

## TwinStar™ Support and Service Policy

### Overview

TwinStar is a unique optional feature supported by all current Astribank USB channel banks. It creates high-availability telephony systems by enabling automatic switching between master and backup servers in case of a fault in the former. While the TwinStar feature will work with any Asterisk-based PBX that includes the proper DAHDI version (see below), Xorcom also offers a **complete solution** that includes the Xorcom Asterisk®-based IP-PBX along with the Astribank with TwinStar capability. The complete Xorcom solution provides a full-redundancy system, including IP-PBX synchronization and IP switching, “out-of-the-box”, including the PSTN ports, analog phones, SIP phones, and SIP trunks, as well as full IP-PBX synchronization. This document refers, except where specifically mentioned, to TwinStar systems that are **not based** on Xorcom IP-PBX, but rather on a third-party, Asterisk-based PBX, with Xorcom Astribank USB channel banks in TwinStar mode as telephony interfaces.

### Points to Consider When Implementing TwinStar Systems

1. Supported DAHDI version: **2.5.1** or higher, **excluding 2.6.0** which is not supported.
2. Zaptel is not supported.
3. The two PBXs must be identical in configuration and capabilities, preferably synchronized continuously in real-time.
4. Installing TwinStar Astribanks as part of a solution based on non-Xorcom IP-PBX **does not provide an out-of-the-box high-availability solution for IP telephony**. This has to be handled by the integrator. Refer to the [“TwinStar: How it Works”](#) document for more information about the method for achieving a non-Xorcom IP-PBX-based high-availability solution.
5. TwinStar is a feature that is activated via the software license for each Astribank unit. Each Astribank used in TwinStar mode should have this mode activated.
6. If multiple Astribank units are used in a TwinStar system, all units must operate in activated TwinStar mode. The system does not support partial switching (switching of only some of the lines/extensions in case of a fault in the master PBX).

## Support and Service

In TwinStar implementations with a third-party Asterisk PBX, Xorcom shall be responsible for the proper functioning of the Astribank units under normal operation and for USB-based switching between the master and backup PBXs.

In such an implementation Xorcom shall not be responsible for the correct operation of the synchronization, IP telephony high-availability, and other features that are not directly related to the Astribank operation, nor will Xorcom be obligated to instruct the integrator on how to build such a system as part of the service and support for the product.

If a complete solution is purchased from Xorcom (i.e., Xorcom IP-PBXs and Astribank[s] in TwinStar mode), Xorcom shall be responsible for the correct operation of the entire system, including all of the above-mentioned points.

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