

# Callback - How to set Callback on 2N® VoiceBlue MAX?

- Callback feature allows you to save money on mobile calls made from abroad to the office. The mobile phone which is in a foreign country calls the SIM number of 2N® VoiceBlue MAX and stops calling after hearing one ringing. 2N® VoiceBlue MAX will callback the mobile phone and once the call is accepted, all the SIP extensions can be accessed saving roaming costs of a conventional international call. This feature allows calling on expenses of SIM in the gateway. It can be used for national calls as well.

## 1. Create incoming group for callback

Go to menu Gateway Configuration ==> GSM Incoming Groups

If you want to dedicate GSM group just for the callback, choose either mode Callback after ring/Reject (other callers will be rejected) or Callback after ring/Ignore (other callers will be ignored). If you want to share the GSM group for callback users and other callers from GSM then select Accept incomingcalls + dialtone or Accept incoming calls + voice message.



The screenshot shows the 'Gateway Configuration' web interface for a 2N Gateway. The 'GSM Incoming Groups' section is active, displaying the following settings:

- Mode:** Callback after ring / Reject (Calling back with CLIP Routing table or refuse)
- Minimum digits in DTMF:** 3
- Maximum digits in DTMF:** 3
- DTMF dialling timeout [s]:** 10
- Day of deleting GSM inc. group statistics (every month):** 1
- Prefix before DISA dial-in:** (empty field)
- CLIP (- removes one digit):** +
- Looping of voice message [min]:** Off



Additional options and instructions are visible below the main settings:

- Send CLIP from GSM/UMTS to VoIP/FX:** (checked)
- Transfer CLIP from GSM/UMTS:** (checked)
- Separating char:** (empty field)
- Modify (- removes one digit):** (empty field) (All groups)
- Numbers except CLIP transfer:** (All groups)
- Only 0123456789\*#+ characters are allowed**
- Use xX for any character**
- Use \_ for any following characters to end**

Add + in CLIP(- removes one digit). Set the configuration of the digits that is necessary when calling an extension (Minimum and Maximum digits in DTMF). Set enough timeout to dial the numbers in DTMF dialing timeout (10 for example). Save settings.

## 2. Specify numbers in CLIP Routing Table

Next step is to specify the phone numbers that are allowed to use Callback. Go to Gateway Configuration and select CLIP routing table. Add a new number to the table (for example: +34662314159). This number will be recognized by the system. The field "Used service" must be disabled (None) and make sure that Auto Callback service check box is on.

# Gateway

Gateway | Messaging | Monitoring | Utils | Management



Gateway control

Gateway configuration

- System parameters
- VoIP parameters
- FXS interface
- Port modes
- GSM basic parameters
- GSM groups assignment
- GSM outgoing groups
- GSM incoming groups
- Prefixes
- LCR table
- CLIP Routing table

## CLIP Routing table

GSM number (CLIP)	Dial to VoIP/FX	Call duration limit	CLIP Routing type	Add	Remove all

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## CLIP Routing table

**Edit record**

GSM number (CLIP):

Used service:

Dial to VoIP/FX:

Auto CallBack service:

Call duration limit [min]:

GSM number (CLIP)	Dial to VoIP/FX	Call duration limit	CLIP Routing type	Add	Remove all

Save settings

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- Ethernet configuration
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- Web configuration
- Report configuration

### CLIP Routing table

GSM number (CLIP)	Dial to VoIP/FX	Call duration limit	CLIP Routing type	Add	Remove all
+34803150213		Off	Auto CallBack	Edit record	Remove

3. Prefix configuration

In order to callback we need to set up the international prefix in menu Gateway Configuration->Prefixes. In this case all numbers will be processed including its international prefix (in the example: +34). Fill in the field "Prefix" and "Replace with" with +34 and then press Add.

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### Prefixes

GSM prefix lists

Prefixlist 1 | Prefixlist 2 | Prefixlist 3 | Prefixlist 4 | Prefixlist 5 | Prefixlist 6 | Prefixlist 7 | Prefixlist 8

Basic settings

GSM network ID:

Default count of digits:

Table of replaced prefixes

Only 0123456789\*#+ characters are allowed

+34/+34
---------

Prefix:

Replace with:

Add

Remove

Remove all

Table of accepted prefixes

Only 0123456789\*#+ characters are allowed

0
1
2
3
4
5
6
7
8
9

Prefix:

[Digits count]:

Add

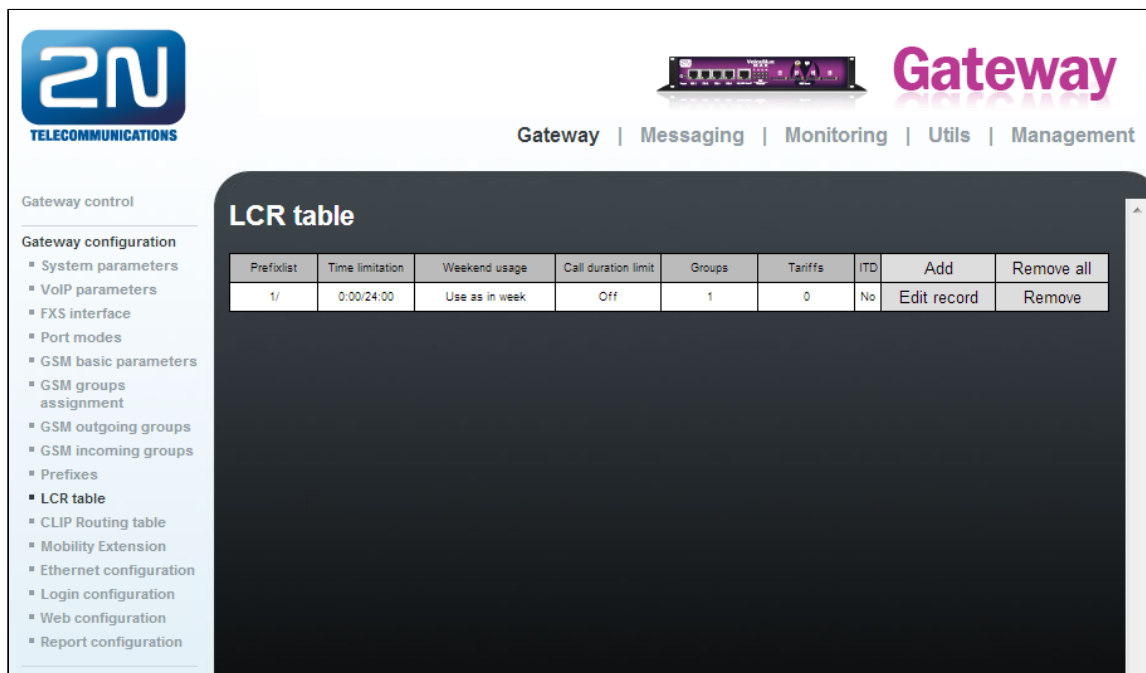
Remove

Remove all

Logout

4. LCR table

Go to LCR table menu and check how the calls are processed. In this case GSM group 1 and Prefixlist 1 must be selected. You can use functions "Add" and "Edit record". The first row will be the first to be processed in LCR router.



The screenshot shows the 2N Gateway web interface. At the top left is the 2N logo. To the right is a navigation bar with 'Gateway | Messaging | Monitoring | Utils | Management'. Below the logo is a sidebar menu for 'Gateway control' with various configuration options. The main content area is titled 'LCR table' and contains a table with the following data:

Prefixist	Time limitation	Weekend usage	Call duration limit	Groups	Tariffs	ITD	Add	Remove all
1/	0:00/24:00	Use as in week	Off	1	0	No	Edit record	Remove

5. Further checking

Although you think 2N<sup>®</sup> VoiceBlue MAX is properly configured, the Callback function is still not working. Please make a trace using Hyperterminal, Putty or other telnet program and search in the text if the call establishment is indicated with the CBACK message.

```

00066: g00/g00--> idle.ind clear [06:29:59.99]
00068: -->g00 +CRING: VOICE [06:30:19.66]
00069: [gate2: g00/1, IDLE/111]
00070: -->g00 +CLIP: "+420734523340",145,,,,,0 [06:30:19.70]
00071: [gate2: g00/1, IDLE/118]
00072: g00/g00--> setup.ind GRP-1 CHA-0 CDN- CGN-+420734523340 [06:30:19.70]
00073: [gate3: g00, CBACK]
00074: -->g00 +CIEV: call,0 [06:30:21.61]
00075: [gate3: g00, NULL]
00076: g00/g00--> setup.ind (012) GRP-1 CHA-0 CDN- CGN-+420734523340 (63/15) [06:30:21.61]
00085: [gate3: g00, CINIT]
00086: g00/vxx<+> setup.req GRP-1 CDN-+420734523340 CGN- [06:30:25.70]
00087: [gate2: g00/1, CALL/120]
00088: <+>g00 ATD#31#+420734523340; [06:30:25.70]
00089: -->g00 OK [06:30:25.91]
00090: [gate2: g00/1, CALL/121]

```

In case if this message is not there, please check the configuration once again, otherwise check if LCR is routing correctly.

More product information:

2N<sup>®</sup> VoiceBlue MAX (Official Website 2N)