

Unity Connection TIMG/PIMG对开始的问候的呼叫卷

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简介

T1媒体网关(TIMG)和PBX IP媒体网关(PIMG)设备用于为了允许PBX使用Unity Connection作为他们的语音邮件系统。通信从TIMG/PIMG到Unity Connection是通过会话初始化协议(SIP)。通信从PBX到Unity Connection是通过Time Division Multiplexing (TDM)。

本文描述也许遇到与此种集成的问题。

问题

Unity Connection配置与TIMG一起使用为了集成PBX。当您呼叫PBX和振铃无应答或者转发所有呼叫对语音邮件时，呼叫去开始的问候而不是语音留言问候语。

跟踪显示：

注意： trace的一些部分重新组织是更加容易查看。

因为接收物理呼叫，TIMG撰写邀请。然而，这时，TIMG未接收从PBX的任何呼叫信息。

```
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
```

这时，呼叫应答了，并且呼叫方听到开始的问候。

```
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=z9hG4bKC
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      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接收从PBX的呼叫信息。这时，因为呼叫已经路由对Unity Connection，太晚。

```
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
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)

```

在解析专家规则以后，呼叫信息从PBX被组织对此语句。这，在邀请，因此邀请可能适当地前，撰写应该接收。

```

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

```

此处TIMG在更新呼叫信息尝试操作。然而，这没有由Unity Connection接受。

```

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

```

注意：trace的剩余被削了。

此处主要问题是从PBX的呼叫信息到达大约在触发将发送的邀请对Unity Connection接收的物理呼叫以后的四秒。因而呼叫滚动了对开始的问候，因为没有**转换**：在初始包含邀请对Unity Connection告诉Unity Connection到路由呼叫的什么邮箱。

解决方案

为了调整此问题，导航对Configuration> TDM >General，查找最大呼叫Party迪莱(毫秒)和更改它到一个值例如5,000毫秒。这添加五秒钟延迟，在初始邀请撰写对Unity Connection前，允许所有呼叫信息的时刻接收从PBX。

The screenshot shows the DialoGic configuration interface. The breadcrumb navigation at the top reads "Config > TDM > General". On the left is a vertical navigation menu with various system settings categories. The main content area displays the "TDM General Settings" configuration table.

TDM General Settings	
* PHN Calling	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 PWT On PAC	Y
Turn PWT Off PAC	N
Outbound Call Connect Timeout (ms)	10000
Wait for Ringback/Connect on Blind Transfer	Yes
* Host Group Extension	1771
Disconnect on Fax Cleardown Tone	No
Connect Outbound Call on DTMF	No

At the bottom of the settings table, there are two buttons: "Submit" and "Cancel".