

GXE Case Study #3

“How to create a DISA in the GXE-502X”

Typical Scenario:

In many situations the user will find the need to access his own IPPBX resources but he is not physically near one of his extensions; but he does have access to his own cell phone. In this case we can use what is commonly known as DISA (Direct Inward System Access). Under this scenario the user will be able to call from the outside, whether it's using his cell phone, pay phone, regular PSTN, etc. The user can call into a SIP trunk or PSTN trunk connected to the GXE-502X and obtain a “dial tone” from it. This will allow him to use all or some of the resources of the GXE as if it was an internal extension. So for example let's say a sales manager needs to call a client in the United Kingdom but he is not in his office right now and placing the international through his cell phone will be too expensive for the company, however he can call his IPPBX using his cell phone, which in some cases it could be toll free, and then he can place the call to England bridging the communication in between his cell phone and the IPPBX and the IPPBX and the sip trunk. Many sip service providers even offer free calling to many countries so in a case like this the call could be done at no cost at all!

Of course we have to be very careful about the security of our IPPBX and we will explain how to prevent intruders and unauthorized users from using our resources.

How to create a DISA in the GXE502X:

The easiest way to implement a DISA into the GXE-502X is to create a separate auto-attendant following these steps:

1. Go to the auto-attendant voice menu and click on the add button to add a new auto-attendant.
2. Name the auto-attendant so that you can identify it, for example DISA No Restrictions.

3. Click on the advanced button and now select the trunks the DISA auto-attendant will have access to. For practical use you may want to add the internal call and general inbound call routing profiles. In addition you will probably want to add routing profiles that you could have named PSTN trunks, SIP trunks, GSM trunks, etc.
4. Select the authorization profile that you think it is more convenient. You can create multiple authorization profiles under the call routing menu that will enable, disable or enable with password access to multiple trunks that are included in that profile.
5. Finally upload a recording that will let the caller know that he has reached a DISA. For practical uses you can record a message like this: " Thank you for calling ABC company, authorized caller ID, please dial"
6. Click on submit to get the auto-attendant section done

We will proceed now to the call routing menu where we will tell the GXE what to do when they see a particular phone number dialing in.

1. Click on the call routing menu and then click on your General Inbound profile or whatever profile you have selected to receive the general incoming call to the GXE.
2. Typically the digitmap associated with it should be a dot (.) so go ahead and click on it.
3. Add a new condition to the digitmap
4. In the Condition field we will use the command `CALLER==XXXXXXXXX` to indicate a caller ID number to be recognized. For example let's say that the sales manager's phone number is 626-555-5555, then we would have to type `CALLER==6265555555` in the condition field. To add more numbers to be recognized we separate them using `||`. So for example we can have the condition field looking like this: `CALLER==6265550000|| CALLER==6265551111|| CALLER==6265552222|| CALLER==6265553333|| CALLER==6265554444|| CALLER==6265555555|| CALLER==6265556666` , and all those telephone numbers would be recognized.
5. Don't type in anything in the Digit Manipulation
6. Under the Option drop down menu select the VoiceMenu option

7. Under the value drop down menu select the auto-attendant menu that you have just created
8. Click on submit and you are done.

The phone numbers to be recognized are obviously going to be the ones of your employees who you want to grant access to your GXE's resources, so they could be your manager's, sales people, technical help, etc.

The next time they call into the GXE, the GXE will recognize their caller ID number and will automatically drop them into the DISA auto-attendant which will reproduce the "authorized caller ID" recording. Once they hear this they will know that they can start dialing DTMF as if they were dialing from an internal extension. If for example, the DISA auto-attendant has the SIP trunks call profile selected then the user will have access to them and he will be able to place calls over them. In this way in our previous example the sales manager can bridge his call from his cell phone with the call going from the GXE to the SIP trunk destination, and like we said before it is possible to find the right combination to place free international calls from regular cell phones.