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# Outbound Contact Deployment Guide

ISDN Section

# ISDN Section

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The `isdn` section is ignored when CPD Server is use with Dialogic DM3 hardware.

Note:

If you are using the `line-side-dm3`, `isdn-dm3`, and `cas-dm3` line types, all options in this section are ignored, except `calling-party-number`.

### called-party-number-plan

- Type: Optional
- Default Value: `isdn`
- Valid Values: The string: `unknown`, `isdn`, `telephony`, or `private`
- Identifies the number plan of the party called.

### called-party-number-type

- Type: Optional
- Default Value: `national`
- Valid Values: `national`, `international`, `en-block`, `overlap`
- Indicates the type of number for the party called.

### calling-party-number-plan

- Type: Optional
- Default Value: `isdn`
- Valid Values: `unknown`, `isdn`, `telephony`, or `private`
- Identifies the number plan of the calling party.

### calling-party-number-type

- Type: Optional
- Default Value: `national`
- Valid Values: `national`, `international`, `en-block`, or `overlap`
- Indicates the type of number for the calling party.

### calling-party-number

- Type: Optional
- Default Value: `None`
- Valid Values: Any digit string not longer than 31 characters

- Specifies the number of the calling party.

**Note:**

The calling party number (isdn-dm3) is always sent and cannot be an empty string when CPD Server is used with Dialogic DM3 hardware.

If you are using isdn-dm3 and cas-dm3 line types this option is mandatory, and its value cannot be an empty string.

## engage-cpd-on-call-setup

- Type: Optional
- Default Value: no/false
- Valid Values: yes/true or no/false
- This option can also be located in the HMP section.
- Instructs the CPD Server to engage in Call Progress Analysis during the ISDN call setup. This option is especially useful in the following situations:
- Setup for ISDN to non-ISDN destination calls.
- In-band signaling is present before the connection is established.

**Note:**

For isdn-dm3, sip-hmp, and sip-hmp-asm line-types, CPD Server ignores a voice message and detects only tones during preconnect call progress analysis (CPA), even if the voice message is detected before the tone. To enable preconnect CPA (that is, the CPA is performed before the connection is established), set this option to yes in the isdn section for the isdn-dm3 line-type or in the hmp section for all HMP line-types.

If you are reconfiguring specific tones for Dialogic DM3 hardware, for isdn-dm3, sip-hmp, and sip-hmp-asm line-types, set this option to yes. For more information, see [Reconfiguring Tones for Dialogic DM3 Hardware](#).

## isdn-trace

- Type: Optional
- Default Value: no/false
- Valid Values: yes/true or no/false

Specifies whether CPD Server creates an ISDN board resource (d-channel) trace log (value = yes or true) or does not create this trace log (value = no or false). Genesys recommends that you use this isdn-trace option for log purposes only when additional call information is required. The default value (no or false) normally applies.

If the value is set to yes or true, CPD Server receives error messages (Device busy and/or Invalid

device) after approximately 100,000 calls. CPD Server then stops Outbound calling due to the inability to dial through the Dialogic channels.

If this happens, complete the following procedure:

1. Stop the CPD Server.
2. Change the value of the `isdn-trace` option to `no` to turn off the ISDN board resource (d-channel) trace log.
3. Restart the Dialogic drivers.
4. Restart the CPD Server.

### `isdn-trace-file-name-prefix`

- Type: Optional
- Default Value: `isdn_`
- Valid Values: Any string
- Specifies the prefix for the ISDN trace file.

### `presentation-indicator`

- Type: Optional
- Default Value: `restricted`
- Valid Values: `allowed`, `restricted`, `not-available`
- Specifies whether a presentation indicator (`Caller_ID`) is allowed, restricted, or not available for an ISDN call-setup message.

### `use-channel-state`

- Type: Optional
- Default Value: `no/false`
- Valid Values: `yes/true` or `no/false`
- Specifies whether CPD Server uses a channel state (value = `yes` or `true`) or does not use a channel state (value = `no` or `false`). If `yes` or `true`, an in-service message is sent to the switch through the d-channel (ISDN line). Available in North America only.

### `user-info-layer-1`

- Type: Optional
- Default Value: `g711-ulaw;`
- Valid Values: `g711-ulaw;` `g711-alaw;`
- CPD Server reads the value of this option from the ISDN section of its application object and applies the

value to the user\_info layer 1 field in the ISDN call setup message.