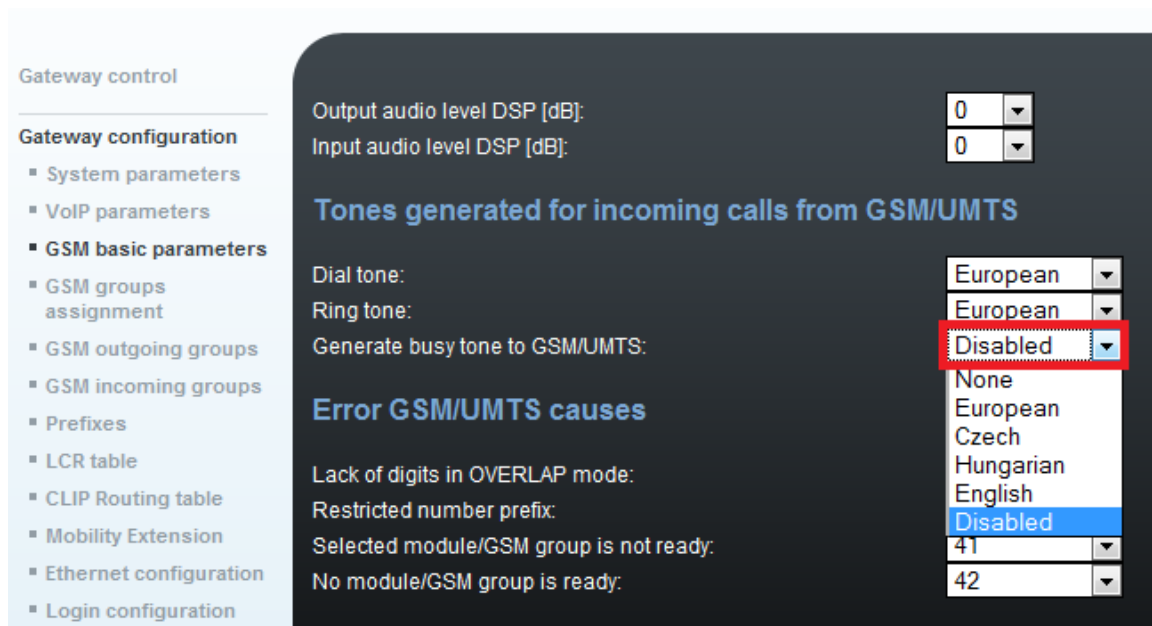


Call disconnection - What to do if a call still continues up to 30s after call ended?

Issue description: The call is disconnected from VoIP side and it takes up to 30 seconds before the call is disconnected in GSM side. This typically happens if a voice mail is reached. If you make a test call to your cell phone, you can hear a busy tone.

This behaviour can be caused by PBX settings or by 2N[®] VoiceBlue Next settings.

Please check following page:



The screenshot shows the 'Gateway configuration' page in the 2N VoiceBlue Next interface. On the left is a navigation menu with 'Gateway configuration' selected. The main content area is dark grey and contains several sections:

- Output audio level DSP [dB]:** 0
- Input audio level DSP [dB]:** 0
- Tones generated for incoming calls from GSM/UMTS:**
 - Dial tone: European
 - Ring tone: European
 - Generate busy tone to GSM/UMTS: **Disabled** (highlighted with a red box)
- Error GSM/UMTS causes:**
 - Lack of digits in OVERLAP mode:
 - Restricted number prefix:
 - Selected module/GSM group is not ready: 41
 - No module/GSM group is ready: 42

Generate busy tone to GSM/UMTS is used to simulate an analogue line where you get a busy tone after disconnection. If you want the immediate disconnection, set this parameter to Disabled.

Similar settings could be necessary on PBX side.

More product information:

2N[®] VoiceBlue Next (Official Website 2N)