

CGW-I FAQ

Q: Which PBX models are supported?

A: The CGW-I supports any PBX that has a standard ISDN BRI interface. For examples of PBX trunk configurations, please review chapter 2 of the installation manual.

Q: How can I view the reception level?

A: The reception level can be viewed either on the unit's LCD or through the CGW-I manager utility software (Report > Status).

The range of the received signal is between -113 (low) to -51 (high).

Q: What are the “customer details” parameters?

A: We recommend entering system and contact person details in these spaces so it would be easier for you to tell the difference between each system. (This is especially helpful when having more than one unit at a site).

Q: How can I connect to the unit?

A: It is possible to connect to the unit in one of the following ways:

- Connect a PC directly to the unit using RS-232 (COM port).
- Define network parameters and use the LAN interface (TCP/IP).
- Connect a modem to the unit and perform remote login.

For more details about communication selection, please refer to chapter 3 in the installation manual.

Q: How do I block incoming/outgoing calls?

A: To block incoming/outgoing calls use the Call Barring feature, which can be activated using the CGW-I manager utility software. Please notice that barring incoming calls allows making outgoing calls only. For more details about this option, please refer to the installation manual.

Q: Why can't I see the operator name on the LCD?

A: By default, the operator **number** is displayed on the LCD screen. It is possible to change this by setting the LCD Operator Display option to Name using the CGW-I manager utility software.

Q: I get a “no link” error message. What can I do?

A: This error message indicates a problem in the ISDN connection to the PBX. Try the following:

- Check that all cables are connected correctly and firmly.
- Perform a Read Parameters operation and check BRI settings.

Q: The device won't perform registration. What can I do?

A: This indicates a problem with the GSM connection. Try the following:

- Move the antenna to a different location to improve reception.
- Make sure the SIM card is able to perform registration and make outgoing calls (You can check this by placing the SIM card in a regular mobile telephone and see whether it performs registration).

Q: When users try to dial, the call is cut off. What can I do?

A: Check the following parameters:

- Make sure the Maximum Number of Digits parameter is set correctly.
- Make sure the SIM card is not restricted in any way (put it inside a mobile telephone and try to make a call).

Q: When users finish dialing, they have to wait a long time for the inter-digit timeout.

A: Please note that the initiation of a cellular conversation is longer than a regular call. Duration of up to 15 seconds is considered normal. To make this time as short as possible, set End Dialing Digit and enable the Connection Signal Beeping to notify users that the call is being initiated.

Q: Intelligent routing is not working well.

A: Please check the following:

- Make sure CLI is set to CLIP for incoming and outgoing calls.
- Make sure that the Intelligent Routing feature is activated.
- Check that the Call Barring feature is de-activated.

Q: What kind of alarms can I receive? How?

A: The unit supports both Email and SMS alarms. Use the CGW-I manager utility program to define alarm actions for each case.

Please note that “No reception” alarm is sent only after the Bad Reception Level counter reaches the threshold level, which can be modified. Every 4 minutes of low reception level will increment the counter by 1.

Q: Where can I get additional support?

A: Please contact your local dealer, or contact the ITS Telecom technical support team at support@its-tel.com.