Omni.Net Lite

ISDN TA

Support Notes

Version 1.0

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Q: My TA is connected to my computer using a serial cable. When I try to set my COM speed in Windows to 230.4 Kbps (230,400), my TA won't dial out.

Using the 230.4 Kbps COM port speed with Windows requires a special serial port. Most new computer's serial ports operate at up to 115.2 Kbps. To use your TA at 230.4 Kbps, check with your computer manufacturer to see if your serial port will support that speed.

Q: What supplemental phone service does TA support ?

The following supplementary phone features on both of its POTS ports.
- Call Waiting
- Three Way Calling
- Call Transfer
- Call Forwarding
- Terminal Portability(Suspend/Resume)

Some supplementary services may or may not be supported by your telephone company, please check with your telephone company for the services they offer.

Q: How do I do call waiting/call hold/call retrieve?

- Put your current call on hold and answer the incoming call, after hearing the call waiting tone, press Flash button then press '2' button on your telephone.
- Put your current call on hold and switch to another call, press Flash button then press '2' button on your telephone.
- Hang up your current call before answering the incoming call
    method1: press Flash button then press '1' button on your telephone.
    method2: hang up the phone and wait for answering the incoming call.
- Hang up the current active call and switch back to the other call
    method1: press Flash button then press '1' button on your telephone.
    method2: hang up and wait for the phone to ring. Then pick up the phone to return to the other call.

Q: Why doesn't call waiting work as expected?

An incoming caller will receive a busy signal if:

- You have two calls active (one active and one on hold; or both active by using Three-Way Calling).
- You are dialing a number on the B channel the incoming caller is attempting to reach, but have not yet established a connection.
- Call waiting feature is disabled. Please check the TA configuration.

Q: How do I do three way calling?

step1: Press the Flash key to put the existing call on hold and receive a dial tone.
step2: Dial the third party's phone number and wait for called party answering the call.
step3: When you are ready to conference the call together, press Flash button then press '3' button to establish a three way conference call.

Q: How do I remove a party from the three-way calling?

Flash button then press '2' button. One is on-line, the other is on hold. If you initiate a three-way call for a period then hang up your telephone, all calls will be disconnected.

Q: How do I do call transfer?

Call Transfer allows you to transfer an active call to a third party.
This service must be subscribed from your telephone company.

Transferring an active call to a third party:
step1: Once you have an active call (Caller A), press Flash key to put Caller A on hold and receive a dial tone.
step2: Dial the third party's phone number (Caller B).
step3: After hearing the ringing back tone or Caller B answer the call.
step4: Press Flash button then press '4' button will do an transfer to directly connect Caller A with Caller B.
step5: Hang up your phone.

Q: What is call forwarding and how do I do it?

The call forwarding means the switch will ring another number at a place where you will be when someone dials your directory number.

You pick up the handset and dial the access code assign by your telephone company and the number that you want the calls forwarded. Check with your telephone company for this access code.

Q: How do I suspend/resume a phone call (Terminal Portability)?

The Terminal Portability service allows you to suspend a phone call temporarily. You can then resume this call later, at another location if you wish.

To suspend an active phone call:
    press Flash button then dial *79#.

To resume your phone call:
    step1: Reconnect at a telephone (ISDN) that is linked to the same S/T interface(Network Terminator-1, NT1) where you suspended the call.
    step2: Pick up the handset and dial *79#.

Q: Why does the phone ring while I hang it up? (Reminder Ring)

TA reminds you there is one call on hold except the current active call (the hang up one).

Q: What are CLIP and CLIR?

CLIP or CLIR refers to CLID Presented or Restricted.
TA can set the CLIP/CLIR bit in SETUP message to request the Switch,
to include the calling party number or not when the switch sends the SETUP message to the called party.

Q: I Hook-off the phone and I do not hear the dial tone.

Be sure your analog phone line and ISDN line are installed correctly.
The green LED "LNK" should light on steadily and LED "PHONE" should flash

while you Hook-off.

Q: The supplementary services can't work on my analog ports.

These supplementary services need to be activated by the phone company. You need to subscribe the desired supplementary services on your line. Check if your local ISDN Exchange phone company does support these services.

Q: Why does my TA light up only 64K (one B channel) while I need 128K both B1 and B2) for my Internet connection?

The default data connection type is Dynamic 128K MLP, TA will keep one B channel or two B channel depends on traffic load.
You may run the Configuration Utility to setup the add/drop threshold for the second B channel.

Or run Configuration Utility to set the data connection type to Fixed 128K will make TA stay on 128K connection.

Q: My TA data port stays on 128K (two B channels) when there is an incoming voice call, it should release one B channel for the voice call.

You need to subscribe the call waiting service for the Call Bumping feature (Bandwidth release for incoming voice call) to work.

Q: My Internet Charging is excessive that I have dialed.

Make sure the MLP(128KBps) call can be accepted by your ISP before you activate the MLP mode. TA will try to establish the second B channel in MLP call while necessary.

If your ISP doesn't allow the second B channel, the phone company will bill you for attempting multiple connection.

Q: I do not have a satisfactory data rate transfer for my 64kbps/128kbps connection.

Check if your RS232 COM port speed is set to 115200bps or above.

Some enhanced RS232 COM port could support 230400bps to fully utilize the 128kbps bandwidth.

Most PC support 115200bps only, you may have the most around 7KB to 8KB (Bytes per second) data rate for the 64kbps call; for 128kbps call, the achievable rate is around 90kbps theoretically(115200*0.8 for 8 data bits plus 1 start bit and 1 stop bit).

Try not to connect the internet at busy hours. Your ISP could fail to provide greater rates of data transfer.

Q: I can't connected to the Internet using my old analog modem account.

You need to apply an new ISDN connection account for 64kbps or 128kbps data rate. Usually the account for analog modem dial up is different than ISDN dial up.

Q: When I try to place a call to my ISP, I am unable to make a connection.

Make sure you have applied ISDN dial up account and your TA is properly configured. Using Utility to setup the correct "Call Type" as "PPP or MLP". This is the most common connection protocol used by ISP. Verify that the B1 or B2 light on the front of your TA illuminates when you place a call to ISP. Insure you do dial out the call.

Uncheck the Encrypted Password Option in your Windows Dial-Up Networking to adopt PAP to make the successful call first.