

# FREQUENTLY ASKED QUESTIONS

ETERNITY Range of Products

What  
When  
Which  
Where  
How  
Who  
Why



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**Author:** Tapan Upmanyu

# How to troubleshoot CLI detection issues in ETERNITY?

Case 1: CLI is not detected on Single line Telephone (SLT) in internal calls.

## Troubleshooting Steps:

**Step 1:** Go to 'SLT Configuration' followed by 'SLT Hardware Templates' and vary 'CLIP Type' for the SLT.

The screenshot shows the 'SLT Parameters' configuration page in the ETERNITY interface. The left sidebar has 'SLT Parameters' highlighted with a red box. The main table lists 16 SLT configurations. The 'SLT Hardware Template' column is highlighted with a red box.

Port No.	H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template	SLT Hardware Template	Call Pickup Group	COSEC Door Group
1	05 - 01	2001		01	01	02	01	00
2	05 - 02	2002		02	01	02	01	00
3	05 - 03	2003		01	01	02	01	00
4	05 - 04	2004		01	01	02	01	00
5	05 - 05	2005		01	01	02	01	00
6	05 - 06	2006		01	01	02	01	00
7	05 - 07	2007		01	01	02	01	00
8	05 - 08	2008		01	01	02	01	00
9	05 - 09	2009		01	01	02	01	00
10	05 - 10	2010		01	01	02	01	00
11	05 - 11	2011		01	01	02	01	00
12	05 - 12	2012		01	01	02	01	00
13	05 - 13	2013		01	01	02	01	00
14	05 - 14	2014		01	01	02	01	00
15	05 - 15	2015		01	01	02	01	00
16	05 - 16	2016		01	01	02	01	00

The screenshot shows the 'SLT Hardware Templates' configuration page in the ETERNITY interface. The left sidebar has 'SLT Hardware Templates' highlighted with a red box. The main table lists 10 SLT hardware templates. The 'CLIP Type' column is highlighted with a red box.

Template No.	CLIP Type	Digit Pad Count	Ring Type	SLT Gain Settings Template	AC Impedance
1	DTMF	0	Trapezoidal	1	600 Ohms
2	DTMF	0	Trapezoidal	1	600 Ohms
3	None	0	Trapezoidal	1	600 Ohms
4	DTMF	0	Trapezoidal	1	600 Ohms
5	FSK-Bellcore	0	Trapezoidal	1	600 Ohms
6	DTMF	0	Trapezoidal	1	600 Ohms
7	DTMF	0	Trapezoidal	1	600 Ohms
8	DTMF	0	Trapezoidal	1	600 Ohms
9	DTMF	0	Trapezoidal	1	600 Ohms
10	DTMF	0	Trapezoidal	1	600 Ohms

## Case 2: CLI is not detected on a SLT only for an incoming call on CO Trunk.

### Troubleshooting Steps:

**Step 1:** Go to 'SLT Configuration' followed by 'SLT Hardware Templates' and vary 'CLIP Type' for the SLT.

The screenshot shows the 'SLT Parameters' configuration page in the MATRIX ETERNITY interface. The left sidebar contains a navigation menu with 'SLT Parameters' highlighted. The main area displays a table of SLT parameters for port 001-016. The 'SLT Hardware Template' column is highlighted with a red box.

Port No.	H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template	SLT Hardware Template	Call Pickup Group	COSEK Door Group
1	05 - 01	2001		01	01	02	01	00
2	05 - 02	2002		02	01	02	01	00
3	05 - 03	2003		01	01	02	01	00
4	05 - 04	2004		01	01	02	01	00
5	05 - 05	2005		01	01	02	01	00
6	05 - 06	2006		01	01	02	01	00
7	05 - 07	2007		01	01	02	01	00
8	05 - 08	2008		01	01	02	01	00
9	05 - 09	2009		01	01	02	01	00
10	05 - 10	2010		01	01	02	01	00
11	05 - 11	2011		01	01	02	01	00
12	05 - 12	2012		01	01	02	01	00
13	05 - 13	2013		01	01	02	01	00
14	05 - 14	2014		01	01	02	01	00
15	05 - 15	2015		01	01	02	01	00
16	05 - 16	2016		01	01	02	01	00

The screenshot shows the 'SLT Hardware Templates' configuration page in the MATRIX ETERNITY interface. The left sidebar contains a navigation menu with 'SLT Hardware Templates' highlighted. The main area displays a table of SLT hardware templates for port 01-10. The 'CLIP Type' column is highlighted with a red box, and the dropdown menu is open, showing 'DTMF', 'None', and 'DTMF' options.

Template No	CLIP Type	Digit Pad Count	Ring Type	SLT Gain Settings Template	AC Impedance
1	DTMF	0	Trapezoidal	1	600 Ohms
2	DTMF	0	Trapezoidal	1	600 Ohms
3	None	0	Trapezoidal	1	600 Ohms
4	DTMF	0	Trapezoidal	1	600 Ohms
5	FSK-Bellcore	0	Trapezoidal	1	600 Ohms
6	DTMF	0	Trapezoidal	1	600 Ohms
7	DTMF	0	Trapezoidal	1	600 Ohms
8	DTMF	0	Trapezoidal	1	600 Ohms
9	DTMF	0	Trapezoidal	1	600 Ohms
10	DTMF	0	Trapezoidal	1	600 Ohms

### Case 3: CLI is not detected on both SLT and DKP for an incoming call on CO Trunk.

**Note:** If system is ETERNITY PE and Power Supply Card's Hardware (H/W) Version is D-138-002-01-07, Contact Matrix Technical Support Team. Else, move to Step 1.

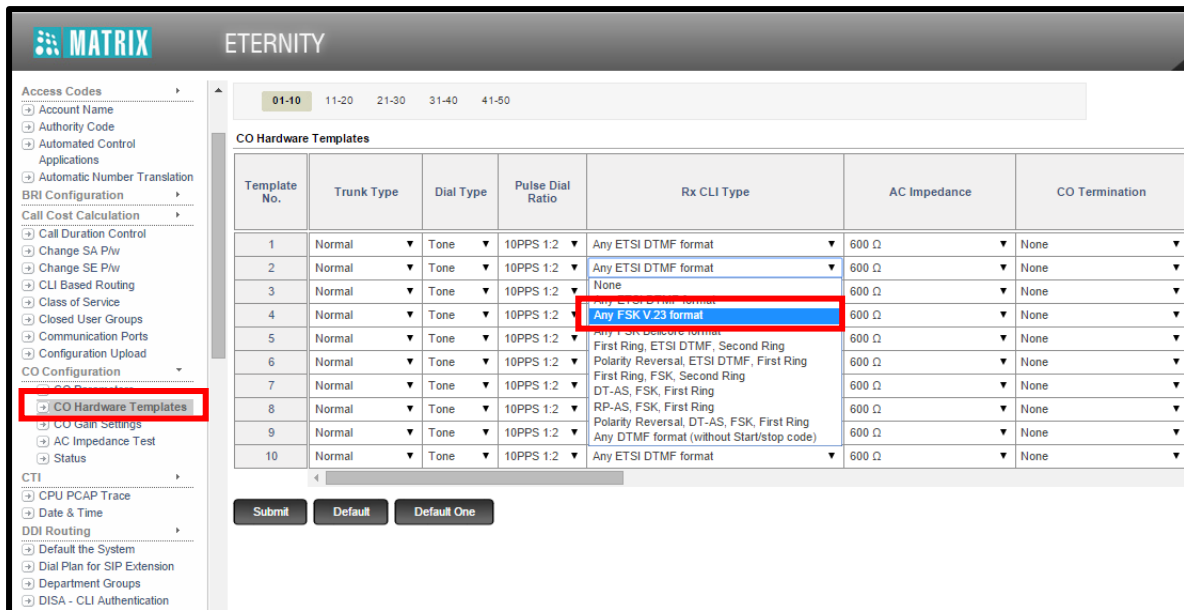
**Step 1:** Connect CO Trunk directly to the SLT instrument and check CLI.

- If CLI is not displayed, CLI is not supported by the CO Service Provider.
- If CLI gets displayed on, move to Step 2.

**Step 2:** Go to 'CO Configuration' followed by 'CO Hardware Templates' and vary 'Rx CLI Type' and check the CLI by making incoming test call for each option.

The screenshot shows the ETERNITY web interface. On the left, a navigation menu is visible with 'CO Parameters' highlighted. The main content area displays a table of CO Parameters for various ports. The 'CO Hardware Template' column for all ports is set to '02', which is highlighted with a red box in the image.

Port No.	H/w Slot - Port	Enable Port	Name	CO Hardware Template	Trunk Features Template	Cost Factor
1	16 - 01	<input checked="" type="checkbox"/>		02	01	01
2	16 - 02	<input checked="" type="checkbox"/>		02	01	01
3	16 - 03	<input checked="" type="checkbox"/>		02	01	01
4	16 - 04	<input checked="" type="checkbox"/>		02	01	01
5	16 - 05	<input checked="" type="checkbox"/>		02	01	01
6	16 - 06	<input checked="" type="checkbox"/>		02	01	01
7	16 - 07	<input checked="" type="checkbox"/>		02	01	01
8	16 - 08	<input checked="" type="checkbox"/>		02	01	01
9	00 - 00	<input checked="" type="checkbox"/>		02	01	01
10	00 - 00	<input checked="" type="checkbox"/>		02	01	01



- If CLI is still not getting displayed, move to Step 3.

**Step 3:** Perform AC Impedance Test. For further information on AC Impedance test, refer to the below mentioned FAQ link:

[http://www.matrixtelesol.com/faqs/eternity-pe-ge-me/ac\\_impedance\\_test.pdf](http://www.matrixtelesol.com/faqs/eternity-pe-ge-me/ac_impedance_test.pdf)

After completion of the Test, repeat step 2.

- If CLI is still not getting displayed, move to Step 4.

**Step 4:** Connect the CO Trunk to a different port/card.

- Repeat the procedure as mentioned in Step 2.
- If CLI is getting displayed, the previous card/port is faulty. Replace the Card.
- If CLI is still not getting displayed, move to Step 5.

**Step 5:** If the current system version is V10R11 or V10R12, then upgrade the system to the latest version and check CLI by following the procedure mentioned in Step 2.

- If CLI is still not getting displayed, move to Step 6.

**Step 6:** Take PCM Capture and Send it to Matrix Technical Support Team. To know how to take PCM Capture, Refer MTSM, at the link mentioned below:

<http://www.matrixtelesol.com/mtsm/MTSM-81.pdf>

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