

## Multi-Tech Wireless GSM Gateway

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**Multi-Tech** is a company providing middleware solutions. A big hit of theirs is the CallFinder product line which acts as a cellular gateway.



Why install a cellular gateway on any business telephone system?

First, the how.

Installing their **CallFinder GSM Cellular Gateway** just took minutes. The worst process was getting a SIM card from **Cingular** even though the customer had an existing account with numerous phones and laptops- the Cingular call center process is one of the worst I've experienced. ([Read More on North American Call Centers](#))

Assuming you get the SIM card successfully from the provider without purchasing a new telephone- be sure to have the IMEI number printed on the box shipped with the unit or take it from the unit itself. The provider needs the IMEI number to setup the account. It's very small print and it must be exact. Once you receive the SIM card, be sure to read the installation directions for the gateway first and how to install the SIM card. Be patient- it's very small. Now connect the RJ11 from the gateway to an unused Central Office (CO) port on your telephone system. Plug the power of the gateway into a UPS source not just a wall outlet. You may need to activate the SIM/Gateway by calling the provider. Cingular took 25 minutes after calling into an activation number and before you call, be sure to have ALL the account information beforehand, such as your TAX ID number.

**Some other tidbits:** mount the gateway as high as you can get it. The power cord may limit your length/height. Also, before you even venture into buying the gateway- use a GSM cell phone where you expect to install the gateway to determine signal strength/call quality. Some PBXs are stuck below grade and in the basement or have poor wireless penetration due to the surrounding area, environment, and building structure. One more note: GSM. The SIM card must be GSM since this is a GSM Gateway. Multi-tech also offers **CDMA gateways**. Be sure to call the cellular provider and or Multi-Tech to determine if the provider will work with Multi-tech gateways.

A cellular port on your system acts as a backup service. The cost benefit is having the port for employees to use to call other employees on the same cellular plan for FREE calling. This will reduce charges for landline to cell and cell to landline calling. Employees calling into the office can dial the cell number connected to the gateway and void landline and airtime charges. For larger volume users contact the cell providers and find out if they will call forward busy from one cell to another. As with anything- study the bills first and even if there's not a cost benefit will it be worth having a cellular line connected to your business telephone system during a network failure or disaster? For me and my customers, the Multi-Tech GSM Gateway is a big hit. I can think of a lot of things to do with it and that's the fun of working with creative products.

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