Outbound Contact

tones Section

12/16/2025

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This content is under development and might not be comprehensive or completely up to date. For full information, see Configuration Options in the *Deployment Guide*.

busy-tone-1

Default Value: 500;200;0;0;55;40;55;40;4;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for the first busy tone.

busy-tone-2

Default Value: 500;200;500;200;55;40;55;40;4;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for the second busy tone.

disconnect-tone

Default Value: 500;200;500;200;55;40;55;40;10;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone

parameters.
Changes Take Effect: Takes effect immediately

Defines a template for disconnect tone, also known as a 'fast busy tone'.

extra-dial-tone

Default Value: 401;125;401;125;0;0;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for an extra dial tone.

fax-tone-1

Default Value: 2150;150;0;0;25;-25;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for the first FAX tone.

fax-tone-2

Default Value: 1100;50;0;0;25;-25;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for the second FAX tone.

forth-tone

Default Value: 0;0;0;0;0
Valid Values: Format: Frequency of first tone (from 200 Hz to 4000 Hz); Frequency of second tone (from 200 Hz to 4000 Hz); Amplitude of first tone (E1: -40 dBm0 to +0 dBm, T1: -43 dBm0 to -3 dBm); Amplitude of second tone (E1: -40 dBm0 to +0 dBm, T1: -43 dBm0 to -3 dBm);Duration (10 millisecond increments)
Changes Take Effect: Takes effect immediately

The forth-tone option enables or disables a beep signal that alerts an agent immediately before a customer is connected to him or her. When an agent is in the engaged mode and waiting to be

connected to a customer, this lowfrequency tone notifies him or her that a connection is imminent. You can configure the tone frequency, duration, and amplitude of the signal. CPD Server supports this signal on DM3 hardware and SIP-HMP-ASM line-type.

intl-dial-tone

Default Value: 402;125;402;125;0;0;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for an international dial tone.

local-dial-tone

Default Value: 400;125;400;125;0;0;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines a template for a local dial tone.

ring-back-tone-1

Default Value: 450;150;0;0;130;105;580;415;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

This option defines a template for the first ring-back tone.

ring-back-tone-2

Default Value: 450;150;450;150;130;105;580;415;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

This option defines a template for the second ring-back tone.

sit-tone

Default Value: 900;1000;5;50;0;0;0;0;0;0;0;0;
Valid Values: Any string of numbers separated by semicolons and representing the nine tone parameters.
Changes Take Effect: Takes effect immediately

Defines the SIT signal parameters in the Dialogic DX_CAP data structure.