

Disconnect Supervision for Vega50/5000

Problem

In a scenario when in the inbound call : Legacy PBX > Vega > Asterisk - The PBX side initiates the disconnect, but Vega doesn't disconnect.

Solution

The problem that can be here is that the PBX is sending a disconnection tone (frequency,time) that Vega is not configured for. These are the 3 steps for troubleshooting:

1. **Polarity Reversal** - The first step will be to try enabling Polarity Reversal option.
In the WebGUI please navigate to: Expert Config > POTS > FXO Port Hardware Profiles > Line Reversal - mark it as ON
Apply + Save + Test
Note: This may not work outside of the UK
2. **Loop Current** - If step 1 didn't work for you, then you can try to change the Loop Current
In the WebGUI please navigate to: Expert Config > POTS > FXO Port Hardware Profiles > Loop Current Detect change
from 0 to 300 or/and 500
Apply + Save + Test
3. **Tone Detection** - If the above two methods didn't work for you, then you can try to adjust the Tones.
In the WebGUI please navigate to: Expert Config > Tones > Tone Detection > Mark Enabled
Apply + Save + Test

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