

AltiGen KB

Field Alert #241 Issues with MultiTech CallFinder Cellular Gateway

AltiGen has discovered that there are issues in using MultiTech CallFinder Cellular Gateway with Altiserv. You should hold off on using this MultiTech solution with Altiserv until further notice.

An article in the AltiGen Knowledge Base tells how to integrate MultiTech CallFinder Cellular Gateway with Altiserv. The document provides set-up and configuration instructions to support a MobileExt call from Altiserv to a cellular phone network. However, DTMF recognition issues have been reported in the field.

This is an issue that must be resolved by MultiTech; a fix cannot be implemented within AltiWare.

Please do not implement the MultiTech CallFinder until further notice from AltiGen.

<https://know.altigen.com/questions/854/>