Activating direct special settings for phone number signalling without local prefix
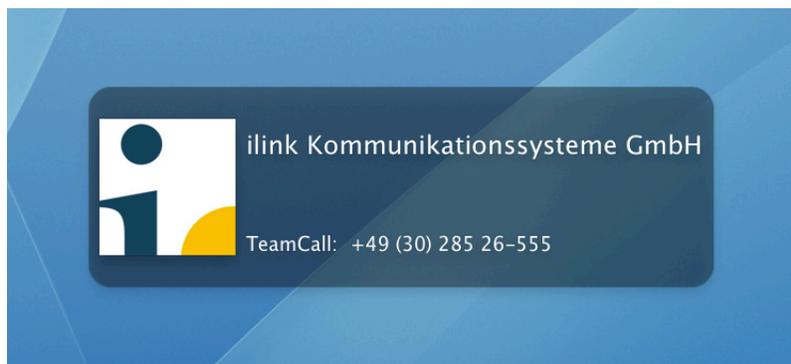
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1. Introduction

For inbound calls, the phone system sends the number of the caller to direct via Team-Call / TeamCall Express. direct expects this number to be in the same form as it would have to be dialed for a return call. Typically, for external calls, a special prefix (the trunk access code) is required to get an outside line. For example, in the US this often is the 9, and in Europe this often is the zero.

Assuming that a zero is used as the trunk access code, a call from within Germany to ilink in Berlin at (030) 285 26-555 requires dialing of 003028526555. Calling from other countries that use 00 to dial internationally, the number +49 (30) 285 26-555 would be dialed like this: 000493028526555 (9011493028526555 for the typical US setup). In all of these cases, the first digit represents the trunk access code.
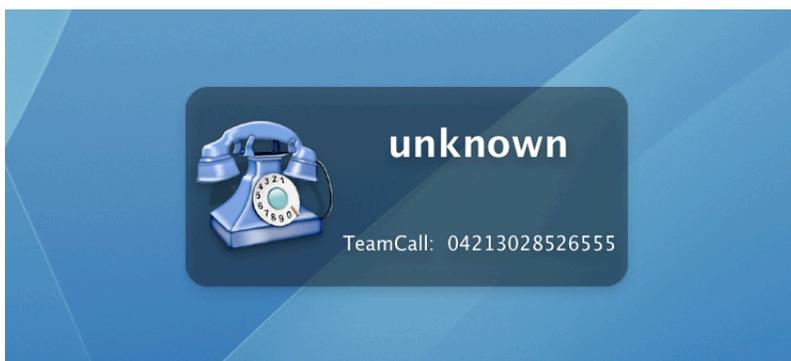
If a trunk access code is required, direct expects the number of inbound calls to also include the trunk access code. For example in Germany for calls from ilink: 003028526555, in France: 000493028526555, or in the US: 9011493028526555.

Most phone systems are configured accordingly, so that direct will display the caller number correctly and will also find the name in the address book (if it's in there):

Some phone systems are configured differently, however. They send the caller number without the trunk access code, e.g.: 03028526555.

direct now assumes that the first zero is the trunk access code and interprets the call as a local call from the number 3028526555. For display and address book search purposes, direct will then add the local area code. For example, using direct in Bremen, Germany (area code 0421), direct would modify the calling number to 04213028526555:

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There are two ways to fix this:

1. Change the phone system configuration so that the caller numbers as sent on the phone system's CTI interface will include the trunk access code.

2. Activate special settings in direct that are required if the phone system does not include the trunk access code in the caller numbers.

For the first option, pleae consult your phone system technician.

This document describes the second option. There are two steps to this process: first, a special settings interface needs to be activated, and then the configuration must be made.

This configuration needs to be done for every direct user.

2. Activation of the special settings interface

1. Start the „Terminal" application from Applications -> Utilities.

2. Enter the following line, followed by the return key

```
defaults write de.ilink.direct EnableSpecialConnectionSettings YES
```

3. Start or restart direct

3. Configuring the special setting

1. Open the direct preferences

2. Open the "Special" tab in the "Connections" area
   If you do not see the "Special" tab, the activation in step 2 was not successful.

3. Click the lock to authenticate as an administrator

4. Click the "+" to add a special configuration setting

5. Add the key `expectedNumberSignallingFormat`

6. Add the value `11`

7. Close the direct preferences

4. Testing the special setting

1. Check the direct preferences to make sure that inbound calls will be displayed:

    To do so, open the prefences and activate the option "Display inbound calls" in the Call Handling section.

2. Call the phone that is configured in direct from an external phone, e.g. from your mobile phone

3. The caller number should now be displayed correctly without your local area code being inserted. If this is the case or if a contact from the Mac OS address book is displayed, the special configuration has been successfully completed.

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