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## Configuring a Pause in Dialing out of the PSTN Interface

### Introduction

This document provides information on how to configure the Tenor to pause when dialing out of the PSTN interface(s).

Paused dialing is typically required when you connect to a PBX that requires a 9, then a pause before dialing the remaining digits. You can configure the Tenor to add the 9 automatically, and then dial out the remaining digits. With this method, the caller does not dial the 9 for the PBX.

This feature is called Two Stage Dialing and is only available for the PSTN trunk group in 1G Tenors, and for the LCRG and TCRG in 2G Tenors.

This feature can be used for many reasons. A few of them are as follows:

- To always dial out a PSTN feature activation/deactivation code (such as caller id blocking if supported by PSTN) before each call.
- Dial a calling card access number (like to AT&T).
- To provide pause dialing for PBXs.

### Configuring Two Stage Dialing for a Pause

#### 1G Method

For this example, a 9 followed by a 3 second pause will be configured in the Tenor.

1. Go to the config pstntg 1# prompt; access the PSTN trunk group, as follows:  
`Quintum> config pstn 1 <enter>`
2. Once at the PSTN trunk group, you must first enable two stage dialing, as follows:  
`config pstntg 1# 2stage 1 <enter>`
3. Next we will configure the 9 as the access number so that users need not dial the 9. If your application does not require a 9 and only requires a pause before dialing digits, skip this step.

```
config pstntg 1# accessnum 9 <enter>
```

When you have the above set, the user need not dial the 9 and your lampatterns should reflect the way the users will dial (no 9).

4. Finally, we must configure the format. This is where we put the pauses in. You configure this as follows:

```
config pstntg 1# accessform ,,,d <enter>
```

Each ',' (comma) represents a 1-second pause, and the 'd' represents the destination number.

5. Submit these changes.
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Now when any call comes in to this Tenor and matches a lampattern on this trunk, the Tenor will first go off-hook on a channel/line in this trunk group, dial the access number first (9), then use the format to wait 3 seconds and finally dial the destination number.

## **2G Method**

For this example, a 9 followed by a 3 second pause will be configured in the Tenor.

1. Go to the TCRG or LCRG prompt (this example shows TCRG), as follows:

```
Quintum# tcrg 1 <enter>
```

2. Once at the PSTN trunk group, you must first enable two stage dialing, as follows:

```
config-TrunkCircuitRoutingGroup-1# set tsd 1 <enter>
```

3. Next we will configure the 9 as the access number so that users need not dial the 9. If your application does not require a 9 and only requires a pause before dialing digits, skip this step.

```
config-TrunkCircuitRoutingGroup-1# set an 9 <enter>
```

When you have the above set, the user need not dial the 9 and your hopoff number patterns should reflect the way the users will dial (no 9).

4. Finally, we must configure the format. This is where we put the pauses in. You configure this as follows:

```
config-TrunkCircuitRoutingGroup-1# set af ,,,d <enter>
```

Each ',' (comma) represents a 1-second pause, and the 'd' represents the destination number, as dialed.

5. Submit these changes.

Now when any call comes in to this Tenor and matches a hopoff number pattern on this trunk, the Tenor will first go off-hook on a channel/line in this TCRG, dial the access number first (9), then use the format to wait 3 seconds and finally dial the destination number.

## 1G Command Quick List

This section will provide a quick list of the commands presented earlier.

### Trunk Group Commands

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#### 2stagedial

|                     |   |
|---------------------|---|
| <b>Description</b>  | Used to enable or disable 2 stage dialing.                              |
| <b>Prompt Level</b> | config pstntg 1#  |
| <b>Syntax</b>       | <b>2stagedial</b> or <b>2stag {0   1}</b>                               |
| <b>Arguments</b>    | <b>0</b> Disables 2-stage dialing.<br><b>1</b> Enables 2-stage dialing. |
| <b>Settings</b>     | None.   |
| <b>Default</b>      | 0 (Disabled)  |
| <b>Availability</b> | All Tenor Releases.   |
| <b>Guidelines</b>   | None.   |
| <b>Example</b>      | config pstntg 1# <b>2stag 1</b><br>Enables 2-stage dialing.             |

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#### accessnumber

|                     |   |
|---------------------|---|
| <b>Description</b>  | Used to set an access number that is first dialed before the destination number is dialed. This could be a calling card number, or a PBX trunk prefix, etc.                             |
| <b>Prompt Level</b> | config pstntg 1#  |
| <b>Syntax</b>       | <b>accessnumber</b> or <b>accessn {numb}</b>  |
| <b>Arguments</b>    | <b>numb</b> Any digit(s) 0 through 9. Not * or #.   |
| <b>Settings</b>     | None.   |
| <b>Default</b>      | Null  |
| <b>Availability</b> | All Tenor Releases.   |
| <b>Guidelines</b>   | None.   |
| <b>Example</b>      | config pstntg 1# <b>accessn 9</b> (sets the access number to 9).<br>config pstntg 1# <b>accessn 18002255288</b> (sets the access number to 18002255288 ATT calling card access number). |

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## accessformat

**Description** Used to set the format for the 2-stage dialing. This is where you can add pauses if necessary.

**Prompt Level** config pstntg 1#

**Syntax** **accessformat** or **accessf {d | o | c | , | \* | # | 0-9}**

**Arguments**

- d** Destination number. This will be the number that the Tenor routed the call on. If the origination used Forced IP routing, then this parameter will provide the Forced IP routing number (not the number dialed). If no Forced IP routing was used, then this will be the dialed number.
- o** Originally dialed number. This will be the number that was dialed even if the Forced IP routing was used.
- c** Trunk Id. This will use the origination's trunk id (if set) as the number to dial out.
- ,** 1 second pause. Each ',' will provide one second of pause.
- \*** Used as a literal. Will dial \* out.
- #** Used as a literal. Will dial # out.
- 0-9** Used as literals. Will dial any digits set out.

**Settings** None.

**Default** Null

**Availability** All Tenor Releases.

**Guidelines** None.

**Example** config pstntg 1# **accessf \*67,,d**

This will dial \*67, caller id block code, wait 3 seconds then dial the destination number.

config pstntg 1# **accessf ,,o**

This will wait 3 seconds, then dial the originally dialed number).

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## 2G Command Quick List

This list shows the 2G commands. Both *Configuration Manager* and CLI methods are shown. While the examples shown are from the Trunk Circuit Routing Group, they also exist under the Line Circuit Routing Group prompt.

### Two Stage Dialing

|                       |   |
|-----------------------|---|
| <b>Description</b>    | This feature can be enabled to "auto-choose" alternate long distance providers, and to facilitate some other emerging applications. |
| <b>Related Topics</b> | <a href="#">AccessNumber</a><br><a href="#">AccessFormat</a>  |

### Configuration Manager

|                 |   |
|-----------------|---|
| <b>Location</b> | <i>Circuit Configuration &gt; Trunk Routing Configuration &gt; Trunk Circuit Routing Groups &gt; Trunk Circuit Routing Group-n &gt; Advanced tab &gt; Two Stage Dialing</i> |
| <b>Options</b>  | Click the checkbox to enable this feature.  |

### Command Line

|                     |  |
|---------------------|--|
| <b>Cmd Type</b>     | Command  |
| <b>Prompt Level</b> | config-TrunkCircuitRoutingGroup-1#   |
| <b>Syntax</b>       | <b>set twostagedialing</b> or <b>tsd {0   1}</b>   |
| <b>Arguments</b>    | <b>0</b> Feature Off<br><b>1</b> Feature On  |
| <b>Default</b>      | 0 Feature Off  |
| <b>Examples</b>     | config-TrunkCircuitRoutingGroup-1# <b>set tsd 1</b><br>Enables the <b>TwoStageDialing</b> feature for this TCRG. |

## Access Number

|                       |  |
|-----------------------|--|
| <b>Description</b>    | The <b>AccessNumber</b> command allows you to enter the access phone number that is used as part of <b>TwoStageDialing</b> . |
| <b>Related Topics</b> | <a href="#">TwoStageDialing</a><br><a href="#">AccessFormat</a>  |

## Configuration Manager

|                 |  |
|-----------------|--|
| <b>Location</b> | <i>Circuit Configuration &gt; Trunk Routing Configuration &gt; Trunk Circuit Routing Groups &gt; Trunk Circuit Routing Group-n &gt; Advanced tab &gt; Two Stage Dialing [checked] &gt; Access Number</i> |
| <b>Options</b>  | Enter the numeric value.   |

## Command Line

|                     |   |
|---------------------|---|
| <b>Cmd Type</b>     | Command   |
| <b>Prompt Level</b> | config-TrunkCircuitRoutingGroup-1#  |
| <b>Syntax</b>       | <b>set accessformat</b> or <b>af {d c o , 0-9 * #}</b>  |
| <b>Arguments</b>    | <p><b>d</b> Original DNIS, as dialed</p> <p><b>c</b> Trunk ID of this TCRG</p> <p><b>o</b> Calling Party's Number</p> <p><b>,</b> An entry of a comma(s) may be used to add 1 second of delay each.</p> <p><b>0-9</b> Literal Numeric Character</p> <p><b>*</b> Literal Character</p> <p><b>#</b> Literal Character</p> |
| <b>Default</b>      | None  |
| <b>Examples</b>     | <pre>config-TrunkCircuitRoutingGroup-1# set af c , , ,d</pre> <p>Sends the <b>TrunkID</b>, 3 seconds of delay, then the Original DNIS, as dialed.</p>   |

## Access Format

|                       |   |
|-----------------------|---|
| <b>Description</b>    | The <b>AccessFormat</b> command allows you to dictate the format of the number sent when using <b>TwoStageDialing</b> . |
| <b>Related Topics</b> | <a href="#">AccessNumber</a><br><a href="#">TwoStageDialing</a>   |

## Configuration Manager

|                 |  |
|-----------------|--|
| <b>Location</b> | <i>Circuit Configuration &gt; Trunk Routing Configuration &gt; Trunk Circuit Routing Groups &gt; Trunk Circuit Routing Group-n &gt; Advanced tab &gt; Two Stage Dialing [checked] &gt; Access Format</i> |
| <b>Options</b>  | Enter the alphanumeric string.   |

## Command Line

|                     |   |
|---------------------|---|
| <b>Cmd Type</b>     | Command   |
| <b>Prompt Level</b> | config-TrunkCircuitRoutingGroup-1#  |
| <b>Syntax</b>       | <b>set accessformat</b> or <b>af {d c o , 0-9 * #}</b>  |
| <b>Arguments</b>    | <p><b>d</b> Original DNIS, as dialed</p> <p><b>c</b> Trunk ID of this TCRG</p> <p><b>o</b> Calling Party's Number</p> <p><b>,</b> An entry of a comma(s) may be used to add 1 second of delay each.</p> <p><b>0-9</b> Literal Numeric Character</p> <p><b>*</b> Literal Character</p> <p><b>#</b> Literal Character</p> |
| <b>Default</b>      | None  |
| <b>Examples</b>     | <pre>config-TrunkCircuitRoutingGroup-1# set af c,, ,d</pre> <p>Sends the <b>TrunkID</b>, 3 seconds of delay, then the Original DNIS, as dialed.</p>   |