Direct Inward System Access (DISA)

Description

Each outside Line may be assigned for DISA service, which allows an incoming caller to gain access to the system resources and/or features.

The iPECS will answer the outside call and provide intercom dial tone or route toa System announcement where Caller Controlled Routing may be defined. The DISA caller may then access the desired resource using dial codes.If an Authorization Code is required for DISA access, when the system answers the incoming DISA call, DND Warning tone is provided to indicate an Authorization Code must be entered.

Operation

System

Incoming call subject to DISA service

1) Recognize incoming call.
2) Answer call and connect caller to Intercom dial tone or System announcement.
3) Process call based on received digits/programming.

DISA Caller

To access the system's resources from an external party

1) Place call to DISA facility of the system.
2) At receipt of dial tone/announcement, dial as desired. If DND Warning tone is received, enter an Authorization Code to receive dial tone.

Conditions

✓ Each outside Line is separately assigned for DISA operation during Day, Night and/or Timed system operation mode. DISA operation is active only when the system is in the assigned operating mode(s).

✓ DISA callers can be routed to a System Attendant announcement in place of Intercom dial tone. The announcement can be associated with a CCR Table or assigned to disconnect after playback.

✓ A DISA caller can be required to enter an Authorization Code to access the system's external outgoing resources, facilities or features. If required, the caller is permitted to retry entry of a valid Authorization Code based on the DISA Retry count. Continued failure results in disconnect.

✓ DISA callers are subject to COS (Class of Service) dialing restrictions. If Authorization Codes are required and the code entered matches a Station Authorization Code, the station's COS (Class of Service) will apply. Otherwise, the assigned DISA COS (Class of Service) will apply. In both cases, the Line COS (Class of Service) for the outgoing Line will be active.

✓ The system will disconnect an outgoing DISA call if the Unsupervised Conference timer expires or disconnect supervision is received. A disconnect warning tone is provided 15 seconds prior to disconnect.

✓ If a DISA caller encounters a system All Lines Busy, busy tone is received for 5 seconds before ICM Dial tone is again presented and the DISA caller may try another call.

- ✓ LEDs associated with the DISA Line appearance will provide normal status indications at all stations except the Attendants. The LED for the Line at an Attendant will flutter at 240 ipm when busy.
- ✓ An iPECS IP or LDP Phone user can only receive a DISA call with an available DISA Line appearance button.

Programming

Keyset Admin.

CO/IP
- DISA Account Code (PGM 142-Button 5)
- DISA CO Access (PGM 142-Button 11)
- DISA Attributes (PGM 146)

SYSTEM
- DISA Retry Counter (PGM 160-Button 5)
- DISA COS (Class of Service) Assignment (PGM 166)
- DID/DISA Busy Destination (PGM 167-Button 1)
- DID/DISA Error Destination (PGM 167-Button 2)
- DID/DISA No Answer Timer (PGM 181-Button 2)
- Unsupervised Conference Timer (PGM 182-Button 5)

TABLES
- CCR Audio Text Tables (PGM 228)
- Weekly Time Table (PGM 233)

Web Admin.

CO LINE DATA
- Common Attributes ➤DISA Account Code, DISA CO Access
- DISA Service Attributes

SYSTEM DATA
- System Attributes ➤DISA Retry Count
- DISA COS (Class of Service)
- DID/DISA Destination
- System Timers ➤DID/DISA No Answer Timer, Unsupervised Conference Timer

TABLES DATA
- CCR Table
- Auto Ring Mode Table

Related Features

- Day/Night/Timed/Scenario Ring Mode
- Dialing Restrictions
- Authorization Codes (Password)
- Unsupervised Conference
- Integrated Auto Attendant/Voice Mail
- Auto Service Mode Control

Features

DISA (Direct Inward System Access)

System provide DISA service for incoming CO and caller can select destination according to CCR plan

- WEB > CO Line Data > DISA Service Attributes(PGM146)
- WEB > Tables Data > CCR Table(PGM228)
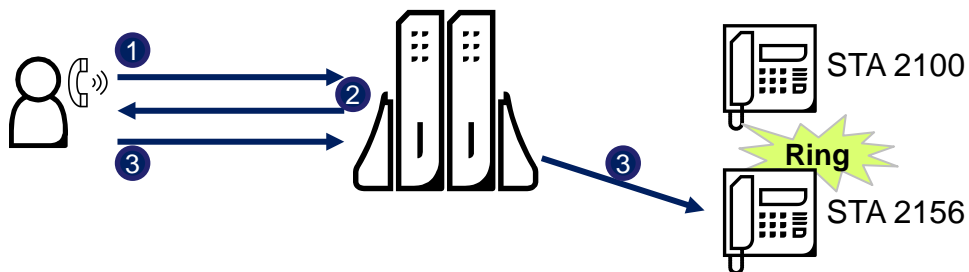
1 Incoming call to CO of DISA attribute

2 System provide announcement
"press 1 to call STA 2100, press 2 for STA2156, …"

3 Caller press 2, then call will be routed to STA2156