

“FAQs on SETU VGFX”

Q1 . Which Internet Telephony (VoIP) Protocol is supported by SETU VGFX?

Ans. SETU VGFX supports Session Initiation Protocol V2 to make/receive calls on Internet Network

Q2. What is SETU VGFX?

Ans. SETU VGFX is a Gateway offering Seamless Connectivity between VoIP, GSM, FXO & FXS Networks.

It offers:-

- VoIP & GSM Network Connectivity to Traditional PBX
- GSM & FXO Network Connectivity to an IP PBX
- Networking & Universal Call Routing

Q3. Which are the various Variants of VGFX?

Ans. There are 3 Variants of VGFX:-

- VGFX8422
- VGFX8440
- VGFX8404

Q4. Provide the interfaces supported by VGFX8422 ?

Ans. VGFX 8422 supports :

- 8 VoIP channels & 9 SIP Trunks
- 4 GSM Ports
- 2 FXO Ports
- 2 FXS Ports

Q5. Provide the interfaces supported by VGFX8440 ?

Ans. VGFX 8440 supports :

- 8 VoIP channels & 9 SIP Trunks
- 4 GSM Ports
- 4 FXO Ports

Q6. Provide the interfaces supported by VGFX8404 ?

Ans. VGFX 8440 supports :

- 8 VoIP channels & 9 SIP Trunks
- 4 GSM Ports
- 4 FXS Ports

Q 7. 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 8. 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.9. What is the default IP Address of Ethernet Port of SETU VGFX?

Ans. The Default IP Address of Ethernet Port of SETU VGFX is 192.168.001.176

Q.10. What is the use of the option “Gateway” Mode for SIP Trunk in SETU VGFX?

Ans. Select SIP Trunk as Gateway, if you want the system to accept the incoming call for any SIP ID received from the same Registrar / Outbound Proxy Server Address that you configure for that particular SIP Trunk

Q.11. Which are the Vcoders supported by SETU VGFX?

Ans. The Vcoders supported by SETU VGFX are :

G.729

G.723.1

GSM FR

G.711 (μ-Law)

G.711 (A-Law)

Q.12. What is the use of the Feature “IP Dialing” in SETU VGFX ?

Ans. SETU VGFX supports direct dialing of IP Addresses from the source port. To provide IP Dialing Facility to the users, SIP Trunk/Group needs to be configured for IP Dialing.

Whenever an IP address is dialed out from source port of SETU VGFX, the system does not check the Destination port Determination Method, instead will route the Dialed IP Address through the SIP Trunk/Group you configured for IP Dialing.

Q.13. I am having SETU VGFX8404, How do I Program the system to enable Internal Calling between the four FXS?

Ans. To program the FXS ports for Intercom functionality in SETU VGFX, the simplest way is to configure the Outgoing of the FXS as per Destination Number Based and program the Flexible Numbers of all the FXS in it.

Q.14. In SETU VGFX what option should I select for Subscriber type in Outgoing call Handling of FXS Port ?

Ans. When SETU VGFX is interfaced with a service provider server –ITSP, the Matrix ETERNITY IP-PBX, or any other PBX – that supports supplementary services that require dialing of Flash, like Call Hold, Call Toggle, Call Waiting, you must select the Subscriber Type for SETU VGFX as Below :-

Network : To use only supplementary services supported by the PBX. In this case you can access the Service Provider/PBX features by dialing flash but will not be able to access the local features of SETU VGFX.

Gateway : To use primarily the supplementary features of SETU VGFX. You will also be able to access the supplementary services of the service provider which require dialing of flash followed by the access code #4.

Q.14. How to disconnect a Call using Access Code in SETU VGFX?

Ans. SETU VGFX enables users to disconnect a current call using the access code #92

Q.15. Is SIP to SIP Routing Possible in SETU VGFX?

Ans. Yes SIP to SIP Routing is possible, Call on one SIP Trunk can be routed outside via another SIP Trunk.

Q.16. How to default SETU VGFX?

Ans. You can restore the Factory defaults by selecting the Option “Default System” in System Maintenance Page through the Web Based Programming Software Jeeves. There is no option of Hardware Default.

Q.17. I have VGFX 8422, I don't remember the IP address. How can I get to know the IP Address of the Ethernet port of VGFX?

Ans. Connect an Analog phone with Display and dial 21-#* & go on hook. You can view the Network IP address.

Q.18. How do I change the IP Address of VGFX using the Analog phone on FXS Port?

Ans. Enter the programming mode #19-1234 and dial 11-IP Address-#*

Q.19. How to Blind transfer Incoming call on one FXS port to another Party's Number?

Ans. Enable Call Transfer-Blind in the class of service of the FXS.

Blind transfer : You are in speech with party A & Party A wishes to speak to Party B

You dial Fash & then #6 (Blind Call Transfer Access code)

Party A is put on hold and you hear dial tone

Dial the number of Party B

A will be connected to B

You on hook your phone

Q.20. How to do Attended call transfer from an FXS Port of SETU VGFX?

Ans. Enable Call Transfer- Attended in the class of service of the FXS.

Blind transfer : You are in speech with party A & Party A wishes to speak to Party B

You dial Fash

Party A is put on hold and you hear dial tone

Dial the number of Party B

When Party B answers the call, go On-hook to Transfer

Q.21. Is there any feature by which I can know the balance of the SIM card inserted in my VGFX without having to remove it from my system?

Ans. Yes in the Web Based Programming Jeeves of SETU VGFX using the option of SIM Balance Inquiry.

You have to know the Balance inquiry number from your Network Operator.

Q.22. Can I Recharge by Prepaid Mobile SIM card inserted in SETU VGFX without having to remove it from System?

Ans. Yes there is an Option of SIM Balance Recharge Via the Programming jeeves of SETU VGFX.

Q.23. What is the Mobile Network Signal Strength Range?

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

Q.24. Is there any Option that the Incoming call on a Trunk is answered & dial tone is played to the caller, allowing the caller to dial the desired number?

Ans. Yes there is the Option of “Answer the call & Collect Digits” Under Incoming Call Routing for FXO, SIP as well as Mobile Ports of SETU VGFX, by which the caller on the trunk gets manual dial tone to dial out the desired number .