

CGW-T FAQ

This document is intended for technicians who deal with installation, troubleshooting and maintenance of ITS's **CGW-T Analog-GSM Cellular Gateway**.

1. General

Q: How does this product work?

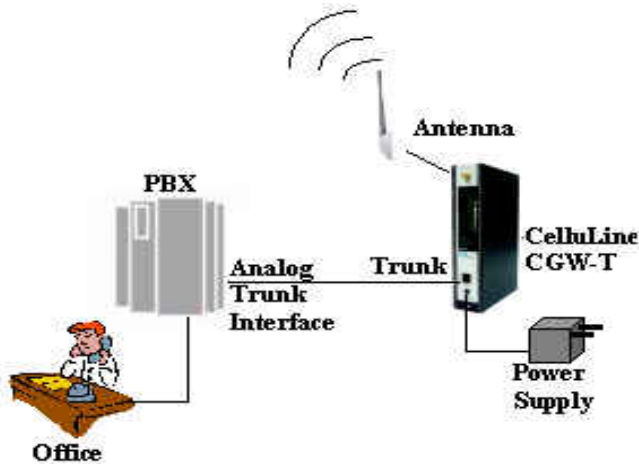
A: The CGW-T is connected to the analog trunk interface of the PBX. The Automatic Route Select Table (ARS) in the PBX defines which calls will be automatically routed via the CGW-T to a pre-defined GSM network, thereby reducing a company's telephone bills.

Q: What type of cellular networks does this product support?

A: The CGW-T supports GSM networks only.

Q: How does this product integrate with the PBX?

A:



2. Installation

Q: What are the pre-installation requirements?

A: The CGW-T unit contains a GSM engine. It therefore needs a SIM card from the local GSM network provider. Its registration with the GSM operator is similar to the registration of a mobile GSM phone.

Prior to installing the SIM card, we recommend disabling all call forwarding modes (in the events of busy, absence, unavailability, etc.) and Call Waiting from the GSM operator.

Q: How can I test my installation?

A: Connect a telephone to the CGW-T (or use an extension) and initiate an outgoing call through the CGW-T to another mobile phone. In addition, initiate an incoming call through the CGW-T (to the SIM card number).

3. Maintenance and Troubleshooting

Q: I get poor reception. What can I do?

A: Try to move the antenna to a higher location. Put the SIM card inside a regular mobile phone and check for reception.

Q: I see messages appear on the LCD, but I don't know what they mean.

A: For basic information about LCD messages, please refer to chapter 4 in our manual. If you don't have the manual, please download it at <http://www.its-tel.com> under the Support and Downloads > Manuals section.

Q: The CGW-T doesn't perform outgoing calls

A: If connected through a PBX, make sure the LCR definitions in the PBX are correct. Try to put the SIM card in a regular mobile phone and perform a call. Also, make sure that PIN and CLIR parameters are defined correctly. For further explanations about parameters, please refer to chapter 5 in the manual.

Q: Where can I get additional support?

A: Please contact your local dealer, or contact the ITS Telecom technical support team at support@its-tel.com.