

# Déploiement d'appels de l'Unity Connection TIMG/PIMG au message d'accueil d'ouverture

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## Introduction

La passerelle de medias de t1 (TIMG) et de la passerelle de medias IP PBX des périphériques (PIMG) sont utilisées afin de permettre à des PBX pour utiliser l'Unity Connection en tant que leur système de messagerie vocale. La transmission de TIMG/PIMG à l'Unity Connection est par l'intermédiaire de Protocole SIP (Session Initiation Protocol). La transmission du PBX à l'Unity Connection est par l'intermédiaire du multiplexage temporel (TDM).

Ce document décrit une question qui pourrait être produite avec ce type d'intégration.

## Problème

L'Unity Connection est configuré pour fonctionner avec TIMG afin d'intégrer avec le PBX. Quand vous appelez un PBX et sonnez le pas de réponse ou call forward all à la messagerie vocale, l'appel va au message d'accueil d'ouverture au lieu de au message d'accueil de messagerie vocale.

Exposition de suivis :

**Note:** Il a été réorganisé pour être plus faciles visualiser quelques parties du suivi.

TIMG compose une invitation parce qu'il a reçu l'appel physique. Cependant, en ce moment, TIMG n'a reçu aucune informations d'appel du PBX.

```
087:57.872 [VoIP      ] Prot    <----INVITE sip:Anonymous@14.48.13.103:5060 SIP/2.0
087:57.872 [VoIP      ] Prot    From: "Anonymous" <sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:57.872 [VoIP      ] Prot    To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>
087:57.872 [VoIP      ] Prot    Contact:<sip:14.48.13.115:5060>
087:57.872 [VoIP      ] Prot    Content-Type:application/sdp
087:57.872 [VoIP      ] Prot    Supported:replaces,early-session,100rel
087:57.872 [VoIP      ] Prot    Allow: INVITE,BYE,CANCEL,REFER,NOTIFY,OPTIONS,
REGISTER, INFO,ACK,PRACK
087:57.872 [VoIP      ] Prot    Expires:120
```

087:57.872 [VoIP ] Prot Call-ID:01B22816147E007E00000019@14.48.13.103  
087:57.872 [VoIP ] Prot CSeq:1 INVITE  
087:57.872 [VoIP ] Prot Max-Forwards:70  
087:57.872 [VoIP ] Prot User-Agent:Voice Messaging  
087:57.872 [VoIP ] Prot Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
087:57.872 [VoIP ] Prot Content-Length:219  
087:57.872 [VoIP ] Prot  
087:57.872 [VoIP ] Prot v=0  
087:57.872 [VoIP ] Prot o=phone 3397 20425 IN IP4 14.48.13.115  
087:57.872 [VoIP ] Prot s=-  
087:57.872 [VoIP ] Prot c=IN IP4 14.48.13.115  
087:57.872 [VoIP ] Prot t=0 0  
087:57.872 [VoIP ] Prot m=audio 18698 RTP/AVP 0 101 13  
087:57.872 [VoIP ] Prot a=rtpmap:0 PCMU/8000/1  
087:57.872 [VoIP ] Prot a=ptime:30  
087:57.872 [VoIP ] Prot a=rtpmap:101 telephone-event/8000  
087:57.872 [VoIP ] Prot a=fmtp:101 0-15  
087:57.872 [VoIP ] Prot a=rtpmap:13 CN/8000  
087:57.872 [VoIP ] Prot  
  
087:57.872 [VoIP ] Prot ---->SIP/2.0 100 Trying  
087:57.872 [VoIP ] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;  
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029  
087:57.872 [VoIP ] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;  
tag=f0c09771bd2942e7a57794619f8efccd  
087:57.872 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
087:57.872 [VoIP ] Prot Expires: 120  
087:57.872 [VoIP ] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103  
087:57.872 [VoIP ] Prot CSeq: 1 INVITE  
087:57.872 [VoIP ] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,  
REGISTER,SUBSCRIBE  
087:57.872 [VoIP ] Prot Content-Length: 0  
087:57.872 [VoIP ] Prot  
087:57.888 [VoIP ] Prot  
  
087:57.888 [VoIP ] Prot ---->SIP/2.0 180 Ringing  
087:57.888 [VoIP ] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;  
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029  
087:57.888 [VoIP ] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;  
tag=f0c09771bd2942e7a57794619f8efccd  
087:57.888 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
087:57.888 [VoIP ] Prot Expires: 120  
087:57.888 [VoIP ] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103  
087:57.888 [VoIP ] Prot CSeq: 1 INVITE  
087:57.888 [VoIP ] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,  
REGISTER,SUBSCRIBE  
087:57.888 [VoIP ] Prot Content-Length: 0  
087:57.888 [VoIP ] Prot  
087:57.968 [VoIP ] Prot  
  
087:57.968 [VoIP ] Prot ---->SIP/2.0 200 OK  
087:57.968 [VoIP ] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;  
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029  
087:57.968 [VoIP ] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;  
tag=f0c09771bd2942e7a57794619f8efccd  
087:57.968 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
087:57.968 [VoIP ] Prot Contact: <sip:14.48.13.103:5060>  
087:57.968 [VoIP ] Prot Expires: 120

```

087:57.968 [VoIP      ] Prot    Call-ID: 01B22816147E007E00000019@14.48.13.103
087:57.968 [VoIP      ] Prot    CSeq: 1 INVITE
087:57.968 [VoIP      ] Prot    Allow-Events: kpml
087:57.968 [VoIP      ] Prot    Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:57.968 [VoIP      ] Prot    Content-Length: 224
087:57.968 [VoIP      ] Prot    Content-Type: application/sdp
087:57.968 [VoIP      ] Prot
087:57.968 [VoIP      ] Prot    v=0
087:57.968 [VoIP      ] Prot    o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.
48.13.103
087:57.968 [VoIP      ] Prot    s=No Subject
087:57.968 [VoIP      ] Prot    c=IN IP4 14.48.13.103
087:57.968 [VoIP      ] Prot    t=0 0
087:57.968 [VoIP      ] Prot    m=audio 16716 RTP/AVP 0 101
087:57.968 [VoIP      ] Prot    a=rtpmap:0 PCMU/8000/1
087:57.968 [VoIP      ] Prot    a=ptime:30
087:57.968 [VoIP      ] Prot    a=rtpmap:101 telephone-event/8000
087:57.968 [VoIP      ] Prot    a=fmtp:101 0-15

```

En ce moment, l'appel a été répondu et l'appelant entend le message d'accueil d'ouverture.

```

087:58.448 [VoIP      ] Prot    ---->SIP/2.0 200 OK
087:58.448 [VoIP      ] Prot    From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:58.448 [VoIP      ] Prot    To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:58.448 [VoIP      ] Prot    Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK
621E66EBDE4CB89FF423B472071147B
087:58.448 [VoIP      ] Prot    Contact: <sip:14.48.13.103:5060>
087:58.448 [VoIP      ] Prot    Expires: 120
087:58.448 [VoIP      ] Prot    Call-ID: 01B22816147E007E00000019@14.48.13.103
087:58.448 [VoIP      ] Prot    CSeq: 1 INVITE
087:58.448 [VoIP      ] Prot    Allow-Events: kpml
087:58.448 [VoIP      ] Prot    Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:58.448 [VoIP      ] Prot    Content-Length: 224
087:58.448 [VoIP      ] Prot    Content-Type: application/sdp
087:58.448 [VoIP      ] Prot
087:58.448 [VoIP      ] Prot    v=0
087:58.448 [VoIP      ] Prot    o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.
48.13.103
087:58.448 [VoIP      ] Prot    s=No Subject
087:58.448 [VoIP      ] Prot    c=IN IP4 14.48.13.103
087:58.448 [VoIP      ] Prot    t=0 0
087:58.448 [VoIP      ] Prot    m=audio 16716 RTP/AVP 0 101
087:58.448 [VoIP      ] Prot    a=rtpmap:0 PCMU/8000/1
087:58.448 [VoIP      ] Prot    a=ptime:30
087:58.448 [VoIP      ] Prot    a=rtpmap:101 telephone-event/8000
087:58.448 [VoIP      ] Prot    a=fmtp:101 0-15

```

TIMG a reçu les informations d'appel du PBX. En ce moment, il est trop tard puisque l'appel a déjà conduit à l'Unity Connection.

```

087:58.384 [Tel-7     ] Event   Dtmf (#) On
087:58.384 [Tel-7     ] Event   Dtmf (#) Off
087:58.592 [Tel-7     ] Event   Dtmf (0) On
087:58.592 [Tel-7     ] Event   Dtmf (0) Off
087:58.768 [Tel-7     ] Event   Dtmf (2) On
087:58.768 [Tel-7     ] Event   Dtmf (2) Off
087:58.960 [Tel-7     ] Event   Dtmf (#) On
087:58.960 [Tel-7     ] Event   Dtmf (#) Off

```

087:59.168 [Tel-7 ] Event Dtmf (5) On  
087:59.168 [Tel-7 ] Event Dtmf (5) Off  
087:59.344 [Tel-7 ] Event Dtmf (2) On  
087:59.344 [Tel-7 ] Event Dtmf (2) Off  
087:59.408 [VoIP ] Prot

087:59.536 [Tel-7 ] Event Dtmf (8) On  
087:59.536 [Tel-7 ] Event Dtmf (8) Off  
087:59.744 [Tel-7 ] Event Dtmf (6) On  
087:59.744 [Tel-7 ] Event Dtmf (6) Off  
087:59.920 [Tel-7 ] Event Dtmf (#) On  
087:59.920 [Tel-7 ] Event Dtmf (#) Off  
088:00.112 [Tel-7 ] Event Dtmf (5) On  
088:00.112 [Tel-7 ] Event Dtmf (5) Off  
088:00.320 [Tel-7 ] Event Dtmf (5) On  
088:00.320 [Tel-7 ] Event Dtmf (5) Off  
088:00.496 [Tel-7 ] Event Dtmf (8) On  
088:00.496 [Tel-7 ] Event Dtmf (8) Off  
088:00.688 [Tel-7 ] Event Dtmf (8) On  
088:00.688 [Tel-7 ] Event Dtmf (8) Off  
088:00.896 [Tel-7 ] Event Dtmf (#) On  
088:00.896 [Tel-7 ] Event Dtmf (#) Off  
088:01.328 [VoIP ] Prot

087:59.408 [VoIP ] Prot ---->SIP/2.0 200 OK  
087:59.408 [VoIP ] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;  
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029  
087:59.408 [VoIP ] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;  
tag=f0c09771bd2942e7a57794619f8efccd  
087:59.408 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
087:59.408 [VoIP ] Prot Contact: <sip:14.48.13.103:5060>  
087:59.408 [VoIP ] Prot Expires: 120  
087:59.408 [VoIP ] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103  
087:59.408 [VoIP ] Prot CSeq: 1 INVITE  
087:59.408 [VoIP ] Prot Allow-Events: kpml  
087:59.408 [VoIP ] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,  
REGISTER,SUBSCRIBE  
087:59.408 [VoIP ] Prot Content-Length: 224  
087:59.408 [VoIP ] Prot Content-Type: application/sdp  
087:59.408 [VoIP ] Prot v=0  
087:59.408 [VoIP ] Prot o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.48.  
13.103  
087:59.408 [VoIP ] Prot s=No Subject  
087:59.408 [VoIP ] Prot c=IN IP4 14.48.13.103  
087:59.408 [VoIP ] Prot t=0 0  
087:59.408 [VoIP ] Prot m=audio 16716 RTP/AVP 0 101  
087:59.408 [VoIP ] Prot a=rtpmap:0 PCMU/8000/1  
087:59.408 [VoIP ] Prot a=ptime:30  
087:59.408 [VoIP ] Prot a=rtpmap:101 telephone-event/8000  
087:59.408 [VoIP ] Prot a=fmtp:101 0-15

088:01.328 [VoIP ] Prot ---->SIP/2.0 200 OK  
088:01.328 [VoIP ] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;  
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029  
088:01.328 [VoIP ] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;  
tag=f0c09771bd2942e7a57794619f8efccd  
088:01.328 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC  
621E66EBDE4CB89FF423B472071147B  
088:01.328 [VoIP ] Prot Contact: <sip:14.48.13.103:5060>  
088:01.328 [VoIP ] Prot Expires: 120  
088:01.328 [VoIP ] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103

```

088:01.328 [VoIP      ] Prot    CSeq: 1 INVITE
088:01.328 [VoIP      ] Prot    Allow-Events: kpml
088:01.328 [VoIP      ] Prot    Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
088:01.328 [VoIP      ] Prot    Content-Length: 224
088:01.328 [VoIP      ] Prot    Content-Type: application/sdp
088:01.328 [VoIP      ] Prot
088:01.328 [VoIP      ] Prot    v=0
088:01.328 [VoIP      ] Prot    o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.48.
13.103
088:01.328 [VoIP      ] Prot    s=No Subject
088:01.328 [VoIP      ] Prot    c=IN IP4 14.48.13.103
088:01.328 [VoIP      ] Prot    t=0 0
088:01.328 [VoIP      ] Prot    m=audio 16716 RTP/AVP 0 101
088:01.328 [VoIP      ] Prot    a=rtpmap:0 PCMU/8000/1
088:01.328 [VoIP      ] Prot    a=ptime:30
088:01.328 [VoIP      ] Prot    a=rtpmap:101 telephone-event/8000
088:01.328 [VoIP      ] Prot    a=fmtp:101 0-15

```

```
088:01.920 [Tel-7      ] Event   Tone Detect Enabled (0xFF)
```

Après avoir analysé les règles d'adepete, les informations d'appel du PBX sont organisées à cette déclaration. Ceci devrait avoir été reçu avant que l'invitation ainsi l'invitation pourrait se composer correctement.

```

088:01.920 [Tel-7      ] Event   Cpid (5286,->,->5588,) (NoAns)

088:01.920 [VoIP      ] Prot    <----ACK sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot    CSeq:1 ACK
088:01.920 [VoIP      ] Prot    To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot    From: "Anonymous" <sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot    Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot    Max-Forwards:70
088:01.920 [VoIP      ] Prot    User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot    Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK3
032A56F55534D5407B2D30922E6F860
088:01.920 [VoIP      ] Prot    Content-Length:0
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot

```

Ici tentatives TIMG d'agir sur les informations d'appel mises à jour. Cependant, ceci n'est pas reçu par l'Unity Connection.

```

088:01.920 [VoIP      ] Prot    <----INFO sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot    Diversion: <tel:5588>;reason=no-answer
088:01.920 [VoIP      ] Prot    Content-Type:text/source-party
088:01.920 [VoIP      ] Prot    To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot    From: "Anonymous" <sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot    Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot    CSeq:2 INFO
088:01.920 [VoIP      ] Prot    Max-Forwards:70
088:01.920 [VoIP      ] Prot    User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot    Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK6
EBB9CF7420BA1A393273882D5157413
088:01.920 [VoIP      ] Prot    Content-Length:6
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot    5286

```

```

088:01.968 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot    <----INFO sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot    Diversion: <tel:5588>;reason=no-answer
088:01.920 [VoIP      ] Prot    Content-Type:text/source-party
088:01.920 [VoIP      ] Prot    To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot    From: "Anonymous" <sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot    Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot    CSeq:2 INFO
088:01.920 [VoIP      ] Prot    Max-Forwards:70
088:01.920 [VoIP      ] Prot    User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot    Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK6
EBB9CF7420BA1A393273882D5157413
088:01.920 [VoIP      ] Prot    Content-Length:6
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot    5286
088:01.968 [VoIP      ] Prot

```

**Note:** Le reste du suivi a été tronqué.

Le problème principal ici est que les informations d'appel du PBX arrivent environ quatre secondes après l'appel physique qui a déclenché l'invitation à envoyer à l'Unity Connection est reçu. Ainsi l'appel a roulé au message d'accueil d'ouverture parce qu'aucun **transfert** : a été contenu dans l'initiale invitent à l'Unity Connection à dire l'Unity Connection à quelle boîte aux lettres pour conduire l'appel.

## Solution

Afin de réparer cette question, naviguez vers la **configuration > le TDM > le général**, trouvent le **retard maximum d'interlocuteur d'appel (ms)**, et le changent à une valeur telle que 5,000 ms. Ceci ajoute un cinq-deuxième retard avant que l'initiale invitent se compose à l'Unity Connection, qui accorde l'heure pour que toutes les informations d'appel soient reçues du PBX.

The screenshot shows the DialoLogic configuration interface. The breadcrumb navigation is "Config > TDM > General". The left sidebar contains a menu with items like "Status", "Summary", "Alarms", "TDM", "VoIP", "Serial", "Call Log", "MIS", "Statistics", "Configuration", "Monitor/Export", "IP", "Agent Profiles", "Routing Table", "TDM", "VoIP", "Serial", "Tone Detection", "Certificates", "DSCP Settings", "Registration", "Trace/Logging", "Tests", "Admin", "Web UI", "Password", "Upgrade", and "Restart".

The main content area displays the "TDM General Settings" table:

TDM General Settings	
* <b>PHN Calling</b>	Ulan
Minimum Call Party Delay (ms)	500
Maximum Call Party Delay (ms)	5000
Dial Digit On Time (ms)	100
Dial Inter-Digit Time (ms)	100
Dial Pause Time (ms)	2000
Turn MWI On FAC	14
Turn MWI Off FAC	14
Outbound Call Connect Timeout (ms)	18000
Mailbox Ringback/Connect on Blind Transfer	Yes
* <b>Host Group Extension</b>	1771
Disconnect on Fax Cleardown Tone	No
Connect Outbound Call on BTNF	No

At the bottom of the table are "Submit" and "Cancel" buttons.