, Else reload them once again.

Q30. How Many different Call Pick Up Groups can be programmed in ETERNITY NE?

Ans. You can program 8 different Call Pick Up Groups in ETERNITY NE.

Q.31. Is there any feature by which I can know the balance of the SIM card inserted in my ETERNITY NE without having to remove it from my system?

Ans. Yes in the Web Based Programming Jeeves of ETERNITY NE go to option of SIM Balance Recharge.

Here there is an option of SIM Balance Inquiry where you have to enter the balance Inquiry number of your Network Operator.

Q.32. Can I Recharge by Prepaid Mobile SIM card inserted in ETERNITY NE without having to remove it from System?

Ans. Yes there is an Option of SIM Balance Recharge in the Programming jeeves of ETERNITY NE. Here you have to enter the Recharge details in the option Recharge.

Q.33. What is the Mobile Network Signal Strength Range ?

Ans. “-113 dBm” indicates weak signal whereas “-51dBm” indicates maximum signal Strength.

Q.34 How Many Inbuilt Voice Modules are there in ETERNITY NE? What is the maximum duration of each Voice Module?

Ans. ETERNITY NE provides 16 Voice Modules each of 16 second Duration.

Q.35. How can I Record Voice message via my DKP to the Voice Module ?

Ans. Enter the Programming mode : 1#91 - SE Password

Dial the command : 2502 - Voice Module Number

Press Enter Key

Record the message after confirmation tone

Q.36. How many maximum participants can be possible in a single multiparty conference & how many simultaneous 3-party conference is possible in ETERNITY NE?

Ans. 6 maximum participants & 2 simultaneous 3-party conference is possible in ETERNITY NE.

Q.37. Which are the types of conferences available in ETERNITY NE?

Ans. In ETERNITY NE following types of conferences are possible :

- 3-party conference
- Multi party conference
- Dial in conference

Q.38. How many maximum entries can be done in the Peer to Peer table of ETERNITY NE?

Ans. A maximum of 999 entries can be configured in ETERNITY NE

Q.39. 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

Q.40. I want to have MATRIX IP phone VP248, I want to register it with IP server of ETERNITY NE

& want it to work exactly as a DKP Extension. Is this possible?

Ans. In ETERNITY NE there is an Option of Registering the MATRIX IP phone VP248 as a Standard IP Extension or Extended IP Extension. On Registering it as a Extended IP Extension, It will work exactly as a DKP Extension with almost all of its features.