# DISA - Direct Inward Station Access

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# Overview

DISA is used to allow people from the outside world to call into your PBX and then be able to dial out of the PBX so it appears that their call is coming from the office, which can be handy when traveling. You can set a destination in an IVR that points to the DISA or set a DID to point to the DISA. Make sure you password-protect this to keep unauthorized people from dialing in and using your PBX to make calls.

# **SECURITY NOTE**

Please note, this is like someone sitting in your business making calls. Every effort should be made to hide your DISA from the public and secure it. Leaving it exposed could lead to toll fraud and high phone bills.

Logging In

- From the top menu click Modules / Applications
- From the drop down click **DISA**

# Adding a DISA

• Click the Add DISA button.

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which can be handy when	traveling. You can set a destination in an	IVR that points to the DISA or set	a DID. Make sure y	ou password protect this to keep people from
dialing in and using your F	BX to make calls out.			
+ Add DISA		Search		•
+ Add DISA		Search		•
+ Add DISA	Actions	Search		•

• Fill out the information on the form, as described below.

Add DISA		
DISA Name 🥹		
PIN 🛛		
Response Timeout 😧	10	Seconds
Digit Timeout 🛛	5	Seconds
Call Recording 📀	Force Yes Don't Care No Never	
Require Confirmation 🛛	Yes No	
Caller ID 😡		
Context 😧	from-internal	
Allow Hangup 📀	Yes No	
Caller ID Override 😧	Yes No	

# **DISA Name**

Give the DISA a brief name to help you identify it.

#### PIN

The user will be prompted for this number. If you wish to use multiple PINs, separate them by commas.

## **SECURITY NOTICE**

EVEN THOUGH IT IS NOT REQUIRED, A PASSWORD SHOULD BE SET. If you do not set a password, unauthorized users may gain access to your DISA.

## **Response Timeout**

The maximum amount of time it will wait before hanging up if the user has dialled an incomplete or invalid number. Default is 10 seconds.

# **Digit Timeout**

The maximum amount of time permitted between digits. Default is 5 seconds.

## **Call Recording**

**Force/Yes/Don't Care/No/Never:** Whether to record calls in the DISA. See Call Recording walk through to learn about the options.

#### **Require Confirmation**

**Yes/No**: Whether to require confirmation before prompting for a password. Used when your PSTN connection appears to answer the call immediately.

## Caller ID

This setting is optional. When using this DISA, the user's caller ID will be set to

this. Format is "User Name" <01782667766>

## Context

This should be touched by experts only. Sets the context that calls will originate from. Leave this as "from-internal" unless you know what you are doing.

#### Allow Hangup

**Yes/No:** Whether pressing the hangup feature code (\*\*) will disconnect the call and present a dial tone for a new call.

#### Save

- Click the **Submit** button.
- Click the **Apply Config** button.

# Viewing, Editing, or Deleting a DISA

• If not already at the DISA module home screen, click the List DISAs button.

+ Add DISA	Search 🔳 🏭
DISA	Actions
My DISA	e 🖉
Showing 1 to 1 of 1 rows	

- To view/edit: Click the pencil icon 💉
- To delete: Click the trash icon 👘

Online URL: <u>https://kb2.ic.uk/article.php?id=107</u>