

# 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：

**Note:**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
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=z9hG4bK  
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=z9hG4bK  
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

```

**Note:**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 is "Config > TDM > General". On the left is a navigation menu with various options like "Status", "Summary", "Alarms", "TDM", "VoIP", "Serial", "Call Log", "MIS-4", "Statistics", "Configuration", "Import/Export", "IP", "Mgmt Protocols", "Routing Table", "TDM", "VoIP", "Serial", "Tone Detection", "Certificates", "DGF Settings", "Registration", "Trace/Logging", "Tools", "System", "Web UI", "Password", "Upgrade", and "Reboot".

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 PWT On FAC	Y
Turn PWT Off FAC	N
Outbound Call Cease Timeout (ms)	10000
Wait for Ringback/Connect on Blind Transfer	Yes
* <b>Meet Greep Extension</b>	1771
Disconnect on Fax Cleardown Tone	No
Connect Outbound Call on DTMF	No

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