



DISA
User Guide

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Overview

DISA is used to allow people from the outside world to call into your PBX and then be able to dial out of the PBX so it appears that their call is coming from the office, which can be handy when traveling. You can set a destination in an IVR that points to the DISA or set a DID. Make sure you password protect this to keep people from dialing in and using your PBX to make calls out.

Logging In

- Log into the DISA module and you should see a screen like this. On the right will be a list of all the DISA's that you have setup. You can edit or delete any of these entries or add new ones.

Add DISA

Add DISA

DISA is used to allow people from the outside world to call into your PBX and then be able to dial out of the PBX so it appears that their call is coming from the office which can be handy when traveling. You can set a destination in an IVR that points to the DISA or set a DID. Make sure you password protect this to keep people from dialing in and using your PBX to make calls out.

Add DISA

DISA name: ?	<input type="text"/>
PIN: ?	<input type="text"/>
Response Timeout: ?	<input type="text" value="10"/>
Digit Timeout: ?	<input type="text" value="5"/>
Require Confirmation: ?	<input type="checkbox"/>
Caller ID: ?	<input type="text"/>
Context: ?	<input type="text" value="from-internal"/>
Allow Hangup: ?	<input type="checkbox"/>

Creating a DISA

- For each DISA you can define the following:
 - **DISA Name**- Give the DISA a brief name to help you identify it. In our example, we will use "Tony."
 - **PIN**- The user will be prompted for this number. If you wish to use multiple PINs, separate them by commas. In our example, we will set this to "817281."
 - **Response Timeout**- The maximum amount of time it will wait before hanging up if the user has dialed an incomplete or invalid number. Default is 10 seconds.
 - **Digit Timeout**- The maximum amount of time permitted between digits. Default is 5 seconds.
 - **Caller ID**- (Optional) When using this DISA, the users caller ID will be set to this. We will use "9208868130" in our example.
 - **Context**- (Experts Only) Sets the context that calls will originate from. Leave this as "from-internal" unless you know what you are doing.
 - **Allow Hangup**- Allows the current call to be disconnected and a dial tone is presented for a new call by pressing the hangup feature code "***" while in a call.

Add DISA

DISA name: ?	<input type="text" value="Tony"/>
PIN: ?	<input type="text" value="817281"/>
Response Timeout: ?	<input type="text" value="10"/>
Digit Timeout: ?	<input type="text" value="5"/>
Require Confirmation: ?	<input type="checkbox"/>
Caller ID: ?	<input type="text" value="9208868130"/>
Context: ?	<input type="text" value="from-internal"/>
Allow Hangup: ?	<input checked="" type="checkbox"/>

- Don't forget to press the "Submit" button when done.

Submit

Recap

- Now that we have created a DISA, we can route inbound DID's to this DISA or even a non-announced IVR option that routes the caller to DISA. In our example, we will route an IVR option 78 to this newly created DISA.

<input type="text" value="78"/>	<input type="text" value="DISA"/>	<input type="text" value="Tony"/>	<input type="checkbox"/>	<input type="text" value="speech grammars"/>
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- When we dial into our main line and get the IVR, we would press "78" and be routed to this DISA.
- Enter the DISA password and we can start making calls out of the PBX from anywhere.



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