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Route Parameters – Recommended Values

Some default route configuration settings in the PWT Mobility Server may not be compatible with the network settings of some national carriers. Therefore it is highly recommended that the route configuration settings for the PWT Mobility Server be checked, and changed if not configured as recommended by this Product Note.

Note: The installer should determine, from the customer survey, what setting he should use for the "Send False B Answer" selection. On most systems, billing for the caller will commence as soon as the B answer is received by the public network, and the listen path is established. Some customers may be concerned about this initial billing, while others may feel that the feedback provided by the voice prompting is well worth the charge. The default value for "Send False B Answer" is yes.

Product and/or component impacted

PWT Mobility Server route configuration settings: "Send False B-answer" and "Setup Listen Path". These recommendations are applicable for both T1 and E1 trunks to the PBX.

Recommended audience

All PWT Mobility Server Administrators and TAC personnel

Detailed explanation of issue or condition

3.1 "Setup Listen Path" Parameter

The route parameter "Setup Listen Path" is used on call originations from Mobility Server PWT phones. This parameter determines when the Mobility Server system connects the backward voice path from the outside network to the originating wireless phone. Prior to answer, this voice path delivers audible ringing (ringback) from the terminating switch. The current default setting for the "Setup Listen Path" parameter has the value "At Connect." This configuration may result in the Mobility Server system sending ringback locally to the calling party for calls originated within the local Mobility Server coverage area. The new recommended value for this parameter is "At Call Proceeding." If the parameter is not changed, callers may not hear call progress tones or recorded announcements from the network (e.g. congestion tone or all-circuits-busy announcements). Also, on calls to toll free numbers which employ network queuing (such that the call is not answered until an agent accepts the call), the caller will not hear any queue management messages (e.g. "your call will be answered by the next available agent...").

3.2 "Send False B-Answer" Parameter

The route parameter "Send False B-answer" determines when the Mobility Server system returns answer supervision on incoming calls. The current default setting is "Yes." This setting has the implications:

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- Calls to Mobility Server users are answered immediately (and the calling parties billed) even though the Personal Assistant may be locating the user and the user has not actually answered.
- There may be an interaction with some public networks resulting in a one-way speech path such that the calling party cannot hear anything from the Mobility Server system.

The new recommended value for this parameter is "No."

Solution if available and/or applicable

All new installations and existing sites should have the following settings for all routes connected to the PBX or Public Exchange.

Parameter	Recommended Value
Setup Listen Path	At Call Proceeding
Send False B-answer	No

Browsing existing parameter settings:

To browse the current route configuration settings, select **Route Handling** from the Service Area Menu. Then Select **Route**. Next select **Browse**. From the drop-down menu, select the route(s) going to the PBX. If you have more than one route going to the PBX you must browse them one at a time. Check the values of the parameters against the recommended values from the table above. If they are not set as recommended, you must modify these setting. Remember to do this for each route going to the PBX.

Modifying existing parameter settings:

From the Service Area main menu select **Route Handling**. Then Select **Route**. Next select **Modify**. From the drop-down menu, select the route(s) going to the PBX. If you have more than 1 route going to the PBX you must modify them one at a time. Once the route number has been selected from the drop-down menu, a screen will appear containing all the route parameters and their existing settings. Scroll down to the parameter "**Setup Listen Path**." From the drop-down menu beside this parameter select "**At Call Proceeding**." Now scroll down to the parameter "**Send False B-answer**." Beside this parameter are two buttons; Yes and No. Select the "**No**" button. Now hit the **Apply** button at the bottom of the screen. You should then receive a confirmation message stating "Modify Route xx Succeeded" where xx is the route number.

Repeat this procedure for each route to/from the PBX.

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