

F A Q

MAXPOTS

1. What does FXS mean?

Foreign exchange station. This is an idiomatic term indicating the device will emulate a service that will support analog stations such as telephones, fax machines, modems, and answering machines. In other words, a device that supports FXS itself emulates a Central Office.

2. What does POTS mean?

POTS is Plain Old Telephone Service—the type of phone service commonly used with standard telephones, modems, and fax machines.

3. What is FXO?

Foreign exchange office. An FXO device acts like a station (i.e., the telephone) to a Central Office device. In some environments, typically outside the U.S., there is no digital network infrastructure, so an FXO device such as a key system can communicate with a Central Office.

4. What is a MAXPOTS FXS slotcard?

An eight (8) port slot card providing emulated FXS functionality for the Multiband MAX 6000, MAX 6000, MAX 3000, and Multiband MAX 3000. There are two different cards depending on whether the Multiband MAX 3000 or the Multiband MAX 6000 is used.

5. Is there special software or hash code required to operate this card?

Yes and no. TAOS release 9.0 is for the MAX 6000 and MAX 3000. No hash code is required for analog to switched digital access functionality.

6. How many cards are supported in a Multiband MAX 6000 or MAX 6000?

Four (4) cards, 32 simultaneous ports for the MAX 6000; one (1) card, eight (8) simultaneous ports for the MAX 3000.

7. Will the POTS card directly support VoIP?

No, to provide VoIP capability you will still need to add a VoIP DSP card and appropriate software/hash codes. It has not been decided at this time whether VoIP support with the POTS card will happen.

8. Can a standard analog telephone, fax, or modem be connected to the ports on the card?

Yes, via an RJ11 jack. Note: when utilizing a fax machine from one of the FXS ports, only G3 fax or less will be supported.

9. What other telephone/PBX features are supported?

- Port rollover when busy
- Group calling distribution—in other words, you can assign a group of ports to a given phone number and the MAX will distribute the calls (like ACD) for call center applications

10. Does FXS and a MAX 6000 or MAX 3000 replace a PBX or key system?

No, the applications are different.

11. What tools are available for call progress?

- A POTS status screen is available on the MAX to monitor calls.
- CDR for call record activity
- SNMP and RADIUS

12. Can a MAXPOTS (FXS) card be added to an existing MAX running other applications, such as RAS, or video conferencing?

The FXS card can operate simultaneously with RAS and videoconferencing.

13. Can I dial FXS port to FXS port on the same MAX?

Yes, this is supported in software release 9.0.

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14. Does the FXS slot card support features such as call forwarding, call conferencing, call parking, call waiting, or call transfer?

No, this is where you would utilize your existing key system or PBX, provided they offered these features.

15. Can I install the FXS MAXPOTS (FXS) card while the MAX is operational?

No, the system will need to be powered down and the card installed per the installation guide.

16. Is the FXS slot card hot swappable?

No, the system will need to be powered down before the card can be removed.

17. Can the audio gain be adjusted?

Yes, this is accomplished through a Telnet session or via the management console located on the back of the MAX 6000 or MAX 3000.

18. Will the FXS slot card support pulse dialing?

No, the FXS card supports DTMF only.

19. Will the MAXPOTS (FXS) card work on a Multiband MAX 1800, MAX 1800, or a Multiband MAX 1800 or Multiband MAX 2000?

No, Multiband MAX 6000, MAX 6000, and the MAX 3000, Multiband MAX 3000 series only. It is not anticipated to work on the MAX 1800 or MAX 2000.

20. Is the MAXPOTS (FXS) card available worldwide (U.S., Canada, EMEA, Australia)?

Yes. Australia is the only country where the MaxPOTS is not homologated.

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