



digital **indaba**

Configuration, Call Quality and
Problem Reporting Questions
and Answers



Questions and Answers

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Q: What VoIP protocols and devices can I use?

A: We support both the SIP and H.323 protocols on the following VoIP devices:

- Sipura SPA-1001/2000/2100/3000 and Linksys PAP2
- Grandstream BudgeTone-100
- Welltech WellGate 3504a, 3502 (H.323)
- Welltech WellGate 3504a, 3502 (SIP)
- ZyXEL Prestige 2000W
- Cisco ATA 186 (H.323)
- Cisco ATA 186 (SIP)
- Elesign ESC1710 / ESC4800 gateway
- OpenPhone
- PCPhoneLine devices
- Microsoft NetMeeting



Q:What are the basic settings for these devices?

A: NAT settings

- NAT Keep Alive Enable = No

Proxy and Registration

- Proxy = sip.digitalindaba.com
- Outbound proxy = [blank]
- Register = Yes
- Use Outbound proxy = No
- Make Call Without Reg = No
- Answer Call Without Reg = Yes

Subscriber information

- User ID = [Any number. Each Line must have a unique number and will appear as the Booth number.]
- Password = [Your Digital Indaba password]
- Auth ID = [Your Digital Indaba account number]
- Use Auth ID = Yes

Supplementary Service Subscription

- Three Way Call Serv = No

Audio Configuration

- G729a Enable = No. (If you are only using one port on the device, you can set this for "Yes" for improved audio quality. But, the Sipura only allows one concurrent Low Bitrate Call when this codec is enabled.)
- DTMF Tx Method = INFO
- Hook Flash Tx Method = INFO



Q: How can I improve call quality?

A: Options include:

- Use an unshaped ADSL account which does not give priority to e-mail and web surfing than the standard shaped account from Telkom



Q: How can I report a call problem?

A: When a specific destination and city or network (usually mobile) is causing problems, please record the following call details of at least **three (3)** numbers to the same destination:

- First 5 to 6 digits of number dialed
- Time of day
- Problem experienced (poor quality, billing before call connected etc.)

E-mail this information to us at support@digitalindaba.com.



Contact Details

- Web site <http://www.digitalindaba.com>
- E-mail info@digitalindaba.com
- MSN chat <support@digitalindaba.com>
- Free VoIP hotline 010122*
- Fax number 086 638 8521
- Mobile phone +27 (0)87 751 3921

* Once connected to our service