

# FREQUENTLY ASKED QUESTIONS

ETERNITY range of Products

What  
When  
Which  
Where  
How  
Who  
Why



**Date:** 29<sup>th</sup> December, 2015

**Version:** V1R1

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## **What are the troubleshooting steps to remove echo from speech on CO Trunk in ETERNITY?**

### **Observation:**

When using a CO Trunk for outgoing call the user is disturbed with echo, a phenomenon where the user keeps hearing his/her own voice.

### **Troubleshooting Steps:**

#### **Step 1:** Connect the CO Line directly to SLT

- First connect the CO Line to an analog phone (SLT) directly, without any MDF, and then again through MDF and check.
- If you continue to face the issue, Contact Service Provider for the same.
- However, if you do not face the echo problem upon connecting directly, move to Step 2.

#### **Step 2:** Complete AC impedance test for that CO Trunk

- When you face this issue, first take an AC Impedance test and check the return Loss received on CO Trunk. For AC impedance tests, please refer to FAQ:  
[http://www.matrixtelesol.com/faqs/eternity-pe-ge-me-le/ac\\_impedance\\_test.pdf](http://www.matrixtelesol.com/faqs/eternity-pe-ge-me-le/ac_impedance_test.pdf)
- Set the Test results in one of the CO Hardware Template and assign this template to the respective CO Trunk.
- Check for the echo issue on respective CO Trunk after completion of AC Impedance Test. If the issue persists, go to Step 3.

#### **Step 3:** Change Gain Settings

- Go to **CO Hardware Template** assigned to the respective CO Trunk, followed by the **CO Gain Settings Template** assigned to it.

**MATRIX ETERNITY**

Call Cost Calculation

- Call Duration Control
- Change SA P/w
- Change SE P/w
- CLI Based Routing
- Class of Service
- Closed User Groups
- Communication Ports
- Configuration Upload

CO Configuration

- CO Parameters
- CO Hardware Templates**
- CO Gain Settings
- AC Impedance Test
- Status
- COSEC Integration
- CPU PCAP Trace

CTI

- Date & Time

DDI Routing

- Default the System
- Dial Plan for SIP Extension
- Department Groups
- DISA - CLI Authentication
- DKP Configuration

01-10 11-20 21-30 31-40 41-50

CO Hardware Templates

Template No.	CO Line Type	CO Gain Settings Template	Answer Supervision	Pseudo Answer Supervision Timer (sec)	Disconnect Supervision
1	None	1	Pseudo Answer	010	Open Loop Disconnect
2	None	1	Pseudo Answer	010	Open Loop Disconnect
3	None	1	Pseudo Answer	010	Open Loop Disconnect
4	None	1	Pseudo Answer	010	Open Loop Disconnect
5	None	1	Pseudo Answer	010	Open Loop Disconnect
6	None	1	Pseudo Answer	010	Open Loop Disconnect
7	None	1	Pseudo Answer	010	Open Loop Disconnect
8	None	1	Pseudo Answer	010	Open Loop Disconnect
9	None	1	Pseudo Answer	010	Open Loop Disconnect
10	None	1	Pseudo Answer	010	Open Loop Disconnect

Submit Default Default One

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CO Gain Settings

Template No.	ones	CO-Radio		CO-SLT		CO-CO		CO-DKP		CO-SIP	
		Gain	Tx-Gain	Rx-Gain	Tx-Gain	Rx-Gain	Tx-Gain	Rx-Gain	Tx-Gain	Rx-Gain	Tx-Gain
1		-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB
2		-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB
3		-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB
4		-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB	-0.6 dB	-0.3 dB

Submit Default

- If the issue is faced on SLT Extension, then change the CO-SLT Rx Gain to -1.0dB and check.
- If the issue is faced in DKP Extension, then change the CO-DKP Rx Gain to -1.0dB and check.
- If the issue still persists, then lower the Rx gain one by one up to -1.5dB again and check.
- If the issue still persists, Contact Matrix Technical Support Team.

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