CLOUD CALLING™





VoipNow® Professional 2.5.3 Administrator's User Guide

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Administrator's User Guide

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Who Should Read This Guide

This User's Guide must be read by the VoipNow Professional administrator.

This manual does not cover the installation procedure. For detailed installation instructions, please check the Release Notes.

Chapter 1 Navigation

VoipNow Professional is the leading Unified Communications platform designed for the cloud. The product's clear and intuitive web based interface is meant to ease the users' experience, reducing the time required to navigate between the wide range of available options.

The Navigation Panel

VoipNow Professional groups all the important features into several categories that can be accessed at any time from the navigation panel, available in the left side of the screen. The number of sections depends on your license and on your custom settings:

- Users This section allows you to access the management options for the reseller, client and extension users.
 - Resellers Clicking this link will open the Resellers Management page that displays a list with all the resellers currently set up in the system, while also providing the tools required to add new ones.

- <u>Clients</u> Clicking this link will open the Clients Management page that displays a list with all the clients currently set up in the system, while also providing the tools required to add new ones.
- Extensions Clicking this link will open the Extensions Management page that displays a list with all the extensions currently set up in the system, while also providing the tools required to add new ones.
- Server This section groups all the general tools like charging plans, reports, communication channels or system options.
 - Unified Communications The system templates, the server preferences, the license, the interface preferences or the UC settings are some of the options that can be configured from the Unified Communications page.
 - <u>Charging plans</u> The charging plans currently defined in the system and all the tools required to manage them can be accessed by clicking this link.
 - Channels Clicking this link will open the Channel Management page that displays a list with all the channels currently available in the system, while also providing the tools required to add new ones or to manage channel related preferences like public phone numbers or outgoing routing rules groups.
 - Reports The comprehensive call reports can be viewed by clicking this link.
- Automation This section is displayed only if you have purchased the appropriate license.



Note

More details about this product can be found <u>here</u>.

- Controller This admin specific section helps you manage the infrastructure's remote servers.
 - **J** <u>Servers</u> The remote servers can be controlled by clicking this link.
- Custom This section contains all your custom buttons and plug-ins.



Note

The default icon specific to a custom button is

...

The Top Frame Controls

When navigating through the web interface, the top frame controls are always available and can be used to log out and to change your interface preferences.



The top frame controls

The three controls are:

- <u>Logged in as: {your contact name}</u> Click this link to edit your contact details or if you want to change your password.
- <u>My interface</u> If you want to change your interface preferences, click this link and use the controls available in the <u>My Interface Settings</u> page.
- Logout Click this link to log out from your VoipNow Professional account. The current session will be closed and you will be required to provide your username and password to log in again.

The Main Frame Controls

On the top right corner of each page displayed in the main frame you can find another set of controls, used primarily for navigation and for opening the help window.



Navigation controls

The default options are:

- • Open menu Clicking this link will oped a box listing all the options available in the left navigation panel that can be used for quick switching between pages.
- * Help Anytime, anywhere, when there is something you need more information about, click this link and read the help file.



Note

Your browser must allow pop-up windows in order for the help file to be displayed on screen.

Going down in the application structure, you will be able to move up one level and return to the previous page by using the **t** Up level icon.

In some pages that provide real time statistics, you can update the displayed information by clicking the \$\frac{1}{2} \text{Refresh} \text{link}.



If you are impersonated as one of your child accounts and you want to return to your default account, then click the appropriate Return to my account link.

Using the Search Functions

All the tables and lists available in VoipNow Professional allow you to search for the desired items. The search functions can be simple or advanced. This section is intended to describe the basic search controls and to provide you an overview of how you can customize the tables layout.





Note

In some cases, if you want to hide/reveal the search options, click the A Toggle search link.

These simple controls can be used for searching a specific word:

- Search Use the text box to specify the words you are looking for. Click the
 <u>Search</u> link to display only the records that match your search criteria.
 The table will be updated accordingly.
- Show all Click the

 Show all link to display the entire list.

The search criteria is retained until a new search is performed and it is not lost when navigating to other pages.

The Table Controls

Each table in VoipNow Professional provides several configuration tools designed to offer you a better overview of the available records. Depending on your preferences, you can:

1. Customize the total number of records displayed in each page by clicking the 10, 25 and 100 links available on the right side of the table. The total number of records as well as other details (e.g.: call cost) are shown on the left side.

In the tables with more than one page of records, you can navigate between pages using the following controls:

Pages: First << 12345>> Last



Note

Have in mind though that a larger number of records per page may cause your system to work slower.

- 2. Customize the table layout by choosing the columns to be displayed. To do so, click the **Show columns** icon and select (or deselect) the desired columns. This is especially useful for the tables with many columns where you have to scroll in order to see all the information.
- 3. Sort the table by a certain criterion. To do so, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header.

How to Remove Table Records

VoipNow Professional offers you a straightforward method for removing the unnecessary records from a table. This method implies the following steps:

- 1. Choose the records you want to delete by selecting their corresponding check boxes available at the end of the table.
- 2. Click the * Remove selected link. A confirmation pop-up window will be displayed.



Note

In some situations, another page will be opened and you will be required to review and confirm the removal.

3. Click Ok if you want to remove the record(s). If you do not want to proceed, click Cancel.

Chapter 2

General Account Management

This chapter contains information about how to set up and modify your contact details and about the OpenID authentication, a new feature introduced starting VoipNow Professional 2.5.0 that allows you to log in to the application using your OpenID defined for one of the supported providers. These features can be accessed from the <u>unified Communication</u> page as follows:

- From the Unified Communications Settings section:
 - Admin contact
 - · 🛎 Global account

Manage the Administrator Account



Caution

After the first install, you will be required to fill in your contact information from the **Admin Contact Information** page. You will not be able to access and manage the application until all the required details are set up in the system.

VoipNow Professional allows you either to update your contact information or to change your login password.

The following contact details can be modified:

- Company name
- Contact name
- Password Use this text box to change the password for the admin account.



Caution

Based on the chosen password strength, you are not allowed to fill in dictionary words or passwords containing only digits or sequences of more than three identical characters.

All security levels ask for a minimum five characters long password.

Fore more information, check the Manage System Login Preferences section.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];;,.|^&.
- Confirm password
- Phone
- Fax
- Email The email address where VoipNow Professional can send you notifications about events that occur in the system.



Caution

The system can send automatic notifications when predefined events occur. In order to change your notification preferences, as well as the email templates used for sending these notifications, go to <u>Unified Communications</u> >> Email templates.

- Address
- City
- Postal/ZIP code
- Country
- Region Use the drop-down list to select the region of the country you are located in.
- Time zone Use the drop-down list to select the time zone specific for your location. By default, the time zone of the chosen location is selected.

Click Ok to submit the data. Click Cancel to return to the previous page without saving anything.

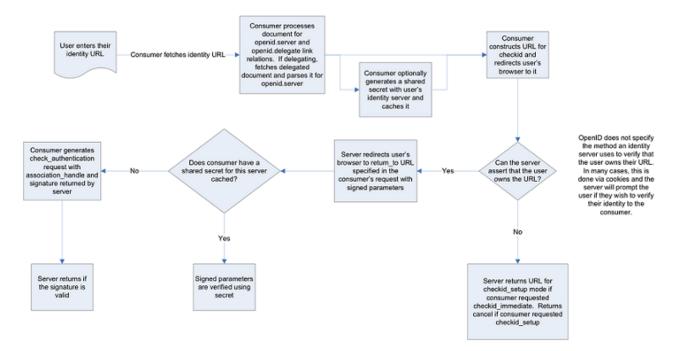
OpenID Authentication

Starting version 2.5.0, you are able to log in to VoipNow Professional using OpenID authentication. This feature simplifies the registration process by allowing the users to sign in with an existing OpenID account (the OpenID identity defined for one of the providers supported by VoipNow Professional) in a single click, accelerating the sign up process and making registration a less memory consuming operation.

OpenID is an open authentication standard that allows the users to log in to different services with the help of the same digital identity. This standard replaces the usual username and password registration process, giving the users the possibility to log in once to gain access to multiple resources (web sites or applications).

In order to use the OpenID registration, you have to define your OpenID identity linked to your VoipNow Professional account for one of the supported OpenID providers. When trying to log in, the provider will confirm your identity to VoipNow Professional and you will be able to connect to the application without having to type in any password. If fact, with OpenID, your password is only given to your identity provider.

Below you can check the OpenID diagram that puts you through the OpenID flow:



The OpenID 1.1 Protocol Flow

The VoipNow Professional OpenID management is structured into the following two sections:

- OpenID Settings This section allows you to enable OpenID for all the users, to visualize the existing OpenID providers or to define new ones.
- OpenID I dentities Here you can define new OpenID identities to be used for logging in to VoipNow Professional or manage the existing ones.

The OpenID Settings

This page provides the controls required to globally enable/disable OpenID, to add new providers or to edit the existing ones.

If you currently use any of these providers, you already have your own OpenID that can be used at logging in to VoipNow Professional after defining a corresponding identity from the OpenID I dentities page.

The OpenID Settings page has two sections:

- Service
 - Enable OpenID infrastructure wide Select this check box if you want to globally activate the OpenID feature. When enabled, all the users will be able to see the OpenID section on their account and manage their own OpenID identities.

 OpenID Providers - By default, VoipNow Professional is delivered with five predefined providers that cannot be removed. Because OpenID is a standardized protocol, practically any new provider can be later set up as long as the endpoint to the service is known.

The following information is displayed for each OpenID provider:

- S The provider's status:
 - Image: Image: Enabled

Click this icon to suspend the provider. A pop-up window will be displayed, allowing you to choose the proper action.



Caution

If you disable a provider, all the subscribers that have their identity linked to it will not be able to log in to VoipNow Professional with the corresponding OpenID account.

Disabled

Click this icon to reactivate the provider. A pop-up window will be displayed, allowing you to choose the proper action. The subscribers that have their identity linked to this provider will be able to log in using the corresponding OpenID account again.

 Provider - The provider's descriptive name. Click this link to edit its parameters. For more details, see the <u>Add a New OpenID Provider</u> section.



Editing a non default provider



Note

When editing a default provider, you can modify only its **OpenID URL**.

- Subscribers The number of OpenID identities currently using this provider. Each one of the subscribers can connect to VoipNow Professional using their corresponding OpenID identities defined for this provider.
- Configured The date the provider's details were last modified.



Caution

The default providers and the ones that have active subscribers CANNOT be deleted!

Add a New OpenID Provider

You can add a new OpenID provider that will be used by VoipNow Professional by following the next steps:

- 1. Click the Add new OpenID provider link available on top of the OpenID Providers table.
- 2. A pop-up window will be displayed, allowing you to configure the new provider that will be used at setting up new linked OpenID identities. The following fields are available:
 - Name Use this text box to fill in a descriptive name for the provider (e.g.: Google.
 - Homepage Use the available text box to specify the provider's home page URL address (e.g.: https://www.google.com/).
 - OpenID URL Use this text box to specify the URL address where the OpenID identification requests are going to be sent (the endpoint). This link can also contain one replaceable token: {username} (e.g.: {username}.livejournal.com).
 - Test with username [] Select this check box and fill in an OpenID associated to this provider if you want VoipNow Professional to test the authentication mechanism.
- 3. Click Ok to confirm the settings and add the new OpenID provider. To cancel the process and close the window, click Cancel.

OpenID Identities

This section allows you to add new OpenID identities linked to the existing OpenID providers, that will be used for logging in to your VoipNow Professional account. All the identities that you have already defined are displayed as well.

The OpenID Identities page has two sections:

 Tools - Click the Add OpenID identity icon to define a new identity for one of the supported OpenID providers.



Note

This icon is available only if OpenID is globally enabled from the **OpenID Settings** page.

When OpenID is not enabled infrastructure wide, the Add OpenID identity icon is not displayed at user levels either.



Note

For more details about adding an OpenID identity, check this section.

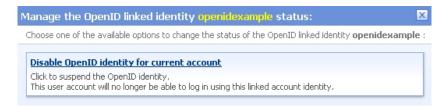
 OpenID Identities - This table displays the OpenID identities defined by you, linked to your VoipNow Professional account or to any other ones. You will be able to use an OpenID identity to log in to the application either as a system administrator or as one of the resellers, clients or extensions the same identity is linked to. The process is described in detail in the <u>An</u> <u>Example of OpenID Authentication</u> section.

The following information is displayed for each OpenID identity:

- S The identity's status:
 - Image: Ima

Click this icon to suspend the OpenID identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity:

• If only your VoipNow Professional account is linked to this OpenID identity, you may choose to disable it. You will no longer be able to log in to the application using this identity.



Disabling an OpenID identity used by a single account

 If more than one VoipNow Professional accounts are linked to this OpenID identity, you may choose to disable it for the current account or for all the accounts using it. The user or the users will not be able to log in to the application using this identity.



Disabling an OpenID identity used by multiple accounts

Disabled

Click this icon to reactivate the identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity. You may choose to enable it either for the current account only or for all the accounts using it. Depending on your choice, the user or the users will be able to log in to the application again.

 OpenID URL - The OpenID link that will be used for logging in to the VoipNow Professional account. The identifier is linked to one of the available OpenID providers and represents the access key that can be used by the account owners to log in to the application.

Every time you try to connect using your OpenID, VoipNow Professional sends the request to the corresponding URL. This OpenID URL has two formats:

1. For the providers that have fully implemented the OpenID standard (e.g.: GetOpenID, WordPress), the default format is:

```
{provider}/{openid_account}
```

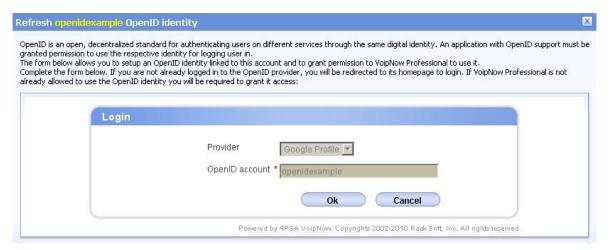
Example: https://www.google.com/profiles/openidexample

2. For the providers that have not fully implemented the OpenID standard (e.g.: Google, Orange.fr, MySpace), the default format is:

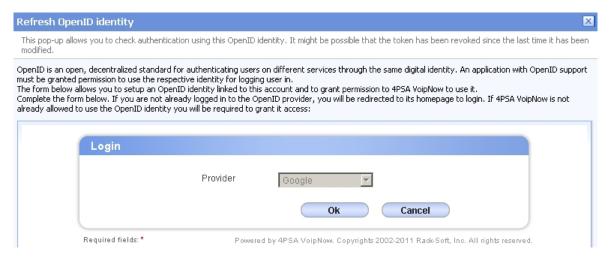
```
{provider}/{key}
```

Example: https://www.google.com/accounts/o8/id?
id=AltOawkBHKw8XPgiSmJZDb8GoLr_MPd0kalJ1Zl

Clicking the link opens a pop-up window that allows you to verify if the OpenID's access is still valid by refreshing the permission with the OpenID provider.



Refreshing a standard OpenI D identity



Refreshing a nonstandard OpenID identity does not require the username

Click Ok to allow VoipNow Professional to check with the provider if this OpenID identity is still allowed to connect to the application. In the example below, the provider, Google Profiles, was asked if the test identity can still be used for logging in. The answer was positive:



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The test OpenID identity was successfully verified



Note

All the OpenIDs identities for nonstandard providers, like <code>Google</code>, created before VoipNow Professional 2.5.1m1 have to be rechecked before authorized to log in to the interface. If you do not follow the above steps to validate the identity, when trying to log in, VoipNow Professional will display an warrning message.

- From Provider The OpenID provider the identity is linked to. Clicking the link will open in a new browser window the provider's home page, as specified during configuration. For more details on how to define this URL address, see the <u>Add a New OpenID Provider</u> section.
- In Use By The number of VoipNow Professional accounts using the identity. On click, a pop-up window with information about those accounts is displayed.



The accounts using the test OpenID identity



Note

This feature is most useful when your OpenID identity is linked to more than one account.

Created - The date the OpenID identity was added to the system.



Note

The same OpenID can be used by someone to log in to multiple VoipNow Professional accounts. On login, the application will ask the user to determine the VoipNow Professional account he wants to login to.

Add a New OpenID Identity

You can add a new OpenID identity associated to one of the existing OpenID providers that will be used to connect you to your VoipNow Professional system administrator account by following the next steps:

- 1. Click the 4 Add OpenID identity icon available in the Tools section.
- 2. A pop-up window will be displayed, allowing you to link an existing OpenID identity with the current VoipNow Professional account. After reading the instructions, use the following controls grouped in the Login area:
 - Provider Use the drop-down list to select the OpenID provider that you want to use. All the default and the custom added providers are displayed.
 - OpenID account Use the available text box to specify your OpenID
 (e.g.: openidexample) or the link to your OpenID account (e.g.: https://www.google.com/profiles/openidexample) that will be used to log in to your VoipNow Professional account.



Note

For the nonstandard OpenID providers (e.g.: Google, Orange.fr), you do not have to fill in your OpenID and, therefore, this line is not displayed.

- 3. Click Ok to confirm the settings and link the new OpenID identity. To cancel the process and close the window, click Cancel.
- 4. After filling in the required information, the following actions are possible:
 - If you are logged in to the provider with this OpenID, you will be authorized to use it to connect to your VoipNow Professional account.
 - If you are not logged it, you will be redirected to the provider's OpenID endpoint page where you will be asked to log in. After the registration will be successfully completed, your OpenID identity will be accepted for connecting to your VoipNow Professional account.



Note

For more details, see the following section.

Remove an OpenID Identity

To remove an OpenID identity from the system, follow the next steps:

- 1. Choose the identity you want to remove by selecting its corresponding check box.
- 2. Click the Remove selected link. Depending on the number of accounts linked to the OpenID identity, a confirmation pop-up window will be displayed:
 - If only your account is currently linked to this OpenID identity:



Removing the OpenID identity for a single account

• If more accounts are linked to this OpenID identity, you can choose to remove it from the current account or from all the accounts using it:



Removing the OpenID identity for multiple accounts

3. Click the desired option to remove the OpenID identity.

An Example of OpenID Authentication

This section will guide you through the entire process of setting up an OpenID identity for one of the most popular providers, Google Profile.

Let us assume that you already have a Google Profile account you wish to use to log in to your VoipNow Professional administrator account. To do so, follow the next steps:

- 1. In this example, we will consider that your Google Profile username is openidexample. This actually is your OpenID that will be associated to your VoipNow Professional account and that will be used to connect to the application.
- 2. First, you have to define the OpenID provider, if not already available. For this, go to the <u>Unified Communications</u> >> Global account >> OpenID Settings page. As Google Profile is one of the default OpenID providers, it is already configured.



The default OpenID provider, Google Profile

Note

For information about how to set up a new OpenID provider, see this section.

3. Next, you have to add the OpenID identity linked to Google Profile that will be used to connect you to your VoipNow Professional system administrator account.

Click the OpenID Identities tab and follow the next steps:

- a. Click the 4 Add OpenID identity icon available in the Tools section.
- b. Use the displayed pop-up window to link your openidexample OpenID provided by Google Profile to your VoipNow Professional account:
 - Provider Select Google Profile .
 - OpenID account Fill in your OpenID, openidexample.



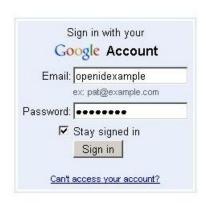
Adding your OpenI D identity for the Google Profile account

Click Ok to confirm the settings.

- c. After submitting the request, VoipNow Professional will ask the provider to check your identity. Depending on if you are logged in to your openidexample Google Profile account or not, the possible actions are:
 - If you are not logged in:
 - Google Profile will ask you to connect in order to see if you actually are openidexample.



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Don't have a Google Account? <u>Create an account now</u>

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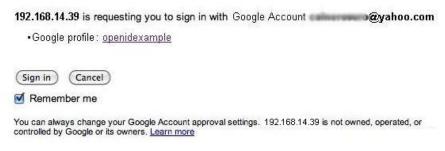
Verifying your identity

Google Profile is looking to see if the user that wants to connect to VoipNow Professional from that IP address is the same person as the openidexample account owner.

Fill in your password and click the Sign in button.

 Next, another window will be displayed, informing you that VoipNow Professional is requesting you to sign in to your Google account with openidexample OpenID.





Logging in to your Google Profile account

Click Log in.

- Your identity has now been successfully verified with Google Profile.
 Click Finish to add the identifier.
 - The provider knows now that when it receives an OpenID login request from VoipNow Professional for your account, it must allow you to connect with your openidexample OpenID.
- If you are logged in, the verification is done automatically and the OpenID provider will not ask you to confirm your identity.
- d. Your OpenID identity is now available. You will be able to log in to your VoipNow Professional account using the openidexample OpenID.





Your OpenID identity

4. Now, to log in to your VoipNow Professional account with your OpenID, you can do as follows:

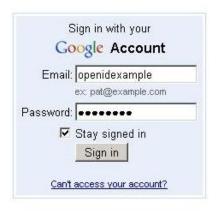
- a. Select the Use OpenID check box available in the login screen.
- b. Choose Google Profile as your OpenI D provider.
- c. Fill in your openidexample OpenID as Username.
- d. Click the Login button.

The system identifies the provider and sends the login request. Depending on if you are logged in to your openidexample Google Profile account, the outcome can be:

- If you are, you will be directly logged in to your VoipNow Professional account.
- If you are not, you will be again required to provide the password to verify your identity.



Sign in to 192.168.14.39 with your Google Account. Learn more



Don't have a Google Account?

<u>Create an account now</u>

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Verifying your identity



Note

Additionally, you will be required to allow access for VoipNow Professional to your **Google Profile** account IF the permission was previously revoked.



Note

If there are more than one VoipNow Professional linked to the same OpenID identity, when logging in to the application, you will be required to choose the account you want to be logged in to.



Login to 4PSA VoipNow Professional

Your OpenID is associated with the following VoipNow Professional account. Please choose the one you want to login to.

Information: You have successfully verified
http://www.qoogle.com/profiles/openidexample as
your identity.

admin, created on Apr 29, 2010

Extension Joe Doe, created on Apr 29, 2010

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Selecting the account to be logged in to

Chapter 3

Manage the Application

This chapter describes how can the VoipNow Professional interface be customized to meet your user's layout, language, login or quick access requirements. Also, you can find useful information about how to manage your license or about how to update the application to the latest release. All these features can be accessed from the <u>Unified Communication</u> page as follows:

- From the VoipNow Professional section:
 - **Interface preferences**
 - Login preferences
 - Languages
 - Skins
 - Update VoipNow Professional
 - / License management
- From the Unified Communications Settings section:
 - Oustom buttons

Manage Interface Preferences

VoipNow Professional allows the administrator to customize the application's default look and settings in the Interface Preferences page. Here, you can define the interface language, the application's skin and the number of rows in the records list. The administrator can also set some default values available for other users of the application. These default settings can be changed afterwards by the user from the same Interface Preferences page.

You can customize the following preferences:

- Default Interface Preferences
 - Remove manufacturer links Enable this option to hide all skin references to VoipNow Professional manufacturer in the top and left areas.



Note

This option is available only for special VoipNow Professional licenses.

- Default system-wide rows in list tables Use this text box to set the number of list items per page that will be displayed by default in the user's context. The accepted values range from 1 to 9,999. The default value is 50.
- Default expanded alerts Use this text box to set the number of alerts displayed by default in the user context. The accepted values range from 1 to 10. The default value is 50.
- Default system-wide interface skin Use this drop-down list to choose one of the available interface skins that will be displayed by default in all the user interfaces.
- Default system-wide language Use this drop-down list to set the language that will be used by default in all the user interfaces. The list contains the language packs installed in the system.



Caution

VoipNow Professional does not allow you to use language packs that were created for earlier versions of the interface. The following warning message is displayed:

Outdated versions of the following language packs are installed: {Language1} ({version}), {Language2} ({version})

VoipNow Professional {current version} is installed. Until you install the correct versions of the above language packs, the interface will be displayed in English, regardless of the user language preference.

The reseller, client and extension account users will also see an English interface, if the version of their interface language is lower than the current version of the product. You can fix this problem by installing a language pack corresponding to the current version of the VoipNow Professional.

- Default application title The utilization of this field depends on the license type:
 - For normal licenses, the name filled in here will be displayed in the browser window. For example, if you set this value to



and your browser is Mozilla Firefox, then it will be displayed like this:



- For whitebox licenses, the value filled in here will replace all the VoipNow Professional references all over the interface, including the browser title.
- MyVoipNow application name This field is available for the whitebox license only and can be used at replacing all the MyVoipNow references all over the interface, including the browser title, with a custom name.
- Show build number in application title Use this option if you want to display the VoipNow Professional build number in the browser's title bar.
- Remove the manufacturer links This option is available for the whitebox license only. If you select the check box, all the references to the product's manufacturer, its logos or any other visual representations will be removed from the interface.
- Interface Settings
 - Default country Use this drop-down list to select the country you are located in.
 - Default region Use the drop-down list to select the region of the country you are located in.
 - Default timezone Use the drop-down list to select the timezone specific for your location. By default, the timezone for the chosen location is selected.

- Default phone language Use this drop-down list to select the default language used by the phone terminals.
- Maximum uploaded file size Use this text box to set the maximum size of an uploaded file. The accepted values range from 0 to 100,000 KB. The default value is 2,000 KB.

Click Ok to save your changes. Click Cancel to go back to the previous page without updating the preferences. The Default button overwrites your own account settings with the default ones.

If you want to modify only your interface preferences, simply click the My interface icon available in the Tools area.

My Interface Settings

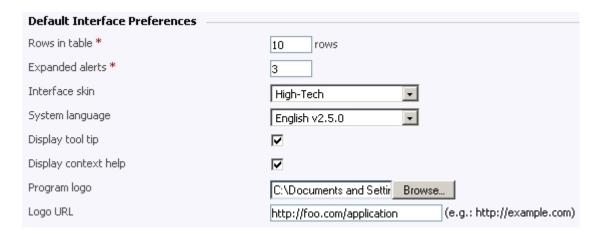
VoipNow Professional offers you the tools required to customize the application's default look. You can define the interface language and skin, the number of rows displayed in the tables for the logged in user (admin in your case) and several other options, including the customizable parameters for the MyVoipNow interface.

The My Interface Settings page allows you to:

- Use the available controls to change the interface design and layout according to your preferences.
- Restore all the alerts that you have previously dismissed by clicking the A
 <u>Restore dismissed alerts</u> icon available in the Tools section.

The following preferences can be customized according to your needs:

 Default Interface Preferences - This section displays the general customizable interface preferences:



- Rows in table Use this text box to set the number of rows that will be displayed in the interface for all the tables and lists. The accepted values range from 1 to 9,999. The default value is 50.
- Expanded alerts Use this text box to set the number of alerts displayed in the user context. The accepted values range from 1 to 10. The default value is 3.
- Interface skin Use this drop-down list to choose the skin for your application interface.
- System language Use this drop-down list to select the language used by your application interface. All the messages, alerts, tool tips or context help will be displayed in this language.

◮

Caution

VoipNow Professional does not allow you to use language packs that were created for earlier versions of the interface. The following warning message is displayed:

Impossible to switch to preferred interface language {outdated language}, because an outdated language pack is installed on the system. Please contact your provider to correct this situation.

Only the system administrator can fix this problem.

- Display tool tip Select this check box to enable/disable application tool tips displayed on mouse over images/icons.
- Display context help Select this check box to enable/disable context help, displayed in the top area of the page, under the title.

 Program logo – Choose the logo that will be displayed on the top left side of the user's interface. You can use the available text box or the button to locate the file on your computer.



Caution

The image you want to use should be in a .gif, .jpeg or .png format and its height must not exceed 50 pixels.

- Logo URL The logo file has a hyper link attached to it. Use this text box to fill in the destination of this hyper link. It can be your business website for example.
- MyVoipNow Interface Preferences This section allows you to configure some interface related options for the MyVoipNow application.



Caution

As MyVoipNow is still in development, these settings have no effect.

- MyVoipNow application name The value filled in here will replace all the MyVoipNow references all over its interface, including the browser title.
- MyVoipNow logo Choose the logo that will be displayed in the MyVoipNow interface. You can use the available text box or the __ button to locate the file on your computer.



Caution

The image you want to use should be in a .gif, .jpeg or .png format and its height must not exceed 50 pixels.

 MyVoipNow logo URL - Use this text box to fill in the destination hyper link attached to the MyVoipNow logo file. When the user clicks the logo, he will be redirected to the address specified here.



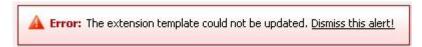
Note

All the changes made in this two sections will be reflected at all user levels!

Click Ok to save your changes. Click Cancel to go back to the previous page without updating the preferences. The Default button overwrites your own account settings with the default ones.

Restore Dismissed Alerts

The alert messages displayed on any page in the application can be hidden by pressing the <u>Dismiss this alert!</u> link.



An alert message that can be dismissed



Note

The alerts will be dismissed for the current user only!

If you want all the previously hidden alert messages to be displayed again, then click the A Restore dismissed alerts icon available in the Tools section.

Manage System Login Preferences

VoipNow Professional login module was designed to provide flexibility and protection against the common forms of break-in techniques.

Using the available controls, you can:

- Configure a series of login preferences that apply to all the system users.
- Choose to allow or deny system access to users with certain IP addresses by clicking the Access icon available in the Tools section.

Configure Global Login Preferences

You can configure the following settings that will be applied to all the system users:

 Login Preferences – This section includes login related settings that allow you to configure the login session policy.



Note

In order to prevent Denial Of Service attacks, after an invalid login attempt, VoipNow Professional will block your IP for 5 seconds.

 Login expiration time – Use this text box to set after how many seconds a logged in user is automatically logged out due to the lack of activity.
 After this interval expires, in order to be able to use the interface, the

- user will have to re-log in. The accepted values range from 0 to 86,400 seconds. The default value is 7,200 seconds.
- Expiration time for new password When a user forgets his password, VoipNow Professional can assign a random one and send it to the user. Use this text box to set for how many seconds the password will be valid after generation.
- Log messages on level The system can keep logs of all the events or specific event types. Using this drop-down list, you can choose the event to be logged. The following options are available:
 - LOG_EMERG This option is inactive, it will be used for future development.
 - LOG_ALERT This option is inactive, it will be used for future development.
 - LOG_CRIT This option is inactive, it will be used for future development.
 - LOG_ERR This option logs the following events:
 - A user trying to log in from the interface with an invalid password.
 - A user from a banned network trying to log in from the interface.
 - LOG_WARNING This option logs all the events logged by the LOG_ERR option, plus the following:
 - A user with a disabled account trying to log in.
 - A user without control panel access trying to log in.
 - A user with an expired account trying to log in.
 - A user whose parent account has expired, trying to log in.
 - LOG_NOTICE This option logs all the events logged by the LOG_WARNING option, plus the following:
 - Any successful login from any type of user.
 - LOG_INFO This option logs all the events mentioned above.
 - LOG_DEBUG This option logs all the events mentioned above.
- Password Strength This section includes password related settings that allow the administrator to configure the login policy.
 - Password strength Select the login policy suitable for your environment:

- Very High The password cannot contain the login name, must contain different case characters, cannot be a dictionary word and must contain at least one non alphanumeric character.
- High The password cannot contain the login name, must contain different case characters and cannot be a dictionary word.
- Medium The password cannot contain the login name and cannot be a dictionary word.
- Low The password cannot contain the login name.

Network Access Policy

VoipNow Professional allows you to define a Network Access Policy for the administrator account. There are two policy types:

- Deny This policy can be used when you want to forbid access to the VoipNow Professional system administrator account to certain IP addresses.
 All the requests coming from the IPs on the deny list will be rejected. The administrator will be able to log in to his account and access the interface from any other IP not included in this list.
- Allow Select this policy if you want to allow only certain IP addresses the access to the VoipNow Professional system administrator account. Only the request coming from the IPs on the allow list will be accepted. The administrator will NOT be able to log in to his account and access the interface from any other IP not included in this list.

VoipNow Professional displays the following information about each IP address:

- N The network's order number.
- A The network's permission:
 - & Allowed
 - B Denied
- P Use these icons to change the position of a certain network inside the list:
 - ∘ ▲ Up
 - ∘ ▼ Down



When you change the order, VoipNow Professional displays the number of changes you have performed to remind you to save them before navigating away from the page. In the top left corner of the network list VoipNow Professional displays {x} changes pending in the rules order.

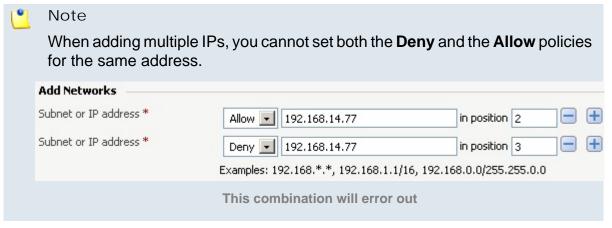
Click the <a> Apply changes link to save the changes you have performed in the network list.

- IP The network's IP address.
- Mask The network's subnet mask.

Add Allowed or Denied Networks

In order to add allowed or denied networks, use the available controls:

- Subnet or IP address Use the drop-down list to specify if you want to allow or to deny access for the subnet or IP address filled in the first text box. Use the second text box to specify the position of the address inside the networks list.
- Use the \blacksquare buttons to add several subnet or IP addresses at the same time.



• Click Ok to add the IP(s) to the allow/deny list. Click Cancel to go back to the previous page.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Interface Languages

VoipNow Professional comes installed with a default language pack for English. You may add other languages, depending on your requirements, as it is advisable to make the menus, the context help and the entire interface available in the user's native language.

The Language Management page allow you to:

- View all the language packs currently available in the system.
- Upload a new language pack by clicking the
 Add language icon available in the Tools section.
- Enable/disable an existing language pack.
- Remove unused language packs.

VoipNow Professional displays the following information about the available language packs:

- S The language pack's status:
 - Inabled
 - Disabled

Click this icon to enable/disable a certain language pack.



A Caution

The language packs currently used in the interface cannot be disabled!

- Language pack The language's 2-letter code (for example en for English).
- Language The language's name in English.
- Version The language pack version.



Caution

You can add language packs corresponding to earlier product versions, but you will not be able to use them in the interface!

For more details on this topic, see this note.

• Used – The number of resellers, clients and extensions currently using this language for their interfaces.



The default language file is displayed using **bold** characters.



Note

The **English** language pack cannot be removed and therefore VoipNow Professional automatically disables its corresponding check box.

Also, you cannot remove the language packs currently used by the customer accounts for their interfaces. The corresponding check boxes are also disabled.

Add a New Language Pack

Follow the next steps to add a new language pack:

1. Set the Path to the language pack file location. You can use this text box to fill in the language pack file's storage location or you can click the button to manually locate it.



Note

The accepted format for the language pack file is .tar.gz.

Starting VoipNow Professional 2.5.0, the IETF compliant language packs are supported. This is useful in differentiating language packs for the same core language, but spoken in different regions (e.g.: en-US, en-UK, en-CA fr-FR, fr-CA).

2. Click Ok to add the new language pack to the system. Click Cancel to go back to the previous page without adding it.

Remove a Language Pack

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Interface Skins

The VoipNow Professional interface can be personalized using one of the available predefined skins or by adding new ones, designed to meet custom preferences.

The Skins Repository page allows you to:

- View all the skins currently available in the system.
- Upload a new skin by clicking the Add skin icon available in the Tools section.
- Enable/disable an existing skin.
- Remove unused skins.

VoipNow Professional displays the following information about the available skins:

- Name The name that identifies the skin.
- Description A short description of the skin.
- Author The skin's designer.
- Used The number of reseller, client and extension accounts currently using this skin in their interface.



Note

The default skin is displayed using **bold** characters.



Note

You cannot remove skins that are currently selected by system users for their interfaces. Their corresponding check boxes are disabled.

Add a New Skin

Follow the next steps to add a new interface skin to the system:

1. Set the Path to the skin package file. You can use this text box to fill in the skin package file's storage location or you can use the button to manually locate it.

ů

Note

The accepted format for the skin package file is .tar.gz.

2. Click Ok to add the new skin to the system. Click Cancel to go back to the previous page without adding it.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Custom Buttons

VoipNow Professional allows you to customize the functionality of the control panel by adding custom buttons linked to specific URLs.

The Custom Buttons management page allows you to:

- View the list of custom buttons defined at system level.
- Define a new button by clicking the Add custom button icon available in the Tools section.
- Modify the existing custom buttons' settings.
- Remove unused buttons from the system.

VoipNow Professional displays the following information about the available custom buttons:

- S The button's status:
 - Inabled
 - Disabled
- A The button's availability:
 - Available only for the current user.
 - Available for the first inheritance level.
 - Available for the first two inheritance levels.
 - Available for all the three inheritance levels.

- L The button's location:
 - II The button is displayed in the left panel.
 - The button is displayed in the right panel.
- I The icon associated with the button.



If the default icon is associated with the button, then VoipNow Professional displays

- Label The button's tag displayed in the interface on which the users can click in order to access the specified page. To modify the custom button's preferences, click the available label.
- URL The URL linked with the button. On click, the specified page opens.
- Priority The value that defines the order in which the buttons are displayed in the interface. A lower priority implies a higher position. For example, if there are two buttons, one with priority 50 and the other one with 35, then the second button will be displayed first.
- Display Method The button's visibility:
 - Level inheritance Depending on the inheritance level, the custom button is visible in the left navigation panel to all accounts up to that level. For example, if the inheritance level is 2, then the button will be visible to the system administrator, the reseller and the client accounts.
 - Level selection The custom button is visible in the left navigation panel only to the selected level accounts. For example, only all the resellers can have access to it.
- Display to Owner This option is applicable only to the custom buttons
 that have the Level selection Display Method and it shows if the button
 is visible in its owner's account or not.

Here is an example:

Let us assume that the system administrator defined a custom button and chose to make it visible only to the client accounts. If the Also display on owner account option is not enabled, then the button is NOT visible in the administrator's interface, in the left navigation panel. In this case, the column would display No.

Add a New Custom Button

The Add Custom Button page allows you to fill in the information required to define a new button. The customizable parameters are grouped into several sections:

Settings

 Code - Use this text box to fill in an unique reference code which will represent this button's key. The code's minimum length is three characters.



Note

The objects which have an unique reference code can be edited based upon this ID.

- Label Use the available text box to specify the button's tag that will be displayed in the interface. The user will be able to click this label in order to access the specified <u>URL</u>.
- Location Use the radio buttons to choose where the new custom button will be displayed:
 - Navigation panel The button will be displayed in the Custom section available in the left navigation panel.





Note

In the pictured example, a non-default image is used for the custom button.

 User's context - The button will be displayed in the user's management page, in the Tools section.







In the pictured example, the default image is used for the custom button.

- Default image for all skins If this check box is selected, then VoipNow Professional will display the new custom button will be displayed in all the available skins using the default button icon. If you wish to load custom icons, then deselect this check box. VoipNow Professional will display additional controls:
 - Use the
 ■ button to locate a graphic file on your computer.
 - Select the check box corresponding to the skin where you want the icon to be used.
 - Select the All skins check box if you want to use the same icon for all the VoipNow Professional skins installed on the server.
 - You can use the
 ■ buttons to add icons for different skins at the same time.

•

Note

You can upload image files up to maximum 10 KB per file. Exceeding this limit will trigger an error message.

- Include reseller ID When this option is selected, VoipNow Professional appends the ID of the currently selected reseller to the URL linked with the button.
- Include client ID When this option is selected, VoipNow Professional appends the ID of the currently selected client to the URL linked with the button.
- Include extension ID When this option is selected, VoipNow Professional appends the ID of the currently selected extension to the URL linked with the button.
- Include extension internal number When this option is selected,
 VoipNow Professional appends the internal number of the currently selected extension to the URL linked with the button.
- Include extension public number When this option is selected,
 VoipNow Professional appends the public phone number of the currently selected extension to the URL linked with the button.
- Include charging plan When this option is selected, VoipNow Professional appends the ID of the currently selected user to the URL linked with the button.
- Priority Use the available text box to specify that defines the order in which the buttons are displayed in the interface. A lower priority implies a higher position. For example, if there are two buttons, one with priority 50 and the other one with 35, then the second button will be displayed first.
- URL Use this text box to fill in the URL that will opened when the button label is clicked from the interface.
- Tool tip Use this text box to specify a short description of the button's purpose.
- Display method You can choose one of the two methods by selecting the appropriate radio button:
 - Inheritance level Choose this method if you want the custom button to be visible to all the accounts up to and including the specified level.
 - Level selection Choose this method if you want the custom button to be visible ONLY to the accounts belonging to the specified level. In this case, the button will not be displayed in the upper level's interface.

- Inheritance level Use this drop-down list to specify the button's visibility:
 - 0 The button is visible only to the system administrator.
 - 1 The button is visible only to the system administrator and reseller users.
 - 2 The button is visible only to the system administrator, reseller and client users.
 - 3 The button is visible to the system administrator, reseller, client and extension users.
- Display on level Use this drop-down list to specify the button's visibility:
 - RESELLER The button is visible only to the reseller users.
 - CLIENT The button is visible only to the client users.
 - EXTENSION The button is visible only to the extension users.
- Also display on owner account If selected, then the button will be visible in its owner's interface as well as for all the accounts belonging to the previously selected level.

For example, let us assume that the button was created by a reseller that chose to display it only to the CLIENT level accounts. If the Also display on owner account option is not enabled, then the button is NOT visible in the reseller's interface, in the left navigation panel. So, in order for a button defined using the Level selection method to be displayed in its owner's interface, this check box MUST be selected.



Note

This option is available only if the **Display method** is **Level selection**.

- Action Use the radio buttons to choose how the page whose <u>URL</u> you specified earlier will open:
 - In the Current window.
 - In a New window.
- Limits

By default, a custom button is available for an unlimited period of time. If you want to define a certain date when the button to become invalid, then deselect the Unlimited check box and use the Custom button expiration date text box or the calendar button to set it.

When the expiration date is reached, the button is removed from the left navigation panel and is no longer visible in the interface. If you want to extend its availability, edit or remove it, then you can do so from the Custom Buttons table.

Click Ok to create the button. Click Cancel to go back to the previous page without adding the button to the system.

Edit Custom Buttons

To edit the a custom button's parameters, follow the next steps:

- 1. Choose the button you want to modify and click its Label.
- 2. The editable data is grouped into several fieldsets:
 - Settings

The following supplementary options are available when editing a button that has one ore more custom images associated:

- Existing images The currently used image and the skins where it is visible are displayed (e.g.: § [All skins]).
- Keep existing images If you deselect this check box, then you will be able to choose other images for the custom button using the controls available at the Skin specific image option.
- Limits



Note

For more information, see the Add a New Custom Button section.

3. Click Ok to save your changes. Click Cancel to return to the previous page without modifying anything.

Update the Application

VoipNow Professional can be upgraded to the latest released version. It is not mandatory to do so, but it is highly advisable to keep pace with the improvements for the benefit of your business.

The Update Application page allows you to:

View a history of all the update operations.

- Choose the components you want to <a> Update to the latest release .
- Check the Advanced logs.

VoipNow Professional displays the following information about the previous update attempts:

- S The result of the update operation:
 - Ø Success
 - Ø Failure
- Update The internal number of the update attempt.
- Components The number of software components upgraded.
- Started The date when the update operation was started.
- Completed The date when the update operation was completed.

How to Update the Application



Note

When there are no updates available, the \$ icon is displayed in the **Tools** section.

Updating VoipNow Professional is an automatic process that requires only one click from your part. The application handles the entire process, prompting you about the outcome. To bring your VoipNow Professional installation up to date, follow the next steps:

- 1. On mouse over the 4 Update to the latest release icon, a message informing you about the number of available updates is displayed:
 - {number} updates are available. Click to update now
- 2. Click the icon to initialize the process. VoipNow Professional will establish a connection with the <u>4PSA</u> server and will begin the upgrade.
 - As long as the application is updated, the Update History table displays basic details about the process:



An ongoing update operation

- 3. When finished, the outcome is displayed in the same Update History table. You can view both the date and time when the process started and when the update was finished, along with the outcome, success or failure.
- 4. To check the components that were updated, see the <u>Log Records</u> page.

View Advanced Logs

VoipNow Professional displays, in the Log Records page, the update logs generated by the low level engine.

Log record example:

Nov 30 12:18:46 Updated: voipnow-php-2.5.0-101130.10.rhel5.i38 where:

- Nov 30 12:18:46 is the date and the time when the update operation was attempted.
- Updated is the operation performed during the process. Other possible values are Installed or Erased.
- voipnow-php-2.5.0-101130.10.rhel5.i38 is the component that suffered the specified operation.

Manage Your License



Note

Starting VoipNow Professional 2.5.1, the licensing mechanism has been simplified to allow clients to better plan their costs according to the communication requirements of their infrastructures.

The changes involve the modification of the SIP trunking option and of the <u>Automation</u> licentiation process.

Now, the maximum number of SIP trunking channels is given by the license and user types:

- For business users:
 - For all the license types, Owned, Leased and Evaluation, the maximum possible number of SIP trunking channels is equal to the number of extensions the license is issued for, but no more than 100. The number does not depend on if SIP trunking was enabled or not.

• For **server provider** users:

- If the license type is **Owned** and **SIP trunking** is *disabled*, then the maximum number of SIP trunking channels is **0**.
- If the license type is **Leased** or **Evaluation** and the number of extensions
 the license is issued for is smaller then 100, then the maximum number of
 SIP trunking channels is equal to the extensions limit.
 - For example, for a **Leased** license that supports maximum 50 extensions, the maximum number of SIP trunking channels is equal to 50.
- If the license type is **Leased** or **Evaluation** and the number of extensions the license is issued for is greater then 100, then the maximum number of SIP trunking channels is **unlimited**.
- If the license type is **Owned** and **SIP trunking** is *enabled*, then the maximum number of SIP trunking channels is **unlimited**.

The number of SIP trunking channels is computed based on the total number of **Maximum public concurrent calls** set for the Phone terminal extensions. This means that it is no longer possible to enable SIP trunking if the **Maximum public concurrent calls** is set to Unlimited. For more information, see this section.



Note

Based on the above change, on upgrade to VoipNow Professional 2.5.1 or to 2.5.2, the **Maximum public concurrent calls** is set to **100** for all the Phone terminal extensions if it was previously set to Unlimited and if **SIP trunking** is *enabled*. This value might be bigger than the license limit, but only the customers with **Leased** and **Evaluation** licenses that have a maximum number of extensions smaller than or equal to 100 will be affected.

SIP trunking can be enabled on extension level by selecting the **A PBX is connected to this extension** check box available in the extension's <u>Provisioning and SIP Preferences</u> page.

In order to use VoipNow Professional, you need to have a license. The license key is generated based on the IP address of the server were the application is installed.

The License Management page allows you to:

- View the current license status and the utilization permissions.
- Update your license.

The information is grouped into several sections:

- License Key Status In this section you can view more details about the status of the uploaded license key.
 - Your server IP This is your server's main IP address. The license key must be issued for this IP, otherwise it will not work.
 - License key status The status of the currently loaded license key.
- Upload License Key Use this section to upload a new license key from your computer.
 - License key file Use this form to upload the license key to the server.
 Click the button to locate the license key file on your computer. To finalize the activation, click Upload.



VoipNow Professional allows you to upload a license without Automation support even if this server is currently enrolled as a node in Automation. In this case, a warning message is displayed on top of the page:

This VoipNow Professional infrastructure is enrolled in VoipNow Automation. The present license does not expose Automation functionality. All Automation tasks will be stopped until you upload a proper license.

- License by Activation Code Use this section to activate the application using a code.
 - Activation code Use this text box to fill in the activation code that will be used to extend the license.
- Get License Key from the Licensing Server Use this form to query the licensing server. This function can only be used when there is a license key loaded on the server. The first time you install the product is required to upload the license key.
 - Last licensing server answer This is the answer received on the last query from the license server. Click the Get license button to obtain a new answer from the license server.
- License Key Properties This section contains a report with details about the current license.
 - License vendor The name of the license vendor, <u>4PSA</u>. Click the link to be redirected to the company's web page.
 - License for version The license type, which determines the number of options the user can access:
 - Professional

- Express
- Whitebox
- License key number The current loaded license key number.
- Issued for client The name of the client for whom the current license key was issued, if specified.
- Client email address The email address of the client for whom the current license key was issued, if specified.
- License key ownership The license key type. The possible values are:
 - Evaluation
 - Owned
 - Leased
- License key issued for IP The IP address for which the license key was issued.



This line is not displayed for the **Evaluation** license type.

- Maximum number of extensions The maximum number of extension that VoipNow Professional will handle.
- Maximum number of calling cards IDs The maximum number of calling cards IDs that VoipNow Professional will handle, as defined for the selected license type.



Note

The total number of existing cards is computed based on the number of *active* calling cards in the system. For example, if the limit is 50 and in the system there are 60 calling cards from which only 45 are active, then you can still add other 5 cards until the license limit will be reached.

 Maximum number of callback callerIDs – The maximum number of callback callerIDs that VoipNow Professional will handle, as defined for the selected license type.



Note

The total number of existing CallerIDs is computed based on the number of active callback CallerIDs in the system. For example, if the limit is 50 and

in the system there are 60 callback CallerIDs from which only 45 are active, then you can still add other 5 CallerIDs until the license limit will be reached.

- Maximum number of servers in VoipNow Controller The maximum number of servers in the VoipNow Professional Controller.
- Maximum number of SIP trunking channels The total number of SIP trunking channels allowed by the current license, computed based on the algorithm described <u>above</u>.
- License key expires on The license key's expiration date. After this date, the purchased product is no longer functional.
- License key renewed on The date when the license key was last renewed.
- License key only for Virtuozzo If your license supports this feature (the value is Yes), then you can install VoipNow Professional on a virtual machine using the Virtuozzo VPS.
- Whitebox license key The key for the Whitebox license type, which allows the user to remove or to replace from the application all the references to the VoipNow Professional product.
- License enabled for VoipNow Automation If your license supports this feature (the value is Yes), then the current server can be an agent in Automation and it can be used as a deployment server. The maximum number of customer accounts that can be added in Automation is given by the VoipNow Professional license.

If value is N_0 , then your license does not offer Automation support and the server cannot be used for enrollment.



Note

The **Evaluation** license type does not offer Automation support at all.



Note

When this line is not displayed, the current server can be used as an agent, but the customer limitations are imposed by the VoipNow Automation license.



The VoipNow Automation installation offers standard support for one customer account. If the user requires more than one, than he must purchase the proper license.

◮

Caution

If an user purchased a VoipNow Professional license with Automation enabled and enrolled the server as an Automation agent, but later changed the license type to one that does not support this feature, then he will NOT be able to add customer accounts anymore.

License Key Properties	
License vendor	4PSA
License for version	Professional
License key number	033206.0000
License key ownership	Owned
Maximum number of extensions	50
License key issued for IP	192.168.14.39
Maximum number of calling cards IDs	50
Maximum number of callback callerIDs	50
Maximum number of servers in VoipNow Controller	1
Maximum number of SIP trunking channels	10
License key must auto renew before	Apr 20, 2016
License key renewed on	Oct 19, 2010 12:00:53
License key only for Virtuozzo	No
Whitebox license key	No

An example of a valid license

Chapter 4

Server Management

To ensure a flawless operation of your VoipNow Professional server, you have to keep an eye on its functionality, monitor the installed components, back-up the important data and manage the encryption keys used for authorizing remote access to the API. All these features can be accessed from the <u>Unified Communication</u> page as follows:

- From the Machine section:
 - Server preferences
 - Server services
 - Installed components
 - Encryption keys

 En
 - 🗐 Backup

Manage the Server Preferences

From the Server Preferences page, you, as the system administrator, can modify the date and the time zone settings, the hostname, the NTP update for the VoipNow Professional server and several other options.

The available information is grouped into the following sections:

- Network Settings
 - Hostname Use this text box to specify the VoipNow Professional server's hostname.
- Date and Time Zone
 - Date Use this text box or the

 Calendar icon to modify the current date.
 - Time (hh:mm:ss) Use the three available text boxes to modify the server's current time. The accepted time format is hh:mm:ss.



Note

The time zone in use is displayed next to the current time (e.g.: GMT, EET, IST, etc.).

 Change time zone to – Use this drop-down list if you want to change the server's current time zone.



Note

After you change the time zone, next time you will enter the **Server Preferences** page, this drop-down list will NOT display the selected time zone but the default --. You can verify if the time zone was properly updated by checking the **Time (hh:mm:ss)** option.

 NTP server – Use this text box to specify the address of a server that can be used by the VoipNow Professional server as a time reference.



Note

VoipNow Professional will ask you to confirm any changes you make in this page.

Manage the Server Services

VoipNow Professional displays the server services' status and allows you to start/stop/restart them. The following services can be managed:

 VoipNow Professional server - The web server used to display the VoipNow Professional interface.



Note

This service cannot be stopped or restarted from the interface. You can use any command line interface, for example *Putty* from Windows and type the following command to stop/start/restart the VoipNow Professional server:

service voipnow stop/start/restart

- Asterisk server The Asterisk service handles the PBX system. The system cannot function without it.
- MySQL server The server that hosts the MySQL database.



Note

This service cannot be stopped from the interface. You can use any command line interface, for example *Putty* from Windows and type the following command to stop/start the **MySQL server**:

service mysql stop/start

- Vdialroute The call routing server, used for external calls.
- SIP router The Session Initiation Protocol (SIP) proxy used to communicate with the destinations outside the system.
- Instant messaging server The server that hosts the instant messaging module.
- Mail server The server used for storing, sending and receiving mails.
- CallAPI server CallAPI is a multi-threaded proxy server for VoipNow Professional. It is designed to handle communication with the VoipNow Professional servers and to act as a point of contact for applications.
- Caching server The server that stores the frequently used data, including temporary information like the presence state.
- Advanced queuing server The server responsible for routing the CallAPI messages.

In order to stop, start or restart a service click the corresponding icon:

- Restart
- Start



Not all the services can be managed through this interface.

Installed Components List

The Installed Components List displays all the components currently installed that allow VoipNow Professional to function.

The following information is available:

- Component This column lists all installed components.
- Version The version and the build number.

Manage Encryption Keys

VoipNow Professional allows RSA encryption for IAX channels. RSA is an algorithm for public-key cryptography. It involves a public key and a private key. The public key can be known to everyone and it is used for encrypting messages. Messages encrypted with the public key can only be decrypted using the private key.

The Encryption Keys Management page allows you to:

- View the existing keys.
- Set up a certificate by clicking the Add key icon available in the Tools section.
- Search for specific keys.
- Remove the unused keys.

VoipNow Professional displays the following information about the existing encryption keys:

 Pr - The ? icon shows that a private key is present. If the icon is grayed out, then no private key is present. Click this icon if you wish to save the private key on your local computer.

- Pu The strict icon shows that a public key is present. If the icon is grayed out, then no public key is present. Click this icon if you wish to save the public key on your local computer.
- Name The certificate's name.
- API The link present in this column displays the key type. You can set the
 key as an API key by pressing the link stating <u>Set API key</u>. After clicking
 the link, the message displayed will be <u>Current API key</u>. The API key and
 that certificate can be used by API. The current implementation supports
 only one such certificate.
- Creation date The date when the encryption key was created.

Add a New Encryption Key

VoipNow Professional offers three methods to define a new encryption key:

- 1. You can manually add a new key by filling in the information grouped into the Preferences fieldset:
 - Validity Select the certificate's validity. It can range from 1 to 10 years. The default value is 10 years.
 - Country Use the drop-down list to select the country you want the certificate to be used for.
 - State or province Specify the state or the province of the certificate's owner.
 - Location (City) Fill in the town of the certificate's owner.
 - Organization department/division name Specify the part of the organization or the division entitled to use this certificate.
 - Domain name Type the web address of the organization allowed to use the certificate.
 - Email Use the available text box to specify the organization's email address.
- 2. If you already have stored files with the public and private keys, then you cause the controls available in the Upload Existing as File fieldset to upload them into the system:
 - Public key You can use this text box to fill in the storage location of the file containing the public key or you can use the button to manually locate it.

- Private key You can use this text box to fill in the storage location of the file containing the private key or you can use the button to manually locate it.
- 3. A similar method is to simply copy and paste the keys from a file to the corresponding text boxes available in the Upload Existing as Text fieldset:
 - Public key You can use this area to paste the public key as text.
 - Private key You can use this area to paste the private key as text.

Regardless the method chose to define the encryption key, it is mandatory to fill in the Certificate name.

Edit an Encryption Key

To edit an encryption key, select it from the list and click its name. For more information see <u>the previous section</u>.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Backing up the VoipNow Professional Server

VoipNow Professional is able to back up the following directories:

- /etc/voipnow
- /etc/voipnowcallapid
- /etc/voipnownode
- /etc/kamailio
- /etc/ejabberd
- /etc/dahdi
- /etc/asterisk
- /etc/postfix
- /etc/rabbitmq

- /etc/redis
- /var/lib/asterisk
- /var/lib/mysql
- /var/lib/voipnow
- /var/lib/rabbitmq
- /var/spool/asterisk
- /var/spool/fax
- /usr/local/asterisk
- /var/log/



This folder is optional.

The Backup Management page allows you to:

- View the @ Backup history icon available in the Tools section.
- Set up the backup preferences.

The parameters that can be configured are displayed in the following sections:

Backup Preferences

The available controls allow you to personalize the backup process and to set important parameters like the compression or the number of backups stored on the local machine.

 Backup storage directory on local machine - Use this text box to specify the location on the local machine where the backup files will be stored.



Note

You must specify the absolute path on the local server.

- Compression for backups Use the drop-down list to choose the compression type for the backup files:
 - GZIP
 - B7IP2
 - None



GZIP offers a faster compression speed than **BZIP2**, while the latter can create smaller sized archives.

- Backup type Choose the backup type by selecting the appropriate radio button. The available options are:
 - full Backup for the entire VoipNow Professional server.
 - incremental Backup only for the files that have been changed since the last backup.
- Backup cycle Use this text box to specify the number of incremental backups in a cycle. After each completed backup cycle, VoipNow Professional will run a full backup, and start a new incremental backup cycle.
- Keep on local server {value} entries Use this text box to specify the number of backups (for full backups) or backup cycles (for incremental backups) that are kept on the local server.
- Don't start backup if disk space less than {x} % If the available space on the hard disk is less than the specified percentage, then VoipNow Professional will not start a backup.
- Backup administrator email Use this text box to specify the email of the backup administrator. VoipNow Professional will send email notifications to this address every time an error occurs during a backup operation. The administrator will also be notified after every successful backup operation.

Remote Storage

When you want to use a remote location to backup your VoipNow Professional server, you have to define all the required parameters using the available options.

 Use remote storage - Select this check box if you wish to keep the backup files on a remote server.



Note

If this option is not enabled, then the following options are not available.

 Backup storage directory on remote machine - Use this text box to specify the location where the backup files will be stored on the local machine



When using a SSH connection, an absolute path on the remote server must be specified. Your machine should be able to login without any password to the remote server, using key passing. The public key of your server must be placed in the remote server's authorized key list. This technique is called key exchange.

You must perform the following command on the local server:

```
ssh-keygen -t dsa
```

Press **Enter** in order to accept the suggested path. In this way, the SSH key generator is generated. When asked for a pass phrase, press **Enter**. This will enable remote connections that don't require a password. The generated key will then be copied on the remote server by using the command:

```
scp ~/.ssh/id_dsa.pub ip_of_remote_server:.ssh/
authorized_keys2
```

It is very important to acknowledge these SSH key generators, otherwise you will not be able to connect to the remote server.

When using an FTP connection, you must specify the relative path on the remote server for the FTP user.

If this option is not enabled, then the following options are not available.

- Remote storage hostname Specify the remote server's hostname.
- Remote storage connection Choose the type of the connection from the drop-down list. The available options are: ftp and ssh.
- Remote storage user Use this text box to specify the login username for the remote server.



Note

The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: _.-@.

 Remote storage password - Use this text box to specify the password for the remote server, if the connection's type is ftp.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password Use this text box to confirm the remote storage password.
- Keep on remote server { value} entries:
 - For full backup Specify the number of backups that will be kept on the remote server.
 - For incremental backup Specify the number of backup cycles that will be kept on the remote server.
- Backup Scheduling

If you want to schedule the backup operation, then you have to enable the appropriate option and define the time interval when it will take place. If backup scheduling is disabled, then the following alert is displayed on top of the page:



Warning: Backup is not activated on this server. To activate backup, configure the settings available in the 'Backup Scheduling' section.

 Run backup according to below schedule - Select this text box if you wish to run a scheduled backup.



Note

If this option is disabled, then the following options are not available.

- Month Use the drop-down list to select the month when the scheduled backup will run.
- Day of month Use the drop-down list to select the day of the month when the scheduled backup will run.

- Day of week Use the drop-down list to select the day of the week when the scheduled backup will run.
- Hour Use the drop-down list to select the hour when the scheduled backup will run.
- Minute Use the drop-down list to select the minute when the scheduled backup will run.

Backup History

VoipNow Professional keeps logs of the backup operations. The following information is available:

- R The backup operation outcome:

 - Failed
- Description This column displays the current stage of the backup operation. The following messages may be displayed:
 - Starting configuration check.
 - · Completed configuration check.
 - Starting full/incremental backup #X with compression {compression}.
 - o Completed full/incremental backup #X with compression {compression}.
 - Starting full/incremental backup #Y transfer to {remote server} with {connection}.
 - Completed full backup #Y transfer to {remote server} with {connection}.



Note

If a critical error occurs at any of the backup stages, the error will be logged and the backup operation will stop at the respective stage.

Error - The error message for a failed backup operation.



Some of the error messages are too long to be fully displayed in the interface. To see the full error messages, please access the backup.log file, located in the backup storage directory .

Time - The date of the backup operation.

You can choose to see the logs from a certain time interval. Use the Display backups between { date_1} and { date_2} text boxes or the calendar icons to define the time interval. The default { date_1} is the beginning of the current month, while the default { date_2} is the current date. You can also filter the displayed logs by the result of the backup operations: (success or failure), using the desired option from the available dropdown list.

Restoring the VoipNow Professional Server

If you have enabled Backup scheduling and you have at least one backup archive in your backup directory, you can restore the VoipNow Professional server to a previous state:

 To restore the VoipNow Professional server to the latest backup, in the command line, enter:

```
vnrestore <backup_storage_directory>
```

where <backup_storage_directory> is the backup files' location that you have entered for the Backup storage directory on local machine option in the Backup preferences section of the Backup page. VoipNow Professional will automatically choose the most recent backup archive and restore it.

- To restore the VoipNow Professional server to a particular backup of your choice:
 - 1. Open the backup storage directory (the directory that you entered for the Backup storage directory on local machine option in the Backup preferences section of the Backup page).
 - 2. Select the desired backup.



Note

For an incremental backup, you will have to select all the archives that make up the backup. For this purpose, you will have to locate all the archives

with the corresponding time stamp. For instance, if your backup cycle is set to 3, you will need the following archives: $hostname_timestamp_x_i_1$, $hostname_timestamp_x_i_2$ and $hostname_timestamp_x_i_3$

- 3. Copy the backup archive(s) to a new directory on your disk.
- 4. From the command line, enter:

```
vnrestore <new_directory>
```

where <new_directory> is the directory where you copied the backup archive(s) previously. VoipNow Professional will restore the server to your backup.

Chapter 5

Servers' Controller

The Server controller area was designed to provide a centralized login point for an user with multiple VoipNow Professional servers. The user needs to know only the server's IP and its encryption API key. To access this feature, click the Servers link available in the left navigation panel, in the Controller section.

The Servers Management management page allows you to:

- View the existing Servers List.
- Set up a new VoipNow Professional server by clicking the 4 Add servers icon.



A Caution

The maximum number of servers that can be added depends on your license. When the limit is reached, the icon is grayed out: .

- Change the controller <a>Image
 Settings
 for the current VoipNow Professional server.
- Search for certain server.

- Edit one of the existing servers.
- Remove unused servers.

VoipNow Professional displays the following information about the available servers:

- S The server status:
 - Idage
 Online
 - In Offline

The connection to server failed.

- Disabled by user
- Temporary disabled. Failed to connect before reaching the server.

If the server was not disabled by the user, then you can click the icon to test the connection to the server. You will be notified about the outcome.

 Hostname/IP - The server's hostname or IP address. Click the link to access server. For more information about the available controls, see <u>this</u> section.



Note

When the server is temporary disabled because the connection could not be established, you are redirected to the have to define a valid encryption key.

Add Certificate page, where you have to define a valid encryption key.

• Stats - Certain statistics can be accessed by clicking the ii icon if the server is up and running.

If there is a connection problem, then the 🖩 icon is displayed

• Update - The column displays the VoipNow Professional version installed on the server. If the server is not up to date, then you can click the link to update it. Otherwise, only the No available update message is displayed.



Note

Only servers running VoipNow Professional version 2.0.1 or higher can be managed from the **Controller Area**.

E - Click the to edit server connection parameters.



You can update connection parameters for the selected servers by clicking the Force refresh link.

Add Server Connection Details

The Add New Server page allows you to fill in the information required to define the VoipNow Professional server. The customizable parameters are grouped into the Server Preferences fieldset:

- Hostname/IP Use the available text box to fill in the server's hostname or IP address, including the port used to connect.
- Username You can fill in only the administrator's username.



Note

The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: __-@.
- Connection key The encryption API key that can be found in the Installed Keys table available in the <u>Encryption Keys Management</u> page.
- Login expiration time { x} minute You can set the time after which the user will be disconnected from the server. The default value is 30 minutes.
- Connection protocol Use the drop-down list to select the protocol that will be used to connect to the server.
- Protocol version Use the drop-down list to select the protocol's version.
- Server is disabled Select this check box the check box if you want the new server to be added disabled.
- Connection timeout {x} seconds Connection protocol's timeout.
- Notes Use the available text box to enter additional information about the server.

Click Ok to add the new server. Click Cancel to return to the previous page without adding anything.



Note

The server is added even if the connection to the server fails. You can connect to the server later again by clicking the licon available in the servers' list table.

Manage Controller Settings

The general Controller Settings that can be customized are:

- VoipNow Professional Controller Setting
 - Cache results By selecting this option, VoipNow Professional can periodically update the server's connection parameters.
 - Cache refresh interval (x) minutes Use the available text box to specify the time interval used to refresh the connection's parameters. The default value is 30 minutes.
 - Do not query failed servers for {y} minutes Use the available text box to specify the time interval for which the failed servers' parameters are not updated. The default value is 180 minutes.

Click Ok to save your options. Click Cancel to return to the previous page without modifying anything.

Access Remote Server

The top layer is designed to help you access your servers, without having to go back to the previous page.



The following option are available:

- If available, you can Select another server from the displayed drop-down list. Click the __ icon to confirm your choice.
- Click the Return link to go back to the Servers Management page.



This will not log you out from the remote sever.

 Click the Logout link to logout from the server and return to the Servers Management page.

On the same tool bar you can also see the remote server's hostname/IP and the date and time when it was last accessed.

View Server Statistics

VoipNow Professional allows you to view detailed statistics about a certain sever, including information about the defined resellers, clients and extensions, the used disk space or about the call flows.

The Information for Server { ip_address:port} page is structured as follows:

A pie graphic displays the extensions distribution, based on their type.



The server's extensions

- Resellers Statistics This section displays information about the total number of resellers available on the server, as well as about the number of active, expired and suspended accounts.
- Clients Statistics This section displays information about the total number of clients available on the server, as well as about the number of active, expired and suspended accounts.
- Extension Statistics This section displays information about the total number of extensions available on the server, as well as about the number

of active, expired and suspended accounts. This data is computed for all the extension types.

- Call Statistics for {current_month} This section shows the number, the duration, the cost and the profit for the outgoing, the incoming and for all the calls.
- Quota Statistics Here you can find information about the disk space allocated for various items that can be stored, the percentage used and the number of MB still available.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Chapter 6

Manage Unified Communications Features

All the settings that define the system behavior, including the interface, the license management, the server preferences or the Unified Communications options can be managed starting from this page by clicking the corresponding icons grouped into five functional sections.

As a system administrator, you are able to control the following features:

- Unified Communications Settings Choose the desired core functionality you want to manage by clicking the corresponding icon.
 - System preferences
 - Forbidden extensions
 - Admin contact
 - Global account (The OpenID Authentication)
 - SystemAPI & CallAPI

 - Time intervals

- Sounds
- Custom buttons
- @ Call screening database
- Sessions
- Manage SIP devices
- <u>System Templates</u> The customization templates can be managed from this section.
- 4PSA VoipNow Professional In this section you can find the application customization options.
 - **Interface preferences**
 - Login preferences
 - // License management
 - Update VoipNow Professional
 - Languages
 - Skins
- Machine This section groups all the server related options.
 - Server preferences

 - 。 🖳 <u>Live Monitor</u>
 - Installed components
 - 🔋 Encryption keys
 - 🗐 Backup
- Halt/Restart When required, you can stop or restart the server by clicking the appropriate icon:
 - Restart
 - O Stop

Manage the System Preferences

The System Preferences page allows you to customize the VoipNow Professional system behavior by configuring its general settings, grouped into several classes and detailed in the following sections.

General System Preferences

This section contains important information about the application's general setup.

- Extension Settings Options referring to the system's extensions.
 - Number of seconds to call Use this text box to configure the default number of seconds a call rings before being redirected to the user's voicemail or before VoipNow Professional considers the user as being unavailable.
 - Maximum call duration Use this text box to set the maximum number of minutes allowed for a conversation. VoipNow Professional allows only values between 1 and 2400.
 - Welcome extension This is an extension with a special purpose. It can be used by the system owner for posting announcements for system users (e.g.: an Interactive Voice Response). This is reserved for future usage. Clicking the icon will open a pop-up window that displays a list of all the available extensions. The following information is provided:
 - T The extension's type:
 - Phone terminal
 - 5 Queue
 - 1 Interactive Voice Response (IVR)
 - Voicemail center
 - Onference
 - Sallback
 - Calling card
 - Intercom/Paging
 - S The extension's status:
 - Image: Enabled
 - Bisabled
 - Extension The extension's descriptive name.
 - Click the link to select it as a welcome extension.
 - Extension number The extension's short number.

If the extensions list is too long, you can use the available controls to search for a specific one.

In order to display all the extensions available in the system, click the Show all link.

You can navigate through the extension list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

• Welcome sound – VoipNow Professional plays this sound before connecting the caller to the Welcome extension. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

Listen - Use the available controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the <a>I icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the Show all link.

You can navigate through the sounds list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- Allowed phone extension codecs The codecs that can be used by the server in order to communicate with the phone extensions.
- Allow text to speech When this option is enabled, the IVR extensions on the server can use the Cepstral application to play custom texts to their callers.



Note

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Default ping extension to check its status The server can check the extensions for presence regularly. If the extension does not answer in a predefined time, it is considered offline. To enable this option, select the available check box.
- If it exists, send public callerID on local calls VoipNow Professional allows displaying the extension's public callerID in case of the internal calls also, when this option is enabled. The public callerID can be set from

the list of public phone numbers associated with the extension or it can be the callerID of another extension on the same client account.

- Message Notifications This section contains settings for notification emails sent by VoipNow Professional.
 - Server sends emails from address Use this text box to specify the email address used for sending notification email.
 - In the 'From' email field appears Use this text box to specify the sender's name for email notifications sent by VoipNow Professional.
- Voicemail Preferences This section includes settings that will be applied to all the voice mailboxes in the system.
 - Maximum length of a voicemail message { x} seconds Use this text box to set up the maximum length allowed for a voicemail message.
 The limit can range from 3 to 600 seconds. The default value is 180 seconds.
 - Messages shorter than {x} seconds are not kept Use this text box to set up the minimum length allowed for voicemail messages. All messages that are shorter than {x} will not be saved in the extension's voice mailbox. This limit can range from 1 to 60 seconds. The default value is 3 seconds.
 - Maximum size of a message greeting {x} seconds Use this text box to set up the maximum length allowed for voicemail greeting messages. This limit can range from 3 to 180 seconds. The default value is 60 seconds.
 - How many seconds of silence before ending the recording {x} VoipNow Professional can end recording a message when the caller is silent for {x} seconds. The silence interval is a number between 3 and 60. The default value is 10 seconds.

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel .

SIP Preferences

This section allows setting up the SIP preferences.

- Global SIP Preferences
 - Extension number length Use this text box to set or to modify the number of digits in an extension number. VoipNow Professional allows only values between 2 and 7.



This option can only be modified before the system is initialized.

 Separator between client ID and extension number - Use this text box to set or to modify the symbol that represents the separator between the client ID and the extension's number.

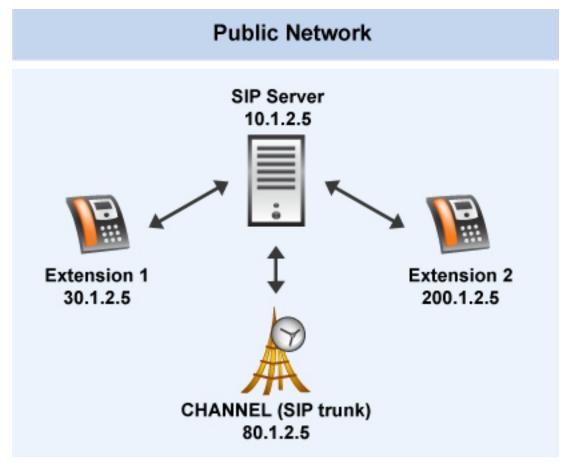


Note

This option can only be modified before the system is initialized.

- Maximum length of allowed incoming registration { x} seconds –
 Use this text box to set up the maximum time interval allowed for an
 extension's SIP registration to the system. The accepted values range
 from 3 to 84,000 seconds. The default value is 3,600 seconds.
- Default length of incoming/outgoing registrations {x} seconds
 Use this text box to set up the default time interval allowed for an extension's SIP registration to the system. The accepted values range from 3 to 3,600 seconds. The default value is 120 seconds.
- Interval between registration attempts {x} seconds Use this text box to set up the time interval between two system consecutive registration attempts to a SIP provider. The accepted values range from 3 to 3,600 seconds. The default value is 60 seconds.
- Maximum number of register attempts { x} Use this text box to set up the maximum number of attempts the system will retry to register to a SIP provider. Use the text box to fill in a number between 1 and 3,600. If you do not want to limit the number of attempts, fill in 0. The default value is 0.
- Terminate calls if no activity for {x} seconds (without Hold time)
 If a call is inactive for {x} seconds, VoipNow Professional will end it. {x} does not include the time interval that the call is on hold. The accepted values range from 3 to 3,600 seconds. The default value is 180 seconds.
- Terminate calls if no activity for {x} seconds (with Hold time) If a call is inactive for {x} seconds, VoipNow Professional will end it. {x} includes the time interval when the call is on hold. The allowed values range from 3 to 3,600 seconds. The default value is 600 seconds.
- Transfer to public network numbers longer than {x} digits Use this text box to specify after what length the numbers are transferred to the public network. The default value is 6 digits.

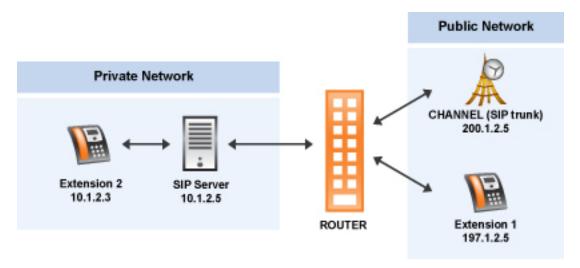
- User agent This is the user agent that is set up in the SIP packets sent by the server.
- Advanced SIP Server Preferences
 - Deployment infrastructure Use the available radio buttons to choose the network type used by your SIP server. Depending on the chosen option, several fields that have to be filled in order to complete the setup are displayed. By default, when upgrading to VoipNow Professional, the first option is selected.
 - Server on a single IP The server uses only one public IP and all the clients connect to the server through this IP. A detailed diagram is shown below:



Server on a single IP

For this option, no additional information has to be filled in.

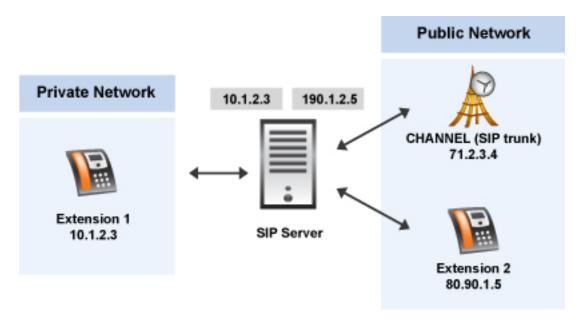
 NAT (Network Address Translation) - In this case, the public and private networks are delimited by a router that enables the communication between the public network and the SIP server. The extensions can be located both in the private and the public network. The SIP server has one private IP. A detailed diagram is shown below:



NAT (Network Address Translation)

For this option, the following details have to be filled in:

- NAT router public IP address: port Fill in the router's public IP address and the port that are used to connect the public network to the SIP server. By default, the port is set to 5060.
- NAT private network IP address: port Use the available text boxes to specify the SIP server's private IP address and the port. By default, the port is set to 5060.
- NAT private network net mask Use the available text box to specify the net mask of the network that is behind NAT. The default net mask is 255.255.25.0.
- Public/Private Networks Routing In this case, the SIP server has two IP addresses, one private and one public. All the extensions, both from the public and the private network, and the channels are connected directly to the SIP server. A detailed diagram is shown below:



Public/Private Networks Routing

For this option, the following details have to be filled in:

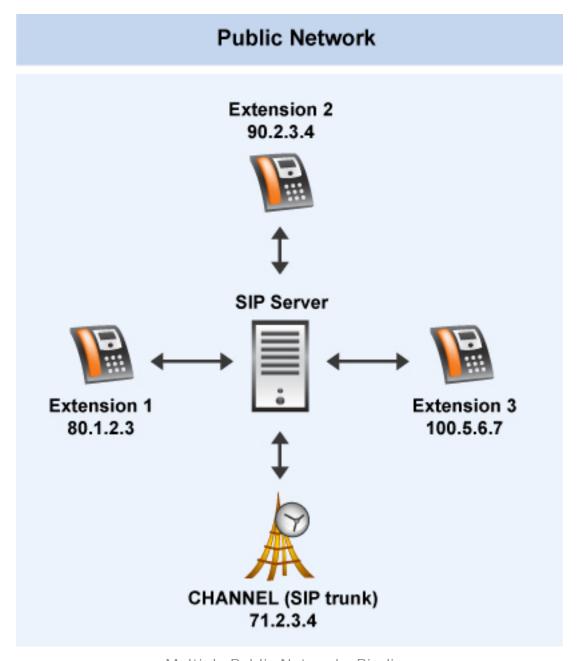
- SIP server public IP address: port Use the available text boxes to specify the SIP server's IP address and port used to communicate with the public network. By default, the port is set to 5060.
- SIP server private IP address: port Use the available text boxes to specify the SIP server's IP address and port used to communicate with the private network. By default, the port is set to 5060.
- Private network extensions net mask- Use the available text box to specify the network mask of the private network. This net mask will be used to determine if an extension is inside the private network. The default net mask is 255.255.25.0.



Note

This option is only available when the Kamailio server's IP address and port are set to 0.0.0.0. Otherwise, this option is grayed out and the following message is displayed next to it: Available only when Kamailio is listening on 0.0.0.0. You can change the Kamailio IP address and the port from the **Servers** tab.

 Multiple Public Networks Binding - In this case, the SIP server can handle several IP addresses. All the extensions and the channels are located in the public network. A detailed diagram is shown below:



Multiple Public Networks Binding

For this option, the following details have to be filled in:

• Server initiates new requests from: port - All the new requests to the channels (SIP trunks) are sent from this IP address. Use the available text boxes to specify the IP and the port. By default, the port is set to 5060.



This option is only available when the Kamailio server's IP address and port are set to 0.0.0.0. Otherwise, this option is grayed out and the following message is displayed next to it: Available only when Kamailio is listening on 0.0.0.0. You can change the Kamailio IP address and the port from the **Servers** tab.

⚠

Caution

If the user has chosen one of the Public/Private Networks Routing or Multiple Public Networks Binding deployment infrastructures and afterwards he changes the Kamailio server's IP address from 0.0.0.0 to another value, a warning message is displayed to inform him that the current configuration is invalid: Your Advanced SIP configuration is now invalid because you changed the Kamailio listen IP. Please update your settings below. Clicking the link will open the SIP tab, allowing the user to choose another deployment infrastructure.

• Accept SIP requests to domain:port {IP}:{port} target server - Use the available text boxes to specify the alias IP address or hostname of your SIP server. When a new SIP request arrives from a customer and it is sent to an IP/hostname that is not the Kamailio server IP or the Kamailio server logical address, it will be accepted only if the destination IP/hostname is present in this list. You can add/remove multiple accepted SIP domains using the available = icons.



Caution

Do not fill in the IP addresses or the hostnames of your customers, as it will cause unexpected behavior! This field serves only for adding aliases belonging to your own server!

• MWI publish from IP:port {IP}:{port} (external MWI server) - Message Waiting Indicator is a mechanism that informs the subscriber about the status of the recorded messages. Until VoipNow Professional version 2.5.1, MWI publishing was only accepted from the internal Asterisk. Now, it is possible to grant MWI publishing management to other external servers (e.g.: if the clients store their extensions' voicemails on remote dedicated servers). In this way, an external application will be able to publish MWI using the VoipNow Professional infrastructure.

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Note

Only the server's IP is accepted. You cannot add its hostname.

Important SIP Domains

All the SIP and MWI servers previously added are displayed in this table. The following details are available:

- Domain The domain's IP and port/hostname.
- Type The server type, depending on how you have defined it:
 - Target SIP Server This is a normal SIP domain. MWI publishing management is not allowed.
 - External MWI Server The external voicemail server to which you have granted MWI publishing management with VoipNow Professional.
- Created The date the domain was added to the list.

To remove a domain, select its corresponding check box and click the Remove selected link.

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Instant Messaging Preferences

This section contains information about the Instant Messaging option.

- IM preferences
 - IM enabled server wide Select this check box to enable the Instant Messaging chat server for all the customers.
 - IM domain for customers Use the text box to fill in the IM domain available for all the customers. The default value is the IP address of the server on which VoipNow Professional is installed.
 - Administrator receives notifications on extension Use the text box to specify the extension on which the administrator will receive notification regarding the IM chat. Clicking the icon will open a pop-up window that displays a list of all the available extensions. The following information is available:
 - T This icon displays the extension type:
 - Phone terminal

- S This icon displays the extension's status:
 - Inabled
 - Bisabled
- Extension The name of the extension.

Click the link to select it.

Extension number - The extension number.

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Fax Preferences

This section contains information about the fax communication.

Fax Preferences

- System accepts faxes by email Enable this option if you want the system to accept faxes by email. If you do not select the check box, the next four fields will not be available.
- Server hostname in fax approval emails Use the text box to fill in the address of the server that will host the fax messages sent by email.
- Email address where server receives faxes Use the text box to fill in the email address that will receive the fax messages.
- Maximum email size { x} MB Use the text box to specify the maximum size of a received email. The accepted values range from 1 to 100 MB.
 The default value is 10 MB.
- Maximum number of files per composed fax Use the available text box to specify the maximum number of files that can be attached to a fax message. The accepted values range from 1 to 10. The default value is 5 files.
- Maximum number of fax recipients Use the available text box to specify the maximum number of recipients for a fax message. The accepted values range from 1 to 999. The default value is 5.
- Keep minimum {x} seconds between fax reattempts Use the available text box to specify the minimum waiting time before you are allowed to click the confirmation link received via email every time a new fax email message is scheduled for sending. The accepted values range from 60 to 36,000 seconds. The default value is 300 seconds.

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Note

For example, let us assume that you want to send a fax message to a Phone terminal extension that has the fax feature enabled. The process is as follows:

- 1. You send the email message to the **Email address where server** receives faxes previously defined.
- VoipNow Professional checks if your email address is allowed to send faxes to that extension.
- **3.** If it is allowed, you will receive an email message confirming that your fax has been accepted:

Hello John Doe,

Your message to {extension_number} was accepted. Please press on the link below:

http://voipnow.server.com/fax/123/b1352ca5398a48bdce144297c7b1f0f7

in order to schedule the sending of this fax.

4. Before the fax message can be sent, you have to click that link. If, by any reason, the message is not sent, you will have to click that link again, but only after the time specified for the Keep minimum {x} seconds between fax reattempts option.

If you do not click that link again, the fax message will not be sent!

- Wait for remote fax to start negotiation for {x} seconds Use the available text box to specify the time VoipNow Professional will wait for the fax negotiation to start. If the negotiation does not start, then the call will be terminated. The accepted values range from 5 to 300. The default value is 45 seconds.
- Erase faxes that were not confirmed for { x} days Use the available text box to specify the number of days after which all the unconfirmed faxes will be deleted. The accepted values range from 1 to 100 days. The default value is 30 days.
- Erase faxes that could not be sent for {x} days Use the available text box to specify the number of days after which all the unconfirmed faxes will be deleted. The accepted values range from 1 to 100 days. The default value is 30 days.

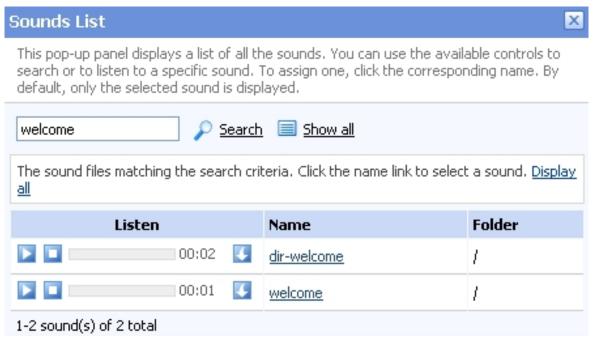
Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Charging Preferences

This section includes settings about the currency used for the charging plans. Also, from here charging can be globally enabled/disabled.

Charging Settings

- Charging enabled Select this check box to globally enable/disable the charging options in all the application and for all user levels.
- Number portability engine Selecting this check box will enable the Portability check routing rule. For more details about it, check the Add an Outgoing Routing Rules Group section.
- Currency name Use this text box to specify the currency used in charging plans (e.g. USD).
- Currency sound file Use this text box to specify the sound file played each time the user interrogates his credit. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



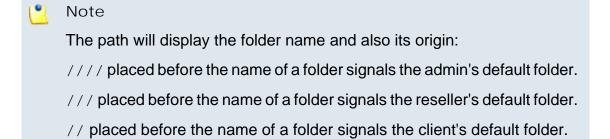
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



/ placed before the name of a folder signals the extension's default folder.

- Currency subdivision Use this text box to specify the subunit of the currency used in charging plans (e.g.: Cents).
- Show numeric values with {x} decimals Use this text box to specify the number of decimals used by the numeric values in VoipNow Professional (e.g.: Calling card credit, charging plan fees, etc.).



Note

For the changes to be reflected in Asterisk, it is mandatory to restart the corresponding server! If you do not do so, the modifications will be visible in the VoipNow Professional interface, but Asterisk will continue to use the old number of decimals. To restart the server, navigate to the Unified Communications >> Server Services page and click the icon corresponding to the Asterisk server.

- Local call cost {x} {currency}/second Use this text box to specify the cost of the local calls.
- Extended local call cost { x} { currency} / second Use this text box to specify the cost of the extended local calls.
- Average call duration {x} seconds Use the available text box to define the average length of the calls initiated from this server. This value is influences the best cost routing algorithm, described in the Manually Add Costs section. The accepted values range from 10 to 9,999,999 seconds. The default value is 600 seconds.

Click Ok to save the settings or Cancel to return to the previous page without modifying anything.

Server Preferences

This section allows you to specify the IP addresses for all the important servers used by the application.

- Server Listen Addresses
 - Asterisk SIP listens to IP:port These are the IP and port Asterisk listens on. The Asterisk service handles the PBX system.



Caution

If you intend to use multiple IP addresses, it is recommended that you fill in the 0.0.0.0 IP address for the Asterisk SIP listens to IP:port option, in order to avoid voice problems.

Kamailio server IP:port - These are the IP and port Kamailio listens on.
 Kamailio (OpenSER) is a SIP server (RFC3261).



Caution

To use multiple IP addresses the Kamailio server IP address must be set to 0.0.0.0, thus enabling the server to use all the IP addresses available in the system. The two deployment infrastructures which allow you to use multiple IP addresses are: **Public/Private Networks Routing** and **Multiple Public Networks Binding**. To select one of them you should open the **SIP** tab and in the **Advanced SIP Server Preferences** area choose the one that suits you best. This option is available only if the Kamailio server IP address is set to 0.0.0.0.

If you enter a different IP address while one of the previously mentioned deployment infrastructures is selected, the following warning message is displayed to inform you that the chosen configuration is invalid: Your Advanced SIP configuration is now invalid because you changed the Kamailio listen IP. Please update your settings below. If you click this link the SIP tab is opened, allowing you to choose another deployment infrastructure.

Ejabberd server IP - These are the IP and port Ejabbered listens on.
 Ejabberd is a Jabber/XMPP instant messaging server.

- Caching server IP:port These are the IP and port Redis listens on. Redis is a is an open-source, networked, in-memory, persistent, journaled, key-value data store.
- CallAPI server IP:port These are the IP and port CallAPI listens on. CallAPI is a fast, flexible proxy server for the Asterisk Management Interface. It allows you to communicate with multiple Asterisk boxes from a single point of contact, using a variety of I/O formats, such as XML or HTTP.
- Server Logical Addresses
 - Kamailio server logical address These are the IP and port used to send SIP requests from Kamailio to Asterisk.
 - Asterisk server logical address These are the IP and port used to send SIP requests from Asterisk to Kamailio.



To set up your server to handle calls properly you must ensure that Kamailio and Asterisk can communicate effectively. To do this you have to use one of the following configurations:

- If the IP for Asterisk SIP listens to IP:port is set to 0.0.0.0, the IP for the Asterisk server logical address must be set to the IP of the VoipNow Professional server. It is recommended that you use this setting (Asterisk SIP listens to IP:port 0.0.0.0) to avoid problems that may occur when using multiple IP addresses with Kamailio, see above.
- If asterisk does NOT listen to 0.0.0.0 the value of the Asterisk SIP listens to IP:port field must be identical with the value of the Asterisk server logical address field for calls to work. For example, if the IP for Asterisk SIP listens to IP:port is set to 1.2.3.4, the IP for the Asterisk server logical address must also be set to 1.2.3.4 (where 1.2.3.4 is the Server's IP).

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Server Monitoring Preferences

This section includes settings for the proactive system monitoring.

Services Monitoring



VoipNow Professional tries to restart a server that is down, if the corresponding check box was selected. The daily maximum number of restarts is 20. The administrator receives a notification email for each restart attempt.

- Call routing monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if this service is down. The call routing finds the best routes for outgoing calls. Without it, the system cannot place any external calls.
- Asterisk monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if this service is down. The Asterisk service handles the PBX system. The system cannot function without it.
- MySQL monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the MySQL database is down. The system cannot function without it.
- VoipNow CallAPI Daemon monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the CallAPI function is down.
- Kamailio server monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the Kamailio server is down.
- Caching server monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the Caching server is down.
- Ejabbered server monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the IM server is down.
- Postfix monitoring When this option is enabled, VoipNow Professional sends a notification email to the administrator if the Postfix server is down.
- Diagnostic Extension Password (*011)
 - Password control Use the available text box to specify a password that protects the access to the diagnostic extension.



Caution

Based on the chosen password strength, you are not allowed to fill in passwords containing sequences of more than three identical digits.

All security levels ask for a minimum five digits long password.

Fore more information, check the <u>Manage System Login Preferences</u> section.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password control Use the available text box to confirm the password that protects the access to the diagnostic extension.

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Integration Preferences

Using the available options, you to manage various integration features, related both to the VoipNow Automation back-end and to the web services that can be used for informational purposes.

- VoipNow Automation VoipNow Professional and VoipNow Automation require two distinct licenses in order to be functional. This section allows you to choose if you want to disable/enable the entire VoipNow Automation panel.
 - Enable VoipNow Automation back-end Select this check box if you want the VoipNow Automation panel to be integrated with the VoipNow Professional interface.
- Web Services Integration Starting with version 2.5.1, it is possible to integrate web services with VoipNow Professional.
 - Allow vendor to gather public web information When this check box is selected, 4PSA is allowed to track public information about the VoipNow Professional web interface visitors using Google Analytics. The gathered details include: screen resolution, used browser, user location, etc. This data enables 4PSA to improve the software in order to deliver

the best experience to end-users. Leaving this option enabled is highly recommended!



Note

The Google Analytics service does not collect any private information about the users!

Click Ok to save your preferences. If you want to return to the previous page without committing the changes, then click Cancel.

Manage the API Authentication

VoipNow Professional offers, starting version 2.5.0, important improvements to the API infrastructure that increase the users experience when integrating third party applications with access on certain system resources.

The VoipNow Professional API features have been grouped into the following categories:

 SystemAPI Control - This section allows the users to define remote applications that can configure extensions, charging plans, etc. via SOAP and that are authenticated using a consumer key and a consumer password instead of the older authentication methods that implied the user's VoipNow Professional username and password or an encryption key. For more details, see the <u>SystemAPI Control</u> section.



Note

This feature is available for all account types.

 CallAPI Control - This section allows the users to define remote applications that can control the phone calls via the REST interface and that can be authenticated using OAuth. For more details, see the <u>CallAPI</u> <u>Control</u> section.



Note

This feature is available for the admin, the client and the Phone terminal, Queue , IVR and Conference extension accounts only!

• CallAPI Events - This is the event triggering mechanism (RemotePBX without XML control).



This feature is available for the admin, the client and the Phone terminal, Queue , IVR and Conference extension accounts only!

- CallAPI Interactive This feature is used for the IVR extensions (RemotePBX with XML control, the ability to control the call flow).
- CallAPI Email This feature is still under development and will be extended in the feature. For now, it is only possible to pre-authenticate the fax messages.

SystemAPI Control

This page provides the controls required to globally grant users access to SOAP API, to set the authentication method or to mange the remote applications or plug-ins that are authorized to use certain VoipNow Professional resources.

The SystemAPI Control Settings page has two sections:

Administrator Access



Note

This section is called **Access** at the reseller, client and extension levels.

- Enable Select this check box to allow the users to access the SOAP API and to define new third party applications that will fetch data from the VoipNow Professional SOAP API.
- Allow legacy authentication Select this check box if you want to allow users to log in to the SOAP API using their VoipNow Professional username and password. This is the old authentication method that was available in the previous versions. For more details about this method, see the <u>VoipNow Professional CallAPI Guide</u>.



Note

In case you choose this authentication method, it will not required to add the third party application to the system!

Caution

When upgrading from a previous VoipNow Professional version to 2.5.0, both these options are enabled!

 Authorized Applications - This section allows you to manage the third party applications that will be able to use the SOAP API and that will authenticate using a customer key and a customer secret rather than the user's VoipNow Professional username and password. This new authentication method, based on the OAuth protocol, enables the users' remote applications to access various resources from VoipNow Professional without requiring their owners to disclose their credentials, increasing the connection's security.

The available controls can be used to add new applications, edit or remove the existing ones.



Note

You can add new applications only if the **Enable** check box is selected!

The following details are displayed for each existing application:

- S The application's status:
 - Section Enabled

To suspend the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. If enabled, the requests received from this application will no longer be authorized to use the VoipNow Professional SOAP API.

Specified

To reactivate the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. The data fetching requests coming from this application will be accepted again.

 Application - The third party application's name. Click the link if you want to modify the its parameters. For more details, see the Add a New Authorized Application section.

You can click the 🐒 icon to open the application's home page in a new window.



Editing an authorized application

- Description The brief description provided for the third party application. If it is too long, on mouse over, a hint with the complete text is displayed.
- Configured The date when the application details were last modified.



The table displaying the available authorized application

Add a New Authorized Application

You can add a new authorized third party application that will be able to use the VoipNow Professional SOAP API by following the next steps:

- 1. Click the Add new application link available on top of the Authorized Applications table.
- 2. A pop-up window will be displayed, allowing you to configure the new application that will be able to access information from VoipNow Professional using SOAP API:
 - Application Info This section allows you to set up generic details about the application.
 - Name Use the available text box to fill in the application's descriptive name, for example Google Apps.
 - Description Use this text box to specify some brief details about the application.
 - Homepage It is mandatory to fill in the application's home page that can be afterwards accessed by clicking the si icon.
 - Contact Info This section allows you to define the application administrator's contact email address and phone number.
 - Admin email Filling in a contact email address for the administrator is mandatory.
 - Admin phone
 - User Agreement Here you can see the consumer key and the consumer secret that will be used by the third party application to authenticate to VoipNow Professional.
 - Allow 2 legged This is the authentication method that will be used by the new application and cannot be changed. The 2 legged method uses only the consumer key and the consumer secret to authenticate, without requiring an access token and key, because the access is granted directly to the Consumer, in our case, the third party application. The Consumer will be accessing the resources on behalf of itself, making the Consumer and the User the same entity.
 - Consumer key This is the 32 chars long string used by the Consumer to identify itself to the Service Provider.
 - Consumer secret This is the 32 chars long secret used by the Consumer to establish ownership of the Consumer key. Based on this pair, VoipNow Professional, as the Service Provider, will recognize the new application (the Consumer) and will allow it to use the requested resources.

You can generate another secret by clicking the Regenerate link.

3. Click Ok to confirm the settings and add the new application. To cancel the process and close the window, click Cancel.

CallAPI Control



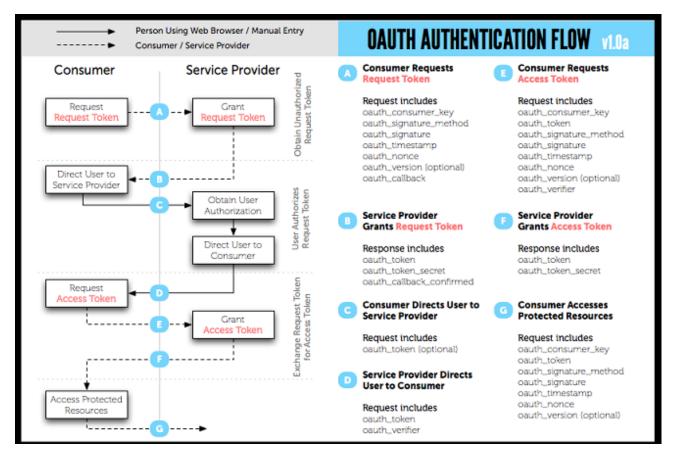
Note

This feature is available for the admin, the client and the Phone terminal, Queue, IVR and Conference extension accounts only!

VoipNow Professional now provides the tools required by third party applications to access the system resources on behalf of a resource owner: the system administrator, a client or an extension account. The remote applications will be able to handle local and external calls using the VoipNow Professional extensions and will be authenticated with the OAuth protocol.

OAuth (Open Authorization) is an open protocol that enables websites or applications (also known as Consumers) to access protected resources from a Service Provider via an API, without requiring users to disclose their service provider credentials to the Consumers. This protocol allows users to hand out tokens instead of usernames and passwords. Each token grants access to a specific application (e.g.: VoipNow Professional) for specific resources (e.g.: handling calls) and for a defined duration (e.g.: the next 2 weeks). More generally, OAuth creates a freely-implementable and generic methodology for API authentication. OAuth does not require a specific user interface or interaction pattern, nor does it specify how Service Providers authenticate users, making the protocol ideally suited for cases where authentication credentials are unavailable to the Consumer, such as with OpenID.

Below you can check the OAuth diagram that puts you through the entire authentication flow:



The OAuth 1.0 Protocol Flow

The OAuth based authentication is made using two credentials sets:

- 1. The Consumer (the third party application that require CallAPI access) identifies itself to VoipNow Professional using the consumer key and the consumer secret.
- 2. The User (administrator, client or extension) is identified by a token key and a token secret. The token's purpose is to make it unnecessary for the resource owner, the User, to share its credentials with the Consumer.

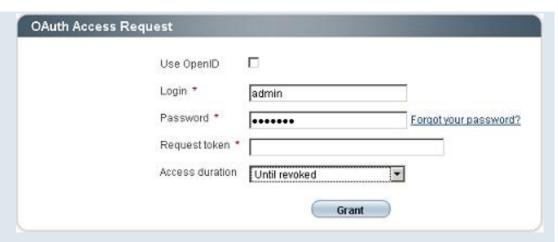
OAuth includes two types of tokens:

 Request Token - A value used by the Consumer (the third party application) to obtain authorization from the User (administrator, client or extension) and exchanged for an Access Token.



Note

When the third party application tries to connect to VoipNow Professional to exchange the **Request Token** with an **Access Token**, the *User* will be asked to log in, confirming his credentials.



The login page

The login panel requires the following information to be filled in:

- Use OpenID Select this check box if there is an OpenID defined for your account and you want to authenticate using it. The next two fields will change to:
 - OpenID provider Use the drop-down list to select your provider.
 - Username Your OpenID associated to the chosen existing OpenID provider that it is used to connect to your VoipNow Professional account.
- Login The username associated to your account, used for logging in.
- Password The password for your account.
- Request token Use the available text box to fill in the Request Token generated for your third party application and that will have to be authorized before the remote application will have full rights to access your account's resources.
- Access duration You can choose if you want the remote application to be granted an Access Token that can be used to log in to your VoipNow Professional account Once or Until revoked.

After filling in the required information, click the **Grant** button. VoipNow Professional will verify the **Request Token** and your credentials and, if they are correct, will issue the **Access Token** and allow the third party application access to your account's resources.

 Access Token - A value used by the Consumer (the third party application) to gain access to the Protected Resources (the extensions in the system, via CallAPI) on behalf of the User (administrator, client or extension), instead of using the User's Service Provider (VoipNow Professional) credentials. The entire authentication flow can be seen in the above diagram, but you must remember, when writing the remote application code, to specify both these important URL addresses:

- Request Token URL The URL used to obtain an unauthorized Request Token. You must use: https://{server_ip}/oauth/request.php
- Access Token URL The URL used to exchange the User -authorized Request Token for an Access Token. You must use: https:// {server_ip}/oauth/access.php.



Note

For more information, see both the CallAPI Guide and the OAuth Guide.

VoipNow Professional, as an OAuth provider, offers the tools required by the users to define external applications or plug-ins (Consumers), such as a call manager, that will be allowed to use only certain resources via CallAPI.

The CallAPI Control Settings page has three sections:

- Administrator Access
 - Enable Select this check box to allow the users to access the CallAPI and to define new third party applications that will fetch data from the VoipNow Professional CallAPI.
 - Allow legacy authentication Select this check box if you want to allow users to log in to the CallAPI using their VoipNow Professional username and password. This is the old authentication method that was available in the previous versions. For more details about this method, see the <u>VoipNow Professional CallAPI Guide</u>.



Note

In case you choose this authentication method, it will not required to add the third party application to the system!



Note

Enabling this option will allow you to define the CallAPI password from the **Legacy Authentication** section.

Δ

Caution

When upgrading from a previous VoipNow Professional version to 2.5.0, both these options are enabled!

- Legacy Authentication You may set up the CallAPI password only if the Allow legacy authentication check box is selected.
 - Old CallAPI password This line is displayed only if a CallAPI was previously defined.
 - CallAPI password Use the available text box to specify the password that will have to be provided when connecting to the VoipNow Professional CallAPI.



Note

The password must be at least 5 characters long.

- Confirm CallAPI password Fill in the same password again to confirm it.
- Authorized Applications (OAuth) This section allows you to manage the third party applications that will be able to connect to the VoipNow Professional CallAPI and use the system's extensions to place and receive internal and external calls. These applications will authenticate using the OAuth protocol, without requiring their owners to disclose their credentials, increasing the connection's security.

The available controls can be used to add new applications, edit or remove the existing ones.



Note

You can add new applications only if the **Enable** check box is selected!

The following details are displayed for each existing application:



The table displaying the available authorized application

- S The application's status:
 - Section Enabled

To suspend the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. If enabled, the requests received from this application will no longer be authorized to use the VoipNow Professional CallAPI.

Specified

To reactivate the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. The data fetching requests coming from this application will be accepted again.

Application - The third party application's name. Click the link if you
want to modify the its parameters. For more details, see the <u>Add a New</u>
<u>OAuth Authorized Application</u> section.

You can click the si icon to open the application's home page in a new window.



Editing an authorized application

- Description The brief description provided for the third party application. If it is too long, on mouse over, a hint with the complete text is displayed.
- Access Tokens The number of access tokens currently associated with the application and with the current user. When at least one token is defined, if you click the link, a pop-up window is displayed, allowing you to visualize its details and to revoke it, canceling the third party application's access to VoipNow Professional.



The access tokens management window

The following information is available for each access token:

- Token The access token.
- Authorized By The name of the entity that authorized the access token.
- Issued On The date the access token was created.
- Lifetime The access token's lifetime:
 - Once The third party application can use only once the access token.
 Afterwards, in order to log in to the VoipNow Professional CallAPI again, another token must be issued.
 - Until revoked The access token can be used as many times as desired, until you will revoke it from the system, forbidding the application to log in to the VoipNow Professional CallAPI.
- Used On The date the token was last used by the third party application to authenticate to VoipNow Professional.



There is a maximum limit of 10 tokens registered per application and per user.

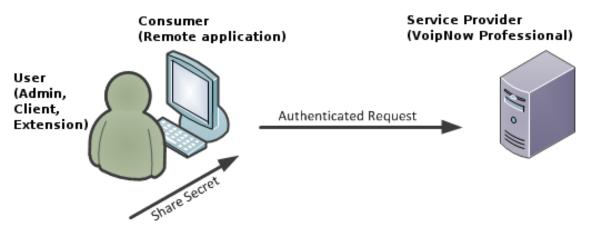
Configured - The date when the application details were last modified.

Add a New OAuth Authorized Application

You can add a new authorized third party application that will be able to use the VoipNow Professional CallAPI by following the next steps:

- 1. Click the Add new application link available on top of the Authorized Applications (OAuth) table.
- 2. A pop-up window will be displayed, allowing you to configure the new application that will be able to place and receive calls using the VoipNow Professional CallAPI:
 - Application I nfo This section allows you to set up generic details about the application.
 - Name Use the available text box to fill in the application's descriptive name, for example Google Apps.
 - Description Use this text box to specify some brief details about the application.
 - Homepage It is mandatory to fill in the application's home page that can be afterwards accessed by clicking the si icon.
 - Contact Info This section allows you to define the application administrator's contact email address and phone number.
 - Admin email Filling in a contact email address for the administrator is mandatory.
 - Admin phone
 - OAuth User Agreement This section allows you to choose the authentication method that will be used by the third party application, including the redirect URL. Also, here you can see the consumer key and the consumer secret associated to this new application.
 - Allow 2 legged By default, the OAuth authentication method that will be used by the new application is 3 legged. This method requires an Access Token used by the Consumer (the third party application) to gain access to the Protected Resources (the extensions in the system, via CallAPI) on behalf of the User (administrator, client or extension).

Basically, this process implies 3 parties, the User, authenticated by the tokens, the Consumer, authenticated by the consumer key and secret and the Service Provider, VoipNow Professional.



The 3 legged authentication method

On the other hand, the 2 legged method uses only the consumer key and the consumer secret to authenticate, without requiring an access token and key, because the access is granted directly to the Consumer, in our case, the third party application. The Consumer will be accessing the resources on behalf of itself, making the Consumer and the User the same entity.

Select this check box to enable the authentication based on the consumer key-secret pair.

- OAuth redirect URL Use the available text box to specify the URL address of the third party application where the user will be redirected after access is granted. If no address is defined, then after the authentication, the user will remain in the VoipNow Professional page.
- Consumer key This is the 32 chars long string used by the Consumer to identify itself to the Service Provider.
- Consumer secret This is the 32 chars long string used by the Consumer to establish ownership of the Consumer key. Based on this pair, VoipNow Professional, as the Service Provider, will recognize the new application (the Consumer) and will allow it to use the requested resources.

You can generate another secret by clicking the Regenerate link.

3. Click Ok to confirm the settings and add the new application. To cancel the process and close the window, click Cancel.

Manage the Time Intervals

The time intervals are used to match calls to a certain period of time. This can be done for charging reasons or in order to filter incoming/external calls.

The Time Intervals Management management page allows you to:

- Visualize the existing Matching Intervals.
- Define a new interval by clicking the Add time intervals icon available in the Tools section.
- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

VoipNow Professional displays the following information about each time interval:

- T The method used to define the time interval:
 - Individual days method
 - Interval method
 - O Interval belonging to the owner user
- Name The time interval's descriptive name. Click this <u>link</u> to edit the interval.
- Intervals The number of different time intervals that the calls will be matched to. Clicking the <u>Details</u> link will open a pop-up window that displays the time interval's specific parameters:
 - Hours The hours that mark the time interval limits.
 - Week days The days that mark the time interval limits.
 - For example, 2 6 shows that the time interval limits are Monday and Friday.
 - Days of the month The month period the time interval is applied to.
 - Month The month the time interval is applied to.



Note

If the time interval is applied to all the months, then this field displays '-'.

Created – The date when the time interval was added to the system.

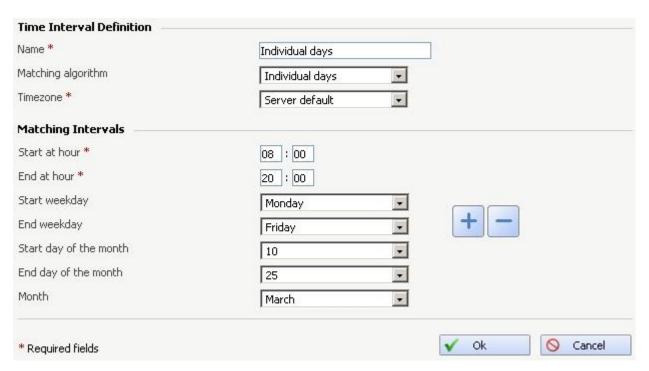
Add a New Time Interval

Time intervals are used on call filtering, call routing, charging plans, etc. Whenever a new account is created, the extension must have a charging plan associated to this account. The extension can be charged differently based on the call time interval.

To add a new time interval, follow the next steps:

- 1. The Add New Time Interval(s) page allows you to fill in the information required to define the time interval(s). The customizable parameters are grouped into several sections::
 - The Time Interval Definition area has two fields which represent the generic description of the time interval:
 - Name Use the text box to fill in a descriptive name which will help identifying the time interval.
 - Matching algorithm The calls can be matched to an existing time interval depending on the algorithm:
 - Individual days The calls are matched to this time interval if they are made or received in different days, within the time frame set in the Matching Intervals section.

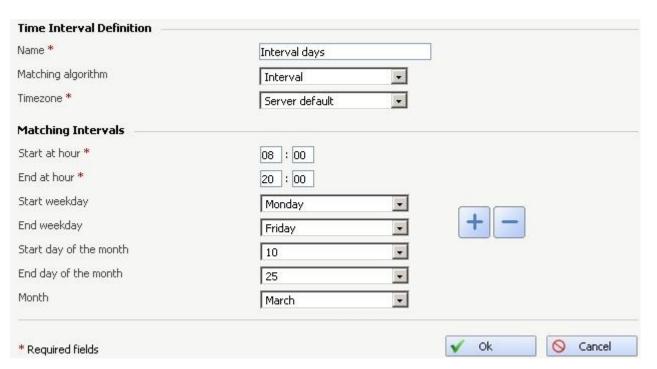
In the below time interval, VoipNow Professional matches the calls made or received between 8:00 AM and 8:00 PM, on Monday, Tuesday, Wednesday, Thursday and Friday, between the 10th and the 25th of March.



A time interval defined for individual days

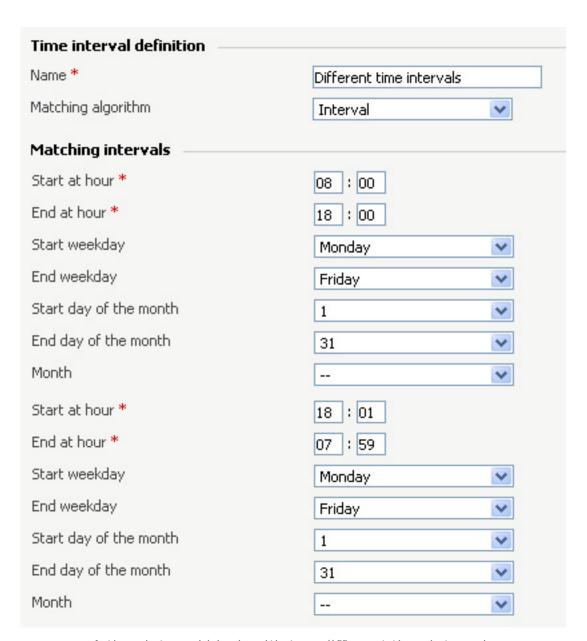
 Interval – The calls are matched to this time interval if they are made or received within a continuous time frame that extends over several days.

In the below time interval, VoipNow Professional matches the calls made or received between Monday, 8:00 AM and Friday, 8:00 PM, between the 10th and the 25th of March.



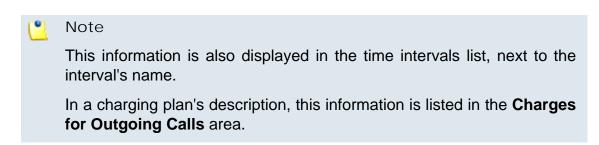
A continuous time interval

In this example, VoipNow Professional matches the calls made or received between 8:00 AM and 6:00 PM on Monday, Tuesday, Wednesday, Thursday and Friday, between the 10th and the 25th of March and the calls made or received between 9:00 AM and 9:59 PM on Saturday and Sunday, between the 20th and the 29th of April.



A time interval block with two different time intervals

 Time zone – Use the drop-down list to select the time zone in which your time interval is defined. The default value is Server default.



- The Matching Intervals area allows you to define the time interval's limits. The following parameters can be customized here:
 - Start at hour and End at hour Use the available text boxes to specify the hours that mark the time interval limits.
 - Start weekday and End weekday Use these drop-down lists to select the days of the week that mark the time interval limits.
 - Start day of month and End day of month Use these drop-down lists to select the days of the month that mark the time interval limits.
 - Month Use this drop-down list to select the month that defines the time interval.



If you want this time interval to be applied for all the months, select '-'.

- 2. Use the 🖃 🖶 buttons if you want to add/remove several time interval limits:
 - 🖃 removes the corresponding time interval limits.
 - H adds other time interval limits.
- 3. Click Ok to add the new time interval. Click Cancel to go back to the previous page without adding anything.



Note

You can enter up to **ten** different time interval limits to a single time interval.

Edit a Time Interval

To edit the time interval settings, use the controls grouped into the following two fieldsets:

- Time Interval Definition
- Matching Intervals



Note

For more information, see the Add Time Intervals section.

Click Ok to save the changes you have made to the time interval. Click Cancel to return to the previous page without modifying anything.

Manage the Sounds

There are two sound types in VoipNow Professional:

Music on hold

The music on hold sound files are played when a caller is on hold waiting for someone to answer his call. These sounds files are not language specific because they are usually melodies. Music on hold files can only be uploaded and not recorded over the phone.

Announcements

An announcement sound is played when the user is notified on an event or when information is requested from the user. These sounds have different files for different languages, allowing the user to listen to the sound version specific to his language preferences. If the files in the requested language do not exist, than the default sounds will be played. This type of sound can be either uploaded or recorded over the phone.

The system sounds are sounds that can be seen by all the users registered in the system, regardless of their level. Lower level users, like resellers and clients can also define shared sounds, but these can be seen only by the users belonging to their account. Non-system or non-shared sounds can only be used by the user that created them.

Once a system sound is added, it cannot be removed from the system. System sound files can be overwritten by replacing their content with a different sound. Sound files can be deleted or changed only by the user who added them.

The Sound Management page allows you to:

- Visualize the existing Sounds.
- Manage the <a>Folders .
- Search for specific sounds.
- Organize sound files using sound languages and folders.
- Remove unused sound files.

VoipNow Professional displays the following information about the available sound files:

S – The sound's status:

- Inabled
- Disabled

Click the icon to change the sound's status.

- T The sound's type:
 - In specifies a Shared sound (available to all accounts belonging to the same user).
 - Is specifies a User sound (available to the user who created it only).
- M The file's purpose:
 - Specifies an Announcement sound.
 - Do specifies a Music on hold sound.
- Name The sound file's name. Click this <u>link</u> to edit the sound details.
- Folder The folder where the sound is located in the system.
- Languages The number of languages for which this sound is defined.



Note

If the sound is used as Music on hold, then this field displays '-'.

Updated – The date when the sound was last modified.



Caution

You cannot remove sounds that are currently used!

You cannot remove a music on hold sound if:

- The folder where the sound is located is used.
- The sound is the only one left in the folder.

Add a New Sound



Caution

A new sound can be added only if there is at least one sound language available!

The Add New Sound page allows you to fill in the information required to define a new sound. The customizable details are grouped into several sections:

Sound Form

- Name The sound's descriptive name.
- This is music on hold Select this check box to specify the sound's purpose. When this option is enabled, the sound can be played to a caller that is on hold. Otherwise, the sound is used for announcement purposes only.
- This is a system sound When this option is enabled, all the users in the system can see and use this sound file.



Note

This field is available only when you are adding sound files from the <u>Unified Communications</u> >> **Sound management** page.



Note

This filed is available for the **system sound** files only.

 This is the system's music on hold - When this check box is selected, the sound is played system-wide for all the callers that are on hold.



Note

When this option is enabled, the music on hold file will be stored in the / Default folder. Therefore, the **Folder** field will be disabled.



Note

This filed is available for **music on hold** files only.

- Folder Use this drop-down list to select the folder where the sound will be stored.
- Record Over the Phone
 - I want to record sound over the phone When this option is enabled,
 VoipNow Professional gives you the possibility to record the sound file over the phone rather than uploading it.
- Upload Sound Files
 - Filename Click the button to locate the sound file on your computer and upload it.



VoipNow Professional accepts the following extensions for sound files: .mp3, .wav, .gsm and .raw.

If you are creating an announcement sound (the This is music on hold check box is not selected), then the following options are available:

- Language Use this drop-down list to specify the language of the sound file uploaded in the system.
- Default sound file When this option is enabled, this file is set as default for the sound. The default file is played for the callers with a phone language that is unavailable for the sound.

For example, let's assume you have created a sound that announces callers that the extension user is on holiday. You have added versions of the announcement in English, French, and Dutch and set the English file as default. The English sound version will be played to any caller that has other phone language set.



Note

Each sound object must have one default sound file associated. When uploading several sound files at the same time, make sure you select only one default file. Otherwise, VoipNow Professional will display an error message.

Click Ok to add the new sound. Click Cancel to go back to the previous page without adding anything.

Edit Sound Information

The Edit Sound Information page allows you to both upload a new sound file for any of the available languages or to overite the existing file using the controls grouped into the following fieldsets:

Sound Properties

This section displays general information about the currently uploaded file:

- Name The sound file's descriptive name.
- This is music on hold Depending on the file's type, this column can display Yes or No.

- This is a system sound Depending on the file's type, this column can display Yes or No.
- Folder The folder where the sound file is stored.
- Record Over the Phone
 - I want to record sound over the phone Select this check box if you want to use your phone terminal to record the new sound.
- Upload Sound Files

Use this section to upload files containing sound versions in different languages, if more then one is available.



Note

When you upload a sound file associated with a language that already exists, VoipNow Professional replaces the old file with the new version. Before this operation is performed, VoipNow Professional asks you to confirm the replacement.



Note

For more information about the available controls, see this section.

• Existing Sounds

VoipNow Professional displays the following information about each uploaded file:

 Listen - Use the available controls to listen to the sound file. Its total length is displayed as well, using the hours : minutes : seconds format.

If you want download the file on your hard drive, click the <a>I icon and confirm your choice.

- Filename The name of the sound file.
- Sound File Size The file's size in Kb.
- Folder The folder where the file is located.
- Language The language associated with the sound file.



Note

A default sound file is displayed in **bold** format.

Click Ok to save the changes. Click Cancel to return to the previous page without modifying anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Sound Folders

The Sound Folder Management page displays a list of the sound folders available in the system and allows you to:

- Visualize the existing Sound Folders.
- Add a new sound folder by clicking the <a> Add folder icon available in the Tools section.
- Search for specific folders.
- Remove unused sound folders and their content.

VoipNow Professional displays the following information about the available folders:

- Folder name The sound folder's name.
- Sounds The number of the sounds stored in the folder. Click this link to open a new page listing all these sounds.
- Created The date when the folder was added to the system.



Caution

The sounds currently used by extensions CANNOT be deleted! The folder containing them cannot be deleted either.

Add a New Sound Folder

Each time you add new sound files in the system, you must choose the folder name where you want them to be stored. If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the Add New Folder page:

- The \blacksquare buttons allow you to add several folders in the same time:
 - 🖶 adds a new folder input text box.
 - 🖃 removes the corresponding text box.
- Name Use the available text box to specify the folder's name

Click Ok to add the new sound folder(s). Click Cancel to go back to the previous page without adding anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Sound Languages

A sound file can be recorded in several languages so that the extension can listen to the specified announcement in his chosen language if available in the system. If the extension's language does not exist, then the announcement will be played in the default sound language.

The Sound Language Management page allows you to:

- Visualize the existing Sound Languages.
- Define a new sound language by clicking the 4 Add sound language icon available in the Tools section.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove unused sound languages from the system.

VoipNow Professional displays the following information about the available sound languages:

• Language name – The name of the language.



Note

When there is no sound file associated with the language, you can click the language name to rename the language properties.

• Sound files – The number of sound files in this language. Click this link to view the list of sound files.

Created – The date when the language was added to the system.

Add a New Language

The Add a New Sound Language page allows you to provide the name of the new sound language. To do so, use the available controls:

- - 🖶 adds a new language.
 - 🖃 removes a language.
- Name Use the available drop-down list to choose the language you want to add.

Click Ok to add the new sound folder(s). Click Cancel to go back to the previous page without adding anything.

Change the Language

To change a language, follow the next steps:

- 1. Click the name of the language that you want to modify.
- 2. The Change the Language page opens, allowing you to choose a different language using the available drop-down list.
- 3. Click Ok to save your changes. Click Cancel to return to the previous page without changing anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage the Call Screening Database

The database contains the categories and the corresponding phone numbers used for screening the extensions' outgoing calls. For more information, see the <u>Manage Call Screening Preferences</u> section.

The Call Screening Database management page allows you to:

View the phone numbers assigned to categories.

• Define new numbers by clicking the Add phone number icon available in the Tools section.



Note

- Manage the <a> Database categories .
- Search for specific numbers.
- Remove unnecessary phone numbers.

VoipNow Professional displays the following information about the available phone numbers:

- Number The screening number. Click the <u>link</u> to modify its settings.
- Database Category The database category the screening number belongs to.
- Tag The identification tag.
- Owner The category's owner.

When the category numbers list is too long and you are searching for a specific one, you can use the default controls and one extra:

• View numbers in category - Use the drop-down list to see all the numbers belonging to a certain database category.

Export

In VoipNow Professional, you can export all the phone numbers from the call screening database to a .csv file for sharing them among VoipNow Professional servers or for backup purposes.

To do so, click the <u>Export numbers</u> link, then save the .csv file to the desired location.

Add a New Category Number



Note

In order to add numbers, at least one database category must be defined. For more information, see the Add a New Database Category NN section.

The Add Phone Numbers page allows you both to import the numbers from a file or to manually add them from the web interface:

- Import Database Numbers Use this section if you want to import the numbers from a file:
 - Import numbers from file Select this check box to add the database numbers from an existing file. If this option is disabled, so are the next two fields.
 - Import file Use this text box or the button to specify the location of the file containing the database numbers.
 - Field separator Use this text box to specify the field separator character. The default value is ','.



Note

The uploaded file entries must be in the following format:

{phone_number}, {category_name}

- Add Database Numbers Use this section if you want to manually add the phone numbers to the database. If you have previously selected the Import numbers from file check box, then this section will be disabled.
 - Number Use this text box to fill in the phone number that will be used for screening the extensions' outgoing calls.
 - Database category Use the drop-down list to select one of the available categories.

You can add/remove several numbers by using the

□ icons.

Click Ok to add the new number(s). Click Cancel to go back to the previous page without adding anything.

Edit a Category Number

If you want to edit an existing category number, use the controls available in the Modify Number page, grouped into the following fieldsets:

- Import Database Numbers
- Modify Database Number



Note

For more details, see the Add a New Category Number section.

Click Ok to save the changes. Click Cancel to return to the previous page without making any modifications.

Manage Database Categories

The database categories are phone number collections used for screening purposes, as detailed in the <u>Manage the Call Screening Preferences</u> section.

VoipNow Professional displays the following information about the available categories:

- Database category The category's descriptive name. Click the link to edit the its properties.
- Tag The identification tag.
- Available to The database category's visibility.

Add a New Database Category

To add a new database category, fill in the details required in the Add New Database Category section:

- Name The database category's name.
- Tag The identification tag.
- Available to Use the available radio buttons to specify the category's visibility:
 - Admin level The database category is visible only to the system administrator.
 - Reseller level The database category is visible to the administrator and to the reseller accounts.
 - Client level The database category is visible to the system administrator, the reseller and the client accounts.
 - Extension level The database category is visible to the system administrator, the reseller, the clients and the extension accounts.
- Description Use this text area to associate a note about the purpose and content of the database category.

You can add/remove several categories by using the **!** ■ icons.

Click Ok to add the new category(ies). Click Cancel to return to the previous page without adding anything.

Edit a Database Category

To edit an existing database category, follow the next steps:

- 1. Choose the desired category from the Database Categories management page and click its name link.
- 2. In the new opened page, use the Modify Category section to edit the desired parameters.



Note

For more details, see the Add a New Database Category section.

3. Click Ok to save the changes. Click Cancel to return to the previous page without making any modifications.

Manage the Forbidden Extensions

VoipNow Professional allows the users to define extension numbers that are reserved for special purposes (such as emergency numbers). Once a number is added to the forbidden list, the system does not allow the creation of regular extensions with that number.

The Forbidden Extensions management page allows you to:

- Add new forbidden extensions.
- Search for specific forbidden numbers.
- Remove unnecessary forbidden extensions.

VoipNow Professional displays the following information about the Current Forbidden Extensions:

- Extension number The forbidden extension's number.
- Added The date when the extension number was added to the list.

Add a Forbidden Extension

To add one or more numbers to the forbidden list, follow these steps:

1. In the Add Extension section, use the available text box to fill in the number you wish to reserve.



The number of digits allowed for the extension number is displayed next to the text box. You cannot add a number that is longer than the allowed value.

- 2. Use the 🗏 🗄 buttons to add several forbidden numbers at the same time.
- 3. Click Ok to add the new number(s) to the list. Click Cancel to go back to the previous page without adding anything.



Caution

You cannot forbid a number that is already assigned to an existing extension in the system!

Manage the SIP Devices

The new provisioning methodology, implemented starting with VoipNow Professional 2.5.1, is organized around equipment, offering the possibility to quickly assign a Phone terminal extension to each one of the provisioned device's lines. The system administrator, the resellers and the clients can manage their own devices and provisioning settings according to their individual requirements.

The provisioning process is multi-extension aware because one equipment can handle multiple extensions. The configuration files used to provision the supported devices can be either the default ones included in the Server Default template or any other customized files, included in your own provisioning templates.

The Manage SIP Devices page allows you to:

 Provision a new equipment by clicking the Add new device icon available in the Tools section.



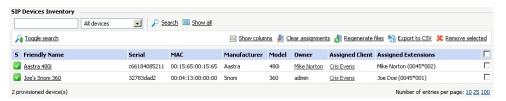
Note

For more details about adding a new SIP device, check this section.

- Manage the provisioned devices.
- Regenerate the configuration files of the provisioned devices.
- Search for specific provisioned devices.

- Remove unused equipment.
- Export the available data to a .csv file.

The SIP Devices Inventory groups the information and the controls required to manage the existing provisioned devices.





Note

As an administrator, you are able to see all the devices provisioned in system.

VoipNow Professional displays the following information about each provisioned device:

- S The device's provisioning status:
 - Z Enabled. The device is provisioned.
 - Disabled. The device is not provisioned.

Click the icon to change the provisioning status.



Note

When disabling a device, the corresponding provisioning file is deleted from the disk.

When enabling a device, the file is regenerated.

- Friendly Name The descriptive name given to the provisioned device.
 Click the link to edit the device's provisioning settings. For more details about the controls available in the displayed pop-up window, see the Add a New SIP Device section.
- Serial The unique serial number assigned to the device.
- MAC The provisioned device's MAC address.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

• Manufacturer - The provisioned device's manufacturer (e.g.: Snom, Yealink).



Note

This column is not visible by default. It can be enabled from the <u>show</u> columns panel.

- Model The provisioned device's model (e.g.: 360, SIP-T22P).
- Owner The name of the user that provisioned the device. On click, the owner's (either a reseller or a client account) management page opens.
- Assigned Client The client account the provisioned device is assigned to. On click, the client's management page opens.

When the device is not assigned to any account, the '-' is displayed.

• Assigned Extension(s) - The list of all the Phone terminal extension accounts assigned to the equipment, separated by comma. Both the extension name and number are displayed (e.g.: Joe Doe (0028*001)). When there are no extensions assigned to the device, the '-' is displayed.



Note

A very useful search tool is that you can choose the devices to be displayed:

- All devices The list will display all the provisioned devices, regardless who
 the owner is.
- **Owned by me** Only the devices provisioned by you will be displayed.

Export to CSV

VoipNow Professional allows you to export the information available in the SIP Devices Inventory table to a .csv file. To do so, click the <u>SEXPORT to CSV</u> link.

Clear assignments

If you want to remove the extension(s) the device is assigned to, then follow the next steps:

- 1. Select check box(es) corresponding to the device(s) you want to unassign.
- 2. Click the **1** Clear assignments link.

The selected device(s) relationship with the account(s) will be cleared.

Regenerate files

Every time you want to regenerate the provisioning files for the existing devices, follow the next steps:

- 1. Select the check box(es) corresponding to the device(s) you want to reprovision.
- 2. Click the **Negenerate** files link.

A confirmation message will be displayed, informing you that the provisioning files were successfully regenerated.

Provisioning a New Device

You can provision a new device, assign it to one of the available clients and choose the Phone terminal extensions that will be connected to the device's lines by following the next steps:

- 1. Click the 4 Add new device icon available in the Tools section.
- 2. A pop-up window will be displayed, allowing you to set up the device you want to provision.
 - Use the controls available in the Device Information section to choose the device and personalize it:
 - Fill in an unique identification number that will be used to recognize the device system wide in the Serial number text box (e.g.: 32783dad2).
 The value must be alphanumerical and must have between 3 and 32 characters in length.
 - Choose a Friendly name that will differentiate the provisioned device (e.g.: Joe's Snom 360). This is especially useful when you have the same equipment provisioned several times with different configurations. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.
 - Use the first drop-down list to choose the Manufacturer that produces the device you want to provision (e.g.: Snom). The list contains all the supported brands.
 - The next list is dynamically populated with all the available models for the selected manufacturer. Choose the desired Model (e.g.: 360).
 - Choose the corresponding Firmware/Version (e.g.: 6.2). This is important because the configuration file is different for each one of the supported firmware versions and, therefore, the provisioning settings differ.



For the moment, only Cisco (7940) and Cisco (7960) have two different configuration files, for firmware 7.x and 8.x.

 Use the Application version text box if you want to provide the device's specific firmware version (e.g.: P0S3-08-11-00). This value will be retained in the data base and used in the configuration file generated for the selected device.



Note

For the majority of devices, you do not have to fill in this text box. Anyhow, there are certain cases (e.g.: Cisco) when the device requires the presence of the exact application version in the configuration file in order to be provisioned.

Check the supplied user guide for clarifications.

- Fill in the device's MAC address. The text box is auto-populated with the first three segments according to the chosen manufacturer (e.g.: 00:04:13 for Snom). The value must have the standard format: xx:xx:xx:xx:xx:xx.
- If the Allow MAC based provisioning on HTTP(S) [] (less secure) option is enabled from the Unified Communications >> Provisioning templates >> Global Preferences section and the Update protocol is either HTTP or HTTPS, then if you select the Use MAC based provisioning check box, the provisioning link will be generated based on the device's MAC address.

The provisioning link is generated based on the provided Serial number and MAC address. For the Snom 360 device specified earlier, the link could be:

- If the Use MAC based provisioning check box is selected and the Update protocol is set to HTTP: http://192.168.14.39/pro/ p/000413000001.
- If the Use MAC based provisioning check box is not selected and the Update protocol is set to HTTP: http://192.168.14.39/pro/p/ id/32783dad2/32783dad2_000413000001.html.



Note

For some manufacturers, like Polycom, the provisioning links may look different:

http://192.168.14.71/pro/p/id/359186572711/0004f204eaa6.cfg



Note

If a duplicate MAC address is found in the database, then you are not be able to add the device and an error message is displayed.

- If you just want to define and assign the device, without provisioning it, then you can use the Status drop-down list to select Disable. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select Enable.
- Use the Notes text box if you have to add some additional information.
- Now you have to choose the Device Settings:
 - Use the Administrator username text box if you want to define the username for logging in to the device's browser based configuration interface.



Note

Not all the devices support configuration via a web browser. Check the documentation for additional information.



Caution

This option is not available for the devices manufactured by **Snom** and **Polycom**.

- Choose the Administrator password:
 - None No password will be required to connect to the device's browser based configuration interface.
 - Automatically generated VoipNow Professional will randomly generate a password for you.
 - Manually set If you like, you can manually set and confirm the Password using the two additional fields displayed.



Caution

This option is not available for the devices manufactured by **Snom** and **Polycom**.

- Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in the Phone update interval text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's settings. The default value is 10 minutes.
- The Update protocol list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server. The possible options are:
 - HTTP This is the preferred method, if available.
 - HTTPS While it is more secure, this method requires the installation of a CA signed certificate on the web server.
 - TFTP Choose this legacy provisioning method only if HTTP is not available.
- The most important step when adding a device is to select the appropriate Provisioning template. The drop-down list displays only those templates that have configuration files defined for the selected equipment plus the Server default template that includes the standard configuration files of all the devices supported by VoipNow Professional.

These configuration files contain the settings (default or custom) required by the device to become fully functional in the VoipNow Professional system and therefore it is advisable to double check the template you are going to use and search for any possible error that could cause the device to malfunction.

For more details on how to add a certain equipment to a template and on how to customize its configuration file, see the <u>Equipment Management</u> section.



Note

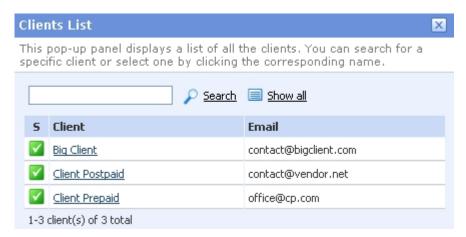
As a system administrator, you can choose only from your own templates. The provisioning templates defined by the other users are not available.

Starting VoipNow Professional 2.5.2, you can set the time zone that will be used by the phone device. You can either select the time zone of the extension(s) that this equipment will be assigned to or any other time zone, depending on your requirements. Basically, this option allows you to choose the time that will be displayed on the device's screen. For example, if the time zone of the extension you want this device to be assigned to, 0004*001, is GMT + 3, then you can use the drop-down list to select either GMT + 3 or any other existing value.



When you choose the extension(s) this device will be assigned to using the controls available in the **Line Assignments ({x})** section, its **time zone** will be automatically selected. You can choose to use it or select another one as you are not conditioned to keep the default value.

- Additionally, you can manage the device's Line Assignments ({x}).
 Note that the value between parenthesis displays the number of lines that can be assigned for that particular device (e.g.: for Snom 360, a total number of 12 lines can be allocated to extensions):
 - Click the sicon or manually fill in the client's number (e.g.: 0028) if you
 want to assign the device to a certain client account. Use the displayed
 pop-up panel to search and select the desired account.



The devices assigned to a client account can be managed from the client level as well.



Note

More than one device can be assigned to a client account.

• If you have previously selected a client account, then you can assign the device's line(s) to the client's Phone terminal extensions. To do so, click the icon and choose the desired account from the displayed pop-up window or manually fill it in using the available text box (e.g.: 0045*001).





Only the Phone terminal extensions that do not have any line assigned to them are displayed! Also, you cannot manually assign the device to an already provisioned extension.

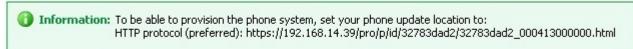
The maximum number of lines varies from device to device and it is defined in the equipment's configuration file. If the device has more than one line, then you can use the \blacksquare \blacksquare to manage them.



Note

It is not mandatory to assign the device now. You can always come back and finalize the process at a later stage.

- 3. Click Ok to provision the device.
- 4. A confirmation message that includes the link of the provisioning file is displayed:





Caution

The provisioning files are NOT generated when the device is not assigned to a client/ extension!

Chapter 7

Manage Your Channels

The channels are used to communicate with the outside world. They transmit the information from and to the callers inside and outside the system. VoipNow Professional allows you to manage the channels, the groups used at routing the outgoing calls, the public phone numbers or the channel groups. You can design and configure a communication layout according to your business requirements, in order to maximize your revenue.

The Channel Management page that can be accessed by clicking the Channels link available in the left navigation panel, groups all the available features into the following distinct sections:

- The controls required to set up new channels, routing groups or public phone numbers can be found in the Tools section:

 - Add ENUM channel
 - Add PRI channel



VoipNow Professional automatically determines the available (i.e.: unassigned) physical PRI channels installed on the server. If there are no PRI channels available, the system displays the icon. On mouse over, an explanation is displayed.

- Add I AX channel
- Channel groups
- Solution
 Outgoing routing groups
- Public phone numbers
- VoipNow Professional displays the following details about the Channels currently set up in the system:
 - S The channel status:
 - Image: Image: Enabled
 - Disabled

Click this icon to change the channel status.



Note

You can change a channel status only if it is not currently in use.

- T The channel type:
 - SIP
 - N PRI
 - IAX
 - B ENUM
- F The channel type, from the charging perspective:
 - Ø Free
 - Ø Paid
- Channel The channel name and the channel ID as a resource. Click the link to enter the Channel {channel_name} Management page.
- Node The node the channel is installed on.
- State This field specifies if the VoipNow Professional server is registered to the remote server using this channel or not.

- Updated The date the channel was last modified.
- C Click the ≤ icon to manage the costs associated with the channel.
 For more information, see this section.



If the channel is free of charge, then the \(\sigma \) icon is displayed.

Add a New Channel

When you want to create a new connection path between VoipNow Professional and the provider, you must add a new channel.

You may choose from the four available channel types the one that suites your needs best.

SIP Channel

The SIP channels allow Asterisk to communicate via VoIP with SIP telephones and exchanges. The Session Initiation Protocol (SIP) is a signaling protocol, widely used for controlling multimedia communication sessions such as voice and video calls over IP. The protocol can be used for creating, modifying and terminating two-party (unicast) or multiparty (multicast) sessions consisting of one or several media streams.

Starting VoipNow Professional 2.5.1, the SIP channels can be configured using predefined <u>provider templates</u> that allow you to directly set up the channels for a certain providers, without having to manually fill in all the specific parameters. This new feature simplifies the configuration process, reducing the time required to define an up and running SIP channel.

To add a new SIP channel to the system using the recently enhanced interface, you have to follow the next steps:

- 1. Fill in the channel identification details available in the Channel Information section and decide whether you want to configure the channel manually or using one of the existing providers:
 - Clone settings from channel Use this drop-down list if you want to replicate the settings of an existing SIP channel. This feature is intended to help you create channels with similar or identical structure faster.

- Name Use this text box to fill in a descriptive name to identify the channel.
- Channel groups If you want to assign the channel to one of the existing channel groups, then you can click its name in the AII groups list. It will be automatically moved into the Assigned groups pool, informing you that the channel is now part of that group.

The Assigned groups list contains the groups the channel is assigned to. To remove the channel from a group, click the desired group and the channel will automatically be moved back into the AII groups list.

For more information about how to create channel groups, see this section.

- Channel notes Use this text box to fill in a channel description.
- I want to configure the channel Now you have to select how you would like to set up the channel:
 - using a known provider To take fully advantage of the <u>provider</u> templates, you can choose to set up the channel using the already defined settings included in the XML file specific to the desired provider. This is the default selection.



Note

If you choose to use a provider template, then the **Select Your Provider** section will be displayed, allowing you to make the optimum choice.

- manually You can still choose to manually fill in all the details required to set up the SIP channel. This option is recommended for experienced users.
- 2. VoipNow Professional offers you, in the Select Your Provider section, the controls required to choose the provider that best suits your needs:
 - I want to get service in This list displays all the countries the defined providers are available in, allowing you to target the SIP channel for certain destinations. If you just want to set up a generic channel, then select No preference, which is the default value.
 - Recommended providers Depending on the previously selected country, VoipNow Professional displays here a list with all the providers defined for that country. The default selection is --.

For the No preference option, the list displays all the providers in the system, regardless the countries they are available in.



The lists are alphabetically sorted, having on top the Gold certified providers, followed by the Silver ones, ending with those that are not certified at all. The recommended providers are displayed in the Name (Certification: {level}) format, for example: Service Provider (Certification: Gold). If the provider is uncertified, it will be displayed like: Service Provider (Certification: None).

 Provider website - The service provider's home page. Click the link to open the site in a new window. The link is automatically updated, depending on the selected provider.



Note

The **Select Your Provider** section is displayed only if you have previously selected to configure the channel with a known provider.

3. The options that define the channel behavior are grouped in the Channel Preferences section.

Depending on how you chose to configure the SIP channel, some options may not be displayed:

- If chose to manually set up the channel, then all the available options are displayed and can be customized.
- On the other hand, if you wanted to configure the channel with a known provider, then this section will display ONLY the options for which the visibility level was set to 1 in the selected provider template XML file.

In this case, the fieldset is renamed Channel Preferences - Reveal All Fields, becoming foldable. On click, all the other options CAN be displayed as well. When extended, the fieldset is named Channel Preferences - Hide Fields. On click, all the fields not included in the XML file are hidden.

The options available for setting up a SIP channel are:

• Send calls to {IP}:{port} — Use these text boxes to specify the hostname/IP address and the port of the SIP provider server.

The port is required only if the hostname cannot be resolved using DNS SRV.

• Username — Use this text box to fill in the address of the record whose registration is going to be created or updated on the service provider's registrar server. The specified value will compose the username for the To and From SIP headers. If no Authorization username is specified, then this value will be used for the Username SIP header as well. (you can read this parameter as we are registering as)

•

Note

The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [1-10], also included in the ASCII.
- Special characters like: _.-@.
- Password Use this text box to fill in the password used for authorization with the service provider's registrar server. (you can read this parameter as our digest authorization password is)



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password Use the available text box to confirm the password used to connect to the service provider's registrar server.
- Do not register Select this check box if you do not want to register before connecting to the provider.
- Authorization username The value specified here overrides the username used for the authorization with the service provider's registrar server. (you can read this parameter as we authenticate as)
- Concurrent calls (outgoing+incoming) If your SIP provider limits the number of concurrent calls through the channel, fill out this text box.

This is very useful because the channel will no longer be selected by the routing engine when the limit is reached and your provider will no longer accept more calls on that channel.

- Charging plan Use the drop-down list to specify the channel type:
 - Paid The channel charges a fee every time it is used.
 - Free The channel can be used for free to call any destination.
- Channel capabilities Use these radio buttons to select the channel functionality:
 - Incoming Only incoming calls can be received through the channel.
 - Outgoing Only outgoing calls can be sent through the channel.
 - Both The channel can be used both for receiving and sending calls.
- DTMF mode Use this drop-down list to choose the DTMF mode. The default option is rfc2833. If you choose the auto option, then Asterisk will automatically detect whether the channel supports rfc2833 or not. If it does not support it, then Asterisk will use the inband mode.
- Behind NAT Select this check box, if the channel is located behind a NAT (Network Address Translation) router.
- CallerID for outgoing calls Use this text box to specify the number that will be displayed by the phones with an active callerID feature (e.g.: John Doe <555890123>).



Note

Usually, the CallerID is the same as the public phone number.

- From user Some SIP providers require a From user parameter to identify the user. To verify if the channel requires this parameter, please check with the SIP provider.
- From domain Some SIP providers require a From domain parameter to identify its users. To verify if the channel requires this parameter, please check with the SIP provider.
- Authorization extension This value is the username part of the Contact SIP header used for creating a registration binding with the service provider's network. (you can read this parameter as we are located at)
- Get DID from custom header If a valid DID number is not present in the request line of the SIP packet, then it will be taken from a custom header. Use this text box to define the name of that header. For example,

if you fill in Test and the DID number is 12345, then the custom header will be Test: 12345.

- Qualify value The server checks the remote party for presence regularly. If it does not answer in a time below this setting, the device is considered offline. This feature can be disabled if you select None. Use the drop-down list to specify the desired value.
- Prefix all calls with The prefix that will be added to all the destination numbers of the calls routed through this channel.
- Trusted channel When this option is selected, VoipNow Professional considers all communication through this channel to come from a trusted source (based on IP) and does not authenticate incoming calls.
- Trust Remote-Party-ID SIP header When this parameter is set to 1 (enabled), VoipNow Professional trusts and uses the Remote-Party-ID headers in the SIP messages received on the channel.
- Send Remote-Party-ID SIP header When this parameter is set to 1 (enabled), VoipNow Professional includes Remote-Party-ID headers in the SIP messages sent through the channel.
- Session timers The user agents send periodic re-INVITE or UPDATE requests (session refresh requests) to keep the session alive. The interval for the session refresh requests is determined through a negotiation mechanism. If a session refresh request is not received before the interval passes, the session is considered terminated. Use the available dropdown list to select how the channel will handle the session timers:
 - Accept The channel will accept the session refresh requests sent by user agents. This is the default value.
 - Originate The channel will accept this mechanism only for session refresh requests sent from inside the system. The requests sent by user agents outside the system will not be allowed.
 - Refuse In this case, the channel will send a 422 rejection response, informing that it does not support session timers.
- Session refresh interval Use the available text box to fill in the maximum amount of time, in seconds, that can occur between session refresh requests in a dialog before the session will be considered timed out. This time interval is included in the SIP Session-Expires header field. The user agent server (UAS) obtains this value form the Session-Expires header field in a 2xx response to a session request that it sends. The user agent client (UAC) determine this value from the Session-Expires header field in a 2xx response to a session request that it receives. The accepted integer values range from 10 to 84,000 seconds. The default value is 1,800 seconds.



Small session intervals can be destructive to the network. They cause excessive messaging traffic that affects both the user agents and the proxy servers, increasing the possibility of *glare* that can occur when both user agents send a re-INVITE or UPDATE request at the same time.

The default value of 1,800 seconds was chosen because 95% of the phone calls are shorter then 30 minutes, however the exact value is dependent on many network factors, including network bandwidths and latencies, computing power, memory and so on. Therefore, you should set a value in concordance with your requirements and system resources.

• Minimum session refresh interval - Use the available text box to fill in the minimum value that will be accepted by the channel, in seconds, for the session interval. This value is included in the SIP Min-SE header field. The accepted integer values range from 90 to 18,000 seconds. The default value is 90 seconds, representing little more than twice the duration that a SIP transaction can take in the event of a timeout. This value allows sufficient time for an user agent to attempt a refresh at the halfpoint of the session interval, and for that transaction to complete normally before the session expires.



Note

If the UAC's Session-Expires is lower than the Min-SE defined for another SIP device, then that device rejects the session refresh request with a 422 response. This response contains a Min-SE header identifying the minimum session interval it is willing to support. The UAC will try again, this time including the specified Min-SE header. This way, the minimum timer meets the constraint.

- Session refresh source Choose who will handle the SIP headers:
 - The user agent client, UAC or
 - The user agent server, UAS.
- Channel codecs Use the available check boxes to select the codecs for encoding–decoding the voice signal over this channel:
 - G723
 - G.711 u-Law
 - G.711 A-Law
 - GSM

- G.726 (RFC)
- slin
- G.729a
- speex
- iLBC
- IPC-10
- H.261
- H.263
- H.263 enhanced
- G.726
- · H.264
- G.722
- T.140 (redundant)
- T.140
- Use MD5 When this option is enabled, VoipNow Professional encrypts the passwords used in the authentication process. The method used is an MD5 hash function.
- 4. Next, you can configure the public phone numbers and the DIDs as they are sent by the channel provider:
 - Select the Setup public phone numbers assigned to the channel check box and click Ok to add the new channel and go to the next step.
 - Deselect the Setup public phone numbers assigned to the channel check box and click Ok if you want to add the new channel without configuring the public phone numbers. If you choose to set up the public phone numbers later, skip steps 4 and 5.
 - Click Cancel to go back to the previous page without adding the channel.
- 5. The Add Public Phone Numbers to Channel {channel_name} page opens, allowing you to define new public phone numbers and their DID association. The public phone number is the number dialed from a public network to make a call to an extension on the server. The required controls are grouped into the following sections:
 - Add Phone Numbers From File This section allows you to upload a group of public phone numbers using the available controls.
 - Public Phone Number Form If you want to manually set up a public phone number, use the controls available in this section



For a more detailed overview on how to add public phone numbers, please check the Add a Public Phone Number to a Channel section.

6. The next step allows you to configure the costs charged by the channel provider based on the call destination.



Note

This option is only available if, in the channel's setup, the **Charging plan** was set to Paid.

- Select the Setup channel costs check box and click Ok to add the new channel and go to the next step.
- Deselect the Setup channel costs check box and click Ok if you want to add the new channel without configuring its costs. If you choose to set up the costs later, skip steps 6 and 7.
- 7. The Channel Cost Management for {channel_name} page opens, allowing you to add the channel costs. The available information is grouped into the following sections:
 - Clone Channel Costs Use this section if you want to use a cost structure already defined for another channel.
 - Upload Cost File Use this section to replace all the costs currently associated with the channel with the charges from the uploaded cost file.
 - Add Costs Use this section to manually add costs to the specific channel.



Caution

You cannot clone, upload and add costs at the same time.



Note

For a more detailed overview of the channel costs setup, please check the Manage Channel Costs section.

8. Click Ok to save the channel costs. Click Cancel to exit without saving them.

Edit a SIP Channel's Parameters

When required, you can modify the SIP channel's parameters to meet your new requirements. For more information about how to configure the available options, see the SIP Channel section.

PRI Channel

The Primary Rate Interface channel is a type of ISDN designed for larger companies. PRI includes 30 B-Channels (23 in USA) and one D-Channel. The PRI service is usually transmitted through E1 lines (T-1 lines in USA).

To add a new PRI channel to the system, follow the next steps:

1. Fill in the required details:

- Channel Definition
 - Clone settings from channel Use the drop-down list if you want to replicate all the settings of an existing channel.
 - Name Use this text box to fill in a descriptive name used to identify the channel.
 - Use channels From ID { number} To ID { number} Use the dropdown lists to select which channels, belonging to the previously selected node, you want to group. The lists display only the available channels, which were not used in other configurations.

You can add/remove more channel intervals by using the

□ icons.

- Group ID Use the drop-down list to select the ID of the channels group previously defined.
- Channel capabilities Use these radio buttons to select the channel functionality:
 - I ncoming Only incoming calls can be received through the channel.
 - Outgoing Only outgoing calls can be sent to the channel.
 - Both The channel can both receive and send calls.
- Charging plan Use the drop-down list to specify the channel's type:
 - Paid The channel charges a fee every time it is used.
 - Free The channel can be used for free to call any destination.
- Default language The channel will have a default language code that determines the language of the sound files played on this channel.

The default language is English. Use the drop-down list to select your language.

- Channel notes Use this text box to fill in comments on the channel.
- Signaling and Voice Quality These settings determine the signaling method and the parameters applied on the channel. Click the

 button to view the content of this section.
 - Signaling method Use this drop-down list to choose the signaling method used on the channel. The default method is fxo_1s.

◮

Caution

Before adding the channel, VoipNow Professional verifies if the method you have selected is actually supported by the physical channel. If the method is not supported, VoipNow Professional will display an error message informing you which methods are allowed.

- em − E & M
- em w E & M Wink
- featd Feature Group D. The fake, Adtran style, DTMF
- featdmf Feature Group D. The real thing, MF (domestic, US)
- featdmf_ta Feature Group D. The real thing, MF (domestic, US) through a Tandem Access point
- featb Feature Group B. MF (domestic, US)
- fxs ls FXS (Loop Start)
- fxs_gs FXS (Ground Start)
- fxs_ks FXS (Kewl Start)
- fxo_ls FXO (Loop Start)
- fxo_gs FXO (Ground Start)
- fxo ks FXO (Kewl Start)
- pri_cpe PRI signaling, CPE side
- pri_net PRI signaling, Network side
- gr303fxoks_net GR-303 signaling, FXO loopstart, Network side
- gr303fxsks_cpe GR-303 signaling, FXS loopstart, CPE side
- sf SF (Inband Tone) Signaling
- sf w SF Wink

- sf_featd SF Feature Group D. The fake, Adtran style, DTMF
- sf_featdmf SF Feature Group D. The real thing, MF (domestic, US)
- sf_featb SF Feature Group B. MF (domestic, US)
- e911 E911 (MF) style signaling
- fxs_rx Receive audio/COR on an FXS kewl start interface (FXO at the channel bank)
- fxs_tx Transmit audio/PTT on an FXS loop start interface (FXO at the channel bank)
- fxo_rx Receive audio/COR on an FXO loop start interface (FXS at the channel bank)
- fxo_tx Transmit audio/PTT on an FXO ground start interface (FXS at the channel bank)
- em_rx Receive audio/COR on an E&M interface (1-way)
- em_tx Transmit audio/PTT on an E&M interface (1-way)
- em_txrx Receive audio/COR AND Transmit audio/PTT on an E&M interface (2-way)
- em_rxtx This is an alias name for em_txrx
- sf_rx Receive audio/COR on an SF interface (1-way)
- sf_tx Transmit audio/PTT on an SF interface (1-way)
- sf_txrx Receive audio/COR and Transmit audio/PTT on an SF interface (2-way)
- sf_rxtx This is an alias name for sf_txrx
- r2
- Echo cancellation When this setting is Yes, VoipNow Professional will apply an echo cancellation algorithm to the voice transmitted over this channel.
- Echo cancellation when bridged When this setting is Yes, VoipNow Professional will apply an echo cancellation during pure TDM bridging.
- Enable echo training Use this setting to train the echo canceling algorithm. When you select a value different from No, VoipNow Professional will mute the channel, send an impulse and use the impulse's response to pre-train the echo canceler. The values available are: Yes, No, or a number of milliseconds the training to be delayed with.

- Relax DTMF detection Use this setting if you are having problems with the DTMF tones detection. When this option is set to Yes, the DTMF detector is more likely to experience "talk off" (e.g.: the detector identifies some voice signals as tones).
- Receive gain Use this drop-down list to set a receive gain. The values from the list are expressed in dB.
- Transmit gain Use this drop-down list to set a transmit gain. The values from the list are expressed in dB.
- Answer the channel immediately Use this setting to specify whether the channel should be answered immediately or if the simple switch should provide dial tone, read digits, etc.
- Tones are played on the channel for Use this text box to specify how long the generated tones (DTMF and MF) will be played on the channel. The accepted values range from 1 to 9,999 ms. The default value is 100 ms.
- Distinctive ringing on FXO lines This setting specifies whether or not to attempt to recognize distinctive ring styles on incoming calls.
- Enable ADSI If the phone device connected to this channel has ADSI (Analog Display Services Interface) capabilities, set Enable ADSI to Yes. The default value is No.
- Enable busy detection When this setting is set to Yes, the incoming audio signals during a call or a dial attempt will be analyzed in order to recognize busy signals. The default value is Yes.



This setting is useful on analog trunk interfaces both to detect a busy signal when dialing out, and for detecting when the person has hung up.



Caution

Make sure that you don't use this on digital interfaces like QuadBri cards. Otherwise you will have "broken calls" problems.

How many busy tones to wait before hangup - This parameter specifies how many busy tones the system waits for before hanging up. The accepted values range from 2 to 10. The default value is 4 tones.



A higher number of busy tone means a higher time needed to hangup a channel and a lower probability to experience random hangups.

- Busy tone cadence This setting allows you to specify the pattern of the busy signal. The default pattern is 500 ms on, 500 ms off. The system will check the length of the sound (tone) and silence which will reduce the probability of hanging up randomly. The accepted values range from 50 to 9,999 ms.
- Use polarity reversal to mark answered remote calls This setting specifies whether the system must check for a polarity reversal to know when an outgoing call is answered by the remote party. The default value is Yes.
- Hangup on polarity reversal This setting specifies whether a polarity reversal is used to signal the disconnection of a phone line. If this setting is Yes, a call will be considered "hung up" on a polarity reversal. The default value is Yes.
- Detect call progress When this setting is Yes, the system attempts to determine answer, busy and ringing events on the channel.
- Call progress zones This setting defines the timing and frequencies for call progress detection. The default value is United States/North America.
- Ring timeout Use this text box to specify how long it takes before the system considers a non-ringing line to have hangup. FXO (FXS signaled) devices must have a timeout to determine if there was a hangup before the line was answered. The accepted values range from 1,000 to 99,999 ms. The default value is 8,000 ms.
- \circ Dial pulse For FXO (FXS signaled) devices, this setting specifies whether to use pulse dial instead of DTMF. The default value is No.
- Fax detection This parameter specifies whether the system will try to detect incoming, outgoing, both types of faxes or it will not detect faxes at all.
- Jitter buffer Use this text box to specify the length of the jitter buffer.
 The jitter buffer is used to compensate for jitter (the variation between packet delays) and out of order delivery of packets. The default value is 4 ms.

- CallerID Preferences These settings determine the behavior of the channel in connection with callerID information. Click the ⊗ button to view the content of this section.
 - Use callerID name Use this text box to specify the callerID name that will be sent for all the outgoing calls that are routed through this channel.
 - Use callerID number Use this text box to specify the callerID name that will be sent for all the outgoing calls that are routed through this channel.



You are allowed to fill in a number in the format "+39203991739".

- Use callerID For phones, when this option is set to Yes, the system sends the callerID data to the phone when ringing it. For trunk lines, when this option is set to Yes, the system looks for the callerID on the incoming calls.
- CallerID signaling Use this drop-down list to select the callerID signaling method. The default method is Bell (used in the United States). You can also choose among V23 (used in the UK) and DTMF (used in Denmark, the Netherlands and Sweden).
- What signals the start of callerID Use this drop-down list to specify
 the type of signal that marks the start of the callerID. Ring means that
 a ring signals the start of the caller ID while Polarity means that a
 polarity reversal signals the start of the callerID.
- $^{\circ}$ Hide callerID For FXS phones, when this setting is Yes, the system will stop sending this channel's callerID information to the called party. The default setting is No.
- Call waiting When this setting is Yes, the system activates the call waiting function for all the calls routed through the channel. The default setting is No.



Note

If the channel has **Call waiting** set to Yes, a user can deactivate the call waiting function temporarily for the duration of a call by dialing *70 on their phone keypad.

 Restrict callerID presentation - When this setting is No, the system will restrict the destination phone device from accessing the callerID information of the user that initiated the call. This setting only applies to PRI channels.

- \circ Use callerID presentation When this setting is No, the system will not send callerID information to the destination phone device. This setting only applies to PRI channels.
- Send callerID after Some countries (e.g. UK) have ring tones with different ring patterns. A ring may be made up of a sequence of simple rings. This means that the callerID must be sent after this sequence and not after the first ring. Use the drop-down list to specify the number of rings in the sequence. The default value is 1 ring.
- CallerID on call waiting Sets whether Asterisk will send callerID data to the handset during call waiting indication.
- Channel Features These settings determine the functions that will be available for the channel. Click the

 button to view the content of this section.
 - Transfer to busy extensions When this setting is Yes, the system performs flash-hook transfers even if the destination channel is busy. When the value is No and if the destination channel is busy, the system returns the call to the user that performed the transfer.



Note

Flash-hook transfers are used in the call waiting feature. If a new call rings while the called party is involved in a conversation, Instead of producing a busy signal, the new caller hears the ringing sound and the called party hears a special beep tone. If he chooses so, the called party can depress **send a flash-hook** by briefly pushing the phone's hook-switch. The original caller is put on hold, and the new caller is connected. Repeated flash-hooks will swap between the two callers. On a PBX, a flash-hook will produce a new dial-tone, allowing a three-way conference or call transfer.

- Support three-way calling When this setting is Yes, the channel supports conferences made up of three participants.
- Support flash-hook call transfer When this setting is Yes, the channel supports call transferring by performing a flash-hook and then dialing the transfer destination's number.
- Support call forward When this setting is Yes, the channel supports call forwarding features.
- Support call parking When this setting is Yes, the channel supports call parking/unparking features.

 PRI Preferences - If you have a PRI line, you can use this section to specify its parameters. Click the

 button to view the content of this section.



Note

PRI is an ISDN type, typically used to connect a PBX to a telephone exchange.

- Switch type Use this drop-down list to choose the PRI switch type your PRI line is connected to. The default type is National. The other available values are: dms100, 4ess, 5ess, EuroISDN, nil, qsig.
- Network specific facility Some PRI switches (AT&T for example) require that you provide the network specific facility. The default value is none. The other values possible include sdn, megacom, accunet.
- PRI dial plan (Rarely used!) This setting controls the Type of Number (TON) and the Numbering Plan Index (NPI) associated with the called party information element. The available values are:
 - Unknown The receiving switch will interpret the digits according to the standard used by the PSTN in that country. For example, a switch in Sweden will interpret the number "00461234567" as the national Swedish number "1234567".
 - Private
 - Local
 - National The receiving switch will interpret the digits as a national number (e.g. with an area code at the beginning). Escape digits, like leading zero for the area, code are not interpreted.
 - International
 - Dynamic The receiving switch will parse the dialed number and try to find a matching prefix in the settings international prefix, national prefix, local prefix, private prefix, unknown prefix.

The default value is National.



Note

This is the recipient of the call. This parameter is required only by a few types of PRI switches. If your switch does not require this parameter, it will simply be ignored.

- PRI local dial plan (Rarely used!) This setting controls the Type of Number (TON) and the Numbering Plan Index (NPI) associated with the calling party information element. The available values are:
 - Unknown The receiving switch will interpret the digits according to the standard used by the PSTN in that country. For example, a switch in Sweden will interpret the number "00461234567" as the national Swedish number "1234567".
 - Private
 - Local
 - National The receiving switch will interpret the digits as a national number (e.g. with an area code at the beginning). Escape digits, like leading zero for the area code, are not interpreted.
 - International
 - Dynamic The receiving switch will parse the dialed number and try to find a matching prefix in the settings international prefix, national prefix, local prefix, private prefix, unknown prefix.

The default value is National.

- PRI callerID international prefix This parameter specifies the international prefix part of the dialed number. The default value is 00. Another example of a valid international prefix is +.
- PRI callerID national prefix This parameter specifies the national prefix part of the dialed number. The default value is 0. Another example of a valid national prefix is +49.
- PRI callerID local prefix This parameter specifies the local prefix part of the dialed number. This text box can be empty. Examples of valid local prefixes: 0711 or +49711.
- PRI callerID private prefix This parameter specifies the private prefix part of the dialed number. This text box can be empty. Examples of valid private prefixes: 07115678 or +497115678.
- PRI callerID unknown prefix This text box can be empty.
- PRI reset interval This parameter specifies the time interval between resetting unused channels. The default value is 3,600 s.



Note

Some PBXes have problems with channel resetting. In these cases, you can set the time interval to a larger value (e.g.: 86,400 s).

 Send overlap digits - This parameter specifies whether a dialed phone number's digits should be sent to the switch by using the overlap sending procedure or the en-bloc procedure. When this setting is Yes, overlap sending will be used. The default value is Yes.



Note

The **overlap sending** procedure means that the system sends each dialed digit in its own ISDN *information* message. The **en-bloc** procedure means that all digits are sent in the same ISDN *setup* message.

- PRI indications This setting specifies the type of signaling used for indicating the events busy and congestion. When the setting is In band, the system signals busy or congestion using in-band tones and does not answer. When the setting is Out of band, the system disconnects with busy or congestion information code and the switch will play the indication tones to the caller.
- Force all PRI channels to be marked exclusively selected When this setting is Yes, the system will override the existing channels selection routine. As a result, all PRI channels will be marked as exclusively selected.
- - Transmit facility-based ISDN When this setting is Yes, the transmission of facility-based ISDN supplementary services is enabled.
 - Set ISDN timer t{numeric_value_1} to {numeric_value_2} ms.
 Use the available text boxes to set ISDN timers. {numeric_value_1} and {numeric_value_2} accept values between 1 and 99,999.

You can create several ISDN timers; use the ■ ■ buttons to add more text boxes.

 Timing Parameters - In this section you can set timing parameters used for non-PRI T1 lines.

All text boxes accept numeric values that range between 1 and 9999 ms. Click the substant to view the content of this section.

- Pre-wink time
- Pre-flash time
- Wink time
- Flash time
- Start time

- Receiver wink time
- Receiver flash time
- De-bounce timing
- - All groups This list contains all the groups in the system. To assign
 the channel to a specific group, click the desired channel and it will be
 automatically moved into the Assigned groups pool.
 - Assigned groups This list contains the groups where the channel is assigned to. To remove the channel from a group, click the desired channel and it will be automatically moved back into the All groups pool.
- 2. The Setup public phone numbers assigned to the channel check box allows you to configure the public phone numbers and the DIDs as they are sent by the channel provider.
 - Select the check box and click Ok to add the new channel and go to the next step (set the public phone numbers).
 - Deselect the check box and click Ok, if you want to add the new channel without configuring the public phone numbers. If you choose to set up the public phone numbers later, skip steps 4 and 5.
 - Click Cancel to return to the previous page without adding the channel.
- 3. A new page opens, allowing you to add public phone numbers and their DID association. The public phone number is the number dialed from a public network in order to make a call to an extension on the server.
 - Add Phone Numbers From File This section allows you to upload a group of public phone numbers using the available controls.
 - Public Phone Number Form If you want to manually set up a public phone number, use the controls available in this section



For a more detailed overview on how to add public phone numbers, please check the Add a Public Phone Number to a Channel section.

- 4. The Setup channel costs check box allows you to configure the costs charged by the channel's provider based on the call destination.
 - Select the check box and click Ok to add the new channel and go to the next step (set the channel costs).

- Deselect the check box and click Ok, if you want to add the new channel without configuring its costs. If you choose to set up the costs later, skip steps 6 and 7.
- 5. A new page opens, allowing you to add channel costs. The information in this page is grouped into several sections:
 - Clone channel costs Use this section if you want to use a cost structure already defined for another channel.
 - Upload cost file Use this section to replace all the costs currently associated with the channel with the charges from the uploaded cost file.
 - Add costs Use this section to manually add costs to the specific channel.



A Caution

You cannot clone, upload and add costs at the same time.



Note

For a more detailed overview of the channel costs setup, please check the Manage Channel Costs section.

6. Click Ok to save the channel costs. Click Cancel to exit without saving anything.

Edit a PRI Channel's Parameters

When required, you can modify the PRI channel's parameters to meet your new requirements. The data is grouped into the following sections:

- Channel Definition Use this section to change the channel's identification information such as name or ID.
- Signaling and Voice Quality These settings determine the signaling method and parameters applied on the channel



Note

If the PRI channel is currently busy, you are not allowed to change the Signaling method parameter. When you click the Ok button, VoipNow Professional will display an error message asking you to try to modify the signaling method at a later time, when the channel is free.

 CallerI D Preferences - These settings determine the channel's behavior in connection with the CallerID information.

- Channel Features These settings determine the functions that will be available on the channel.
- PRI Preferences If you have a PRI line, you can use this section to specify its parameters.
- ISDN Preferences This section contains more ISDN parameters.
- Timing Parameters In this section you can set timing parameters used for non-PRI T1 lines.
- Channel Group Use this section to assign the channel to one or more channel groups.



For more information about how to configure the available options, see the PRI Channel section.

LAX Channel

The IAX channel is used by Asterisk as an alternative to the SIP or H.323 channels when connecting to other devices that support IAX. The Inter Asterisk eXchange protocol is used for enabling VoIP connections between servers beside client–server communication.

To add a new IAX channel to the system, follow the next steps:

- 1. Fill in the required details:
 - Channel Form
 - Clone settings from channel Use this option to copy the settings of an existing channel. This feature is intended to help you create channels with similar or identical structure faster.
 - Name Use this text box to fill in a descriptive name used to identify the channel.
 - Send calls to Use this text box to specify the hostname or the IP address and the port of the SIP provider server.
 - Mask Subnet mask for the host.
 - Do not register Select this check box if you do not want to register before connecting to the provider.
 - Authorization type Use the radio buttons to choose the authorization type. The available options are:
 - Plain text No encryption used

- MD5 Password will be encrypted using MD5 (Message-Digest algorithm 5).
- RSA Encryption using the RSA algorithm for public key cryptography. RSA involves a public key and a private key. The public key can be known to everyone and is used for encrypting messages. Messages encrypted with the public key can only be decrypted using the private key.

For more information on encryption keys, please read the <u>Managing</u> <u>Encryption Keys</u> section.

Username - The username required for authentication.



Note

The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: _.-@.
- Password The password required for authentication.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password Password confirmation.
- $\,{}^{\circ}\,$ Outgoing encryption key Choose the outgoing encryption key.



Note

This field only is available if the **Authorization type** was set to RSA.

- I ncoming encryption key Choose the incoming encryption key from the available list:
 - Available public keys This list contains all incoming encryption keys in the system. To assign a key, click the desired key and it will be automatically moved into the Assigned public keys pool.
 - Assigned public keys This list contains all the assigned incoming encryption keys. To unassign a key, click the desired key and it will be automatically moved back into the Available public keys pool.



This fields are only available if the **Authorization type** was set to RSA.

- Concurrent calls (outgoing+incoming) If your provider limits the number of concurrent calls through the channel, fill in this text box.
 This is very useful because the channel will no longer be selected by the routing engine when the limit is reached and your provider will no longer accept more calls on that channel.
- Charging plan Use the drop-down list to specify the channel's type:
 - Paid The channel charges a fee every time it is used.
 - Free The channel can be used for free to call to any destination.
- Channel capabilities Use these radio buttons to select the channel functionality:
 - I ncoming Only incoming calls can be received through the channel.
 - Outgoing Only outgoing calls can be sent through the channel.
 - Both The channel can both receive and send calls.
- CallerID for outgoing calls Use this text box to specify the number that will be displayed by phones with an active callerID feature.



Note

Usually, the callerID is the same as the public phone number.

- Qualify value The server checks the remote party for presence regularly. If it does not answer in a time below this setting, the device is considered offline. The service can be disabled if you choose the value None.
- Prefix all calls with The prefix that will be added to all the destination numbers of the calls routed through this channel.

- Permit from network The server accepts packets only from the specified networks.
- Deny from network The server denies packets from the specified networks.



If the same network address is specified in the **Permit from network** and the **Deny from network** fields, the server will NOT accept packets from the respective address.

- Channel codecs Use the available check boxes to select the codecs for encoding–decoding the voice signal over this channel.
 - G723
 - G.711 u-Law
 - G.711 A-Law
 - GSM
 - G.726 (RFC)
 - slin
 - G.729a
 - speex
 - iLBC
 - LPC-10
 - H.261
 - H.263
 - H.263 enhanced
 - G.726
 - H.264
 - G.722
 - T.140 (redundant)
 - T.140
- Send peer context to remote The default context requested in order the calls to peer.
- IAX native transfer Use the drop-down list to select the status of the IAX native transfers:

- Yes Enabled.
- No Disabled.
- Media only Only media type transfers are allowed.
- Allow trunking If set to Yes, the application will use IAX2 trunking for this context.
- Enable jitter buffer You can turn on/off jitter buffer individually for every channel. The jitter buffer is used to compensate for jitter (the variation between packet delays) and out of order delivery of packets.
- Channel notes Use this text box to fill in comments on the channel.
- Channel Group Use this section to assign the channel to one or more channel groups. Click the

 button to view the content of this section.
 - All groups This list contains all the groups in the system. To assign the channel to a specific group, click the desired channel and it will be automatically moved into the Assigned groups pool.
 - Groups where the channel is assigned to This list contains the groups where the channel is assigned to. To remove the channel from a group, click the desired channel and it will be automatically moved back into the All groups pool.
- 2. The Setup public phone numbers assigned to the channel check box allows you to configure the public phone numbers and the DIDs as they are sent by the channel provider.
 - Select the check box and click Ok to add the new channel and go to the next step (set the public phone numbers).
 - Deselect the check box and click Ok, if you want to add the new channel without configuring the public phone numbers. If you choose to set up the public phone numbers later, skip steps 4 and 5.
 - Click Cancel to return to the previous page without adding the channel.
- 3. A new page opens, allowing you to add public phone numbers and their DID association. The public phone number is the number dialed from a public network in order to make a call to an extension on the server.
 - Add Phone Numbers From File This section allows you to upload a group of public phone numbers using the available controls.
 - Public Phone Number Form If you want to manually set up a public phone number, use the controls available in this section



For a more detailed overview on how to add public phone numbers, please check the Add a Public Phone Number to a Channel section.

- 4. The Setup channel costs check box allows you to configure the costs charged by the channel's provider based on the call destination.
 - Select the check box and click Ok to add the new channel and go to the next step (set the channel costs).
 - Deselect the check box and click Ok, if you want to add the new channel without configuring its costs. If you choose to set up the costs later, skip steps 6 and 7.
- 5. A new page opens, allowing you to add channel costs. The information in this page is grouped into several sections:
 - Clone channel costs Use this section if you want to use a cost structure already defined for another channel.
 - Upload cost file Use this section to replace all the costs currently associated with the channel with the charges from the uploaded cost file.
 - Add costs Use this section to manually add costs to the specific channel.



Caution

You cannot clone, upload and add costs at the same time.



Note

For a more detailed overview of the channel costs setup, please check the Manage Channel Costs section.

6. Click Ok to save the channel costs. Click Cancel to return to the previous page without saving anything.

Edit an IAX Channel's Properties

When required, you can modify the IAX channel's parameters to meet your new requirements. For more information about how to configure the available options, see the IAX Channel section.

ENUM Channel

Electronic Number Mapping System ENUM (also known as Telephone Number Mapping) uses existing E.164 telephone numbers, protocols and infrastructure to indirectly access different services available under a single personal identifier. ENUM also permits connecting the IP world to the telephone system in a seamless manner.

To add a new ENUM channel to the system, follow these steps:

1. Fill in the required details:

- Channel Form
 - Clone settings from channel Use this option to copy the settings of an existing channel. This feature is intended to help you create channels with similar or identical structure faster.
 - Name Use this text box to fill in a descriptive name used to identify the channel.
 - Protocols allowed Select the protocols allowed by the channel: SIP,
 TAX or both of them.
 - Zone suffix Use the text box to specify the zone suffix. The default value is e164.arpa.
 - Charging plan Use the drop-down list to specify the channel's type:
 - Paid The channel charges a fee every time it is used.
 - Free The channel can be used to call to any destination for free.
 - Do not try more than {x} destinations Use the text box to specify the maximum number {x} of destinations the channel will try to connect to.
 - Prefix all calls with Use the text box to specify the symbol used to dial numbers outside the channel. The default value is '+'.
 - Channel codecs Use the available check boxes to select the codecs for encoding–decoding the voice signal over this channel.
 - G723
 - G.711 u-l aw
 - G.711 A-I aw
 - GSM
 - G.726 (RFC)
 - slin

- G.729a
- speex
- iLBC
- LPC-10
- H.261
- H.263
- H.263 enhanced
- G.726
- H.264
- G.722
- T.140 (redundant)
- T.140
- Channel notes Use this text box to fill in comments on the channel.
- - All groups This list contains all the groups in the system. To assign the channel to a specific group, click the desired channel and it will be automatically moved into the Assigned groups pool.
 - Groups where the channel is assigned to This list contains the groups where the channel is assigned to. To remove the channel from a group, click the desired channel and it will be automatically moved back into the All groups pool.
- 2. The Setup channel costs check box allows you to configure the costs charged by the channel's provider based on the call destination.
 - Select the check box and click Ok to add the new channel and go to the next step (set the channel costs).
 - Deselect the check box and click Ok, if you want to add the new channel without configuring its costs. If you choose to set up the costs later, skip steps 4 and 5.
- 3. A new page opens, allowing you to add channel costs. The information in this page is grouped into several sections:
 - Clone channel costs Use this section if you want to use a cost structure already defined for another channel.
 - Upload cost file Use this section to replace all the costs currently associated with the channel with the charges from the uploaded cost file.

Add costs - Use this section to manually add costs to the specific channel.



A Caution

You cannot clone, upload and add costs at the same time.



Note

For a more detailed overview of the channel costs setup, please check the Manage Channel Costs section.

4. Click Ok to save the channel costs. Click Cancel to return to the previous page without saving anything.

Edit an ENUM Channel's Properties

When required, you can modify the ENUM channel's parameters to meet your new requirements. For more information about how to configure the available options, see the **ENUM Channel** section.

Manage Channel Costs



Note

This option is available only if, in the channel's setup, the **Charging plan** was set to Paid.

The Channel Cost Management for { channel_name} page allows you to:

- Visualize the costs associated with the selected channel, for various call destinations.
- Add new channel costs.
- Replace all the costs associated with the channel.
- Export the costs to a .csv file.
- Remove costs from the database.

VoipNow Professional displays the following details in the Current Channel Costs table:

- Area Code The prefix of the destination phone number. This prefix indicates the geographical location of the called party. All the outgoing calls routed through the channel to this area code will be charged with the specified amount.
- Cost The amount charged by the channel provider to connect the calls with the phone numbers prefixed by the area code.
- Setup Cost The fixed cost added to all the calls routed through the channel to the specified area code. This is a supplementary charge added to the total cost of each outgoing call.



The **Setup Cost** can be 0.

 Maximum Charge - The maximum amount charged for a call routed through the channel to the specified area code, no matter its length. If the amount is reached, the call can continue and the user will be charged only this sum.



Note

When '-' is displayed, there is no **Maximum charge** and the normal cost is applied for the entire length of the call.

The **Maximum Charge** can be 0, which means that the call is practically free of charge for its entire length.

- Network The code of the network used by this channel.
- Description A note associated with the area code.
- Created The date when the cost was added to the database.



Note

The costs are defined relatively to the Charge interval per cost record. If the channel cost list is not present, then there are no call cost currently defined for the channel.

VoipNow Professional allows you to export the channel costs to a .csv file that can be later shared among VoipNow Professional servers or for backup purposes. To do so, click the Export all costs link placed above the costs table. Then, save the .csv file to the desired location.

Add Channel Costs

VoipNow Professional offers you three distinct methods for setting up the costs associated with a channel:

- Replicate the costs already defined for another channel.
- Upload a cost file in .csv format.
- Manually add the costs using the interface.

Depending on your choice, you have to use the controls available in one of the next sections:

Clone Channel Costs

For automating the process, you can copy the costs defined for another channel. This feature is useful when you have just created a new channel and you want to copy the area codes defined for an existing one. You will be able to manually add other costs or edit the existing ones after the cloning.

To copy the costs that have already been defined for another channel, follow the next steps:

- 1. Select the Import costs from another channel check box.
- 2. Use the Get costs from channel drop-down list to choose the channel whose costs you want to import.



Note

All the available channels are displayed.

3. Click Ok to clone the costs.



Note

This function will only replicate the costs for area codes that **are not already defined** for the current channel.

For example, let us assume that you have manually defined the cost for the area code 011. You import the costs from a channel that has defined the area codes 01 and 011. VoipNow Professional will replicate the cost for area code 01 but **will not** overwrite the cost for area code 011.



Caution

Be careful when importing costs from another channel because it can affect the way in which VoipNow Professional routes calls.

For example, let us assume that you have manually defined the cost for the area code 02. This means that the calls to the numbers 0219999999 and 0229999999 are charged the same cost.

When you import the costs from a channel that has defined the area code 021, the calls to the number 0219999999 will be charged differently from the calls to number 0229999999.

Review the imported costs to make sure the channel will charge calls the way you intended.

Upload Cost File



Note

Uploading a cost file is a risky operation because it replaces all the costs currently associated with the channel. It is advisable to disable the channel before performing this operation.

To upload the desired file, follow the next steps:

- 1. Select the Agree to replace ALL channel costs check box.
- 2. Choose the File to upload and use the _ button to locate it.
- 3. Set the Field separator. This is the character used to separate the values from the .csv file.



Note

This field is not required. If you leave the text box empty, VoipNow Professional assumes that the field separator is ',' (comma).

4. Click Ok to upload the file and replace the current channel costs.

Example of a valid cost file

Each line of the .csv file must be written in the following format:

```
{Area code}, {Cost}, {Charge interval}, {Description}, {Network}, {Setup cost}, {Maximum charge}
```

The following record is valid: 0033, 0.02, 60, Description, MobiCom, 8, 4999.

This cost rule signifies that for the calls prefixed with the 0033 code, the extension is charged 0.02 {currency} every 60 seconds, while the one time setup cost is 8 {currency} and the maximum amount allowed for this area code is 4,999 {currency}. The {currency} is the one defined in the Unified Communications >> System Preferences >> Charging Preferences page. This cost rule applies to the MobiCom network (the network code must be provided). The Description field can be used for associating a note to the cost rule.

Other examples of valid records:

```
043, 0.02, 60, Cheap land calls, LandTel, 0, 150 0040, 0.20, 30, Romania, RomTelCo, 0.99, 9999999
```



Note

If the cost file you are trying to upload is not valid, VoipNow Professional will display an error message informing you about the first line that contains errors.

Add Costs

When you want to manually define channel costs for various destinations, you can use the following controls:

Cost {cost} {currency} / {charging_interval} seconds for call to area code {area_code}. Setup cost {amount} {currency}. Maximum charge per call {max_amount}. Network code {network_code}. Description {text}.

where:

- {cost} Use this text box to specify the cost charged by the channel per {charging_interval} for all the calls to the {area_code}.
- {currency} This is the system default currency, set up from the <u>Unified Communications</u> >> System preferences >> Charging page.
- { charging_interval} Use this text box to specify the time interval for which the { cost} will be charged. The default value is 60 seconds.
- { area_code} Use this text box to specify the prefix of the destination phone number. This prefix indicates the callee's geographical location.
- {amount} Use this text box if you want to define a setup cost that will be charged for all the calls routed through this channel to the specified {area_code}. This amount will be added to the total cost of the call.

Example

If the calls to the area code are charged with 0.5 USD per 60 seconds and the setup cost is 2 USD, then the total cost of a 180 seconds call is:

```
180 \text{ seconds} * 0.5 \text{ USD}/60 \text{ seconds} + 2 \text{ USD} = 3.5 \text{ USD}
```



Note

The setup cost can be 0.



Note

The setup cost can be used at determining the best cost for routing a call.

For example, let us assume that we have two channels with the following call costs:

Channel #1

Charge 0.1 USD/60 seconds with a setup cost of 1 USD

Channel #2

```
Charge 0.9 USD/60 seconds with a setup cost of 0.2 USD
```

Taking into consideration the **Average call duration** parameter that was defined in the **Unified Communications** >> **System preferences** >> **Charging** tab, VoipNow Professional can compute the cost for each channel and determine the most cost effective alternative to route the call using the following formula:

min((setup_cost/average_call*charging_interval + call_cost)/charging_interval*average_call)

For this example, if the **average_call** duration is 180 seconds, the results are:

Channel #1

```
(1 \text{ USD}/180 \text{ s} * 60 \text{ s} + 0.1 \text{ USD})/60 \text{ s} * 180 \text{ s} = (0.33 + 0.1)*3 = 1.3 \text{ USD}
```

Channel #2

```
(0.2 \text{ USD}/180 \text{ s} * 60 \text{ s} + 0.9 \text{ USD})/60 \text{ s} * 180 \text{ s} = (0.3 + 0.2) * 3 = 1.5 \text{ USD}
```

In conclusion, the cost of an average length call is smaller for **Channel #1**, even if the setup fee is bigger. VoipNow Professional will route the calls around the average length and longer through the channel with the best cost.

• {max_amount} - Use this text box to specify the maximum amount that can be charged for a call, no matter its length. After reaching this

sum, the call will not be disconnected and it will continue to be routed through this channel. The user will be charged just the maximum amount specified here.

Example:

A call to the area code is charged with 0.5 USD per 60 seconds and the {max_amount} is set to 5 USD. A user calls a number from this area code and speaks for 15 minutes.

The call is continued after the 10th minute, even if the { max_amount} has been reached.

Normally, this call would be charged with 15 * 0.5 USD = 7.5 USD, but because there is a { max_amount} defined, the user will pay only 5 USD.



Note

If you leave this text box empty, there will be no **{max_amount}** and the call will be charged with the defined cost for its entire length. For the example above, the call will be charged 7.5 USD.



Note

The **{max_amount}** can be 0. In this conditions, the call will be practically free of charge, no matter its duration.

 { network_code} - Use this text box to specify the code required to identify the network the destination phone number belongs to.



Note

For more details about number portability, check the <u>Add an Outgoing Routing Rules Group</u> section.

 {text} - Use this text box to associate a maximum 128 characters description to the area code cost.

Cost example:

Cost 0.20 USD/60 seconds for call to 0040. Setup cost 0.8 USD. Maximum charge per call 50 USD. Network code 21. Description Calls to Bucharest, Romania - land lines.

You can use the

buttons to add/remove several call costs at the same time.



The system will not be able to route all the calls if you do not add costs for all the destinations.

Channel Management Page

The Channel {channel_name} Management page groups all the tools required to manage a certain channel into the following two sections:

- To edit the channel's parameters, add new public numbers or manage the channel costs, use the controls available in the Tools section:

Depending on the channel type, the specific page opens:

- Edit a SIP Channel's Parameters
- Edit a PRI Channel's Parameters
- Edit an IAX Channel's Parameters
- Edit an ENUM Channel's Parameters
- Name
 Add phone number
- Manage channel costs



Note

If the channel is free of charge, then the \(\alpha\) icon is displayed.

- VoipNow Professional displays the following details about the Public Phone Numbers currently assigned to the channel:
 - T The public phone number type:
 - S Exclusive
 - Stacked
 - C This column specifies if the number is assigned to an extension account or not:
 - Assigned
 - Not assigned



If you click the \nearrow icon, you will be directed to the extension's management page.

For more information on how to associate an extension with a phone number, see the explanation on incoming phone number selection in the Edit Permissions and Phone Numbers section.

- Public Phone Number The public phone number associated with the channel, in the form you want to present it to your client. This is the number that must be called from the public network in order to access an extension on the server. Click the <u>link</u> to modify the number's parameters.
- DID The code used by the remote party to contact the server when the corresponding phone number is called.
- Location The location specified for the public phone number.
- Monthly cost The monthly fee charged by the provider for the channel usage.
- Reseller The reseller the public phone number is assigned to.
- Extension The extension the public phone number is assigned to.
- Updated The date and time the channel was last modified.



Note

The assigned public phone numbers cannot be deleted.

Add a Public Phone Number to a Channel

VoipNow Professional offers you two distinct methods for setting up a new public phone number that will be used by the channel:

- Upload a .csv file containing a group of public phone numbers.
- Manually add the numbers using the interface.

Depending on your choice, you have to use the controls available in one of the next sections:

Add Phone Numbers From File
 To upload the desired file, follow the next steps:

- 1. Select the Import phone numbers from file check box.
- 2. Use the __ button or the Upload phone numbers text box to locate the file containing the desired public phone numbers.
- 3. Set the Field separator. This is the character used to separate the values from the .csv file. The default field separator is ',' (comma).

Example of a valid public phone numbers file

Each line of the .csv file must be written in the following format:

{Public phone number}, {DID}, {Monthly cost}, {Incoming call charge}, {Incoming call charging interval}, {Assignation method}, {Location}

The following record is valid: 555205,205,10,1,5,e,LocationTag

The possible values for the {Assignation method} are:

- For exclusive channels: e, exclusive or 0.
- For stacked channels: s, stacked or 1.
- Public Phone Number Form

When you want to manually set up a public phone number, you have to fill in the following details:

- Public phone number Use this text box to specify the public phone number associated with the channel, in the form you want to present it to your client. This is the number that must be called from the public network in order to access an extension on the server.
- DID (Direct Inward Dialing) number The number sent by the provider to the server when the corresponding public phone number is contacted.
- Location This field is used to specify the location of the public phone number (e.g.: a country, a city, another network, etc.).
- Monthly amount paid to provider The fee associated with the use of the DID number. This is for information purposes only, it is not used in the charging process.
- Incoming calls cost {x} {currency} every {y} seconds The fee {x} applied to all incoming calls routed through this channel every {y} seconds. The {currency} is the system default one, set up from the <u>Unified Communications</u> >> System preferences >> Charging page.
- Assignation method There are two types of phone numbers you can choose from:

 Exclusive – These Direct Inward Dialing numbers must be assigned by you, the administrator, to the resellers that will be using them for their clients and extensions.

For example, if you have defined three exclusive numbers, but have not assigned any of them to the resellers, then none of your resellers will ever be able to use them for their child accounts.



Note

This is the default phone number type.

 Stacked – These Direct Inward Dialing numbers are available to all the resellers in the system without having to specifically assign them.

If a reseller assigns a DID number to one of its client accounts, then that number will no longer be available to the other resellers.

For example, let us assume that you have defined three stacked numbers for this channel: 123, 79 and 456. If a reseller assigns 123 to one of his clients, then the other resellers will be able to assign only 79 and 456 to their clients.



Note

These DID numbers can be used by resellers for their clients and extensions if they have the **See stacked phone numbers** permission enabled.



Note

If the channel supports it, you can add more phone numbers on the same channel. You can do this by using the **+ Add** or the **- Remove** buttons.

DO NOT add more phone numbers if the channel does not support it! You will have incoming call routing problems.

Click Ok to add the new public phone number to the channel. Click Cancel to go back to the previous page without adding anything.

Edit a Public Phone Number

The Edit { number} Public Phone Number page allows you to modify the following parameters:

- Public phone number
- DID (Direct Inward Dialing) number
- Location
- Monthly amount paid to the provider
- Incoming calls cost {x} {currency} every {y} seconds
- Assignation method
 - Exclusive phone numbers
 - Stacked phone numbers



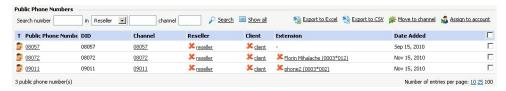
For more information about these fields, see this section.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Public Phone Numbers Report

The Public Phone Numbers Report displays all the public phone numbers available in the system and the accounts they are assigned to. You can use the available controls to move certain numbers to other channels, to remove the account(s) currently using a public phone number or to assign them to other accounts.



Three public phone numbers and their assignments

VoipNow Professional displays the following information about each phone number:

- T The public phone number type:
 - S Exclusive

- Stacked
- Public Phone Number The public phone number. Click the <u>link</u> to modify its parameters.
- DID The DID (Direct Inward Dialing) number associated with the public phone number. This is the code used by the remote party to contact the server when the corresponding phone number is called. By default, the two numbers are identical.
- Channel The channel the public phone number is assigned to. Click the link to enter the Channel (channel name) Management page.
- Reseller The reseller the public phone number is assigned to. Click the link to navigate to the reseller's management page.

If you want to remove the number from the reseller's Assigned public phone numbers pool, click the * icon. Note that the number will be removed from the reseller's clients and extensions pools as well.



Note

When the number is not assigned to any reseller, VoipNow Professional displays '-'.

 Client - The client the public phone number is assigned to. Click the link to navigate to the client's management page.

If you want to remove the number from the client's Assigned public phone numbers pool, click the * icon. Note that the number will be removed from the client's extensions pools as well.



Note

When the number is not assigned to any client, VoipNow Professional displays '-'.

• Extension - The extension the public phone number is assigned to. Click the link to navigate to the extension's management page.

If you want to remove the number from the extension's Assigned public phone numbers pool, click the * icon.



Note

When the number is not assigned to any extension, VoipNow Professional displays '-'.

 Date Added - The date when the public phone number was added to the system.

Searching the Public Phone Numbers List

When the public phone numbers list is too long and you are searching for a specific one, you can use the following controls:

Search number {number} in {account_type} {account_name} channel {channel_name}, where:

- {number} Use the text box to fill in the public phone number you are looking for.
- {account_type} Use the available drop-down list to select the account type the public phone number you are looking for is assigned to:
 - Reseller
 - Client
 - Extension
- {account_name} Use the text box to fill in the name of the account whose public phone numbers you want to see.
- {channel_name} When you are looking for the public numbers belonging to a certain channel, you can fill in its name in this text box.

Move Public Phone Numbers

The public phone numbers can be moved from a channel to another anytime it is required. To do so, follow the next steps:

- 1. Choose the public phone numbers you want to move by selecting their corresponding check boxes.
- 2. Click the Move to channel link located above the table.
- 3. The Move Public Phone Numbers page will open, allowing you to confirm the transfer and to select the new channel the numbers will be allocated to:
 - Select the Agree to move public phone numbers to channel check box if you agree with the transfer.
 - Use the drop-down list to choose the new channel. All the available channels are displayed.
 - Click Ok to finalize the transfer.

Assign Public Phone Numbers

The public phone numbers can be assigned to an account (reseller, client, extension) directly from this page. To do so, follow the next steps:

- 1. Choose the public phone numbers you want to assign to an account by selecting their corresponding check boxes.
- 2. Click the Sassign to account link located above the table.
- 3. The Assign Public Phone Numbers page will open, allowing you to choose the account the number(s) will be assigned to:
 - Use the Assign public phone numbers to account drop-down list to choose the account type you want to assign the number(s) to:
 - Extension
 - Client
 - Reseller



Note

If you choose to assign the number(s) to a client or to an extension account, then the numbers will be automatically assigned to their parent accounts.

- To select one of the accounts available in the system for the type you have previously chosen, click the corresponding icon displayed in the Name of the new assignee field:
 - Extensions

The Extensions list pop-up window will be displayed, listing all the extensions available in the system. The following details are available:

- T The extension type is displayed using the appropriate icon.
- S The extension's status: Enabled or Disabled.



Note

The status cannot be changed.

- Extension The extension's name. Click the link to select the desired account to which you want to assign the public phone number(s).
- Extension number The extension's full number.

You can search for a specific account and navigate through the list by using the available controls.

Section Clients

The Clients list pop-up window will be displayed, listing all the clients available in the system. The following details are available:

• S - The client's status: Enabled or Disabled.



Note

The status cannot be changed.

- Client The client's name. Click the link to select the desired account to which you want to assign the public phone number(s).
- Email The email address specified for the client account.

You can search for a specific account and navigate through the list by using the available controls.

SResellers

The Resellers list pop-up window will be displayed, listing all the reseller available in the system. The following details are available:

• S - The reseller's status: Enabled or Disabled.



Note

The status cannot be changed.

- Client The reseller's name. Click the link to select the desired account to which you want to assign the public phone number(s).
- Email The email address specified for the reseller account.

You can search for a specific account and navigate through the list by using the available controls.

• Click Ok to assign the public phone number(s) to the chosen account.

Export to an Easy-to-Edit Format

Export to Excel - Click this link to export the public phone numbers report to a Microsoft Excel file.

Export to CSV - Click this link to export the public phone numbers report to a .csv format file.

Manage Channel Groups

VoipNow Professional offers the possibility to add several channels to a group, depending on their usability, provider, etc.

The Channel Group Management page allows you to:

- Create a new group by clicking the Add channel group icon available in the Tools section.
- Search for certain groups.
- Edit one of the existing channel groups.
- Remove unused groups.

VoipNow Professional displays the following information about each group:

- Name The group's descriptive name. Click the <u>link</u> if you want to modify the group's settings.
- Created The date the group was added to the system.
- Channels The number of channels members in the group. Click this link to enter the Channel Management for Group { group_name} page that allows you to manage the existing channels, add new ones, create new outgoing routing rules groups or add new public phone numbers to be used inside the group. The controls are similar to the ones from the Channel features Management page, except that you are not allowed to define other channel groups:

Add a New Channel Group

If you want to create a new group, follow the next steps:

- 1. Fill in the required details:
 - Channel Groups Form
 - Name Use this text box to fill in a descriptive name for the channel group.
 - Channel group notes Use this text area to insert comments about the new group.
 - Choose Channels
 - Available channels This list displays all the channels currently available in the system. You can assign a channel to the group by

- clicking it. VoipNow Professional will be automatically move it to the Group channels pool.
- Group channels This list displays all the channels currently assigned to the group. You can remove a channel from the group by clicking it. VoipNow Professional will be automatically moved back to the Available channels pool.



The channels are displayed in the following format: Channel name (public phone number).



Note

A channel can be a member of several groups at the same time.

2. Click Ok to add the new channel group. Click Cancel to go back to the previous page without adding anything.

Edit the Channel Group's Details

The Edit Channel Group { group_name} page allows you to modify the following parameters:

- Name
- Channel group notes
- Choose channels for group



Note

For more information about these fields, see this section.

Channel Group(s) Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.



Note

Removing a channel group will NOT delete the containing channels from the system!

Manage Outgoing Routing Rules

VoipNow Professional can route calls using selected channels based on the time interval the calls are placed and on their destination. Also, VoipNow Professional can perform predefined actions, such as block a call or route it through a particular channel or through the channel that provides the best cost for that destination. A new option, introduced starting VoipNow Professional 2.5.1, allows you to modify the destination's CallerID number when a particular channel is used.

The Outgoing Routing Rules Groups Management page allows you to:

- Create a new group by clicking the Add outgoing routing rules group icon available in the Tools section.
- Search for certain groups.
- Edit one of the existing groups.
- Back-up the routing rules groups.
- Remove unused groups.

VoipNow Professional displays the following information about each group:

- S The group's status:
 - Inabled
 - Disabled

Click this icon to change the group's status.



Caution

If a group is used by a charging plan, then its status cannot be modified!

- Name The the outgoing routing rule group's descriptive name. Click the <u>link</u> if you want to edit the group's settings.
- Rules The number of rules defined for the group.
- Charging Plans The number of charging plans currently using the outgoing rules group.
- Updated The date when the group was last modified.



Caution

You cannot remove routing rule groups that are currently used in charging plans!

Save rules

VoipNow Professional offers you the possibility to back-up and restore your routing rules. You can export and download them as XML files on your computer in order to later upload these files to the VoipNow Professional rules database. Depending on your needs, you can save either individual groups or all groups available in the VoipNow Professional system.

To save all the existing groups from the system to your computer, click the <u>Save rules</u> link placed above the table.

Add an Outgoing Routing Rules Group

You can add a new outgoing routing rule group to the system by following the next steps:

- 1. Fill in the required details:
 - Routing Group Management
 - Name Use this text box to give a descriptive name to the outgoing routing rule group.
 - Set as default routing group Select the available check box if you
 want this routing group to be set as the default one. This means that
 when you will be creating a new charging plan, the default selection for
 the Outgoing routing rules group option will be this routing group.
 - Agree to replace existing routing rules You can use this option to upload an XML file that was previously saved using the Save rules option.



Caution

VoipNow Professional deletes the selected rules group from the database and replaces it with the uploaded rules.

The rules group in the XML file must have the **same name** as the group in the interface. Otherwise, VoipNow Professional does not delete the current rules and ignores the uploaded file.

 Upload rules – When the Agree to replace existing routing rules option is enabled, you can use the button to locate the file containing the routing rules group you want to upload.



The **Agree to replace existing routing rules** and the **Upload rules** options are available only after you have set up the first rule.

- Add Outgoing Routing Rules The controls that allow you to define one or more rules for routing the VoipNow Professional users' outgoing calls are now organized into three groups:
 - a. If call is matching conditions

First, you have to set the conditions that must be matched in order for the rule to be applied:

Target number matches {number_1} and call is made in time interval {time_interval_select} and call is coming from {number_2}

Where:

- { number_1} Use the text box to specify the number dialed by the extension user that you want to be routed using this rule.
- { time_interval_select} Use the drop-down list to select the time interval you want this rule to be applied in. The call to { number_1} will be routed using this rule only if the extension user dialed the number in the time interval specified here. By default, the standard Anytime interval is selected.
- {number_2} Use this text box to specify the number of the extension whose placed calls you want to route using this rule.

b. Execute actions

If the conditions defined earlier are matched, then you can choose the action(s) to be performed on the outgoing calls. To do so, use the first drop-down list. The possible actions are:

i. Route through – VoipNow Professional directs the call through a particular channel. If you select this action, then the following routing rule will be displayed:

```
{Route through} {channel_select} and {action_select} target number (with) {number_3} and {action_select} CallerID (with) {number_4} if CallerID matches {number_5}.
```

Where:

- {channel_select} Use this drop-down list to select the channel through which the call will be connected. The default option is Best cost. In this case, VoipNow Professional searches the lowest cost route and uses it to connect the outgoing call. If the transfer fails, then the application searches for the next available lowest cost route and so on, moving upwards to more expensive routes.
- { action_select} Use this drop-down list to select the action that will be performed if the number dialed by the specified extension matches the one set up in this rule:
 - prefix Use the {number_3} text box to fill in the number that will prefix the phone number dialed by the extension user.
 - replace Use the {number_3} text box to fill in the number that will replace the phone number dialed by the extension user.
 - delete from Use the two supplementary text boxes that are displayed when this option is selected to specify the number of digits to be removed from the dialed number and the position of the first removed digit.
 - insert to Use the two supplementary text boxes that are displayed when this option is selected to specify the digits to be added to the dialed number and the position where they will be inserted.
- Because starting VoipNow Professional 2.5.1 it is possible to alter the CallerID number that it is sent through a particular channel, you can use the second { action_select} drop-down list to choose the operation to be performed on the extension user's CallerID. The options are the same as the ones described above for the destination number:
 - prefix Use the {number_4} text box to fill in the number that will be added as a prefix to the extension user's CallerID number.
 - replace Use the {number_4} text box to fill in the number that will replace the extension user's CallerID number.
 - delete from Use the two supplementary text boxes that are displayed when this option is selected to specify the number of digits to be removed from the extension user's CallerID number and the position of the first removed digit.
 - insert to Use the two supplementary text boxes that are displayed when this option is selected to specify the digits to be

added to the extension user's CallerID number and the position where they will be inserted.



Note

The modified CallerID number will be the one displayed on the destination's phone screen.

• {number_5} - Use this text box to specify the CallerID that has to be matched for the previously selected action to be performed.

In the example below, if an extension user dials a number starting with 02 followed by any other 8 digits, 02xxxxxxxx, during the Business hours time interval, then the call is routed through the cheapest channel, Best cost. The destination number is prefixed with 325 becoming 32502xxxxxxxxx. Also, 004 is added to the extension's CallerID before the first digit if its public number matches any 07xxxxxxxxx combination, resulting a new CallerID, 00407xxxxxxxxx. The rule is added in the third position and it is considered final.

It is advisable to place the Route through action on the last position inside the outgoing rules group. The logical sequence is to first Block calls to certain destinations, next to Process target number or to perform the Portability check and after all this actions are triggered, to allow certain calls matching the Route through rule to reach their destination.



Example of a valid "routing" rule

ii. Process target number – This rule can be used to perform complex operations (e.g.: deleting or inserting digits, adding a prefix, etc.) on one number before directing the call through a particular channel. The options available to design the rule are the same ones as for the Route through action, with the only difference that you cannot choose the channel. The one previously selected for the Route through rule is used.



Note

You can add a sequence of **Process target number** rules. In a sequence, each one of the rules operates on the number resulted from the previous rule.

For example, you can have a rule that deletes the first 3 digits of the dialed number, 021xxxxxxx (this is the number filled in for the **{number_1}** parameter):

Process target number channel and

delete from target number (with) 3 digits starting from digit 0 and

(you can leave the CallerID number related options blank).

Next, you can have another rule that adds a 2 digit prefix to the number resulted from the previous rule:

Process target number channel and

prefix target number (with) 555 and

(you can leave the CallerID number related options blank).

Note that the second rule will add the 555 prefix to the number resulted from the previous rule (e.g. you will obtain 555XXXXXXXX, you will **not** obtain 555021XXXXXXX



Note

If you have a sequence of **Process target number** rules referring to the same external number, the matched number is the original dialed number, no matter the other intermediary rules.

For example, you have a rule that prefixes the dialed number, 123xxxxxxx (this is the number filled in for the **{number_1}** parameter) with 4:

Process target number channel and

prefix target number (with) 4 and

(you can leave the CallerID number related options blank).

The resulted dialed number is 4123xxxxxxxx.

Next, you have another rule which prefixes the dialed number with 0. In this case, VoipNow Professional will consider the number obtained from the previous rule, 4123XXXXXXXX:

Process target number channel and

prefix target number (with) 0 and

(you can leave the CallerID number related options blank).

The resulted dialed number is 04123XXXXXXX.

Next, you have another rule which prefixes the dialed number with 5. Again, VoipNow Professional will consider the number obtained from the previous rule, 04123XXXXXXXX:

Process target number channel and

prefix target number (with) 5 and

(you can leave the CallerID number related options blank).

The resulted dialed number is 504123xxxxxxxx.

This example shows that the second and the third rules reefer to the external number resulted from the previous rule, and not to the initially dialed number, 123xxxxxxx.

iii.Portability check – This rule is used to identify the network a number belongs to and thus to choose the appropriate charging method for determining the call cost. The routing rules following this one select the call cost based on the results provided by this rule.



Note

This routing rule is available only if the **Number portability engine** option is enabled. By default, this option is disabled.

To enable it, navigate to the <u>unified Communications</u> >> **System** preferences >> **Charging** tab.

VoipNow Professional provides the engine that checks for portability, but if a certain customer wants to create a portability client (s)he should contact the customer support center for detailed information.

To identify the number, the portability client makes a portability request to a remote or a local engine. There are two possibilities:

- The portability client cannot find the network which the number belongs to, hence the number is not ported and nothing is changed in the call flow.
- The number is in the portability database. In this case, the portability client may return:
 - The network, the cost of the call (using the default currency) and the cost of the call per unit (in seconds). In this situation, the call is ported through the appropriate channel and charged accordingly to the information returned by the portability client.

- If the portability client returns only the network the number is ported, but the charging rules must be taken from the channel through which the call is routed. There are two possibilities:
 - A. Best cost In this case, all the rules based on the best cost option are ignored. To transfer the call the application employs the next direct transfer rule which is matched.
 - B. Direct transfer In this case, the maximum cost per channel for that network is selected and used as channel cost.
- iv.Block VoipNow Professional forbids the call to be initiated to the provided number_1. Also, if you wish, you can modify the CallerID. If you select this action, then the following routing rule will be displayed:

```
{Block} {channel_select} and
```

{action_select} CallerID (with) {number_4} if CallerID matches {number_5}.

The options available to design the rule are similar with the ones described for the Route through action, with the only differences that you cannot choose the channel and you can alter the CallerID number only. The channel previously selected for the Route through rule is used.

In the example below, all the calls made by the users to any destination number starting with 03 and followed by any other 8 digits, 03xxxxxxxx, are blocked. The rule is applied Anytime and the CallerID is not modified. The position is set to 1 as it is advisable to first block certain destinations and later process and route the calls.



Example of a valid "blocking" rule



Note

For all the extension/destination numbers, you can specify any combination of the digits 0-9 and the characters '.', '*'.

The number entry supports the Asterisk number matching. You can enter a basic regular expression containing:

- X Matches any digit from 0-9.
- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.
- [] Matches any digit or letter in the brackets.
- * Matches 0, 1 or any number of the previous expression.
- . Matches one or more characters.

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- c. The final step when defining an outgoing routing rule is to set its position:

Make rule { type} and add in position { position}.

Where:

 { type} - Use the drop-down list to choose whether you would like the rule to be considered final or not. If final, no other rules will be applied after it if the call is not completed.



Note

Only the Route through rule can be final!

 { position} - Use this text box to specify the rule's position inside the group.



Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional matches the call rules. The **Block** rule is final. This means that when a rule is matched, the other rules are no longer checked.

The **Route through** rule can be made final as described above. When final, an extra **(F)** will be displayed in the **Action** column of the **Existing Outgoing Call Rules** table.

2. Use the 🖃 🗈 buttons to remove/add several new routing rules at the same time.

3. Click Ok to add the new outgoing routing rules group to the system. Click Cancel to go back to the previous page without adding anything.

Edit a Routing Rule Group

To edit the properties of an outgoing routing rule group, follow the next steps:

- 1. Click the name of the group you want to edit in the Outgoing Routing Rules Management page.
- 2. The customizable parameters are grouped into several sections:
 - Routing Group Management Use this section to rename the group.
 - Add Outgoing Routing Rules Use this section to add new rules to the group.
 - Existing Outgoing Call Rules This section displays all the rules defined for the current routing group and allows you to change their order, save them on your machine or remove them from the group.



Note

For more information about the first two sections, see the <u>Add an Outgoing</u> Routing Rules Group section.

3. Click Ok to save the changes or Cancel to return to the previous page without modifying anything.

VoipNow Professional displays the following information about each existing routing rule:

- No The rule's position in the group.
- S The rule's status:
 - Inabled
 - Disabled

Click this icon to change the rule's status.

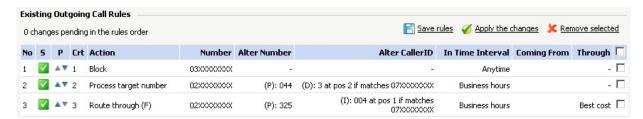
 P – Use the available ▲ up and ▼ down arrow icons to change the rule's position in the group.



Note

If there is only one rule, you cannot change its position. The arrows are disabled: • and •.

- Crt The position of the rule that was last saved by the user. This number differs from the number in the No column only if the user has changed the rules' positions, but has not applied the changes yet.
- Action The action performed when VoipNow Professional matches the number dialed by the user.
 - For the Route rules, an (F) is displayed if the rule is final.
- Number The number dialed by the extension user that will be matched by the rule.
- Alter Number This column displays the action that will be performed by the rule on the dialed number:
 - (P): 0223, where 0223 is the number that will be added as a prefix to the number dialed by the extension user.
 - (R): 343443, where 343443 is the number that will replace the number dialed by the extension user and that will be sent through the channel.
 - (D): 4 at pos 7, where 4 is the number of digits that will be removed from the number dialed starting with digit number 7.
 - (I): 12 at pos 2, where 12 is the number that will be inserted in the dialed number starting at digit number 2.
- Alter CallerI D This column displays the action that will be performed by the rule on the extension's CallerID number:
 - (P): 0223 if matches 3258, where 3258 is the extension's CallerID number that has to be matched in order to be prefixed with 0223.
 - (R): 343443 if matches 3258, where 3258 is the extension's CallerID number that has to be matched in order to be replaced with 343443. The new CallerID is the one that will be sent through the channel.
 - (D): 1 at pos 2 if matches 3258, where 3258 is the extension's CallerID number that has to be matched in order to remove from it 1 digit, starting with the 2nd digit.
 - (I): 12 at pos 3 if matches 3258, where 3258 is the extension's CallerID number that has to be matched in order to insert 12 in this CallerID number starting with the 3rd digit.
- In Time Interval The time interval when the rule will be executed.
- Coming From The number of the extension placing the calls routed using the rule.
- Through If the action is Route, this column displays the channel that used to connect the call. Otherwise this field displays '-'.



The rules belonging to a group



The rules' order pictured in this example is the one that should be followed in practice.

It is advisable to place the Route through action on the last position inside the outgoing rules group. The logical sequence is to first Block calls to certain destinations, next to Process target number or to perform the Portability check and after all this actions are triggered, to allow certain calls matching the Route through rule to reach their destination.

Change order

To change the routing rules' order, follow these steps:

- 1. In the routing rules list, use the * up and * down icons to change the position of a certain rule inside the group.
- 2. To move a certain rule to a higher position, click the * up arrow. To move a certain rule to a lower position, click the * down arrow.



Note

When you change the order of the call rules in the list, VoipNow Professional displays the number of changes you have performed to remind you to save them before navigating away from the page. In the top left corner of the call list VoipNow Professional displays $\{x\}$ changes pending in the rules order.

Save rules

To save the group with all its rules as a XML file on your computer, click the <u>Save rules</u> link placed above the table.

Outgoing Routing Rule(s) Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Channel(s) Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Chapter 8

Manage Charging Plans



Caution

This feature is available only if charging is enabled on the VoipNow Professional server. You can enable charging by following the next steps:

- 1. Go to the <u>Unified Communications</u> >> System Preferences >> Charging tab.
- 2. Select the Charging enabled check box.
- **3.** Next, you have to define the <u>required parameters</u> to personalize the charging preferences.
- 4. Click **Ok** to confirm your settings.

Charging has an utmost importance for any enterprise. Depending on your costs and on your business requirements, you have to set up specific charging plans that define the incoming and outgoing calls related permissions and, most important, the fees that the reseller accounts will be charged for using your services. Therefore, VoipNow Professional puts great accent on providing the

customers a state-of-the-art charging system that allows you to customize the fees, charging intervals, call limits and many more.

The Charging Plan Management page that can be accessed by clicking the <a> Charging plans link available in the left navigation panel, allows you to:

View the existing Charging Plans.



Note

Only the plans the system administrator defined for his resellers are displayed here.

- Create a new charging plan by clicking the 4 Add charging plan icon available in the Tools section.
- Manage the <u>s</u> charging <u>Destination exceptions</u>.
- Search for certain charging plans.
- Edit one of the existing charging plan's details.
- Remove unused charging plans.

VoipNow Professional displays the following information about the available charging plans:

- S The charging plan's status:
 - Inabled
 - Disabled

Click this icon to change the charging plan's status.



Note

Only the charging plans that are not currently in use can be disabled!

- I The permission to receive incoming calls:

 - S Allowed and charged
 - Mot allowed
- O The permission to make outgoing public calls:
 - Allowed
 - allowed

- L The permission to make local calls:
 - Allowed
 - Image: Index of the local point of the
- E The permission to make extended local calls:
 - Mathematical Allowed
 - m Not allowed
- ID The automatically generated ID of the charging plan.
- Name The charging plan's descriptive name. Click the link to <u>edit</u> its details.
- Type The charging plan's type:
 - Prepaid
 - Postpaid
- Outgoing The initial credit or the maximum limit set for the external outgoing calls, depending on the charging plan type:
 - Monthly limit: {amount} {currency} for Postpaid charging plans.
 - Initial credit: {amount} {currency} for Prepaid charging plans.



In both cases, when the outgoing calls are not limited in the charging plan, VoipNow Professional displays **Unlimited**.

- Incoming The initial credit or the maximum limit set for the external incoming calls, depending on the charging plan type:
 - \circ Monthly limit: {amount} {currency} for Postpaid charging plans.
 - Initial credit: {amount} {currency} for Prepaid charging plans.



Note

In both cases, when the incoming calls are not limited in the charging plan, VoipNow Professional displays **Unlimited**.

- Resellers The number of resellers using the charging plan.
- Created The date the charging plan was added to the system.
- D The icon offers access to the Charging Destination Exceptions page, where you can configure special cost rules for certain destinations. For more details, see the Manage destination charging exceptions section.



The default charging plan is displayed using **bold** characters.



Note

You cannot remove the charging plans that are currently used by resellers. VoipNow Professional automatically disables their corresponding check boxes.

Add a New Charging Plan



Caution

This section is displayed only if charging is <u>enabled</u> on the VoipNow Professional server.

VoipNow Professional offers all the tools required to easily define a new charging plan. To do so, you have to follow the next steps:

- 1. The Charging Plan Description section allows you to name the charging plan, to choose the call types the reseller will have access to and, depending on your option, to select the rules that will be used for routing the outgoing calls:
 - Name Use the available text box to fill in a descriptive name to identify the charging plan.

Select the Set as default charging plan check box if you want this plan to be considered the default one for all the new reseller accounts that will be added to the system.



Note

A reseller account can have only one default charging plan!

Therefore, have in mind that the existing default charging plan will no longer be considered the default one.

 If you chose to Allow calls to public network, then you can use the Outgoing routing rules group drop-down list to select one of the available groups. These rule groups contain guidelines that VoipNow Professional follows when choosing the route of an outgoing call and can be set up from the Channels >> Outgoing Routing Groups Management page.



This line is not displayed if there are no outgoing routing rule group defined in the system.



Note

Automatically, VoipNow Professional selects the default **Outgoing routing rules group**, if available.

- Allow incoming calls [] from any network Select this check box if you want to allow the reseller to receive calls from extensions registered in the system, as well as from extensions outside the system, regardless their network.
- Allow calls to public network Select this check box if you want to allow the reseller to place outgoing calls to numbers outside the system, in the public network.
- Allow local calls to extensions [] owned by the same client like caller – When this check box is selected, the reseller's extensions are allowed to call only other extensions belonging to the same client account.
- Allow extended local calls to extensions [] owned by other clients in the infrastructure – When this check box is selected, the reseller's extensions are able to call all the other extensions in the system, regardless the client they belong to.
- 2. Next, you have to choose one of the available two charging plan types. The controls available in the Charging Policy section depend on your selection:
 - Charging plan type VoipNow Professional offers two charging plan types:
 - a. Prepaid The reseller will be granted a limited credit. Once the credit is consumed, the reseller's extensions will no longer be allowed to place or receive calls.



Note

The limits imposed in a Prepaid charging plan can be later modified by adding/removing charging credits.

b. Postpaid - The reseller will pay a monthly fee which will include a predefined number of minutes. What exceeds that limit will be charged based on the specific rates defined in the <u>Fees</u> section.

For this charging plan type, the following options are available:

• Limit calls to public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month) – In order to prevent abuse, you can assign a money limit for the total costs of the calls placed to extensions outside the system. When this limit is reached, the reseller's extensions are no longer able to make calls to external destinations. If you do not want to limit the reseller, select the Unlimited check box.



Note

The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.



Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

• Limit calls from public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month) – In order to prevent abuse, you can assign a money limit for the total costs of the calls received from extensions outside the system. When this limit is reached, the reseller's extensions are no longer able to receive calls from external numbers. If you do not want to limit the reseller, select the Unlimited check box.



Note

The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.



Caution

This field can be used only if the **Allow incoming calls from any network** option was previously enabled from the **Charging Plan Description** section.

• Limit calls to public network to minutes {m} in time interval {T} (monthly, resets on first day of the month) - If you want to limit the number of minutes that can be used in a certain time interval for external outgoing calls, then you can use the available text box to do so. To select the time interval, use the drop-down list. Always, even when there are no time intervals defined, you can

select the Anytime option to make these minutes available at any moment, without any time constraint.

You can use the • to tuttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.



Note

You can add as many outgoing minutes blocks as the number of the available time intervals. For example, if there are three time intervals, then three blocks may be added, one for each time interval.



Note

The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.



Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.



Note

The {currency} is the system default one, set up from the <u>Unified</u> Communications >> System Preferences >> Charging page.



Note

When the charging plan is used by a reseller account, the modifications you will make to the amounts set here (including **Unlimited**) will NOT be reflected in the reseller's plan.

For example, if you initially set the calls to public network limit to **Unlimited** and you later decide to decrease it to 100 USD, the change will not be applied to the reseller accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.



Note

If you want to modify a reseller account's constraints, then you can either increase/decrease its charging limits or change its charging plan with one that meets your new requirements.

- 3. After deciding the charging plan type, you can set the Charging Segments used to determine how the taxation is made:
 - Charge outgoing calls indivisible for the first { x} seconds (applies to internal and public network calls) In VoipNow Professional, the incoming call <u>fees</u> are set as a certain amount per second. Therefore, you can define a time interval for which the reseller will be charged an indivisible amount, computed as the { x} seconds set here multiplied with the fee set for the Charge outgoing calls option.

In other words, if an outgoing call lasts less than $\{x\}$ seconds, the reseller will be charged the price corresponding to a $\{x\}$ seconds call.

For example, for a 40 seconds outgoing call, if the indivisible time interval is set to 60 seconds and the Charge outgoing calls fee is 0.02/second, the reseller is charged 60 * 0.02 = 1.2 and NOT 40 * 0.02 = 0.8.



Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

 After the first segment charge every { y} seconds – VoipNow Professional computes the cost of an outgoing call every { y} seconds, if a call lasts more than the indivisible interval { x} set above.

Expanding the previous example, for a 67 seconds outgoing call, if the cost is computed every 5 seconds after the first indivisible interval, the reseller is charged as follows:

- 60 * 0.02 = 1.2 for the indivisible interval.
- The cost for every 5 seconds over the indivisible interval is 5 * 0.02 = 0.1. In other words, the reseller is charged with 0.1 at every 5 seconds. This interval is indivisible as well.

For the remaining 7 seconds, the reseller is charged with 0.1 + 0.1 = 0.2.

• The total cost is: 1.2 + 0.2 = 1.4



Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

 Charge incoming calls indivisible for the first { x} seconds (applies to internal and public network calls) – In VoipNow Professional, the incoming call <u>fees</u> are set as a certain amount per second. Therefore, you can define a time interval for which the reseller will be charged an indivisible amount, computed as the {w} seconds set here multiplied with the fee set for the Charge incoming calls option.

In other words, if an external incoming call lasts less than { w} seconds, the reseller will be charged the price corresponding to a { w} seconds call.



Caution

This field can be used only if the **Allow incoming calls** [] from any network option was previously enabled from the **Charging Plan Description** section.

 After the first segment charge every {z} seconds – VoipNow Professional computes the cost of an external incoming call every {z} seconds, if a call lasts more than the indivisible interval {w} set above.



Caution

This field can be used only if the **Allow incoming calls** [] from any network option was previously enabled from the **Charging Plan Description** section.

- 4. The charging Fees allow you to set the amounts the reseller will have to pay for each of his extensions' incoming and outgoing calls. Also, for Prepaid charging plans, you can set the initial credit available to the reseller:
 - Initial credit available for outgoing calls {value} {currency} []
 Unlimited (to any destination local or in public network) The
 credit offered to the reseller on account creation to be used only for
 outgoing calls, both local and external. If you do not want to limit the
 reseller, select the Unlimited check box.



Caution

This option is available for the Prepaid charging plans only!



Note

When the charging plan is used by a reseller account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the reseller's plan.

For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to 100 USD, the change will not be applied to the reseller

accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.



Note

If you want to modify a reseller account's constraints, then you can either add/remove <u>charging credits</u> or change its charging plan with one that meets your new requirements.

Initial credit available for incoming calls {value} {currency} []
 Unlimited (for calls coming from local or public network) – The
 credit offered to the reseller on account creation to be used only for
 incoming calls, received both from destinations inside and outside the
 system. If you do not want to limit the reseller, select the Unlimited
 check box.



Caution

This option is available for the Prepaid charging plans only!



Note

When the charging plan is used by a reseller account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the reseller's plan.

For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to 100 USD, the change will not be applied to the reseller accounts using this charging plan. They will still be able to receive unlimited calls from external numbers.



Note

If you want to modify a reseller account's constraints, then you can either add/remove <u>charging credits</u> or change its charging plan with one that meets your new requirements.

Charging method – When choosing the appropriate charging method you must know that they are mutually exclusive and they must be used based on the system application. VoipNow Professional provides two methods for charging the calls:

a. Fixed prices - This method charges the same price for all the calls made in the same time interval. It does not take into consideration the

real cost of the calls (i.e. the price charged by the channel provider or the call destination). For this selection, the following fields are displayed:

 Charge incoming calls { amount} { currency} / second (coming from public network) - Use the available text box to fill in the fee applied per second to all the incoming calls received from outside the system.



Caution

This field can be used only if the Allow incoming calls [] from any network option was previously enabled from the Charging Plan Description section.

• Minimum charge per outgoing call {amount} {currency} -This feature helps the providers set a minimum price for all the outgoing calls that will be charged regardless the calls' length. In this way, the provider can be sure that the call cost is not lower than the amount set here.

The algorithm is simple: at the end of each outgoing call, the cost is computed according to the rules set up in the charging plan. If the total amount is smaller the te minimum fee defined here, then the user (reseller, client or extension) will be charged this value and not the call cost. For example, if the total call cost is 0.46 USD and the Minimum charge per call is set to 0.6 USD, then VoipNow Professional will charge the user 0.6 USD.



Note

The value set here is not inherited by your child accounts and therefore it does not influence their charging fees, regardless the chosen charging method (Fixed prices or Relative to call cost).

• Charge outgoing calls {amount) {currency}/second in time interval - {time_interval} (destination is in public network) - Use the available text box to specify the fee applied per second to all the calls made to destinations outside the system within a certain time interval. Use the {time_interval} drop-down list to select the time interval(s) to which this charge will apply. Always, even when there are no time intervals defined, you can select the Anytime option to set this cost for all the external outgoing calls, without any time constraint.

You can use the \blacksquare \blacksquare buttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.



Caution

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

Charge local calls to extensions {amount} {currency}/
second (destination is owned by the same client like caller) –
Use the available text box to specify the fee charged per second for
the calls made to extensions belonging to the same client account.
The default cost is free of charge.



Caution

This field can be used only if the Allow local calls to extensions [] owned by the same client like caller option was previously enabled from the Charging Plan Description section.

 Charge extended local calls to extensions {amount} {currency} / second (destination is owned by other clients in the infrastructure) - Use the available text box to fill in the fee charged per second for the calls made to extensions that do not belong to the same client account.



Caution

This field can be used only if the Allow extended local calls to extensions [] owned by other clients in the infrastructure option was previously enabled from the Charging Plan Description section.



Caution

The Fixed prices method does not take advantage of VoipNow Professional's capabilities to route calls through channels that offer the best cost. The fixed prices policy is risky especially for telephony resellers. If the fixed price is not carefully chosen, the reseller could end up paying to his provider a higher price than his clients pay him.

b. Relative to call cost – This method calculates the call costs by using the real amount charged by the channel provider, based on call destination. It uses the following cost function:

```
n*call cost + adjustment
```

where:

- n and adjustment are parameters that can be set.
- The call cost variable depends on the user's level in the system hierarchy (e.g.: system administrator, reseller account owner, client account owner, extension account owner):
 - If the charging plan is applied to a reseller, the call cost is the amount charged by the telephony channel.
 - If the charging plan is applied to a client, the call cost is the price paid by the reseller that owns the client account.
 - If the charging plan is applied to an extension, the call cost is the price paid by the client that owns the extension account.

For the Relative to call costs charging method, the following fields are displayed:

Charge incoming calls { amount_1} x call cost + { amount_2} { currency} / second (coming from public network)



Note

This field can be used only if the Allow incoming calls [] from any network option was previously enabled from the Charging Plan Description section.

Minimum charge per outgoing call {amount} {currency}



Note

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

Charge outgoing calls {amount_1} x call cost + {amount_2} {currency}/second (destination is in public network)



Note

This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

 Charge local calls to extensions {amount_1} x call cost + {amount_2} {currency}/second (destination is owned by the same client like caller)



Note

This field can be used only if the Allow local calls to extensions [] owned by the same client like caller option was previously enabled from the Charging Plan Description section.

 Charge extended local calls to extensions {amount_1} x call cost + {amount_2} {currency}/second (destination is owned by other clients in the infrastructure)



Note

This field can be used only if the Allow extended local calls to extensions [] owned by other clients in the infrastructure option was previously enabled from the Charging Plan Description section.



Note

The {currency} is the system default one, set up from the <u>Unified</u> Communications >> System preferences >> Charging page.



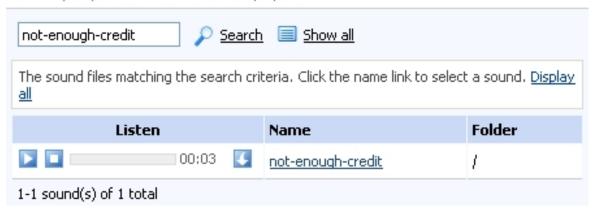
Note

VoipNow Professional allows you to customize prices only for calls made to certain area codes. For more information, see the <u>Edit a Charging</u> Plan section.

- 5. If you want, you can choose the Sound Files to be played to the reseller when his outgoing calls cannot be initiated due to lack of funds:
 - Play custom sound file when outgoing access is blocked Select the folder and the sound file to be played to the reseller when his external calls are blocked due to charging constraints. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



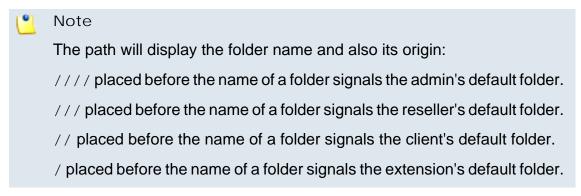
Selecting a sound file

The following information is provided:

Listen - Use the available controls to listen to the message. The sound's total length is displayed as well, using the minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



6. Click Ok to add the new charging plan. Click Cancel to return to the previous page without adding anything.

Edit a Charging Plan

Δ

Caution

This section is displayed only if charging is <u>enabled</u> on the VoipNow Professional server.

The Edit Charging Plan Information page allows you to modify all the specific preferences grouped into the following sections:

- <u>Charging Plan Description</u> This section allows you to modify general information about the charging plan, including the name, the outgoing routing rules group in use and the specific permissions.
- <u>Charging Policy</u> Change the number of outgoing minutes available in the time intervals as well as the over-usage minutes.
- <u>Charging Segments</u> Use this section to define when the call are charged.
- <u>Fees</u> Use this section to choose a different charging method and set the costs for local, extended local, external incoming and outgoing calls.
- Sound Files If you want to change the sound file played when the call is blocked by the system.

Manage Destination Charging Exceptions

Using the available controls, you can define charging exceptions for certain area codes that override the general cost rules set up in the charging plan. Also, you can add free minutes packages to be included in the new charging rules.



Note

The custom charging exceptions are applied only to the current charging plan!

The Charging Destination Exceptions for {charging_plan} page allows you to:

- Visualize the existing cost exceptions.
- Define new free minutes packages by clicking the Manage packages icon available in the Tools section.
- Add new charging exceptions.
- Edit the existing cost exceptions.

- Export all the exceptions to a .csv file.
- Remove the unused destination charging exceptions.

VoipNow Professional displays the following information in the Current Cost Exceptions table:

- Area code The area code for which the destination charging exception applies. Click the link to edit the exception.
- Cost This charging rule used for the specified area code.
- Free Minutes The free minutes provided to the reseller for calls to the specified area code.
- Description The additional information provided about the destination charging exception.
- Created The date when the destination charging exception was added to the database.

Export

You can export call cost exceptions into a .csv file for sharing them among the VoipNow Professional servers or for backup purposes. To do so, click the <u>Export all exceptions</u> link and save the .csv file to the desired location.

Add a New Destination Charging Cost Exception

VoipNow Professional offers you two distinct methods for setting up the cost exceptions:

- Upload a cost file in .csv format.
- Manually add the costs using the interface.

Depending on your choice, you have to use the controls available in one of the next sections:

Upload Cost File

To upload the desired file, follow the next steps:

- 1. Select the Agree to replace ALL destination costs check box. The costs from the uploaded file will replace all the exception costs currently associated with the charging plan.
- 2. Use the Upload cost file and the _ button to locate the .csv file.
- 3. Set the Field separator. This is the character used to separate the values from the .csv file.



This field is not required. If you leave the text box empty, VoipNow Professional assumes that the field separator is ',' (comma).

4. Click Ok to upload the file and replace the current exception costs.

The Charging method chose for the current charging plan is displayed as well:

- Fixed prices
- Relative to call costs

The cost file entries must be in the following format, depending on the Charging method:

- For Fixed prices:
 - {Area code}, {Indivisible cost}, {Indivisible interval},
 {Cost}, {Charging interval}
 - {Area code}, {Indivisible cost}, {Indivisible interval}, {Cost}, {Charging interval}, {Description}

Example of a valid entry: 021,1,60,0.20,10, Metropolitan

- For Relative to call cost:
 - {Area code}, {n}, {adjustment}, {Charging interval}
 - {Area code}, {n}, {adjustment}, {Charging interval}, {Description}

Example of a valid entry: 021,1,0.20,60, Metropolitan

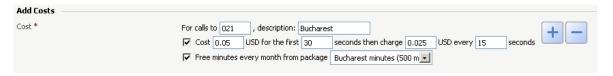
Add Costs

When you want to manually define exception costs for various destinations, you can use the controls available in this section. Creating a destination exception cost depends on the Charging method chose for the current charging plan:

- For the Fixed prices charging method, VoipNow Professional displays the following controls:
 - For calls to { area_code}, description { description}, where:
 - {area_code} Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.
 - {description} Use this text box to associate a maximum 128 characters description to the destination charging cost exception.

- Cost {indivisible_cost} {currency} for the first {indivisible_interval} seconds, then charge {cost} {currency} every {charging_interval} seconds - Select the check box if you wish to define an exception cost for the calls initiated to the chosen area code:
 - {indivisible_cost} Use this text box to set up a fixed cost that will be charged even if the call duration is less than {indivisible_interval}.
 - {currency} This is the system currency, as set up in the <u>Unified</u>
 <u>Communications</u> >> System Preferences page.
 - {indivisible_interval} Use the available text box to specify the number of seconds for which the {indivisible_cost} is charged. The reseller will have to pay the same amount even if an outgoing call lasts less than the {indivisible_interval} specified here.
 - {cost} Use this text box to set up the fee that will be charged for every {charging_interval} of an outgoing call.
 - {charging_interval} If an outgoing call lasts more than the {indivisible_interval} previously defined, then VoipNow Professional charges the reseller the {cost} set above for every {charging_interval}. Use the text box to specify this time interval.
- Free minutes every month from package { free minutes package} Select the text box if you wish to grant a free minutes package for the chosen area code:
 - { free minutes package} Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code 021 will be charged with 0.05 USD for the first 30 seconds, regardless if the call is shorter then this time interval, and with 0.025 USD for every 15 seconds over this period. Also, the Bucharest minutes package is offered with this rule, providing the reseller 500 free minutes.



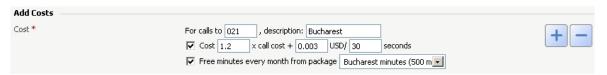
Destination charging cost exception example

- For the Relative to call costs charging method, VoipNow Professional displays the following controls:
 - For calls to { area_code}, description { description}, where:

- {area_code} Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.
- {description} Use this text box to associate a maximum 128 characters description to the destination charging cost exception.
- Cost {n} x call cost + {adjustment} {currency}/ {charging_interval} seconds for call to {area_code} - Select this check box if you wish to define an exception cost for the calls initiated to the chosen area code:
 - { n} Use this text box to specify the call cost's multiplier based on the real cost charged by the channel provider. Usually, this parameter should be greater than 1.
 - {adjustment} Use this text box to specify the amount that will be added to the call cost every {charging_interval} seconds.
 - { currency} This is the system currency, as set up in the <u>□ Unified</u> <u>Communications</u> >> System Preferences page.
 - {charging_interval} Use this text box to specify the number of seconds after which the {adjustment} will be added to the call cost.
- Free minutes every month from package { free minutes package} Select the text box if you wish to grant a free minutes package for the chosen area code:
 - { free minutes package} Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code 021 will be charged with the channel cost multiplied with 1.2 (if the price charged by the channel provider for calls to this destination is, for example, 0.01 USD/30 seconds, then the reseller will have to pay 1.2 * 0.01 = 0.012 USD/30 seconds). To this amount, the reseller is charged an extra 0.003 USD for every 30 seconds. If we consider a 1 minute call, then the total fee charged is 2 * 0.012 + 2 * 0.003 = 0.03 USD.

Also, the Bucharest minutes package is offered with this rule, providing the reseller 500 free minutes.



Destination charging cost exception example

You can use the \blacksquare \blacksquare buttons to add/remove several destination cost exceptions at the same time.



Note

You cannot add different costs for the same area code. VoipNow Professional displays an error message if you try to override an area code that is already in the exceptions list.

Edit a Destination Charging Cost Exception

When manually editing an existing cost, the Upload Cost File and Add Costs sections are replaced by the Edit Cost area that displays the destination exception rule. Use the available controls to update it according to your requirements.



Note

For more details, see the Add a New Destination Charging Cost Exceptions section.

Manage Free Minutes Packages

As a system administrator, you can provide the resellers using the charging plan a predefined number of free minutes to be used for calls to certain destinations (area codes). These minutes are allocated every month and can be canceled at any time by modifying the corresponding <u>cost exception</u>.

VoipNow Professional displays the following information about the existing Free Minutes Packages:

- Package Name The identification name given to the package.
- Free Minutes The number of free minutes included in the package.
- Created The date the package was set up.

Add a New Free Minutes Package

To set up a free minutes package, simply define the two required parameters from the Add Package section:

 Package name - Use the available text box to fill in a descriptive name to identify the package. • Included minutes - Specify the number of free minutes you want to include in the package.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, then click Cancel to return to the previous page.

Chapter 9

Manage System Templates

The system templates are collections of predefined settings that can be used to easily configure customer accounts, email messages, various equipments or to manage the advertising displayed in the MyVoipNow interface.

VoipNow Professional offers seven template types that can be accessed from the designated section of the Unified Communications page:

- 🗸 Reseller templates
- Client templates
- <a>Extension templates
- Email templates
- Provisioning templates
- 🖟 <u>Provider templates</u>
- Advertising templates

Manage Reseller Templates

Reseller templates are useful when adding new reseller accounts that use similar settings. Instead of configuring each time the reseller's permissions and phone numbers, you can choose one of the templates available in the system. However, if some of the parameters do not meet the requirements, then you can edit the template or create a new one from the ground.

The Reseller Templates management page allows you to:

- Visualize the existing Reseller Templates.
- Create a new template by clicking the Add reseller template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing reseller templates.
- Remove unused templates.



Note

The reseller templates can be managed by the system administrator only.

VoipNow Professional displays the following information about the available templates:

- S The reseller template's status:
 - Inabled
 - Disabled

Click this icon to change the reseller template's status.

- Template ID The automatically generated ID of the template.
- Template Name The name that identifies the template.
- Charging Plan The charging plan associated with this template.
- Resellers The number of resellers created using this template. Click the available link to view a list of all these resellers.
- Updated The date the client template was last modified.



Caution

When you delete a template, the accounts created with it will not be affected!

Add a New Reseller Template

The Add New Reseller Template page allows you to fill in the information required to define the template. The customizable parameters are grouped into several fieldsets:

- Reseller Template Form
 - Name Use this text box to provide a descriptive name for the reseller template.
- Permissions Use this fieldset to control the behavior of the reseller created using this template.



Note

These options are visible only if the reseller has them enabled in his setup.

- Client management
- Roles and phone numbers management
- Extension management
- Extension features management
- Phone extension SIP management
- IM management
- Charging plans management
- Sound management
- CallerI D management
- Phone numbers management
- See stacked phone numbers
- CallAPI management
- MyVoipNow management
 - None
 - Standard
 - Premium
- Advertising management
- Allow to provision devices
 - None

- View
- Modify



For comprehensive details about these permissions, read this section.

- Limits Use this fieldset to define limitations for the reseller created using this template.
 - Maximum number or clients
 - Maximum number of phone extensions
 - Maximum number of queue extensions
 - Maximum number of LVR extensions
 - Maximum number of conference extensions
 - Maximum number of calling card extensions
 - Maximum number of calling card codes
 - Maximum number of callback extensions
 - Maximum number of callback caller Ds
 - Maximum number of intercom/paging extensions
 - Maximum number of voicemail center extensions
 - Maximum number of queue login center extensions
 - Maximum public concurrent calls
 - Maximum internal concurrent calls
 - Maximum concurrent text to speech



Note

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Maximum number of queue members
- Maximum number of mailboxes.
- Maximum disk space for voicemail
- Maximum disk space for call recording
- Maximum disk space for sound files
- Maximum disk space for music on hold files
- Maximum disk space for received faxes
- Account expires in {x} Days Use the available text box to specify the number of days the reseller account will be valid, starting with the creation date.



Note

If you do not want to limit the user, select the **Unlimited** check box.



Note

For comprehensive details about these limits, read the Add a New Reseller section.

Charging Plan



Caution

This fieldset will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the Unified Communications >> System Preferences >> Charging page.

 Charging plan – The charging plan associated with the reseller account. The list contains all the charging plans available in the administrator account.

Click Ok to add the new reseller template. Click Cancel to go back to the previous page without saving the changes.

Edit a Reseller Template

VoipNow Professional allows you to edit the existing reseller templates. The reseller accounts created after the template was edited will have the new features, while the ones already in the system, created using the original reseller template, will keep the old permissions and phone numbers.

To edit a reseller template, follow the next steps:

- 1. Choose the template you want to modify and click its name link.
- 2. The editable data is grouped into several fieldsets:
 - Reseller Template Form
 - Permissions
 - Limits
 - Charging
- 3. Click Ok to save the changes to the reseller template. Click Cancel to return to the previous page without modifying anything.



Note

For more details on the available fieldsets, see the <u>previous</u> section.

Manage Client Templates

Client templates are useful when adding new client accounts that use similar settings. Instead of configuring each time the client's permissions and phone numbers, you can choose one of the templates available in the system. However, if some of the parameters do not meet the requirements, then you can edit the template or create a new one from the ground.

The Client Templates management page allows you to:

- Visualize the existing Client Templates.
- Create a new template by clicking the Add client template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing client templates.
- Remove unused templates.



The client templates can be managed both by the system administrator and by the reseller account owners.

VoipNow Professional displays the following information about the available templates:

- S The client template's status:
 - Inabled
 - Disabled

Click this icon to change the client template's status.

- Template ID The automatically generated ID of the template.
- Template Name The name that identifies the template.
- Clients The number of clients created using this template. Click the available link to view a list of all these clients.
- Updated The date the client template was last modified.



Caution

When you delete a template, the accounts created with it will not be affected!

Add a New Client Template

The Add New Client Template page allows you to fill in the information required to define the template. The customizable parameters are grouped into several sections:

- Client Template Form
 - Name Use this text box to provide a descriptive name for the client template.
 - Share with reseller Select the checkbox to share this template with resellers so that they should be able to create clients based on it.
- Permissions Use this fieldset to control the behavior of the client account created using this template.
 - Extension management
 - Extensions features management
 - Roles and phone numbers management

- Phone extension SIP management
- IM management
- Charging plans management
- Sound management
- Phone numbers management
- CallAPI management
- CallerI D management
- MyVoipNow management
 - None
 - Standard
 - Premium
- Company industry Use this drop-down list to choose the industry this client belongs to. In MyVoipNow, the displayed advertising will match this selection, providing the client commercials from his business area using the template selected below.

The list includes the default industries offered by VoipNow Professional and all the custom ones later added by the system administrator.

If you are unsure about the client's business type or you do not want to set it up now, leave the default selection, Unknown.

 Advertising template - Use the drop-down list to choose the advertising template you want to be used at displaying the advertisements for the selected industry.

You can select from the list:

- One of the global advertising templates already defined.
- Global default The template used globally will be used for this client as well.
- Reseller default The client will use the same advertising template as the reseller account it belongs to.
- Allow to provision devices
 - None
 - View
 - Modify



For comprehensive details about these permissions, read the this section.

- Limits Use this fieldset to define limitations for the client created using this template.
 - Maximum number of phone extensions
 - Maximum number of queue extensions
 - Maximum number of IVR extensions
 - Maximum number of conference extensions
 - Maximum number of callback extensions
 - Maximum number of callback caller Ds
 - Maximum number of calling card extensions
 - Maximum number of calling card codes
 - Maximum number of intercom/paging extensions
 - Maximum number of voicemail center extensions.
 - Maximum number of queue login center extensions
 - Maximum public concurrent calls
 - Maximum internal concurrent calls
 - Maximum concurrent text to speech



Note

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Maximum number of queue members
- Maximum number of mailboxes.

- Maximum disk space for voicemail
- Maximum disk space for call recording
- Maximum disk space for sound files
- Maximum disk space for music on hold files
- Maximum disk space for received faxes
- Account expires in { x} Days Use the available text box to specify the number of days the client account will be valid, starting with the creation date.



If you do not want to limit the user, select the **Unlimited** check box.



Note

For comprehensive details about these limits, read this section.

Click Ok to add the new client template. Click Cancel to go back to the previous page without saving the changes.

Edit a Client Template

VoipNow Professional allows you to edit the existing client templates. The client accounts created after the template was edited will have the new features, while the ones already in the system, created using the original client template, will keep the old permissions and phone numbers.

To edit a client template, follow the next steps:

- 1. Choose the template you want to modify and click its name link.
- 2. The editable data is grouped into several fieldsets:
 - Client Template Form
 - Permissions
 - Limits
- 3. Click Ok to save the changes to the client template. Click Cancel to return to the previous page without modifying anything.



Note

For more details on the available fieldsets, see the <u>previous</u> section.

Manage Extension Templates

Extension templates are useful when adding new extension accounts that use similar settings. Instead of configuring each time the extension's permissions and phone numbers, you can choose one of the templates available in the system. However, if some of the parameters do not meet the requirements, then you can edit the template or create a new one from the ground.

The Extension Templates management page allows you to:

- Visualize the existing Extension Templates.
- Create a new template by clicking the Management Add extension template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing extension template.
- Remove unused templates.



Note

The extension templates can be managed by the system administrator and by the reseller and client account owners.

VoipNow Professional displays the following information about the available templates:

- S The extension template's status:
 - Inabled
 - Disabled

Click this icon to change the extension template's status.

- Template ID The automatically generated ID of the template.
- Template Name The name that identifies the template.
- Extension Type The type of extension that it is created using this template. The possible values are:
 - Phone terminal
 - Queue
 - Voicemail center
 - Queue login center
 - Conference

- IVR
- Extensions The number of extensions created using this template. Click the available link to view a list of all these extensions.
- Updated The date the extension template was last modified.



Caution

When you delete a template, the accounts created with it will not be affected!

Add a New Extension Template

The Add New Extension Template page allows you to fill in the information required to define the template. The customizable parameters are grouped into several fieldsets:

- Extension Template Form
 - Name Use this text box to provide a descriptive name for the extension template.
 - Share with reseller Select the checkbox to share this template with resellers so that they should be able to create extensions based on it.
- Permissions Use this fieldset to control the behavior of the extension account created using this template.
 - Extension is multiuser aware
 - Sound management
 - Phone extension SIP management
 - IM management
 - CallAPI management
 - CallerI D management
 - Allow to provision devices
 - None
 - View
 - Modify



Note

This permission is available for Phone terminal extensions only!



For comprehensive details about these permissions, read this section.

- Limits Use this fieldset to define limitations for the extension created using this template.
 - Maximum disk space for sound files
 - Maximum disk space for music on hold files
 - Maximum public concurrent calls
 - Maximum internal concurrent calls
 - Maximum concurrent text to speech



Note

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Maximum number of queue members
- Account expires in {x} Days Use the available text box to specify the number of days the extension account will be valid, starting with the creation date.



Note

For comprehensive details about these limits, read this section.

- MyVoipNow Preferences This fieldset allows you to configure the MyVoipNow features that will be available to the extension accounts.
 - Level
 - None
 - Standard

- Premium
- Show browser chat
- Show active calls
 - Own
 - Group
 - All
- Perform operations on calls
 - Own
 - Group
 - All
- Record calls
 - Own
 - Group
 - All
- Whisper/Barge-In calls
 - Own
 - Group
 - All



Call whisper is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).



Note

Barge-in is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- Unpark calls
 - Parked by me

- Parked by anyone
- Pickup calls
 - Own
 - Group
 - All



Call pick-up is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled Pick-Up) or by pressing a special sequence of buttons on the telephone key pad.



Note

Selecting the Group option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.



Note

For comprehensive details about this feature, read this section.

• Extension Type Selection – Use the available radio buttons to choose the type of the new extensions that will be created with this template.



Note

Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.

For comprehensive details about the settings specific to each supported extension type, check the corresponding section:

- Phone Terminal Setup
- Queue Setup
- Voicemail Center Setup
- Queue Login Center Setup
- Conference Center Setup

Interactive Voice Response (IVR) Setup

Click Ok to add the new extension template. Click Cancel to go back to the previous page without saving the changes.

Edit an Extension Template

VoipNow Professional allows you to edit the existing extension templates. The extension accounts created after the template was edited will have the new features, while the ones already in the system, created using the original extension template, will keep the old permissions and phone numbers.

To edit an extension template, follow the next steps:

- 1. Choose the template you want to modify and click its name link.
- 2. The data that can be edited is grouped into several fieldsets:
 - Extension Template Form
 - Permissions
 - Limits
 - Extension Type Selection



Note

Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.

- Sharing Policies
- 3. Click Ok to save the changes to the extension template. Click Cancel to return to the previous page without modifying anything.



Note

For more details on the available fieldsets, see the <u>previous</u> section.

Manage Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only certain notifications and only to determined users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates Management page. The users interested in receiving these emails are:

- The system administrator This user could be interested in monitoring all the events in the system.
- The reseller account owners These users could be interested in the events targeting their client and extension accounts.
- The client account owners These users could be interested in the events targeting their extension accounts.
- The extension account owners These users could be interested in the events targeting their voice mailboxes.



Note

If you want all the email notifications from a specific category to be sent to a certain user, select the check box from the user's column header.

If you want to manage the users that will receive certain notifications, follow the next steps:

- 1. From the available check boxes, select the ones corresponding to the users you want to notify.
- 2. Click **Ok** to save your options. Click **Cancel** to return to the previous page without saving the changes.

Therefore, you can enable email notifications for the reseller, client and extension account owners as well as for your own account. However, these settings are available until the user targeted by the notification (reseller, client or extension) changes them. When a new account is created, it inherits the upper level account email notification options. Afterwards, the account owner can change these options in the same way from the Email Template Management page.

When an account is created, the new owner can receive an email message notifying him that the account was registered. This notification is made only if the upper level account owner has the notification enabled.



Note

The email notification will be sent to the email address specified in the account information.

The notification emails can also be sent to an email address specified in the Email Address column. This email address can be different for each selected event.

If you want to customize the requirements for sending the account and charging related warning emails, then you can use the controls available in the Preferences section:

- Send expiration notices {x} days in advance Use this text box to specify how many days before the account expiration a notifications is dispatched to the users.
- Send charging limit warnings when the account is below {y} minutes or {credit_limit} {currency} – A charging limit warning is generated in one of the following cases:
 - The minutes remaining from the total amount specified for the Available external outgoing minutes option go below a certain limit.
 - Use the first text box to specify this time limit.
 - The credit remaining in Limit for external outgoing calls goes below a certain limit.
 - Use the second text box to specify this money limit.
 - The credit remaining in Limit for external incoming calls goes below a certain limit.

The money limit you specified for external outgoing calls in the above text box, includes the external incoming calls money limit.

To customize the subject or the content of an email notification, follow the next steps:

- 1. Click the // icon corresponding to the chosen event.
- 2. A new page, allowing you to edit the email subject and email body, opens. Modify the text, keeping in mind the following rules:
 - You may use only plain text when writing the email subject and content.
 The email is also sent in plain text format.
 - You can include tags that will be automatically replaced by the system with the appropriate content.

Examples:

[recipient_name] is replaced with the name of the person receiving the notification.

3. Click Ok to save the changes to the email. Click Cancel to return to the previous page without saving the changes.

The events that can trigger an email notification are described in the next sections, along with the tags used by every notification.

The Reseller Email Templates

VoipNow Professional can email these notifications to the system administrator, the reseller and/or to a custom email address.

The 'Reseller Account Creation' Email Template

This email notification is triggered by the creation of a new reseller account.

- [contact_name] The name of the reseller that has just been created, as it was specified in the provided reseller information.
- [recipient_name] The name of the person who receives the email.
- [login] The username that will be used to connect to the reseller account, as it was specified in the provided reseller information.
- [password] The password that will be used to connect to the reseller account, as it was specified in the provided reseller information.
- [billing_plan] The name of the billing plan employed for this particular account.
- [template] The name of the reseller template used to create this account.
- [interface_language] The language used by the VoipNow Professional interface when this user is logged in.
- [company_name] The name of the company, as it was specified in the provided reseller information.
- [phone] The user's telephone number, as it was specified in the provided reseller information.
- [fax] The user's fax number, as it was specified in the provided reseller information.
- [address] The user's address, as it was specified in the provided reseller information.
- [email] The user's email address, as it was specified in the provided reseller information.
- [city] The user's city of residence, as it was specified in the provided reseller information.

- [state] The user's state of residence, as it was specified in the provided reseller information.
- [country] The user's country of residence, as it was specified in the provided reseller information.
- [zip] The user's postal/zip code, as it was specified in the provided reseller information.
- [notes] The notes/comments that were filled in the provided reseller information.

The 'Reseller Account Expiration Warning' Email Template

The email notification triggered by this event is sent {x} days in advance, as specified in the Send expiration notices field available in the Preferences section of the Email Templates Management page.

The default tags used by this notification are listed below:

- [contact_name] The name of the reseller whose account is set to expire. This is the name specified in the provided reseller information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided reseller information.
- [login] The username used to connect to the reseller account, as it was specified in the provided reseller information.
- [expire_date] The date when the user's account expires.

The 'Reseller Account Expired' Email Template

The email notification triggered by this event is sent after the reseller account has expired.

- [contact_name] The name of the reseller whose account has just expired. This is the name specified in the provided reseller information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided reseller information.
- [login] The username used to connect to the reseller account, as it was specified in the provided reseller information.

• [expire_date] - The date when the user's account expired.

The 'Reseller Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below {y} minutes or when the credit is below the {credit_limit}, as specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page.

The default tags used by this notification are listed below:

- [contact_name] The name of the reseller whose credit/number of minutes is below the customized limit. This is the name specified in the provided reseller information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided reseller information.
- [login] The username used to connect to the reseller account, as it was specified in the provided reseller information.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [money_left_incoming] The credit for incoming calls currently available to this user.
- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] The credit limit specified in the Send charging limit warnings when the account is below field.

The 'Reseller Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page is exceeded.

- [contact_name] The name of the reseller whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided reseller information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided reseller information.
- [login] The username used to connect to the reseller account, as it was specified in the provided reseller information.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] The credit limit specified in the Send charging limit warnings when the account is below field.

The Client Email Templates

VoipNow Professional can email these notifications to the system administrator, the reseller, the client and/or to a custom email address.

The 'Client Account Creation' Email Template

This email notification is triggered by the creation of a new client account. The default tags used by this notification are listed below:

- [contact_name] The name of the client that has just been created, as it was specified in the provided client information.
- [recipient_name] The name of the person who receives the email.
- [login] The username that will be used to connect to the client account, as it was specified in the provided client information.
- [password] The password that will be used to connect to the client account, as it was specified in the provided client information.
- [billing_plan] The name of the billing plan employed for this particular account.

- [template] The name of the client template used to create this account.
- [interface_language] The language used by the VoipNow Professional interface when this user is logged in.
- [company_name] The name of the company, as it was specified in the provided client information.
- [phone] The user's telephone number, as it was specified in the provided client information.
- [fax] The user's fax number, as it was specified in the provided client information.
- [address] The user's address, as it was specified in the provided client information.
- [email] The user's email address, as it was specified in the provided client information.
- [city] The user's city of residence, as it was specified in the provided client information.
- [state] The user's state of residence, as it was specified in the provided client information.
- [country] The user's country of residence, as it was specified in the provided client information.
- [zip] The user's postal/zip code, as it was specified in the provided client information.
- [notes] The notes/comments that were filled in the provided client information.

The 'Client Account Expiration Warning' Email Template

The email notification triggered by this event is sent {x} days in advance, as specified in the Send expiration notices field available in the Preferences section of the Email Templates Management page.

- [contact_name] The name of the client whose account is set to expire. This is the name specified in the provided client information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided client information.
- [login] The username used to connect to the client account, as it was specified in the provided client information.

• [expire_date] - The date when the user's account expires.

The 'Client Account Expired' Email Template

The email notification triggered by this event is sent after the client account has expired.

The default tags used by this notification are listed below:

- [contact_name] The name of the client whose account has just expired. This is the name specified in the provided client information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided client information.
- [login] The username used to connect to the client account, as it was specified in the provided client information.
- [expire_date] The date when the user's account expired.

The 'Client Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below {y} minutes or when the credit is below the {credit_limit}, as specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page.

- [contact_name] The name of the client whose credit/number of minutes is below the customized limit. This is the name specified in the provided client information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided client information.
- [login] The username used to connect to the client account, as it was specified in the provided client information.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [money_left_incoming] The credit for incoming calls currently available to this user.

- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] The credit limit specified in the Send charging limit warnings when the account is below field.

The 'Client Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page is exceeded.

The default tags used by this notification are listed below:

- [contact_name] The name of the client whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided client information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided client information.
- [login] The username used to connect to the client account, as it was specified in the provided client information.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] The credit limit specified in the Send charging limit warnings when the account is below field.

The Extension Email Templates

VoipNow Professional can email these notifications to the system administrator, the reseller, the client, the extension owner and/or to a custom email address

The 'Extension Account Creation' Email Template

This email notification is triggered by the creation of a new extension account.

- [ext_type] The type of the extension account that has just been created.
- [ext_number] The telephone number assigned to the newly created extension account.
- [login] The username that will be used to connect to the extension account, as it was specified in the provided extension information.
- [password] The password that will be used to connect to the extension account, as it was specified in the provided extension information.
- [billing_plan] The name of the billing plan employed for this particular account.
- [template] The name of the extension template used to create this account.
- [interface_language] The language used by the VoipNow Professional interface when this user is logged in.
- [phone_login] The password used when the user registers and/or makes calls using a SIP phone.
- [public_number] The number used on the public phone network for this extension.
- [phone_lang] The language the phone interface is displayed in.
- [company_name] The name of the company, as it was specified in the provided extension information.
- [contact_name] The name of the contact person specified in the provided extension information.
- [phone] The user's telephone number, as it was specified in the provided extension information.
- [fax] The user's fax number, as it was specified in the provided extension information.
- [address] The user's address, as it was specified in the provided extension information.
- [email] The user's email address, as it was specified in the provided extension information.

- [city] The user's city of residence, as it was specified in the provided extension information.
- [state] The user's state of residence, as it was specified in the provided extension information.
- [country] The user's country of residence, as it was specified in the provided extension information.
- [zip] The user's postal/zip code, as it was specified in the provided extension information.
- [notes] The notes/comments that were filled in the provided extension information.

The 'Extension Account Expiration Warning' Email Template

The email notification triggered by this event is sent $\{x\}$ days in advance, as specified in the Send expiration notices field available in the Preferences section of the Email Templates Management page.

The default tags used by this notification are listed below:

- [contact_name] The name of the user whose extension account is set to expire. This is the name specified in the provided extension information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided extension information.
- [login] The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext_number] The telephone number assigned to the extension account.
- [public_number] The number used on the public phone network for this extension.
- [expire_date] The date when the user's account expires.

The 'Extension Account Expired' Email Template

The email notification triggered by this event is sent after the extension account has expired.

The default tags used by this notification are listed below:

• [contact_name] - The name of the user whose extension account has just expired. This is the name specified in the provided extension information.

- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided extension information.
- [login] The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext_number] The telephone number assigned to the extension account.
- [public_number] The number used on the public phone network for this extension.
- [expire_date] The date when the user's account expired.

The 'Extension Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below {y} minutes or when the credit is below the {credit_limit}, as specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page.

The default tags used by this notification are listed below:

- [contact_name] The name of the contact person specified for the extension account whose credit/number of minutes is below the customized limit. This is the name specified in the provided extension information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided extension information.
- [login] The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext_number] The telephone number assigned to the extension account.
- [public_number] The number used on the public phone network for this extension.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.

• [money_limit] - The credit limit specified in the Send charging limit warnings when the account is below field.

The 'Extension Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the Send charging limit warnings when the account is below field available in the Preferences section of the Email Templates Management page.

The default tags used by this notification are listed below:

- [contact_name] The name of the contact person specified for the extension account whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided extension information.
- [recipient_name] The name of the person who receives the email.
- [company_name] The name of the company, as it was specified in the provided extension information.
- [login] The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext_number] The telephone number assigned to the extension account.
- [public_number] The number used on the public phone network for this extension.
- [minutes_out] The number of outgoing minutes left for this user.
- [money_left] The credit for outgoing calls currently available to this user.
- [money] The currency used in the system.
- [money_left_incoming] The credit for incoming calls currently available to this user.
- [month] The month when the notification is sent.
- [minutes_limit] The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] The credit limit specified in the Send charging limit warnings when the account is below field.

The Unified Communication Email Templates

VoipNow Professional can email these notifications to the extension owner and/or to a custom email address only.

The 'Voicemail Message Notification' Email Template

The email notification triggered by this event is sent after a voicemail message is received by an extension account.

The default tags used by this notification are listed below:

- [VM_CALLERID] The callerID of the person who left the voicemail message.
- [VM_NAME] The name of the contact person specified for the extension account that receives this notification. This is the name specified in the provided extension information.
- [VM_MSGNUM] The received voicemail message identification number.
- [VM_MAILBOX] The short extension number of the extension who receives the email.
- [VM_DATE] The date when the message was recorded.
- [VM_DUR] The recorded message length.

The 'Fax Message Received' Email Template



Note

If several email addresses use the same extension for handling fax messages, then the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension 001*003 is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.

If joed@example.com receives a new fax message, than the email notification is sent to his address and not to the extension owner's, johns@example.com.

The email notification triggered by this event is sent after a fax message is received by an extension account.

The default tags used by this notification are listed below:

- [FAX_CSID] The callerID of the person who sent the fax.
- [FAX_FILENAME] The name of the sent fax message.
- [FAX_FILESIZE] The size of the sent fax message.

- [FAX DATE] The date when the fax was sent.
- [FAX_PAGES] The number of pages sent by fax.

The 'Sent Fax Accepted' Email Template



Note

If several email addresses use the same extension for handling fax messages, then the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension 001*003 is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.

If the fax message sent by <code>joed@example.com</code> is accepted, than the email notification is sent to his address and not to the extension owner's, <code>johns@example.com</code>.

The email notification triggered by this event is sent after a fax message has been accepted by the receiver.

The default tags used by this notification are listed below:

- [recipient_name] The name of the person who sent the fax message.
- [fax_numbers] The receiver's phone number(s) the fax message was sent to.
- [voipnowurl] The VoipNow Professional server URL that has to be clicked in order to schedule the sending of the accepted fax message.
- [fax_id]/[fax_uniqueid] The identification numbers used for the fax message.

The 'Sent Fax Not Accepted' Email Template



Note

If several email addresses use the same extension for handling fax messages, then the notification is received by the particular email address targeted by the event and not by the extension owner.

Example:

Extension 001*003 is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.

If the fax message sent by <code>joed@example.com</code> is not accepted, than the email notification is sent to his address and not to the extension owner's, <code>johns@example.com</code>.

The email notification triggered by this event is sent if the receiver did not accept the fax message.

The default tags used by this notification are listed below:

- [recipient_name] The name of the person who sent the fax message.
- [fax_numbers] The receiver's phone number(s) the fax message was sent to.
- [cause] The reason for which the fax was rejected.

The 'Fax Delivery Report' Email Template

VoipNow Professional can provide a delivery report for all the fax messages that were successfully sent.

The default tags used by this notification are listed below:

- [fax_numbers] The phone number(s) from where the fax message was sent.
- [recipient_name] The name of the person who receives the email.
- Sent faxes
 - [fax_sent_numbers] The receiver's phone number(s) the fax message was sent to.
 - [datetime] The date and time when the fax was sent.
- Faxes which were not sent
 - [fax_failed_numbers] The receiver's phone number(s) the fax message could not be sent to.
- [voipnowurl] The VoipNow Professional server URL that has to be clicked in order to resend the fax message.

• [fax_id]/[fax_uniqueid] - The identification numbers used for the fax message.

The 'Pre-Approved Fax Accepted' Email Template

The Pre-Approved Fax mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow Professional. Also, it will no longer be required to click a link in order to accept sending the fax message.

The default tags used by this notification are listed below:

- [recipient_name] The name of the person who receives the email.
- [fax_numbers] The phone number(s) the fax message must be sent to.

The Security Email Templates

VoipNow Professional can email these notifications in case of security issues and only to a custom email address and/or to the system administrator.

The 'Forgot Password' Email Template

For this event, VoipNow Professional will send an email message containing a temporary password to the user who has forgotten his password and requested a new one. This password is valid only for the time period specified in the Unified Communications >> Login Preferences >> Expiration time for new password field.

The default tags used by this notification are listed below:

- [recipient_name] The name of the person who receives the email.
- [login] The username used to connect to the VoipNow Professional interface, as it was specified in the provided reseller/client/extension information.
- [new_password] The new password, generated in order to replace the forgotten one.
- [valid_minutes] The new password can be activated only for the time specified here.
- [url] The new password activation URL.
- [ip] The IP address of the user who has requested the new password.



Note

This notification can be sent only to a custom email address.

The 'Plug-in Failure' Email Template

The default tags used by this notification are listed below:

- [plugin_name] The name of the plug-in that has triggered the error.
- [plugin_version] The version of the plug-in that has triggered the error.
- [recipient_name] The name of the person who receives the email.
- [datetime] The date and the time the plug-in error occurred.
- [plugin_err_backtrace] The pug-in error PHP back trace.



Note

This line is available in the **Administrator** context only.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default icon.



Note

VoipNow Professional will not overwrite the other email address destination.

Manage Provisioning Templates

Using VoipNow Professional, the SIP equipments that have Phone terminal extensions assigned to their line(s) and that are owned by the administrator, the resellers or the clients can be automatically configured. This feature is called provisioning and it helps setting and maintaining identical configurations for a large number of remote devices.

The VoipNow Professional provisioning system is based on templates. The standard installation comes with a default provisioning template that includes the configuration settings for all the supported brands, models and firmware versions. You can use it to provision the new devices you want to associate to existing client/extension accounts, but if you wish to customize a device's preferences according

to your own requirements, then you can do so by defining new templates and modifying the <u>configuration files</u>.

The Provisioning Templates management page allows you to:

- Visualize the existing Provisioning Templates.
- Create a new template by clicking the Add provisioning template icon available in the Tools section.
- Configure the Global preferences .
- Search for certain templates.
- Edit one of the existing provisioning templates to change the equipments' configuration files.
- Modify a template's name and the visibility.
- Remove unused templates.
- Regenerate the provisioning files.

VoipNow Professional displays the following information about the available templates:

- Name The template's descriptive name. On click, a pop-up window is displayed, allowing you to update the template information:
 - Name Use the available text box to modify the template's descriptive name.
 - Visibility If you want to change the account levels where the template is visible, then you can do so by selecting a different value from the dropdown list. As a system administrator, you can set the template visibility to:
 - Available to the admin level only In this case, only you will be able to provision equipments using this template.
 - Available to the admin and reseller levels The template's visibility is increased, both you and all the resellers in the system will be able to use it.
 - Available to the admin, reseller and client levels This is the most comprehensive situation that allows you, the resellers and their clients to provision equipments using this template.



Note

On upgrade from VoipNow Professional 2.5.0 to 2.5.1 or 2.5.2, all the provisioning templates that you have previously customized for your devices are stored in the <u>Upgrade (legacy templates)</u> template. You can manage it

like all the normal provisioning templates, including deleting or renaming it, if required.

- Used The number of provisioned equipments currently using this template.
- Creation Date The date and time when the template was defined.
- E Clicking the
 icon will redirect you to the Template {tpl_name}
 Equipments page, where you can manage the configuration files of
 the existing equipments or add new devices. For more details, see the
 <u>Equipment Management</u> section.



Note

The **Server Default** template can be modified only by the system administrator.

Regenerate provisioning files

When you want to regenerate the provisioning files for all the devices linked to a template, follow the next steps:

- 1. Choose the desired template(s) by selecting their corresponding check boxes available at the end of the table.
- 2. Click the <u>strength</u> Regenerate files link. A confirmation message will be displayed, informing you about the outcome of the operation.



Caution

The **Server Default** template and the templates currently used by devices CANNOT be removed!

Global Provisioning Preferences

The Global Preferences pop-up window allows you to set up the following provisioning options:

- Provisioning system IP or hostname Use the available text box to fill in the IP address or the hostname of the server that will answer to the provisioning requests initiated by the SIP devices.
- Allow MAC based provisioning on HTTP(S) [] (less secure) Selecting this check box will give the user the possibility to generate the provisioning files required to automatically configure the devices based on their MAC address, using the Hypertext Transfer Protocol (Secure).

The following devices, supported by VoipNow Professional 2.5.2, can be configured using HTTP(S) MAC based provisioning:

- Aastra (480i CT, 480i, 51i, 9112i, 9133i)
- Grandstream (gxp-2000, gxp-2020, Handy Tone 286, Handy Tone 486, Handy Tone 488)
- Linksys (SPA-901, SPA-921, SPA-922, SPA-941, SPA-942, SPA-962, PAP-2T, SPA2102, SPA8000)
- Polycom (IP 501, IP 550, IP 650, SoundPoint 300/301, SoundPoint 320/330)
- Snom (300, 320, 360)
- Thomson (ST2030S)
- Yealink (SIP-T20P, SIP-T22P, SIP-T26P, SIP-T28T)
- Tiptel (IP280, IP284, IP286)



Note

This method is considered less secure because the phone terminal's MAC address is easy to find within a network and, therefore, the configuration file is more exposed than otherwise.



Note

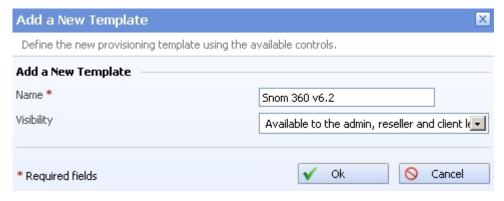
To find out how to create configuration files for different types of phones, check the <u>Provisioning</u> section.

Add a New Provisioning Template

When you want to customize the provisioning settings for one or more of the devices supported by VoipNow Professional, you have to define a new template and modify the provisioning files as per your requirements. To do so, follow the next steps:

- 1. Click the Add provisioning template icon and provide the information required in the displayed pop-up window:
 - Name Use the available text box to fill in the template's descriptive name (e.g.: Snom 360 v6.2).
 - Visibility The visibility defines the account levels that will be able to use the template. As a system administrator, you can set its visibility to:

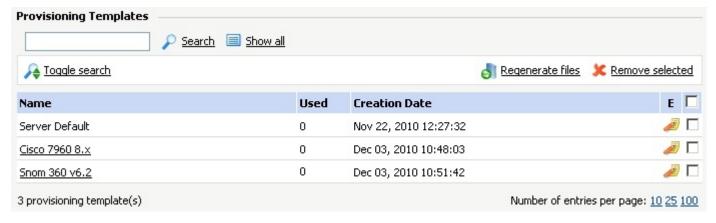
- Available to the admin level only In this case, only you will be able to provision equipments using this template.
- Available to the admin and reseller levels The template's visibility is increased, both you and all the resellers in the system will be able to use it.
- Available to the admin, reseller and client levels This is the most comprehensive situation that allows you, the resellers and their clients to provision equipments using this template.



Adding the 'Snom 360 v6.2' custom provisioning template

Click Ok to add the new provisioning template.

2. The template is saved in the database and it is displayed in the Provisioning Templates table, but it cannot be used at provisioning new devices because no equipment was defined for it.

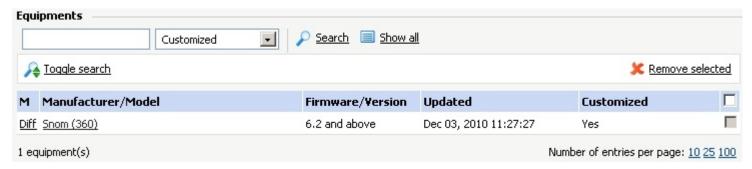


The Snom 360 device must be added to the custom template

Click the // icon to navigate to the Template {tpl_name} Equipments page. For a detailed overview of the page's functionalities, see the Equipment Management section.

3. Next, you have to select the device(s) that will be provisioned using this template. To do so, click the 4 Add equipment icon.

The Add Equipment Configuration File to Template { tpl_name} page offers you all the required tools to choose the device and to modify its configuration files according to your needs. For more details on how to use the available controls, see the Customizing the Equipment's Configuration File section.



The Snom 360 device was successfully configured

After properly completing all these steps, your custom template will be functional and you will be able to use it to provision the SIP devices for which it was designed. For more information on how to provision new devices, see the Add a New SIP Device section.

Equipment Management

VoipNow Professional 2.5.2 supports 39 SIP devices and firmware versions that can be automatically provisioned using specific configuration files. New equipment is constantly added to the list, but for the moment, the supported manufacturers are:

- Aastra
- Cisco
- Grandstream
- Linksys
- Polycom
- Snom
- Thomson
- Tiptel
- Yealink

Depending on your business requirements, VoipNow Professional can support multiple configuration files per device, but only one file per provisioning

template. For example, if you have to define two different configurations for the same \mathtt{Snom} (300) telephone, then you will have to create two provisioning templates, one for each configuration file. In this way, when provisioning the device, you will be able to choose the appropriate file.

The Template { tpl_name} Equipments page allows you to manage the equipments whose configuration files can be or are already customized to meet specific requirements. The following actions are possible:

- Visualize the existing Equipments.
- Add equipment to the provisioning template and customize its configuration file.

When all the equipments have at least one of their configuration files customized in this template, the icon will be grayed out: 4.



Note

This is the case for the **Server Default** template that includes the configuration files of all the available equipments.

• If required, you can import a customized configuration template for a certain device by clicking the https://example.com/linearing-new-normalized-configuration template for a certain device by clicking the https://example.com/linearing-new-normalized-configuration template for a certain device by clicking the https://example.com/linearing-new-normalized-configuration template for a certain device by clicking the https://example.com/linearing-new-normalized-configuration template for a certain device by clicking the https://example.com/linearing-new-normalized-configuration template icon.



Note

This feature is available for the **Server Default** template only.



Note

Starting VoipNow Professional 2.5.2, it is possible to relate the time zone of the phone device you want to provision with the VoipNow Professional extensions' time zone. This can easily be done either from the <u>configuration template</u> or from the interface, when <u>adding a new SIP device</u>.

- Search for certain devices.
- Edit one of the existing equipments' configuration files.
- Check the differences between a modified configuration file and the default one.
- Export the configuration template of a specific equipment.
- Remove configuration files.

The Equipments table can display, depending on the chosen search criteria:

• For Show All: All the supported devices' configuration files that can be added to the current template, even if they are not customized.



Note

The **Server Default** template does not offer this filter as it includes all the default configuration files. All 39 are displayed.

• For Customized: The device(s) whose configuration files were modified.

VoipNow Professional displays the following information about the available equipments:

- M This column displays whether the device's configuration file has been modified or not:
 - When the configuration file is the default one and no modifications were made, '-' is displayed.
 - If the file was modified, then the <u>Diff</u> link is displayed. On click, a pop-up window showing the differences between the custom file and the default one, as defined in the Server Default template, is displayed.



The following information is available:

The lines that were modified, @@ - line_no + line_no @@, where - line_no represents the location of the line(s) that were edited or removed and + line_no of those that were edited or added. Both values can be identical if the changes were made inside a line.

In the pictured example, line @@ -13,9 +13,9 @@ was edited and no other line was removed or added.

 The original content of the modified or removed line is displayed with a - sign in front and on red background. In this case, the original syntax was -line2_name: "" ; Line 2 Extension\User ID.

• The new customized content is displayed with a + sign in front and on white background.

In this case, the new syntax is +line2_name: "TEST DEVICE" ; Line
2 Extension\User ID.

- Manufacturer/Model The equipment's manufacturer and, between parenthesis, the model (e.g.: Snom (360)). Clicking the link will open the tpl_name page, allowing you to modify the configuration file.
- Firmware/Version The equipment's firmware version for which the configuration file is designed.
- Updated The date and time the configuration file was last modified.
- Customized Depending on if the configuration file was edited or not, this column can display:
 - Yes
 - No
- E Click the icon to save the device's configuration template to a .xml file. A dialog box will ask you to confirm your choice. The default file name is:

```
tpl_{manufacturer/model}_{firmware}_{current_date}
{current_time}.xml
```

These files can be later updated from the VoipNow Professional interface.



Note

This feature is available for the **Server Default** template only.



Note

The default configuration files CANNOT be removed and therefore their corresponding check boxes are grayed out.

For all the other modified files, selecting the check boxes and clicking Kemove selected link will revert their content to the default one, as available in the Server Default template.

Import a Configuration Template

VoipNow Professional allows you to add new device models by importing their corresponding configuration templates. These templates contain, besides the device's configuration options, all the other parameters required to provision the equipment.

You can also use the import tools to update the existing devices' configuration templates with your own customized versions. To do so, you simply have to download an existing template, modify it according to your requirements and upload it again from the VoipNow Professional web interface.



Caution

The templates can be imported only if they follow the default format as detailled in the next <u>section</u>. When the upload is unsuccessful, VoipNow Professional displays an error message that points to the exact problem, helping you address it efficiently.

To add a new configuration template, use the Import Equipment Template pop-up panel to locate the desired file on your drive and upload it to the system.



Configuration Template Format

In order to be able to upload a customized configuration template in the system, you must make sure that the XML file has the default structure:

Each one of these two sections contains specific information:

- The template name, its type and all the configuration parameters specific to the device that you want to provision are included between the <file> </file> tags:
 - <name>tpl_name.xml</name> The template name, usually related to the device type/model that it is using these settings.
 - <default>1/0</default> This parameter shows if the template is the default one (1) or it was customized (0).
 - <body> </body> All the configuration settings (e.g.: NAT and SIP settings, call features, subscriber information, audio configuration, etc.) specific to the chosen device can be found in this section.



Note

The settings specific to each device and required for the automatic configuration are available on the internet.

Below you can find a schematic example for a Cisco SPA-508G phone device:

```
.
.
</flat-profile>
]]>
</body>
</file>
```

- The device specific details like brand, model, number of supported lines, time zone, firmware are grouped between the <equipment> </equipment> tags:
 - Each device has an unique identification number stored in the database, included in the <equipment> tag.



Caution

You do not have to manually add this if not present as it is automatically generated for each device when the template is uploaded in the system!

- o <brand>device_brand</brand> The device manufacturer (e.g.: Cisco).
- <name>manufacturer_name</name> The generic name of the device manufacturer (e.g.: Cisco).
- <model>device_model</model> The device model (e.g: SPA-508G).
- <type>device_type</type> The device type (e.g.: phone).
- <vendor>vendor_id</vendor> The label that identifies the device manufacturer, usually the first three letters of his name (e.g.: cis).
- <oui>device_id</oui> The device's identification number (e.g.: 002699).
- lines>lines_numberthat can be assigned to the device. (e.g.: 8).
- <web_access>1/0</web_access> You must set this parameter to 0 if the device cannot access the internet and to 1 if it supports an internet connection.
- <vn_timezone> </vn_timezone> The mapping between the VoipNow Professional extension(s)' time zones and the phone device's time zones is done using this structure. You must include it in the configuration template only if you want to provide time zone support in the interface. The following parameters are required:

- <timezone_option>1/0</timezone_option> This option controls the availability of the time zone selector in the interface. If set to 0, the time zone selector will not be displayed in the interface.
- <phone_timezones> </phone_timezones> These are all the valid time zones available on this phone device, that can be selected in the interface. The parameters for each time zone are included between the <phone_timezone> </phone_timezone> tags:
 - <phone_tag> </phone_tag> The time zone's identification details. A time zone description can be also added in order to be displayed in the interface. The following details are available:
 - <template_var
 </pre> name="TIMEZONE">time_zone_code template_var> - The name of the template variable that will be replaced, usually the three letters time zone code (e.g.: CET).



Note

The <template_var> parameter is different based on the template you want to generate, for example, for **Aastra** devices, you can have:

```
<template_var name="AASTRA_TZ_NAME">NL-Amsterdam</template_</pre>
<template var name="AASTRA TZ CODE">NLX</template var>
<template_var name="AASTRA_TZ_MINUTES">60</template_var>
```

- it is missing, the interface cannot provide any hints:
 - <vn_map>region</vn_map> It is possible that a phone tag to be valid for multiple standard time zones and therefore you must specify all of them within these tags.
- The details about the device's firmware are grouped between the <firmware> </firmware> tags:
 - Each device has an unique firmware version identification number stored in the database, included in the <equipment> tag.



Caution

You do not have to manually add this if not present as it is automatically generated for each device when the template is uploaded in the system!

- <name>firmware_version</name> - The device's firmware version (e.g.: 7.4.4).

• <interface>protocols</interface> - The protocols used by the selected device to access the configuration files on the provisioning server.

Below you can find an example for the same Cisco SPA-508G phone device:

```
<equipment id="cddb32b1f7f86472ac200d10106f1094">
<brand>Cisco
<name>Cisco</name>
<model>SPA-508G</model>
<type>phone</type>
<vendor>cis</vendor>
<oui>>002699</oui>
es>8</lines>
<web_access>1</web_access>
<vn_timezone>
  <timezone_option>1</timezone_option>
  <phone timezones>
    <phone timezone>
      <phone_tag description="GMT+02:00 Athens, Rome EET (Eastern Euro)</pre>
      <template_var name="TIMEZONE">EET</template_var>
        <vn_mappings>
          <vn_map>Europe/Berlin</vn_map>
          <vn_map>Europe/Zürich</vn_map>
          <vn_map>Europe/Gibraltar</vn_map>
          <vn_map>Europe/Rome</vn_map>
        </vn_mappings>
      </phone_tag>
    </phone_timezone>
  </phone timezones>
</vn timezone>
<firmware id="51731d509ffc7ece8ccd5a03576a84b7">
<name>7.4.4</name>
```

```
<interface>tftp,http</interface>
</firmware>
</equipment>
```

Customizing the Equipment's Configuration File

The custom provisioning templates are designed to meet certain configuration requirements for specific devices. Therefore, every time you create one, you must customize the configuration file(s) of the device(s) you are interested in from the Add Equipment Configuration File to Template {tpl_name} page. Based on these modified files, the devices can be later provisioned and linked to your Phone terminal extensions, satisfying your requirements.

To add an equipment configuration file to your template follow the next steps:

- 1. Use the controls available in the Manufacturer/Model section to select the device and the corresponding firmware:
 - a. Select from the Manufacturer/Model drop-down list the manufacturer and the model of the equipment you want to include in your template (e.g.: Snom (360)).
 - b. The configuration file may be different depending on the device's Firmware/Version. Use the available drop-down list to select the desired version.



Note

For the moment, only Cisco (7940) and Cisco (7960) have two different configuration files, for firmware 7.x and 8.x.

- c. Select the Regenerate provisioning [] for devices using this template check box if you want VoipNow Professional to regenerate all the existing configuration files based on the new preferences. Leave it unchecked if you do not want to modify the settings of the existing devices and if you wish to use the custom configuration file only for the devices that will be provisioned with this template from now onwards.
- 2. Customize the equipment's configuration file(s). The number of configuration files depends on the device type and model, ranging from one to three. Each file contains specific settings which you can fully manage for increased scalability:

Device Configuration File #{x}



Note

Depending on the manufacturer and its type, a device can have up to three configuration files. Each one of the **Device Configuration File #{x}** fieldsets offers the same controls. Note that the **Content** differs from device to device.

For example, the Polycom devices support 3 configuration files.

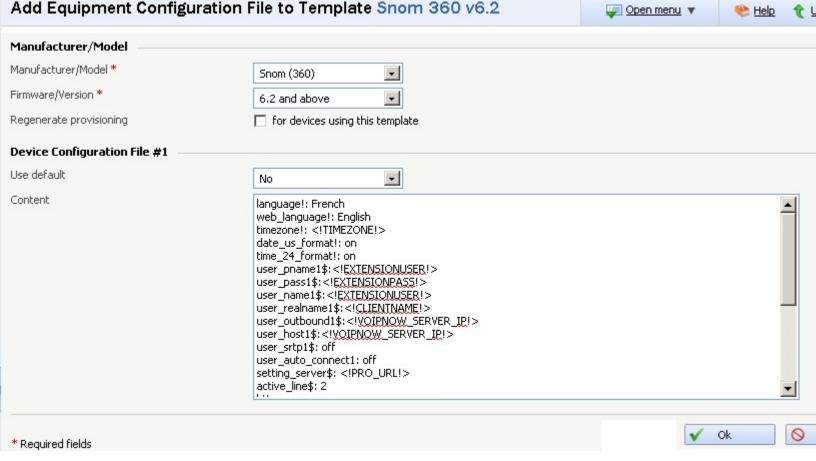
- a. Choose if you want to use in the template the default configuration file or if you want to edit the content according to your requirements. To do so, select from the Use default drop-down list the appropriate option:
 - Yes The provisioning template will use the default configuration file. You will not be able to modify the Content. This is the default value.
 - No You can modify the configuration file's Content according to your requirements and save it for your custom provisioning template.
 - Yes Return to default This option is useful when editing a modified configuration file and you want to revert to the default Content, as specified in the Server Default template.
- b. If you have previously selected No, then you can start editing the configuration file's Content. Regardless the equipment manufacturer or model, there are certain common variables that are replaced with their values when the file is generated. Also, there are variables specific to each manufacturer or model. All these variables have the <! VARIABLENAME! > format.

You can find all the variables grouped by manufacturer and device in the following sections:

- Aastra
- Cisco
- Grandstream
- Linksys
- Polycom
- Snom
- Thomson
- Tiptel
- Yealink

3. Click Ok to add the custom equipment configuration file to the { tpl_name} template. Click Cancel to go back to the previous page without saving your changes.

In the example below you can see the customization page for the Snom (360) device added to the Snom 360 v6.2 provisioning template:



In this example, the default 'language!', 'English', is replaced with 'French'



Note

To learn about all the parameters defined in the configuration files, please verify the equipment's documentation.

Editing the Equipment's Configuration File

The Edit Equipment Configuration File from Template {tpl_name} page allows you to edit the selected device's configuration file. The available information is grouped into the following sections:

- Manufacturer/Model The basic information about the equipment is displayed here:
 - Manufacturer/Model The equipment's manufacturer and, between parenthesis, the model (e.g.: Cisco (7960)).
 - Firmware/Version The equipment's firmware version the configuration file is intended for.
 - Select the Regenerate provisioning [] for devices using this template check box if you want VoipNow Professional to regenerate all the existing configuration files based on the modified file. Leave it unchecked if you do not want to change the settings of the existing devices and if you wish to use the custom configuration file only for the devices that will be provisioned with this template from now onwards.
- Device Configuration File #{x}



Note

All the next sections allow you to edit the <u>configuration files</u> specific to each device brand and model.



Note

For more information, see the <u>Customizing the Equipment's Configuration File</u> section.

Configuration Files Variables

All the variables included in the configuration files of the devices supported by VoipNow Professional are documented in this section, based on the equipment manufacturer. In general, there are small differences between the configuration files of different devices belonging to the same manufacturer and therefore only the particular variables will be highlighted in separate sections.

Aastra

The Aastra devices supported by VoipNow Professional are:

- 9112i
- 480i CT
- 480i
- 9133i
- 51i

The replaceable variables common to the configuration files of all the Aastra devices are:

- <!TFTP_PRO_URL!> Replaced with the FTP provisioning URL.
- <!PROTOCOL!> Replaced with the download protocol.
- <!PRO_SERVER_IP!> Replaced with the HTTP provisioning server URL.
- <!PRO_PATH!> Replaced with the HTTP provisioning server path.
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.
- <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <! EXTENSIONUSER!>.

- <!EXTENSIONPASS# $\{x\}$!> Replaced with the password of the extension connected to the device's line $\{x\}$.
- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- <!VOIPNOW_SERVER_PORT!> Replaced with the port of the VoipNow Professional server.

Aastra 9112i, 9133i, 51i and 480i

The supplementary variables that can be found in the devices' configuration files are:

- <!AASTRA_TZ_NAME!> Replaced with the time zone name used by the Aastra devices.
- <!AASTRA_TZ_CODE!> Replaced with the time zone code used by the Aastra devices.
- <!AASTRA_TZ_MINUTES!> Replaced with the time zone minutes used by the Aastra devices.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).

Cisco

The Cisco devices supported by VoipNow Professional are:

- 7940
- 7960

The replaceable variables common to the configuration files of all the Cisco devices are:

- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <! EXTENSIONUSER! >.

- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!EXTENSIONPASS# $\{x\}$!> Replaced with the password of the extension connected to the device's line $\{x\}$.
- <!COMPANYNAME!> Replaced with the Company name as defined in the extension's contact information. It will be displayed on screen on the top right corner.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- <!VOIPNOW_SERVER_PORT!> Replaced with the port of the VoipNow Professional server.
- <!TIMEZONE!> Replaced with the time zone the device is in.
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.
- <!firmware!> Replaced with the device's firmware version.

Grandstream

The Grandstream devices supported by VoipNow Professional are:

- gxp 2000
- gxp 2020
- Handy Tone 286
- Handy Tone 486
- Handy Tone 488

The replaceable variables common to the configuration files of all the Grandstream devices are:

- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.
- <!GS_FIRMWARE_UPGRADE!> Variable used only with Grandstream devices to specify the protocol used in firmware and configuration provisioning.
- <!PRO_URL!> Replaced with the provisioning URL based on the provisioning protocol used by the device.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <! EXTENSIONUSER! >.

- <!EXTENSIONPASS#!> Replaced with the password of the extension connected to the device's line.
- <!CLIENTNAME#!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line. This name will be displayed on the device's screen.
- <!TIMEZONE!> Replaced with the time zone the device is in. Displayed as
 offset in minutes to GMT.

Grandstream GXP 2000, 2020 and Handy Tone 488

The supplementary variables that can be found in the devices' configuration files are:

- <!ENABLE_LINE_01# $\{x\}$!> Replaced with the status (enabled or disabled) of the extension connected to the device's line $\{x\}$.
- <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.
- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!EXTENSIONPASS#{x}!> Replaced with the password of the extension connected to the device's line {x}.

Linksys

The Linksys devices supported by VoipNow Professional are:

- SPA-901
- SPA-921
- SPA-922
- SPA-941
- SPA-942
- SPA-962
- SPA2102
- SPA8000
- PAP-2T

The replaceable variables common to the configuration files of all the Linksys devices are:

- <!KAMAILIO_SERVER_IP!> Replaced with the IP address of the Kamailio server handling the voicemail messages.
- <!KAMAILIO_SERVER_PORT!> Replaced with the port of the Kamailio server handling the voicemail messages.
- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <!EXTENSIONUSER!>.

- <!EXTENSIONPASS# $\{x\}$!> Replaced with the password of the extension connected to the device's line $\{x\}$.
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- <!UPDATE_INTERVAL!> Replaced with the time interval after which the
 device is resynchronized with the provisioning server to search for available
 configuration file updates.
- <!PRO_URL!> Replaced with the provisioning URL based on the provisioning protocol used by the device.
- <!EXTENSION_LENGTH!> Variable used when defining phone dial plans to fill the proper number of x characters.
- <!TIMEZONE!> Replaced with the time zone the device is in. Displayed as a GMT offset.

Linksys SPA-901 to 962

The supplementary variables that can be found in the devices' configuration files are:

- <!COMPANYNAME!> Replaced with the Company name as defined in the extension's contact information. It will be displayed on screen on the top right corner.
- <!ENABLE_LINE_YESNO#{x}!> Replaced if the line {x} should be enabled or disabled.

Polycom

The Polycom devices supported by VoipNow Professional are:

- IP 501
- IP 550

- IP 650
- Soundpoint 300/301
- Soundpoint 330/320

The replaceable variables common to the configuration files of all the Polycom devices are:

- 1. For the Device Configuration File #1:
 - <!PHONE_LMAC!> Replaced with the device's MAC address.
 - <!UNIQUEID!> Replaced with the device's unique identification number.



Note

Both variables are used for the device's .cfg file name, obtained through a FTP request.

- 2. For the Device Configuration File #2:
 - <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
 - <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <!EXTENSIONUSER!>.

- <!EXTENSIONPASS#{x}!> Replaced with the password of the extension connected to the device's line {x}.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- 3. For the Device Configuration File #3:
 - <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
 - <!VOIPNOW_SERVER_PORT!> Replaced with the port of the VoipNow Professional server.
 - <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).

• <!TIMEZONE!> - Replaced with the time zone the device is in. Displayed as a GMT offset.

Snom

The Snom devices supported by VoipNow Professional are:

- 300
- 320
- 360

The replaceable variables common to the configuration files of all the Snom devices are:

- <!TIMEZONE!> Replaced with the time zone the device is in.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <! EXTENSIONUSER! >.

- <!EXTENSIONPASS# $\{x\}$!> Replaced with the password of the extension connected to the device's line $\{x\}$.
- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- <!PRO_URL!> Replaced with the provisioning URL based on the provisioning protocol used by the device.
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.
- <!UPDATE_INTERVAL!> Replaced with the time interval after which the
 device is resynchronized with the provisioning server to search for available
 configuration file updates.

Thomson

The replaceable variables that can be found in the Thomson ST2030S configuration files are:

- 1. For the Device Configuration File #1:
 - <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
 - <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <! EXTENSIONUSER! >.

- <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
- <!EXTENSIONPASS#{x}!> Replaced with the password of the extension connected to the device's line {x}.
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the Provisioning page.
- <!TIMEZONE!> Replaced with the time zone the device is in.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- 2. For the Device Configuration File #2:
 - <!UNIQUEID!> Replaced with the device's unique identification number.



Note

The variable is used in the device's . \mathtt{cfg} file name, obtained through a FTP request.

3. There are no replaceable variables the Device Configuration File #3.

Tiptel

The Tiptel devices supported by VoipNow Professional are:

IP280

- IP284
- IP286

The replaceable variables common to the configuration files of all the Tiptel devices are:

- 1. For the Device Configuration File #1:
 - <!ENABLE_LINE_01#{x}!> Replaced with the status (enabled or disabled) of the extension connected to the device's line {x}.
 - <!CLIENTNAME# $\{x\}$!> Replaced with the Contact name as defined in the contact information of the extension connected to the device's line $\{x\}$. This name will be displayed on the device's screen.
 - <!EXTENSIONUSER# $\{x\}$!> Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line $\{x\}$.



Note

This tag is useful when creating a provisioning template for a device that cannot display the full <!EXTENSIONUSER!>.

- <!EXTENSIONPASS#{x}!> Replaced with the password of the extension connected to the device's line {x}.
- <!VOIPNOW_SERVER_IP!> Replaced with the IP address of the VoipNow Professional server.
- <!TIMEZONE!> Replaced with the time zone the device is in.
- <!NTPSERVERIP!> Replaced with the IP address of the NTP Server (as defined in the <u>Unified Communications</u> >> Server Preferences page).
- <!ADMINPASS!> Replaced with the password of the administrator account for the phone web interface. The password is defined in the Provisioning page.
- 2. For the Device Configuration File #2:
 - <!UPDATE_INTERVAL!> Replaced with the time interval after which
 the device is resynchronized with the provisioning server to search for
 available configuration file updates.
 - <!PRO_URL!> Replaced with the provisioning URL based on the provisioning protocol used by the device.

Yealink

The Yealink devices supported by VoipNow Professional are:

- SIP-T20P
- SIP-T22P
- SIP-T26P
- SIP-T28P

Yealink and <u>Tiptel</u> devices share the same replaceable variables.

Manage Provider Templates

The provider templates are XML files that encapsulate specific settings required to easily set up the channel connection with a particular service provider, desired by the customer. Starting VoipNow Professional 2.5.1, the system administrators can directly upload an XML file containing all the customized settings required to configure a new SIP channel using the desired provider. In this way, the administrators do not have to manually fill in all the details or to update them in time, as VoipNow Professional periodically runs a cron script that checks the vendor's website (www.4psa.com) for the latest versions of the configuration files for the supported providers.

The provider templates can be later used when setting up a new SIP channel from the * Channels >> Add New Channel page.

The Provider Templates management page allows you to:

- Visualize all the Provider Templates currently available in the system.
- Upload a new XML file by clicking the Madd provider template icon available in the Tools section.
- Search for certain templates.
- Remove unused templates.



Note

The provider templates can be managed by the system administrator only!

VoipNow Professional displays the following information about the available templates:

- S The provider template's status:
 - Inabled
 - isabled



Note

If the provider template is disabled, then it cannot be used to set up a new SIP channel.

Click this icon to change the provider template's status.

• Name - The service provider's name, as specified in the uploaded XML file. Click the name link to view the most important details about the provider.



Provider information

The pop-up panel displays the following information:

- Provider name The service provider's name.
- Certification level The Certification level (platinum/gold/silver/none etc.) obtained by the provider.
- Provider website The provider's homepage.
- Additional information Extra details meant to differentiate the providers.
- Active in The countries in which the current provider can be used for making and receiving calls.
- Certification This column displays the service provider's Certification level. The certification procedure is as follows:

- 1. When the provider template is uploaded in the system, the Certification level is None, regardless the value set in the XML file, because the provider has not been verified yet.
- 2. The cron script periodically run by VoipNow Professional checks the vendor's (4PSA) database for certification information.
 - If the provider is certified by the vendor, then the appropriate Certification level will be set and displayed in the interface (e.g.: Silver).
 - If not, then the provider will remain uncertified and the Certification column will continue to display None until further changes in the provider's status.



Note

The vendor (4PSA) has a database with all the supported certified service providers that it is constantly updated.

- Countries The country where the service provider is active. If it is available in more then one country, then this column displays Multiple.
 For a detailed list with all the countries the service provider is active in, click its name link.
- Website The service provider's home page. Click the link to open the site in a new window.
- Added The date and time the provider template was uploaded in the system. The time format is hh:mm:ss.
- Download Template Click the <u>Download</u> link to save the provider template as a XML file on your machine. This feature allows you to modify the provider's parameters according to your requirements and to later upload the template in the system.



The provider templates



Only the uncertified provider templates can be removed from the system!

Add a New Provider Template

The Add New Provider Template page allows you to upload a new provider XML file. To do so, follow the next steps:

- 1. Click the button to locate the file.
- 2. Once decided, click Ok to upload the file in the system.



Caution

If the file you are trying to upload does not match the default provider template structure, then it cannot be saved in the database. A warring message is displayed:

Failed to upload the new template.

The Provider Template File Format

The provider template is basically a XML file that contains configuration information about the specific provider and about how the SIP channels set up based on this template will behave.

VoipNow Professional offers you three ways to define and use the provider templates:

- 1. First, you can use one of the available predefined provider templates that are designed for providers certified by the vendor (4PSA in this case).
- 2. Second, you can download one of the available predefined templates, modify its content according to your requirements and upload it in the system as a new provider template. For more details, see the previous section.
- 3. Third, you can access the special customization form available on the website at this location, fill in the desired parameters, save the automatically generated XML file on your machine and upload it in VoipNow Professional as shown here.

The provider XML file includes the following information:



The Old Password and Confirm Password fields inherit the visibility of the Password field.



Note

When a user uploads a certificate that has an UUID identical with one from a certified provider, the **Certification** level is set to None.

When the cron script updates the entries, the **Certification** level will be changed to as required (e.g.: to Silver or to Gold).

General information about the service provider can be found between the

<!-- List countries, code ISO 3166 -->

<country>UK</country>

.
.
.
</active-countries>

<description>The provider description</description>
</provider>

 Technical information about how the channels should be configured for that service provider can be found between the <channel> </channel> tags.
 All the options available here are the ones specific to a SIP channel and that can also be manually configured from the interface. Not all the tags presented below are mandatory:

```
<channel>
    <!-- VoipNow send calls to Hostname/IP -->
    <hostname visible="1/0"></hostname>
    <!-- VoipNow send calls to Port -->
    <port visible="1/0"></port>
    <!-- VoipNow accepts calls from IPs/network -->
    <acceptips visible="1/0">
      <!-- IPs list -->
     <ip></ip>
    </acceptips>
    <!-- Username to connect to provider -->
    <username visible="1/0"></username>
    <!-- Password to connect to provider -->
    <password visible="1/0"></password>
    <!-- Do not register with provider, the VoipNow Professional II
    <donotregister visible="1/0">0/1</donotregister>
    <!-- Authorization username -->
    <authorization-username visible="1/0"></authorization-username;</pre>
```

```
<!-- Concurrent calls (outgoing + incoming), usually should no
<concurrent-calls visible="1/0"></concurrent-calls>
<!-- Charging plan, usually should not be included in template
<charging-plan visible="1/0">free/paid</charging-plan>
<!-- Channel capabilities, usually should not be included in to
<flow-capable visible="1/0">incoming/outgoing/both</flow-capable</pre>
<!-- DTMF mode -->
<dtmf visible="1/0">rfc2833/inband/info/auto</dtmf>
<!-- Behind NAT -->
<nat visible="1/0">0/1
<!-- CallerID -->
<callerid visible="1/0"></callerid>
<!-- From user -->
<from-user visible="1/0"></from-user>
<!-- From domain -->
<from-domain visible="1/0"></from-domain>
<!-- Authorization extension -->
<auth-extension visible="1/0"></auth-extension>
<!-- Get DID from custom header -->
<did-header visible="1/0"></did-header>
<!-- Qualify, send SIP:Options to provider periodically -->
<qualify visible="1/0">0(none)/100.....3000/qualify>
<!-- Prefix all calls with -->
<prefix visible="1/0"></prefix>
<!-- Trusted channel -->
<trust visible="1/0"></trust>
<!-- Trust Remote-Party-ID SIP header -->
<trust-rpid visible="1/0"></trust-rpid>
<!-- Send Remote-Party-ID SIP header -->
<send-rpid visible="1/0"></send-rpid>
```

```
<!-- Session timers -->
    <session-timers visible="1/0">accept/originate/refuse</session-</pre>
    <!-- Session refresh interval -->
    <session-refresh visible="1/0"></session-refresh>
    <!-- Session refresh interval -->
    <session-refresh visible="1/0"></session-refresh>
    <!-- Minimum session refresh interval -->
    <min-session-refresh visible="1/0"></min-session-refresh>
    <!-- Session refresh source -->
    <refresh-source visible="1/0"></refresh-source>
    <!-- Codecs: g723, ulaw, alaw, gsm, g726, slin, g729, speex, i
    <permit-codecs visible="1/0">
      <!-- Codecs list -->
      <codec></codec>
    </permit-codecs>
    <!-- Use MD5 -->
   <md5 visible="1/0"></md5>
</channel>
```



The visibility variable specifies if the field will be visible in the interface. If the value is set to 0, then the field can still be seen, but only after clicking the Show advanced channel preferences link available in the channel configuration page. For more details, see this section.

All the fields, both visible or not, can be edited.

 An optional section that allows to override the labels displayed in the interface without modifying them can be present. If the label is not available for the language the VoipNow Professional interface is rendered in, then the default VoipNow Professional labels are used. This information can be found between the <label> </label> tags:

```
<label>
   <username>
     <local code="en">
     <!-- What is displayed before the field value, if empty, Voipl
     <pre-label>Account Number</pre-label></pre-label>
     <post-label>Account Number</post-label>
     </locale>
     </username>
   <password>
     <local code="en">
     <!-- What is displayed before the field value, if empty, Voip
     <pre-label>Pin Number</pre-label></pre-label>
     <post-label>Pin Number</post-label>
     </locale>
     </password>
   <old-password>
     <local code="en">
     <!-- What is displayed before the field value, if empty, Voipl
     <pre-label>Custom Pre Old Password</pre-label></pre-label>
     <post-label>Custom Post Old PAssword</post-label>
     </locale>
     </old-password>
    <confirm-password>
     <local code="en">
     <!-- What is displayed before the field value, if empty, Voipl
     <pre-label>Custom Pre Confirm Password</pre-label></pre-label>
     <post-label>Custom Post Confirm Password</post-label>
     </locale>
     </confirm-password>
 </label>
```

• The signature, necessary and checked only for certified providers with silver/gold levels, must be placed between the <signature> </signature> tags:

```
<signature>
.
.
.
</signature>
```



The XML template should be signed according to the XML Signature Syntax and Processing standard.

Manage Advertising Templates

VoipNow Professional offers you the possibility to define advertising templates specific to each available industry. You can set up various industries aside from the default ones, depending on your clients' domain of activity. Various commercials will be displayed to the MyVoipNow clients, based on their service level and on the industry they belong to. In other words, if a client activates in IT - hardware and there is such an advertising template defined, based on the proper industry, then the commercials that will be displayed in his MyVoipNow interface will be for products and services in this industry.

The Advertising Templates management page allows you to:

- View all the Advertising Templates currently available in the system.
- Create a new template by clicking the Add advertising template icon available in the Tools section.
- Define new industries by clicking the Add industry icon.
- Search for certain templates.
- Edit one of the existing advertising templates.
- Remove unused templates.

VoipNow Professional displays the following information about the available templates:

 Name - The advertising template's descriptive name. Click the link to navigate to the Advertising Template { template_name} page where you will be able to choose the one or more of the available industries you think there are appropriate for this template. More details can be found here .

- Updated The date and time the template was last updated.
- Linked Industries The number of industries currently linked to this template.
- Default Template The template's status:
 - No The template is not the default one. Click the link to set it as default.
 - Yes The template is the default one.



Note

The default advertising template is displayed using **bold** characters and CANNOT be removed.

Add a New Industry

If you want to define a new industry to be used in advertising, after clicking the appropriate icon, you will have to fill in the information required in the displayed pop-up window:

- Industry name Use the available text box to specify a descriptive name for the industry. You can enter up to 255 characters.
- Standard zone code Use this text box to fill in the HTML code specific to this industry. The standard zone is the area from MyVoipNow where the advertising is displayed and that can be extended to a larger surface. The code you fill in here will be used when the area is at its normal dimension.



Note

It is mandatory to define the standard zone code when adding a new template!

- Standard zone height {value} px Use this text box to modify the height, in pixels, of the area where the commercials are displayed. The default value is 100 pixels.
- Extended zone code Here you can fill in the HTML code that will be displayed if the users expands the standard zone.
- Extended zone height {value} px Use this text box to modify the height, in pixels, of the area, when it is expanded, where the commercials are displayed. The default value is 450 pixels.

To confirm your settings, click <u>Apply</u>. A message will be displayed on top of the page, informing you about the outcome.

Add a New Advertising Template

To set up a new advertising template you only have to fill in the template's name and to decide whether you want to set it as the default advertising template or not using the two text boxes displayed in the pop-up window.



Note

The first template MUST be set as the default one.



Note

When there are no industries in system, a top level alert message is displayed after adding a new template:

No industry currently defined. Please add some relevant industries.



Note

An advertising template can be used for more than one industry. For example, let us assume that you have a client that is a VoIP provider. Also, there are two industries defined in the system: IT - hardware and IT - software. If you consider that the client will be interested in both domains, you can define an advertising template for them and specify the commercials that will be displayed in his **MyVoipNow** interface.

Advertising Industries

The Advertising Template {template_name} page allows you to manage the HTML representation of the commercials that will be displayed in the specific zone of the MyVoipNow interface. Also, using the available controls, you can modify the industry code previously defined.

The Advertising Industries table displays the following information about each available industry:

 Name - The descriptive name set for the industry. Click the link to add/ modify the industry HTML code specific to this template. The displayed popup window allows you to fill in the code of the commercials from this activity domain that will be displayed to the clients that have chosen this advertising template. The following fields are available:

- Standard zone code Use this text box to fill in the HTML code of the commercials belonging to this industry, that are specific to this template. The standard zone is the area from MyVoipNow where the advertising is displayed and that can be extended to a larger surface. The code you fill in here will be used when the area is at its normal dimension.
- Standard zone height {value} px Use this text box to modify the height, in pixels, of the area where the commercials are displayed. The default value is 100 pixels.
- Extended zone code Here you can fill in the HTML code will be displayed if the users expands the standard zone.
- Extended zone height {value} px Use this text box to modify the height, in pixels, of the area, when it is expanded, where the commercials are displayed. The default value is 450 pixels.

To confirm your settings, click <u>Apply</u>. A message will be displayed on top of the page, informing you about the outcome.

- Operations If you have filled in the HTML code for the commercials specific to this industry, you can click the <u>Preview</u> link to visualize the advertising, exactly how it will be displayed in the MyVoipNow interface.
 - Click the <u>Clear</u> link if you want to erase the code.
- Default Code Click the <u>Modify</u> link to set up or to edit the industry's default HTML code using the form displayed in the pop-up window:
 - Industry name Use the available text box to specify a descriptive name for the industry. You can enter up to 255 characters.
 - Standard zone code Use this text box to fill in the HTML code of the commercials specific to this industry. The standard zone is the area from MyVoipNow where the advertising is displayed and that can be extended to a larger surface. The code you fill in here will be used when the area is at its normal dimension.
 - Standard zone height {value} px Use this text box to modify the height, in pixels, of the area where the commercials are displayed. The default value is 100 pixels.
 - Extended zone code Here you can fill in the HTML code that will be displayed if the users expands the standard zone.
 - Extended zone height {value} px Use this text box to modify the height, in pixels, of the area, when it is expanded, where the commercials are displayed. The default value is 450 pixels.

To confirm your settings, click Apply. A message will be displayed on top of the page, informing you about the outcome.

- Clients The number of client accounts currently using this industry for their advertising templates.
- Updated The date and time the industry was last updated.



Caution

The default template CANNOT be deleted!

If you have to delete the default template, you must set another template as the default one and only afterwards you will be able to remove it from the system.

Chapter 10

Manage Customer Accounts

VoipNow Professional provides three customer account types:

- Resellers
- Clients
- Extensions

Manage Your Resellers

To access the Resellers Management page, click the Resellers link available in the left navigation panel.

Resellers' Management Page

Using the controls available in the Resellers Management page, you can:

Visualize the existing Resellers.

- Set up a new reseller account by clicking the Add reseller icon available in the Tools section.
- Search the existing resellers' list after specific criteria.
- Enable/disable reseller accounts.
- Enable/disable control panel access for a reseller.
- Manage individual reseller accounts.
- Remove unused accounts.

VoipNow Professional displays the following information about each reseller:

- S The reseller account's status:
 - Inabled
 - All local calls are permitted
 - Only incoming call are permitted
 - In the second of the second of
 - Bisabled

Click this icon to change the reseller account's status using the Global and Phone Account Status pop-up window:

- Global Account Status Settings From this area you can choose to enable or disable a reseller. There are two options:
 - User is fully enabled The user can access all the client's defined system functions, having in mind that the phone access permissions may apply.



Caution

If you disable an active reseller account, all its child accounts will be disabled as well!

- User is disabled The user cannot access any of the client's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled reseller. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.

- User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
- User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
- User cannot use phone service The user can neither make, nor receive calls.



If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the Customer can be called and can call internally restriction, than the reseller cannot set for his clients full access to the phone service. but that reseller can decide to set for any or all of his clients the Customer can be called only restriction.

- A The reseller's permission to log in and use the VoipNow Professional interface:
 - Allowed
 - Not allowed

Click this icon to enable/disable the control panel access.



Caution

If the reseller does not have control panel access, neither will his child accounts.

- Reseller The reseller's name. Click this link to enter the reseller account. context.
- Company The reseller's company name.
- Created The date when the reseller account was added to the system.
- Clients The number of clients currently available under the reseller account.
- Extensions The number of extensions currently available under the reseller account. Click this link to view the extensions' list.
- R Click the bicon to view a <u>statistical report</u> about the reseller's calls, costs, clients, extensions or the disk space usage.

Group operations

To change the permissions and limits for more reseller accounts in the same time, follow the next steps:

- 1. Choose the desired resellers by selecting their corresponding check boxes available at the end of the table.
- 2. Click the <u>Group operations</u> link. A new page opens, allowing you to manage the available permissions and limits.

For more information, see the <u>Group Operations on Reseller Accounts</u> section.

Reseller's Management Page

The {reseller_name} page allows you to manage the reseller account's features and to have an overview of all its clients. The information is grouped into the following sections:

- Tools Here you can find all the features that can be customized for the current reseller. To access the desired area, simply click its corresponding icon:

 - Roles and phone numbers
 - d OpenID identities



Note

This icon is available only if OpenID is enabled infrastructure wide from the Unified Communications >> Global accounts >> OpenID Settings page.

- Solution
 Outgoing routing groups
- Manage SIP devices
- · 🔊 Report
- Add client
- ^{Oharging plans}
- · 🕨 Charging limits

•

Note

If you have added a reseller without an associated charging plan, then you will not be able to set any **Charging limits** for him and the icon will not be displayed.



Note

This feature is available for postpaid charging plans only.

Charging credits



Note

If you have added a reseller without an associated charging plan, then you will not be able to set any **Charging credits** for him and the icon will not be displayed.



Note

This feature is available for prepaid charging plans only.

- Sounds
- SystemAPI
- @ Call screening database
- III Client templates
- Extension templates
- Email templates
- Provisioning templates
- Custom buttons
- Clients VoipNow Professional displays a list with all the clients defined for the current reseller.

VoipNow Professional displays the following information about each client:

- S The client account's status:
 - Inabled
 - All local calls are permitted

- Only incoming call are permitted
- In the second of the second of
- Disabled

Click this icon to change the client account's status using the Global and Phone Account Status pop-up window:

 Global Account Status Settings - From this area you can choose to enable or disable a client. There are two options:



Caution

If you disable an active client account, all its extensions will be disabled as well!

- User is fully enabled The user can access all the client's defined system functions, having in mind that the phone access permissions may apply.
- User is disabled The user cannot access any of the client's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled client. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.
 - User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
 - User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
 - User cannot use phone service The user can neither make, nor receive calls.



Note

If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction,

than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the Customer can be called only restriction.

- A The client's permission to log in and use the VoipNow Professional interface:
 - Allowed
 - Not allowed

Click this icon to enable/disable the control panel access.



Caution

If the client does not have control panel access, neither will his child accounts.

- Clients The client's name. Click this link to enter the client account context.
- Company The client's company name.
- Created The date when the client account was added to the system.
- Extensions The number of extensions currently available under the client account. Click this link to view the extensions' list.
- R Click the bicon to view a statistical report about the client's calls, costs, extensions or disk space usage.

Move clients

You can transfer clients between resellers by following the next steps:

- 1. Choose the desired clients by selecting their corresponding check boxes available at the end of the table.
- 2. Click the 🗸 Move clients icon. A new page warning you about the consequences of this action opens.

For more information, see the Move Clients section.

Group operations

To change the permissions and limits for more client accounts in the same time, follow the next steps:

- 1. Choose the desired clients by selecting their corresponding check boxes available at the end of the table.
- 2. Click the <u>degroup operations</u> icon. A new page opens, allowing you to manage the available permissions and limits.

For more information, see the <u>Group Operations on Client Accounts</u> section.

Δ

Caution

If you remove a client account, all its extensions will be deleted as well!

View the Reseller's Report

The reseller report provides statistic information upon the reseller's resources usage.

VoipNow Professional displays the following information about the reseller account:

- System Usage Overview for {current_month}, {current_year}
 This section displays general details about the reseller's calls:
 - Call cost for {current_month}, {current_year} The total cost of all the calls made and received by the account in the current month, according to the prices defined in its charging plan.
 - Public phone numbers cost The monthly amount that has to be paid to the provider for the public phone number. This value was previously set for the channel used by the current account from the Channels >> Channel {channel_name} Management page.
 - Total length of incoming calls The total duration of the incoming calls in the current month.
 - Total length of outgoing calls The total duration of the outgoing calls in the current month.
 - Maximum length of an incoming call The maximum duration of an incoming call received by any of the extensions owned by the reseller account, in the current month.
 - Maximum length of an outgoing call The maximum duration of an outgoing call placed by any of the extensions owned by the reseller account, in the current month.
- Accounts Overview

In this section you can find detailed information about the reseller account:

 Account created – The tool used to add the account to the system (e.g.: From interface when the account was created directly from the VoipNow Professional interface).

- Total clients The total number of client accounts owned by the reseller.
- Enabled clients This number displays how many of the reseller's client accounts are enabled.
- Suspended clients This number displays how many of the reseller's client accounts are suspended.
- Total extensions The total number of extension accounts owned by the reseller.
- Enabled extensions This number displays how many of the reseller's extension accounts are enabled.
- Suspended extensions This number displays how many of the reseller's extension accounts are suspended.
- Registered extensions This number displays how many of the reseller's phone terminal extension accounts are registered, from the network perspective.
- Phone terminals The total number of Phone terminal extension accounts owned by the reseller.
- Queues The total number of Queue extension accounts owned by the reseller.
- Queue login centers The total number of Queue login center extension accounts owned by the reseller.
- IVRs The total number of IVR extension accounts owned by the reseller.
- Voicemail centers The total number of Voicemail extension accounts owned by the reseller.
- Conferences The total number of Conference extension accounts owned by the reseller.
- Calling cards The total number of Calling card extension accounts owned by the reseller.
- Callback extensions The total number of Callback extension accounts owned by the reseller.
- Intercom/paging extensions The total number of Intercom/paging extension accounts owned by the reseller.
- SIP trunking channels used The total number of SIP trunking channels used by the reseller account.



The maximum number of <u>SIP trunking</u> channels is given by the license type.

Sound Files Overview

Here you can find general details about the available sound files:

- Total sounds The total number of shared and personal sounds owned by the reseller and by all his child accounts.
- Shared sounds The total number of shared sounds. Both the reseller and the his client and extension accounts can define and use these shared sounds.
- Personal sounds The total number of personal sounds that can be used only by the reseller.

Music on Hold Overview

This section displays statistical details about the reseller's music on hold files:

- Total music on hold files The total number of music on hold files owned by the reseller.
- Personal music on hold files The number of system music on hold files owned by the reseller.
- Personal music on hold folders The number of music on hold folders owned by the reseller.

Charging Plans Overview

This section displays the number of charging plans available for the reseller and client level:

- Reseller level charging plans The number of charging plans owned by the reseller account.
- Client level charging plans The number of charging plans owned by the client accounts.

Disk Space Overview

In this section you can find the disk space usage for various files out of the total allocated space:

- Disk space for sounds
- Disk space for music on hold
- Disk space for voicemail
- Disk space for recorded calls

- Disk space for fax messages
- Total disk space The total disk space in KB used by sound files, music on hold files, voicemail messages, conversation recordings and fax messages.



The usage is displayed using the following formula:

Used {value} KB out of {total_space}

The **{total_space}** can be **Unlimited**, if specified in the reseller's preferences.

Enable/Disable a Reseller

If you want to enable/disable a reseller account, then you have to click the <u>Disable/Enable reseller</u> link, located under the page title. A pop-up window will ask you to confirm this action.



Disabling a reseller account



Note

Disabling a reseller account will also disable all the accounts belonging to it.

Impersonate a Reseller Account

VoipNow Professional offers you the possibility to impersonate as any of your reseller accounts, allowing management access to all their features. This option is useful especially when you want to modify the child account's settings.

If you impersonate, then you will be able to view the interface from the reseller's perspective. To do so, click the Impersonate link located under the page title.



Note

The **Impersonate** feature can only be used for enabled users with control panel access. Any attempt to use this feature for a disabled account or an account without control panel access will trigger the following error message:

You cannot use impersonate an user that is disabled or doesn't have control panel access.



Note

When you impersonate a child account, the application will change the skin to the one used by the chosen account, if different from the one you are currently using.

To return to normal view mode, click the Return to my account link link available next to the Help icon.

Add a New Reseller

Starting VoipNow Professional 2, the reseller accounts can be created without an associated charging plan.

If you want to create a reseller account with an associated charging plan, make sure you have enabled the Charging option from the <u>Unified</u> Communications >> System Preferences page.

When Charging is enabled, but there is no charging plan set up in the system, you must create one:

- 1. First, make sure that the time intervals you want to use for the charging plan are defined.
- 2. If you want to use another time interval, then:
 - a. Click the <u>unified Communications</u> link available in the left navigation area.
 - b. Next, click the 10 Time intervals icon.
 - c. To complete the process, follow the steps described in the Add a New Time Interval section.
- 3. After all the time intervals have been created, click the <a> Charging plans link available in the left navigation panel and <a> create a new plan.

To add a new reseller account, follow the next steps:

- 1. Fill in the required information, grouped into the following fieldsets:
 - Reseller Form
 - Create using template Use the drop-down list to choose one of the available templates as a starting point for the new reseller account. If

you do not want to create the account based on a template, then make sure the '---' option is selected.



Note

A template contains predefined settings that will be used to create the reseller. For more information on reseller templates, see the <u>Manage Reseller Templates</u> section.

- Company name
- Contact name
- Login



Note

The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: .-@.
- Password auto generation When this option is enabled, a password matching the chosen strength is automatically computed. Also, you will not be required to fill in the next two fields.



Note

To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.

 Password – In order to be valid, the password must be at least five characters long and must comply with the setup strength level.

While you type in your password, a colored bar will inform you about the strength of the chosen combination.



To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password
- Phone
- Fax
- Email
- Address
- City
- Postal/ZIP code
- Country The default-selected country is specified in the <u>Manage</u> <u>Interface Preferences</u> page.
- Region The regions of a country are listed in alphabetical order. The one selected by default is the first one on the list.
- Time zone The time zone selected by default is one you have previously set up in the <u>Unified Communications</u> >> Interface Preferences page.
- Interface language Use this drop-down list to choose the language in which the interface will displayed. The list contains all the available languages.



If you choose the <code>Default</code> option, the language that will be used for the reseller account interface is the one specified by the administrator in the <code>Manage Interface Preferences</code> section.

- Reseller notes Use this text box to provide additional information about the reseller account.
- Charging And Outgoing Call Filtering
 - Charging plan Use this drop-down list to choose one of the available charging plans that will apply to the new reseller account.



Note

If you want to create a reseller account with a charging plan, make sure the option is enabled from the **Unified Communications** >> **System preferences** >> **Charging** section and than follow the steps described in the here.

• Charging identifier - On each account, the administrator can set up a charging identifier. It is an alphanumeric (plus -,_,*) value between 6 and 32 characters long that it is used at identifying the parent accounts. When the administrator adds a new account, he will see the charging identifier auto-filled with the value of the parent account. If the parent account does not have any charging identifier, this field will be blank.



Note

When any other entity (reseller, client) adds an account, it is not able to see the charging identifier field, but this is automatically set up with the value of the parent account.



Note

When administrator edits the account, he can edit the charging identifier as well.

- 2. Select the Choose reseller roles and phone numbers check box if you want to configure the reseller's limitations and his access to MyVoipNow:
 - Click Ok and you will be redirected to the Roles and Phone Numbers for Reseller {reseller_name} page that allows you to configure the reseller account.



The information on the new created account will be sent by email to the account owner (contact person) after clicking the **Ok** button if the administrator had enabled the **Reseller account creation** option from the **Unified Communications** >> **Email Templates** page.

• If you want to add the new reseller account without configuring its permissions, deselect the check box and click Ok. If you choose to set the limitations later, skip steps 4, 5.



Note

A reseller that does not have his limitations and permissions set will have all the **Permissions** disabled and all the limits set to 0. The account expiration date is unlimited.

- Click Cancel to go back to the previous page without adding the reseller or click Ok to go further.
- 3. The the account's configurable options are:
 - Permissions

Use this fieldset to control the behavior of the new reseller account, including resources management and MyVoipNow access.

 Client management – When this option is enabled, the reseller is able to add and remove clients from his account.



Note

Even if this permission is disabled on his account, the reseller can still edit the client's contact details.

 Roles and phone numbers management - When this option is enabled, the reseller is able to change clients' permissions and limits.



Note

When you select the **Client management** check box, VoipNow Professional automatically selects the **Roles and phone numbers management** check box.

On the contrary, if you first select the **Roles and phone numbers** management check box, the **Client management** check box will not be automatically selected.

 Extension management – When this option is enabled, the reseller is able to add and remove extensions belonging to his account's clients.



Note

Even if this permission is disabled on his account, the reseller can still edit the contact details of his extensions.

When you select the **Extension management** check box, VoipNow Professional automatically selects the **Extension features management** and the **Permission and limit management** check boxes.

- Extension features management When this option is enabled, the reseller is able to manage extension's functions. Without the Extension management option enabled, the reseller cannot enable/disable the voicemail, call recording and conference features on Phone terminal extensions or change the queue size on Queue type extensions.
- Phone extension SIP management When this option is enabled, the reseller is allowed to use the provisioning features on his phone terminal extensions. Additionally he can choose the Allowed codecs for the phone terminal extensions. For more information on this topic, see the <u>Provisioning</u> section.

The reseller is also able to view and set the Phone extension SIP management permission for his clients.

- IM management When this option is enabled, the reseller is able to manage the instant messaging application for his clients.
- Charging plan management When this option is enabled, the reseller is able to add, remove or edit charging plans that define his client accounts' charging algorithms.
- Sound management When this option is enabled, the reseller is able to manage, add, remove or edit sound and music on hold files, folders and languages.
- Phone numbers management When this option is enabled, the reseller is able to assign public phone numbers to clients and extensions from his own public phone numbers pool.
- See stacked phone numbers When this option is enabled, the reseller is able to assign public phone numbers to clients and extensions from the system's stacked phone numbers pool.



Caution

The **See stacked phone numbers** cannot be enabled if the **Phone number management** option is not enabled!

• CallAPI management - Select this check box to allow the reseller's clients to use CallAPI and to manage third party applications that will be allowed to access the system resources on their behalf, as resource owners. The remote applications will be able to handle local and external calls using their extensions and they will be authenticated with the OAuth protocol.



Note

If you do not enable this option, the reseller's clients will still be able to manage the **SystemAPI Control**.



Note

If the reseller does not have this feature enabled, neither will his clients and extensions. His clients will not be able to allow their extensions **CallAPI management** .



Caution

The reseller accounts cannot access the CallAPI features regardless if this option is enabled or not!

- CallerID management Select this check box to allow the reseller to edit the CallerID of his extension accounts. Also, when enabled, the reseller will be able to assign this permission to his child accounts as well.
- MyVoipNow management Use the available drop-down list to choose what type of actions the reseller will be able to perform on his child accounts' MyVoipNow permissions:
 - None This is the default value that does not allow the reseller to modify his child accounts' MyVoipNow permissions granted by the system administrator.

The administrator may decide to allow the reseller's child accounts Standard or Premium access to MyVoipNow even if the reseller has None.



Caution

MyVoipNow permissions to his child accounts. This section will not be visible for any of his child accounts from the reseller's context, no matter how the system administrator configured those accounts.

 Standard - If you choose this option, than the reseller will be able to grant his child accounts Standard access to MyVoipNow, but he will not have the right to grant them Premium access.

The reseller's child accounts may have Premium access to MyVoipNow even if the reseller has Standard.



Note

The **MyVoipNow** Standard level can be offered for free to the customers and usually includes advertising.

 Premium - If you select this option, than the reseller will be able to set any type of MyVoipNow access to his child accounts.



Note

The **MyVoipNow** Premium level includes extra features, no advertising and should be offered for a fee.

 Advertising management - Select this check box if you want to grant the reseller the possibility to manage all the advertising related options for his child accounts, including the advertising templates.



Caution

If this feature is not enabled, then the reseller will not be able to manage it on extension level, no matter the system administrator's choice. In other words, if the system administrator has enabled **Advertising** for an extension belonging to a reseller account that does not have the **Advertising management** permission enabled, then the reseller will not be able to manage it from its account.

• Allow to provision devices - Use the available drop-down list to choose the provisioning permission level that will be granted to the reseller account. Depending on your selection, the reseller will be able manage his and his child accounts' provisioning templates and SIP devices: • Modify - If you select this permission, then the reseller will be able to manage his and all his client accounts' provisioning templates and SIP devices (including adding new equipment), regardless the type of permission the accounts have. In other words, the reseller will be allowed to handle the provisioning preferences of his child accounts even if their Allow to provision devices option is set to View or even to None.



Note

If you choose this permission, then the reseller will be able to assign up to Modify rights to his child accounts.

• View - If you select this permission, then the reseller will be able to manage his and all his client accounts' provisioning templates. Also, he will be able to add new SIP devices to the database for his account and for the clients that have their Allow to provision devices option is set to Modify. In consequence, the reseller will not be allowed to assign the equipment to his child accounts that have their permission set to View or to None.



Note

If a client account has the permission set to View or if both the client and all his extensions have None, then the reseller will be able to see all the devices provisioned for that account, but the Add new device function will be disabled.



Note

The reseller will be able to provision devices for his extensions that have their **Allow to provision devices** permission set to Modify, but he will NOT be able to clear assignments or remove the devices from the list.

This also means that an extension assigned like this can only modify its device settings, but cannot turn off provisioning. In this case, only the system administrator or a parent account with higher permissions can unassign the extension.



Note

If you choose this permission, then the reseller will be able to assign up to View rights to his child accounts.

• None - When this option is selected, the reseller is able to add new SIP devices only if one of his clients/extensions has the Allow to provision devices option set to Modify and only if the device will be assigned to that account. Also, the reseller will not be able to add new provisioning templates for his account, but only for his clients.



Note

If a client account has the permission set to View or if both the client and all his extensions have None, then the reseller will be able to see all the devices provisioned for that account, but the Add new device function will be disabled.



Note

The reseller will be able to provision devices for his extensions that have their **Allow to provision devices** permission set to Modify, but he will NOT be able to clear assignments or remove the devices from the list.

This also means that an extension assigned like this can only modify its device settings, but cannot turn off provisioning. In this case, only the system administrator or a parent account with higher permissions can unassign the extension.



Note

If you choose this permission, then the reseller will not be able to assign any type of provisioning rights to his child account. More, the **Allow to provision devices** option will not be available when adding new clients or extensions.



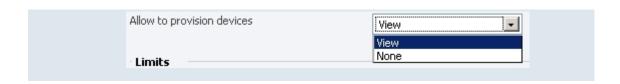
Note

Special case (particularization for reseller and client accounts)

In practice, one can encounter a situation like the following:

- The Reseller has the View permission.
- The Client has the Modify permission.

When the reseller logs in, he can change his client's **Allow to provision devices** permission from Modify to, for example, View. After saving the modification, he will not be able to revert it to Modify as this permission will be removed from the list:





Only the Phone terminal extensions can be provisioned!

Limits



Caution

The values defined here will limit the reseller's client accounts as well!

For example, if you set for the reseller a **Maximum number of queue** extensions of 10, his clients will not be able to add more than a total 10 **Queue** extensions.



Note

If you do not want to restrict the reseller in any way, select the Unlimited check box.

You can use the available options to set constrains for the reseller account, including the maximum number of child accounts or the expiration date:

- Maximum number of clients Use the available text box to limit the maximum number of clients that can be created by the reseller account.
- Maximum number of phone extensions Use the available text box to limit the maximum number of Phone terminal extensions that can be created by the reseller account.
- Maximum number of queue extensions Use the available text box to limit the maximum number of Queue extensions that can be created by the reseller account.
- Maximum number of IVR extensions Use the available text box to limit the maximum number of IVR extensions that can be created by the reseller account.
- Maximum number of voicemail center extensions Use the available text box to limit the maximum number of Voicemail center extensions that can be created by the reseller account.

- Maximum number of queue login center extensions Use the available text box to limit the maximum number of Queue login center extensions that can be created by the reseller account.
- Maximum number of conference extensions Use the available text box to limit the maximum number of Conference extensions that can be created by the reseller account.
- Maximum number of callback extensions Use the available text box to limit the maximum number of Callback extensions that can be created by the reseller account.
- Maximum number of callback callerIDs Use the available text box to limit the maximum number of callback CallerIDs.
- Maximum number of calling card extensions Use the available text box to limit the maximum number of Calling card extensions that can be created by the reseller account.
- Maximum number of calling card codes Use the available text box to limit the maximum number of calling card codes that can be created by the reseller account.
- Maximum number of intercom/paging extensions Use the available text box to limit the maximum number of Intercom/paging extensions that can be created by the reseller account.
- Maximum public concurrent calls Use the available text box to limit the number of active simultaneous calls between the reseller account's extensions and any other public network destination



Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum public** concurrent calls value is set to **1** as it is mandatory to allow at least one active call.



Note

Starting VoipNow Professional 2.5.1, the **Maximum public concurrent** calls depends on the license type, as the sum of values given to this parameter for all the Phone terminal extensions in the system

determine the total number of SIP trunking channels, which is limited according to your license.

Have in mind that if you set this parameter to Unlimited, then SIP trunking cannot be enabled on extension level from the <u>Provisioning and SIP Preferences</u> page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by your license.



Note

The maximum value that can be set by each one of the reseller's clients to their **Maximum public concurrent calls** parameter is the one set for the reseller.

For example, if the value set for the reseller is 100 and 5 clients are added to his account, then each of them is able to set his **Maximum public concurrent calls** to 100.

In case the total active concurrent calls of all the reseller's clients reaches the limit imposed to his account, VoipNow Professional will play a busy tone to all the other calls over this limit. In other words, for the above example, only 100 concurrent calls are allowed on the channel for that reseller, and the rest, up to 500, the maximum value for all the 5 clients, is rejected.

 Maximum internal concurrent calls – Use the available text box to limit the number of active simultaneous calls between the reseller account's extensions and any other internal network destination.



Note

Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum internal** concurrent calls value is set to 1 as it is mandatory to allow at least one active call.

 Maximum concurrent text to speech – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time.



This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Maximum number of queue members Use the available text box to limit the number of agent extensions that can be added to a queue belonging to this reseller's account.
- Maximum number of mailboxes Use the available text box to specify the maximum number of extensions allowed to have the voicemail option enabled.



Note

This limit is imposed to both reseller and administrator. When the limit is reached, all voicemail specific fields are disabled.

- Maximum disk space for call recording Use the available text box to limit the maximum storage space reserved for call recordings.
- Maximum disk space for sound files Use the available text box to limit the maximum storage space reserved for sound files.
- Maximum disk space for music on hold files Use the available text box to limit the maximum storage space reserved for the music on hold files.
- Maximum disk space for received faxes Use the available text box to limit the maximum storage space reserved for the received fax files.
- Account expiration date If you want to set an expiration date for the reseller account, than deselect the Unlimited check box and use the available text box or the calendar button to specify the desired date.



When the reseller account expires, all its child accounts expire as well.

• Incoming Phone Number Selection – This section allows you to assign/unassign public phone numbers to the reseller account. The administrator can assign public phone numbers to the reseller's clients and extensions from the same pool.



Note

This section is displayed only if one of the following conditions is fulfilled:

- The system administrator has defined at least one public phone number for one of the available channels from the https://example.com/public-phone-number-sto-page.
 • The system administrator has defined at least one public phone number for one of the available channels from the https://example.com/public-phone-number-sto-page.
 • Channel channel channel channels from the https://example.com/public-phone-number-sto-page.
- There is at least one defined public phone number that has not been assigned to another reseller account.
- Available public phone numbers The list contains all the unassigned public phone numbers in the system. To assign a public phone number to the reseller, click the desired number and it will be automatically moved into the Assigned public phone numbers pool.
- Assigned public phone numbers This list contains all the public phone numbers assigned to the reseller. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the Available public phone numbers list.
- 4. Click Ok to set the permissions, limits and phone numbers for the new reseller. Click Cancel to add the reseller without saving the permissions and phone numbers.

Edit Reseller's Permissions and Phone Numbers

The reseller's permissions, limits and phone numbers can be modified based on the current account usage. For example, if a reseller has five clients on his account, the maximum number of clients can only be set at values greater than five.

To modify the reseller's permissions and phone numbers, use the controls grouped into the following fieldsets:

 Permissions – This section allows you to enable or disable permissions such as client and extension management, phone number management, etc.



Note

For more details, see the **Permissions** section.

• Limits – This section allows you to set limitations for the maximum number of clients, extensions, mailboxes, etc. allowed in the reseller account. It also allows you to set an expiration date for the reseller account.



Note

For more details, read the <u>Limits</u> section.

 Incoming Phone Number Selection – This section allows you to assign/ unassign public phone numbers to the reseller account. The administrator can assign public phone numbers to the reseller's clients and extensions from the same pool.



Note

For more details, read this section.

Click Ok to save the changes to the account. Click Cancel to return to the previous page without saving anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Group Operations on Reseller Accounts

VoipNow Professional allows you to edit the permissions, limits and phone numbers for several resellers at the same time:

 Permissions – This section allows you to make changes on all resellers' permissions. For each permission, you have the following options:

- Do not change When you choose this option, the corresponding permission is not modified for any of the resellers you have selected.
- Enable When you choose this option, the corresponding permission is enabled for all the resellers you have selected.
- Disable When you choose this option, the corresponding permission is disabled for all the resellers you have selected.



For the **MyVoipNow** feature, you may choose using the available drop-down list one of four options:

- Do not change
- None
- Standard
- Premium



Note

You may also set the **Allow to provision devices** level. Use the drop-down list to select one of the four available options:

- Do not change
- None
- View
- Modify



Note

For a detailed explanation upon each permission, see the this section.

 Limits – This section allows you to make the same changes for all the resellers' limits – maximum number of clients, extensions, mailboxes, etc.
 More information about the available limits can be found here.

For each limit, you can use the following formula:

{action} {value} {value_type}

where:

• {action} - Use the first drop-down list to choose the action to be performed on the existing limits:

- Do not change When you select this option, the corresponding limit is not modified for any of the selected reseller accounts. The other two controls are disabled.
- Unlimited When you select this option, the corresponding limit is set to unlimited for all the selected reseller accounts. The other two controls are disabled.
- Value When you select this option, you can use the {value} text box to fill in a new limit, lower than the existing one. The third control is disabled.
- Increase (+) Select this option if you want to set a higher limit for the selected reseller accounts. Use the {value_type} drop-down list to select the increase method: units or %. Use the {value} text box to specify the number of units or the percent by which the corresponding limit is increased.
- Decrease (-) Select this option if you want to set a lower limit for the selected reseller accounts. Use the {value_type} drop-down list to select the decrease method: units or %. Use the {value} text box to specify the number of units or the percent by which the corresponding limit is decreased.
- {value} This text box can be used to specify either a new limit or the amount with which the existing limit is increased or decreased.
- {value_type} Use the drop-down list to select how the limit will be increased Or decreased:
 - Units The limit will be modified exactly with the given { value}.
 - % The limit will be modified with the percentage specified in the {value} text box.

Also, if required, you can change the Account expiration date. For this option, you may select three actions only:

- Do not change
- Unlimited
- Value You can use the text box or the icon to set a new expiration date.

Click Ok to save the changes for the selected accounts. Click Cancel to return to the previous page without making any modifications.

Edit a Reseller's Details

The reseller account's contact and charging information can be modified using the controls available in the Edit Information for Reseller { reseller_name} page. The parameters are grouped into the following fieldsets:

Reseller Form

Use this section to change the account owner's contact information or the login and password.

Charging And Outgoing Call Filtering

Use this section if you want to choose another charging plan for the current account.

Resend reseller contact details

Select this check box if you want to resend contact details to the email address specified for the reseller account. The contact details will also be resent to the administrator of the system, if the appropriate parameters have been set in the <u>unified Communications</u> » Email templates page.



Note

The password will be sent only if it has been modified.



Note

For more information on how to modify these fields, see the <u>Add a New Reseller</u> section.

Click Ok to save the changes. Click Cancel to return to the previous page without modifying anything.

Manage the Reseller's OpenID Identities

The OpenID I dentities for Reseller { reseller_name} page allows you to define new OpenID identities to be used by your reseller to log in to his VoipNow Professional account. You can link his account to one of the existing OpenID providers only.



As a system administrator, you may use these OpenIDs to connect to the reseller's account as well.



Note

If you want to use the same OpenID identity you have defined for your account to log in to the reseller's VoipNow Professional account, you will have to add it here as well.

For example, in case you want to log in to the reseller's account using your openidexample OpenID, you will have to link it to the reseller account as well. To do so, simply add openidexample as a new OpenID identity.

For more information about how to configure a new OpenID identity, check this section.

Manage Reseller's Custom Buttons

VoipNow Professional allows you to customize the reseller's control panel functionality by adding custom buttons linked to specific URLs.

The Custom Buttons for Reseller { reseller_name} page allows you to:

• View the list of Custom Buttons set up for the current reseller.



Note

For more details, see the Manage Custom Buttons section.

- Define a new button by clicking the Add custom button icon available in the Tools section.
- Modify the existing custom buttons' settings.
- Remove unused buttons from the system.

Add Reseller's Custom Buttons

The Add Custom Button for Reseller {reseller_name} page allows you to fill in the information required to define a new button. The customizable parameters are grouped into several sections:

Settings



The difference between the administrator's custom buttons and the reseller's is the inheritance level. For the reseller, only three levels are available:

- 0 The button is visible only to the reseller user. Always, inheritance level 0 represents the logged in user. For each child user, the level is incremented with 1.
- ∘ 1 The button is visible to the reseller and the client users.
- 2 The button is visible to the reseller, the client and the extension users.
- Limits



Note

For more detailed information, see the Add a New Custom Button section.

Edit Reseller's Custom Buttons

For more details on how to modify the reseller's custom buttons, see the Edit Custom Buttons section.

Manage Reseller's Time Intervals

Time intervals can only be seen by the users who have created them. The other system users have access only to the properties of the time intervals directly associated with their accounts. For example, if an user was created with a charging plan that uses the respective time interval, then he will be able to see the properties of that particular time interval.

A reseller can see both his own time intervals and the ones created by his clients. To be able to see the time intervals defined on a client account, a reseller has to enter into the client context.

The Time Intervals for Reseller { reseller_name} page allows you to:

Visualize the Matching Intervals set up for the current account.



Note

For more details, see the Manage Time Intervals section.

Define a new interval by clicking the Add time intervals icon available in the Tools section

- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

Add Reseller's New Time Intervals

The Add New Time Intervals page allows you to fill in the information required to define a new matching interval. The customizable parameters are grouped into several sections:

- Time Interval Definition
- Matching Intervals



Note

For more detailed information, see the Add a New Time Interval section.

Edit Reseller's Time Intervals

For more details on how to modify the reseller's time intervals, see the <u>Edit</u> a <u>Time Interval</u> section.

Manage Reseller's Sounds

The Sounds for Reseller { reseller_name} page allows you to:

Visualize the reseller's Sounds.



Note

For more details, see the <u>Manage Sounds</u> section.

- Add a new sound file to the system by clicking the Add sound icon available in the Tools section.
- Manage the sound Folders .
- Manage the reseller's Sound languages .
- Search for specific sounds.
- Organize sound files using sound languages and folders.
- Remove unused sound files.

Add Reseller's New Sounds



Caution

A new sound can be added only if there is at least one sound language available!

The Add New Sound for Reseller { reseller_name} page allows you to fill in the information required to define a new sound. The customizable details are grouped into several fieldsets:

- Sound Form
- Record Over the Phone
- Upload Sound Files



Note

For more detailed information, see the Add a New Sound section.

Edit Reseller's Sound Information

For more details on how to modify the reseller's sounds, see the <u>Edit Sound</u> <u>Information</u> section.

Manage Reseller's Sound Folders

The Sound Folders for Reseller { reseller_name} page allows you to:

Visualize the reseller's Sound Folders.



Note

For more details, see the Manage Sound Folders section.

- Add a new sound folder by clicking the Add folder icon available in the Tools section.
- Search for specific folders.
- Remove unused sound folders and their content.

Add Reseller's New Sound Folders

If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the Add New Folder for Reseller { reseller_name} page.



For more detailed information, see the Add a New Sound Folder section.

Manage Reseller's Sound Languages

A sound file can be recorded in several languages so that the extension can listen to the specified announcement in his chosen language if available in the system. If the extension's language does not exist, then the announcement will be played in the reseller's default sound language.

The Sound Languages for Reseller {reseller_name} management page allows you to:

Visualize the reseller's Sound Languages.



Note

For more details, see the Manage Sound Languages section.

- Add a new sound language by clicking the 4 Add sound language icon available in the Tools section.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove unused sound languages from the system.

Add Reseller's New Sound Language

To define a new sound language for the current account, use the controls available in the Add New Sound Language for Reseller {reseller_name} page.



Note

For more detailed information, see the Add a New Language section.

Change the Reseller's Language

For more details on how to change the reseller's language, see this section.

Manage the Reseller's Call Screening Database

The database contains the categories and the corresponding phone numbers used for screening the outgoing calls of the reseller's extensions. For more information, see the <u>Manage Call Screening Preferences</u> section.

The Call Screening Database of Reseller {reseller_name} management page allows you to:

View the reseller's Phone Numbers assigned to categories.



Note

For more details, see the <u>Manage Call Screening Database</u> section.

- Define new numbers by clicking the Add phone number icon available in the Tools section.
- Manage the <u>Patabase categories</u>.
- Search for specific forbidden numbers.
- Remove unnecessary forbidden extensions.

Add Reseller's New Category Numbers



Note

In order to add numbers, at least one database category must be defined for this reseller.

You cannot add a new number to a category defined for other users!

For more information, see the Add a New Database Category section.

The Add Phone Numbers for Reseller { reseller_name} page allows you both to import the numbers from a file or to manually add them from the web interface using the controls available in the following two sections:

- Import Database Numbers
- Add Database Numbers



Note

For more detailed information, see the Add a New Category Number section.

Manage Reseller's Database Categories

The database categories are phone number collections used for screening purposes, as detailed in the <u>Manage the Call Screening Preferences</u> section.



Note

The difference between the administrator's database categories and the reseller's is the inheritance level. Only three levels are available:

- Reseller level The database category is visible to the reseller account only.
- Client level The database category is visible to the reseller and the client accounts.
- Extension level The database category is visible to the reseller, the client and the extension accounts.



Note

For more details and the steps that have to be followed when adding a new database category, see the <u>Manage Database Categories</u> section.

Manage Reseller's Outgoing Routing Rules

VoipNow Professional allows resellers to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that placed the call.

The Outgoing Routing Rules Groups for Reseller { reseller_name} page allows you to:

- Create a new group by clicking the Add outgoing routing rules group icon available in the Tools section.
- Search for certain groups.
- Edit one of the existing groups.
- Back-up the routing rules groups.
- Remove unused groups.

VoipNow Professional displays the following information about each group:

 Name – The the outgoing routing rule group's descriptive name. Click the link if you want to edit the group's settings.

- Rules The number of rules defined for the group.
- Updated The date when the group was last modified.

Δ

Caution

You cannot remove routing rule groups that are currently used in charging plans!

Save rules

VoipNow Professional offers you the possibility to back-up and restore the reseller's routing rules. You can export and download them as XML files on your computer in order to later upload these files to the VoipNow Professional rules database. Depending on your needs, you can save either individual groups or all groups available in the VoipNow Professional system.

To save all the reseller's groups to your computer, click the \square Save rules link placed above the table.

Add an Outgoing Routing Rules Group

You can add a new outgoing routing rule group to the system by following the next steps:

- 1. Fill in the required details:
 - Routing Group Management
 - Name Use this text box to give a descriptive name to the outgoing routing rule group.
 - Set as default routing group Select the available check box if you want this routing group to be set as the default one. This means that when you will be creating a new charging plan for the reseller account, the default selection for the Outgoing routing rules group option will be this routing group.
 - Agree to replace existing routing rules You can use this option to upload an XML file that was previously saved using the Save rules option.



Caution

VoipNow Professional deletes the selected rules group from the database and replaces it with the uploaded rules.

The rules group in the XML file must have the **same name** as the group in the interface. Otherwise, VoipNow Professional does not delete the current rules and ignores the uploaded file.

 Upload rules – When the Agree to replace existing routing rules option is enabled, you can use the button to locate the file containing the routing rules group you want to upload.



Note

The **Agree to replace existing routing rules** and the **Upload rules** options are available only after you have set up the first rule.

Add Outgoing Routing Rules

Use the available controls to define one or more routing rules for outgoing calls. At this level, VoipNow Professional can only block the call to the specified number(s), if matched. The following rule is displayed:

{Block} number {number_1} if in time interval {time_interval_select} coming from {number_2}

where:

- {number_1} Use the text box to specify the number dialed by the extension user that you want to be blocked using this rule.
- { time_interval_select} Use the drop-down list to select the time interval you want this rule to be applied in. The call to { number_1} will be routed using this rule only if the extension user dialed the number in the time interval specified here. By default, the standard Anytime interval is selected.
- { number_2} Use this text box to specify the number of the extension whose placed calls you want to route using this rule.



Note

For all the extension/destination numbers, you can specify any combination of the digits 0-9 and the characters '.', '*'.

The number entry supports the Asterisk number matching. You can enter a basic regular expression containing:

- X Matches any digit from 0-9.
- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.
- [] Matches any digit or letter in the brackets.
- * Matches 0, 1 or any number of the previous expression.
- . Matches one or more characters.

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- 2. Click Ok to add the new routing group to the system. Click Cancel to return to the previous page without adding anything.

Edit an Outgoing Routing Rule Group

To edit the properties of an outgoing routing rule group, follow the next steps:

- 1. Click the name of the group you want to edit in the Outgoing Routing Rules Groups for Reseller {reseller_name} page.
- 2. The customizable parameters are grouped into several sections:
 - Routing Group Management Use this section to rename the group.
 - Add Outgoing Routing Rules Use this section to add new rules to the group.
 - Existing Outgoing Call Rules This section displays all the rules defined for the current routing group and allows you to save them on your machine or to remove them from the group.



Note

For more information about the first two sections, see the <u>Add an Outgoing</u> Routing Rules Group section.

3. Click Ok to save the changes or Cancel to return to the previous page without modifying anything.

VoipNow Professional displays the following information about each existing routing rule:

- S The rule's status:
 - Inabled
 - Disabled

Click this icon to change the rule's status.

 Action – The action performed when VoipNow Professional matches the number dialed by the user.

- Number The number chosen to match the number dialed by the extension user.
- In Time Interval The time interval when the rule will be executed.
- Coming From The number of the extension where the call originated.



The 'Existing Outgoing Call Rules' table

Save rules

To save the group with all its rules as a XML file on your computer, click the Save rules link placed above the table.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Reseller's SIP Devices



Caution

If both the reseller's client(s) and all his Phone terminal extension accounts have the **Allow to provision devices** permission set to None, then this section will not be displayed and you will not be allowed to manage the reseller's SIP devices.

The above statement is true even if there are provisioned SIP devices assigned to the reseller.

The Manage SIP Devices for Reseller { reseller_name} page groups all the provisioned SIP devices available for the current reseller account. This equipment can be:

- Provisioned by the system administrator and assigned to one of the reseller's client accounts and, optionally, to one of his Phone terminal extensions.
- Provisioned by the reseller himself and assigned to his child accounts.

All the options and the functionalities available in this page are described in the Manage SIP Devices section.



Note

You can assign the new equipment only to one of the reseller's clients and to his corresponding Phone terminal extension account(s), depending on the number of lines supported by the device.

Caution

You cannot assign an equipment to a client if his Allow to provision devices permission is set to View and his extensions' is not set to Modify!

Caution

If the reseller defined provisioning templates for his account, then, when adding a new SIP device, you will not be able to use them. As a system administrator, you can use only your own templates.

Manage Reseller's Charging Limits



Caution

This section will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the <a> Unified Communications >> System **Preferences** >> Charging page.

VoipNow Professional allows you to set new charging limits when the reseller operates under a postpaid charging plan. You can choose to adjust the charging rules of a particular reseller by adding extra limits to that account, including supplementary money limits and extra minutes for calls to the public network. Also, if required, you can decrease the amounts as well.



Note

If the reseller operates under a prepaid charging plan, you can only offer charging credits.

For more details, see this section.

Manage Reseller's Charging Credits



A Caution

This section will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the Unified Communications >> System **Preferences** >> Charging page.

VoipNow Professional allows you to set charging credits when the reseller operates under a prepaid charging plan. You can choose to adjust the charging credit of a particular reseller by adding extra credit to that account. Also, if required, you can decrease the amounts as well.



Note

If the reseller operates under a postpaid charging plan, you can only extend his charging limits.

For more details, see this section.

Manage Reseller's Charging Plans



Caution

This feature is available only if charging is enabled on the VoipNow Professional server. You can enable charging by following the next steps:

- 1. Go to the <u>Unified Communications</u> >> System Preferences >> Charging tab.
- 2. Select the **Charging enabled** check box.
- 3. Next, you have to define the required parameters to personalize the charging preferences.
- 4. Click **Ok** to confirm your settings.

The Charging Plans for Reseller {reseller_name} management page allows you to:

View the Charging Plans set up for the current reseller.



For more details about the available **Charging Plans**, see the Manage Charging Plans chapter.

- Create a new charging plan by clicking the Add charging plan icon available in the Tools section.
- View the fees and limitations imposed by the in use * Reseller charging plan .
- Manage the charging <u>Destination exceptions</u>.
- Search for certain charging plans.
- Edit one of the existing charging plan's details.
- Remove unused charging plans.

Add Reseller's New Charging Plans



Caution

This section is displayed only if charging is **enabled** on the VoipNow Professional server.

VoipNow Professional offers all the tools required to easily define a new charging plan. To do so, you have to fill in the information required in the following fieldsets:

- Charging Plan Description
- Charging Policy
- Charging Segments
- Fees
- Sound Files



Note

The new charging plans created for the reseller must be within the limits set to him by his own charging plan. Therefore, you cannot add any of the following permissions if they had not been enabled in his charging plan:

- Allow incoming calls from any network
- Allow calls to public network
- Allow local calls to extensions owned by the same client like caller

Allow extended local calls to extensions owned by other clients in the infrastructure

In this conditions, not all the lines described in the Add a New Charging Plan section will be available.



Caution

When adding a new charging plan, in case the reseller account was set up without any plan attached, you will not be able to set any permissions or limits for him. The only available options would be:

- Name
- Charging plan type
 - Prepaid
 - Postpaid
- Play custom sound file when outgoing access is blocked

The first added charging plan will be set as the default one.

Edit Reseller's Charging Plans

For more details on how to modify the reseller's time intervals, see the Edit a Charging Plan section.

Manage Reseller's Destination Charging Exceptions

VoipNow Professional allows the definition of charging exceptions for certain area codes that override the costs set up in the charging plan.

The Charging Destination Exceptions for {charging_plan} page allows you to:

Visualize the Current Cost Exceptions.



Note

For more details on the reseller's charging exceptions, see the Manage Destination Charging Exceptions section.

- Define new free minutes packages by clicking the icon available in the Tools section.
- Add new charging exceptions.
- Edit the existing cost exceptions.

- Export all the exceptions to a .csv file.
- Remove the unused destination charging exceptions.

Manage Reseller's Free Minutes Packages

VoipNow Professional allows the definition of free minutes packages that can be offered to certain child users. For more information, see the <u>Manage the Free Minutes Packages</u> section.

My Charging Plan

VoipNow Professional allows you to view detailed information about the reseller account's current charging plan.

Depending on the charging plan type (prepaid or postpaid) and its settings, you can view one or more of the following sections:

- Charging Plan Description This section displays basic information about the charging plan, including the call permissions and the available credit limits.
 - Charging plan name The charging plan's descriptive name.
 - Charging plan type The charging plan type: prepaid or postpaid.
 - Allow incoming calls Yes (from any network) VoipNow Professional displays this information only if the reseller's extensions can receive calls both from the extensions inside and outside the system.
 - Allow calls to public network Yes VoipNow Professional displays this information only if the reseller's extensions can make calls to destinations outside the system.
 - Allow local calls to extensions Yes (owned by the same client like caller) - VoipNow Professional displays this information only if the reseller's extensions can call the other extensions belonging to the same reseller account.
 - Allow extended local calls to extensions Yes (owned by other clients in the infrastructure) - VoipNow Professional displays this information only if the reseller's extensions can call other extensions in the system (that do not belong to the same reseller account).
 - Limit for calls from public network {amount} {currency}
 (Remaining: {available_amount} {currency}) The amount
 currently available for incoming calls and the total amount initially
 available to the reseller.



The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for postpaid charging plans only.

Limit for calls to public network {amount} {currency}
 (Remaining: {available_amount} {currency}) – The amount
 currently available for outgoing calls and the total amount initially
 available to the reseller.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for postpaid charging plans only.

 Remaining incoming calls credit {amount} {currency} (Remaining: {available_amount} {currency}) – The total amount initially available for external incoming calls and the amount currently available to the reseller.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

Remaining outgoing calls credit {amount} {currency}
 (Remaining: {available_amount} {currency}) – The total amount
 initially available for external outgoing calls and the amount currently
 available to the reseller.



The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

 Number of recharges - This line is available only if the the reseller's credit was supplemented and it shows for how many time extra credit was added to its account.



Note

This information is available for prepaid charging plans only.

- Free Minutes This section provides an overview of the free minutes included in this user's charging plan.
 - { total_amount} free minutes for area codes { codes} ({ amount} free minutes remaining) The number of free minutes initially available for certain area codes and the remaining minutes currently available to the reseller.
- Limits for Calls to Public Network The number of outgoing minutes included in the charging plan, per time interval.



Note

This information is available for postpaid charging plans only.



Note

VoipNow Professional displays this section only if the reseller's extensions can make calls to destinations outside the system.

- {m} minutes limit Anytime The number of minutes included in the reseller's charging plan that can be used for outgoing calls Anytime (the system default time interval).
- {m} minutes limit in time interval {T} The number of minutes included in the reseller's charging plan that can be used for the outgoing calls initiated within the time interval {T}.

- {m} minutes and {s} seconds remaining in {current_month}/ {year} - The number of remaining minutes that can still be used for the outgoing calls initiated within the time interval {T}, in the current month.
- Charges for Outgoing Calls These are the charges applied to conversations after the user has exceeded the number of available minutes.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.
 For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Local calls are charged {amount} {currency}/second The fee charged for calls between extensions belonging to the same reseller account.



The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the reseller's extensions can call locally.

Extended local calls are charged {amount} {currency}/second
 The fee charged for calls between extensions belonging to different reseller accounts from the system.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the reseller's extensions can call locally extensions on different reseller accounts.

 Public calls made in time interval {T} are charged {amount} {currency} / second – The price charged for the external calls made within the predefined time interval {T}.



The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

 Public calls made outside any predefined time intervals are charged {amount} {currency}/second - The price charged for the external calls made outside any predefined time interval {T}. Basically, this is the price charged for the external calls made in the default Anytime time interval.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- Charges for Incoming Public Calls These charges apply to calls received from outside the system.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies only to calls from public network. - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Incoming public calls are charged { amount} { currency} / second
 The price charged for the received external calls.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



VoipNow Professional displays this information only if the reseller's extensions are allowed to receive external calls.



Note

Some of these sections may not be displayed, depending on the user's charging plan.

All these fields are related to the permissions and fees set for the current user in his charging plan.

Manage Reseller's Client Templates

The Client Templates for Reseller {reseller_name} management page allows you to:

View the reseller's Client Templates.



Note

For more details, see the Manage Client Templates section.

- Create a new template by clicking the Add client template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing client templates.
- Remove unused templates.

Add Reseller's New Client Templates

The Add New Client Template for Reseller {reseller_name} page allows you to fill in the information required to define the template. The customizable parameters are grouped into several sections:

- Client Template Form
- Permissions
- Limits
- Charging Plan



For more detailed information, see the Add a New Client Template section.

Edit Reseller's Client Templates

For more details on how to modify the reseller's client template, see the Edit a Client Template section.

Manage Reseller's Extension Templates

The Extension Templates for Reseller { reseller_name} management page allows you to:

View the reseller's Extension Templates.



Note

For more details, see the Manage Extension Templates section.

- Create a new template by clicking the Add extension template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing extension templates.
- Remove unused templates.

Add Reseller's New Extension Templates

The Add New Extension Template for Reseller { reseller_name} page allows you to fill in the information required to define the template.



Note

The limitation imposed on the extensions are given by the settings set up in the reseller's **Permissions and phone numbers** page. The extension templates will be customized taking in consideration these limitations.



Note

For more detailed information, see the Add a New Extension Template section.

Edit Reseller's Extension Templates

For more details on how to modify the reseller's extension template, see the <u>Edit an Extension Template</u> section.

Manage Reseller's Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only certain notifications and only to determined users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates for Reseller { reseller_name} page.



Note

For a detailed overview, see the Manage Email Templates section.

Some of the functions described in the **Manage Email Templates** section may not be available or may be modified, depending on the access level.

The email templates that can be customized for a reseller account are presented in the next sections.

The Reseller's 'Reseller Account Expiration Warning' Email Template

For more details about how to customize this template, see <u>The 'Reseller Account Expiration Warning' Email Template</u> section.

The Reseller's 'Reseller Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Reseller Account Expired' Email Template</u> section.

The Reseller's 'Reseller Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Reseller Charging Limit Warning' Email Template</u> section.

The Reseller's 'Reseller Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Reseller Charging Limit Exceeded' Email Template</u> section.

The Reseller's 'Client Account Creation' Email Template

For more details about how to customize this template, see <u>The 'Client Account Creation' Email Template</u> section.

The Reseller's 'Client Account Expiration Warning' Email Template

For more details about how to customize this template, see <u>The 'Client Account Expiration Warning' Email Template</u> section.

The Reseller's 'Client Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Client Account Expired' Email Template</u> section.

The Reseller's 'Client Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Client Charging Limit Warning' Email Template</u> section.

The Reseller's 'Client Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Client Charging Limit Exceeded' Email Template</u> section.

The Reseller's 'Extension Account Creation' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Creation' Email Template</u> section.

The Reseller's 'Extension Account Expiration Warning' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Expiration Warning' Email Template</u> section.

The Reseller's 'Extension Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Expired' Email Template</u> section.

The Reseller's 'Extension Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Warning' Email Template</u> section.

The Reseller's 'Extension Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Exceeded' Email Template</u> section.

The Reseller's 'Voicemail Message Notification' Email Template

For more details about how to customize this template, see <u>The 'Voicemail Message Notification' Email Template</u> section.

The Reseller's 'Fax Message Received' Email Template For more details about how to customize this template, see The 'Fax Message Received' Email Template section.

The Reseller's 'Sent Fax Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax

Accepted' Email Template section.

The Reseller's 'Sent Fax Not Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax
Not Accepted' Email Template section.

The Reseller's 'Fax Delivery Report' Email Template

For more details about how to customize this template, see <u>The 'Fax Delivery Report' Email Template</u> section.

The Reseller's 'Pre-Approved Fax Accepted' Email Template

For more details about how to customize this template, see <u>The 'Pre-Approved Fax Accepted' Email Template</u> section.

The Reseller's 'Forgot Password' Email Template

For more details about how to customize this template, see <u>The 'Forgot Password' Email Template</u> section.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default button.



Note

When you click the **Default** button, VoipNow Professional will not overwrite the other email address destination.

Manage Reseller's Provisioning Templates

The Provisioning Templates for Reseller { reseller_name} page lists all the provisioning templates available for the current reseller account. These templates can be added by:

- The system administrator, but only if their Visibility is set to one of the following two options:
 - Available to the admin and reseller levels
 - Available to the admin, reseller and client levels
- The reseller himself.

All the options and the functionalities available in this page are described in the Manage Provisioning Templates section.



The provisioning templates added from this page can be used only by the current reseller and, if the appropriate **Visibility** level is selected, by his clients. The templates will be unavailable to all the other resellers in the system.

Equipment Management for the Reseller's Template



Note

As a system administrator, you can modify the templates added by the reseller and change the configuration files or add new equipment. The modifications will be reflected at account level as well.

If you want to add new equipment to the template or modify the existing configuration files, then you can use the available controls, as described here.

Manage Your Reseller's Clients

VoipNow Professional offers two ways of accessing a client account:

- 1. By following the \$\(^{\mathbb{L}}\) Clients link.
 - In the Clients Management page, VoipNow Professional displays a list with all the clients registered in the system. Click a client account's name if you want to manage its features.
- 2. By following the \$\frac{1}{2} \text{Resellers} link.
 - In the Resellers Management page, click the reseller name. The next page displays the list of all the reseller account's clients.

Both ways allow the user to perform the same operations on a client account, the only difference being that in the second one the administrator has access to all the clients of a specified reseller, while in the first case the administrator views all the clients in the system along with their respective reseller. The manual describes in detail the first mentioned way.

Clients' Management Page

Using the controls available in the Clients Management page, you can:

View the existing Clients.

- Set up a new client account by clicking the <u>Add client</u> icon available in the Tools section.
- Search the existing clients' list after specific criteria.
- Enable/disable client accounts.
- Enable/disable control panel access for a client.
- Manage individual client accounts.
- Remove unused accounts.

VoipNow Professional displays the following information about the available clients:

- S The client account's status:
 - Enabled
 - All local calls are permitted
 - Only incoming call are permitted
 - Mo calls are permitted
 - Disabled

Click this icon to change the client account's status using the Global and Phone Account Status pop-up window:

 Global Account Status Settings - From this area you can choose to enable or disable a client. There are two options:



Caution

If you disable an active client account, all its extensions will be disabled as well!

- User is fully enabled The user can access all the client's defined system functions, having in mind that the phone access permissions may apply.
- User is disabled The user cannot access any of the client's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled client. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.

- User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
- User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
- User cannot use phone service The user can neither make, nor receive calls.



If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the Customer can be called and can call internally restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the Customer can be called only restriction.

- A The client's permission to log in and use the VoipNow Professional interface:
 - Allowed
 - Not allowed

Click this icon to enable/disable the control panel access.



Caution

If the client does not have control panel access, neither will his child accounts.

- Clients The client's name. Click this link to enter the client account context.
- Company The client's company name.
- Created The date when the client account was added to the reseller.
- Extensions The number of extensions currently available under the client account.
- R Click the bicon to view a statistical report about the client's calls, costs, extensions or the disk space usage.

Move clients

To transfer client accounts between resellers, follow the next steps:

- 1. Choose the desired clients by selecting their corresponding check boxes available at the end of the table.
- 2. Click the <u>Move clients</u> link. A new page opens, allowing you to manage the available permissions and limits.

For more information, see the Move Clients section.

Client's Management Page

The {client_name} of {reseller_name} page allows you to manage the client account's features and to have an overview of all its extensions. The information is grouped into the following sections:

- Tools Here you can find all the features that can be customized for the current client. To access the desired area, simply click its corresponding icon:
 - Ldit client
 - Roles and phone numbers
 - OpenID identities



Note

This icon is available only if OpenID is enabled infrastructure wide from the <u>Unified Communications</u> >> **Global accounts** >> **OpenID Settings** page.

- Solution
 Outgoing routing groups
- Manage SIP devices
- · 🔊 Report
- Add extension
- Charging plans
- Langing limits



Note

If you have added a client without an associated charging plan, then you will not be able to set any **Charging limits** for him and the icon will not be displayed.

ů

Note

This feature is available for postpaid charging plans only.

Charging credits



Note

If you have added a client without an associated charging plan, then you will not be able to set any **Charging credits** for him and the icon will not be displayed.



Note

This feature is available for prepaid charging plans only.

- Time intervals
- Sounds
- SystemAPI & CallAPI
- @ Call screening database
- Extension groups
- Extension templates
- M Email templates
- M Provisioning templates
- Custom buttons
- Extensions VoipNow Professional displays a list with all the extensions defined for the current client.

VoipNow Professional displays the following information about each extension:

- S The extension account's status:
 - Inabled
 - All local calls are permitted
 - Only incoming call are permitted

 - Disabled

Click this icon to change the extension account's status using the Global and Phone Account Status pop-up window:

- Global Account Status Settings From this area you can choose to enable or disable an extension. There are two options:
 - User is fully enabled The user can access all the extension's defined system functions, having in mind that the phone access permissions may apply.
 - User is disabled The user cannot access any of the extension's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled extension. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.
 - User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
 - User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
 - User cannot use phone service The user can neither make, nor receive calls.



Note

If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the **Customer can be called only** restriction.

- A The extension's permission to log in and use the VoipNow Professional interface:
 - # Fnabled
 - Disabled

Click this icon to enable/disable the control panel access.

- T The extension type:
 - Phone terminal
 - Sueue
 - Interactive Voice Response (IVR)
 - Voicemail center
 - Onference
 - Sallback
 - Calling card
 - Material Intercom/Paging
 - Si Queue login center
- Extension The extension contact name and number displayed in the format Contact_Name (Client_ID*Local_Extension_Number). Click this link to navigate to the extension's <u>management page</u>.
- State This field specifies if the extension has a phone terminal connected or not:
 - Registered/Online A phone terminal is connected to the extension and it is online.
 - Registration expired at {date_time} A phone terminal was connected to the extension, but its registration to the system expired at {date_time}.
 - No registration necessary This text is displayed if the extension type is phone terminal and if the user has provided a valid IP/port in the Phone does not register and is located on IP field from the <u>Phone</u> <u>Terminal Provisioning</u> page.
 - When there is no phone terminal connected to the extension, VoipNow Professional displays '-'.
- Groups This column displays the number of groups the extension belongs to. Click the <u>Change</u> link to manage the extension's group membership, using the controls from the displayed pop-up window.



The extension groups

The Extension Groups table can display, depending on your selection:

- 1. All the groups defined for the client account, no matter if the extension is assigned to them or not.
- 2. All the groups the extension is assigned to.
- 3. All the groups the extension is not assigned to.

The following details are displayed for each group:

- S The group's status:
 - Image: Image: Enabled
 - Bisabled

The status can be changed only from the client's Extension Groups management page by clicking the corresponding icon. A disabled group will not be displayed in the Extension Groups table and the extension will no longer be assigned to it.

In case the group will be enabled again, the extension will be automatically reassigned to it.

- Name The extensions group's name.
- Code The identification code assigned to the group.
- Assigned This column displays whether the extension is assigned to a group or not.

To assign the extension to one of the existing groups, select the group's corresponding check box and click the <a> Assign groups link.

When you are searching for a particular group, you can use one or more of the available filters:

Find groups { name} where { extension_status}, where:

- { name} Use the available text box to specify the name of the extension group you are looking for.
- { extension_status} Use this drop-down list to select which extension groups to be displayed:
 - Does not matter All the groups defined for the client account will be displayed, no matter if it is assigned to them or not.
 - I am not member Only the groups the extension is not assigned to will be displayed.
 - I am member Only the groups the extension is assigned to will be displayed.

After you have decided on the filters you want to use, click the <u>P Search</u> link to display only the extension groups that match your search criteria.

 CallerID – The public phone number assigned to the extension. If the extension has several phone numbers associated, then VoipNow Professional displays the default number set for the Currently using CallerID numbers option. For more information, see the Phone Terminal Setup section. If there are no public phone numbers assigned, then VoipNow Professional displays '-'.



Note

The CallerID feature is available for Phone terminal extensions only.

• Created – The date when the extension was added to the system.

Searching the Extensions List

When you are searching for specific extension accounts, you can use one or more of the available filters:

{ extension_type_filter} { name} in group { groups_list}, where:

{extension_type_filter} – Use this drop-down list if you want only the
extensions belonging to a certain type to be displayed. By default, this filter
displays All extensions.

- { name} Use the available text box to specify the name of the extension account you are looking for.
- {groups_list} Use this drop-down list if you want to sort the extensions by the groups they belong to. By default, this filter displays the extensions belonging to All groups.

View the Client's Report

The client report provides statistic information to the administrator upon the client's resources usage.

VoipNow Professional displays the following information about the client account:

- System Usage Overview for { current_month}, { current_year}
 This section displays general details about the client's calls:
 - Call cost for {current_month}, {current_year} The total cost of all the calls made and received by the account in the current month, according to the prices defined in its charging plan.
 - Public phone numbers cost The monthly amount that has to be paid to the provider for the public phone number. This value was previously set for the channel used by the current account from the Channels >> Channel {channel_name} Management page.
 - Total length of incoming calls The total duration of the incoming calls in the current month.
 - Total length of outgoing calls The total duration of the outgoing calls in the current month.
 - Maximum length of an incoming call The maximum duration of an incoming call received by any of the extensions owned by the client account, in the current month.
 - Maximum length of an outgoing call The maximum duration of an outgoing call placed by any of the extensions owned by the client account, in the current month.
- Accounts Overview

In this section you can find detailed information about the client account:

 Account created – The tool used to add the account to the system (e.g.: From interface when the account was created directly from the VoipNow Professional interface).

- Total extensions The total number of extension accounts owned by the client.
- Enabled extensions This number displays how many of the client's extension accounts are enabled.
- Suspended extensions This number displays how many of the client's extension accounts are suspended.
- Registered extensions This number displays how many of the client's phone terminal extension accounts are registered, from the network perspective.
- Phone terminals The total number of Phone terminal extension accounts owned by the client.
- Queues The total number of Queue extension accounts owned by the client.
- Queue login centers The total number of Queue login center extension accounts owned by the client.
- IVRs The total number of IVR extension accounts owned by the client.
- Voicemail centers The total number of Voicemail extension accounts owned by the client.
- Conferences The total number of Conference extension accounts owned by the client.
- Calling cards The total number of Calling card extension accounts owned by the client.
- Callback extensions The total number of Callback extension accounts owned by the client.
- Intercom/paging extensions The total number of Intercom/paging extension accounts owned by the client.
- SIP trunking channels used The total number of SIP trunking channels used by the client account.



The maximum number of <u>SIP trunking</u> channels is given by the license type.

Sound Files Overview

Here you can find general details about the available sound files:

 Total sounds – The total number of shared and personal sounds owned by the client and by all its extensions.

- Shared sounds The total number of shared sounds. Both the client and the his extension accounts can define and use these shared sounds.
- Personal sounds The total number of personal sounds that can be used only by the client.

Music on Hold Overview

This section displays statistical details about the client's music on hold files:

- Total music on hold files The total number of music on hold files owned by the client.
- Personal music on hold files The number of system music on hold files owned by the client.
- Personal music on hold folders The number of music on hold folders owned by the client.

Charging Plans Overview

This section displays the number of charging plans available for the client level:

- Client level charging plans The number of charging plans owned by the client account.
- Disk Space Overview

In this section you can find the disk space usage for various files out of the total allocated space:

- Disk space for sounds
- Disk space for music on hold
- Disk space for voicemail
- Disk space for recorded calls
- Disk space for fax messages
- Total disk space The total disk space in KB used by sound files, music on hold files, voicemail messages, conversation recordings and fax messages.



Note

The usage is displayed using the following formula:

Used {value} KB out of {total_space}

The **{total_space}** can be **Unlimited**, if specified in the client's preferences.

Enable/disable a Client

If you want to enable/disable a client, then you have to click the <u>Disable/Enable client</u> link available under the page title. A pop-up window will ask you to confirm this action.



Disabling a client account



Note

Disabling a client account will also disable all the accounts belonging to it.

Impersonate a Client Account

VoipNow Professional offers you the possibility to impersonate as any of your client accounts, allowing management access to all their features. This option is useful especially when you want to modify the child account's settings.

If you impersonate, then you will be able to view the interface from the client's perspective. To do so, click the Impersonate link located under the page title.



Note

The **Impersonate** feature can only be used for enabled users with control panel access. Any attempt to use this feature for a disabled account or an account without control panel access will trigger the following error message:

You cannot use impersonate an user that is disabled or doesn't have control panel access.



Note

When you impersonate a child account, the application will change the skin to the one used by the chosen account, if different from the one you are currently using.

To return to normal view mode, click the Return to my account link link available next to the Help icon.

Add a New Client

Starting VoipNow Professional 2, the client accounts can be created without an associated charging plan.

When you want to set up a client account with an associated charging plan, you must first make sure you have previously enabled the Charging option from the <u>Unified Communications</u> >> System Preferences page.

If Charging is enabled, but there is no charging plan in the system, then you must create one:

- 1. First, make sure that the time intervals you want to use for the charging plan are defined.
- 2. If you want to use another time interval, then:
 - a. Click the <u>unified Communications</u> link available in the left navigation area.
 - b. Next, click the 10 Time intervals icon.
 - c. To complete the process, follow the steps described in the Add a New Time Interval section.
- 3. After all the time intervals have been created, click the ≤ Charging plans link available in the left navigation panel and create a new plan.

The steps you have to follow to set up a new client account are:

- 1. Fill in the information available in the Add New Client page:
 - Client Form
 - Create using template Use the drop-down list to choose one of the available templates as a starting point for the new client account. The list contains all the templates designed both by the administrator and by the reseller. If you do not want to create the account based on a template, then make sure the '--' option is selected.



Note

A template contains default settings that will be used to create the client. For more information on client templates, see the Manage Reseller's Client Templates section.

- Company name
- Contact name
- Login



The username must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: _.-@.
- Password auto generation When this option is enabled, a password matching the chosen strength is automatically computed.



Note

To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.

 Password – In order to be valid, the password must be at least five characters long and must comply with the setup strength level.

While you type in your password, a colored bar will inform you about the strength of the chosen combination.



Note

To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password

- Phone
- Fax
- Email
- Address
- City
- State/Province
- Postal/ZIP code
- Country
- Region The regions of a country are listed in alphabetical order. The one selected by default is the first one on the list.
- Time zone The time zone selected by default is one you have previously set up from Unified Communications >> Interface Preferences page.
- Interface language Use this drop-down list to choose the language in which the interface will be displayed. The list contains all the available languages.



If you choose the Default option, the language that will be used for the client account interface is the one specified by the administrator in Manage Interface Preferences section.

 Company industry - Use this drop-down list to choose the industry this client belongs to. In MyVoipNow, the displayed advertising will match this selection, providing the client commercials from his business area.

The list includes the default industries offered by VoipNow Professional and all the custom ones later added by the system administrator.

If you are unsure about the client's business type, than leave the default selection, Unknown.

 Advertising template - Use the drop-down list to choose the advertising template you want to be used at displaying the advertisements for the selected industry.

You can select from the list:

One of the global advertising templates already defined.

- Global default The template used globally will be used for this client as well.
- Reseller default The client will use the same advertising template as the reseller account it belongs to.



It might be possible that the selected template does not have any code defined for the selected industry. In this case, the industry's default code will be used for the advertising template.

- Client notes Use this text box to provide additional information about the client account.
- Charging and Outgoing Call Filtering
 - Charging plan Use this drop-down list to choose one of the available charging plans that can be applied to the new client account.
 - Outgoing routing group Use this drop-down list to choose one of the outgoing routing rule groups previously defined by the reseller for its clients. The purpose of this rule group is to restrict the outgoing calls placed by the extensions on the new client account.
 - Charging identifier The information entered in this field may be used by other applications which connect to VoipNow Professional for charging.



Note

This option is available only to the administrator, who can set up this feature for all account levels. The client and extension level accounts inherit this option from the parent account.

- 2. Select the Choose client roles and phone numbers check box if you want to configure the client's limitations:
 - Click Ok to be redirected to the Client Permissions page that allows you to set the client's limitations.



Note

The information on the new created account will be sent by email to the account owner (contact person) after clicking the **Ok** button if the reseller had enabled the **Client account creation** option from his **Email Templates** page.

• If you want to add the new client account without configuring its permissions, deselect the check box and click Ok. If you choose to set the limitations later, skip steps 4, 5.



Note

A client that does not have his limitations and permissions set will have all the **Permissions** disabled and all the limits set to 0. The account expiration date is unlimited.

- Click Cancel to return to the previous page without adding the client or click Ok to go further.
- 3. The the account's configurable permissions and phone numbers are:
 - Permissions

Use this fieldset to control the behavior of the new client account, including resources management and MyVoipNow access.

- Roles and phone numbers management When this option is enabled, the client is able to change extensions' permissions and limits.
- Extensions management When this option is enabled, the client is able to add and remove extensions from his account.



Note

Even if this permission is disabled on his account, the client can still edit the extension's contact details.



Note

When you select the **Extensions management** check box, VoipNow Professional Professional automatically selects the **Roles and phone numbers management** check box.

On the contrary, if you first select the **Roles and phone numbers** management check box, the **Extensions management** check box will not be automatically selected.

 Extension features management – When this option is enabled, the client is able to manage the extension's functions. Without the Extension management option enabled, the client is not able to enable/disable voicemail, call recording and conference features on Phone terminal extensions or change the queue size on Queue type extensions.



When the **Extensions management** check box is selected, the **Extension features management** and the **Roles and phone numbers management** check boxes cannot be deselected.

• Phone extension SIP management – When this option is enabled, the client is allowed to use the provisioning features on his phone terminal extensions. Additionally he can choose the Allowed codecs for the phone terminal extensions. For more information on this topic, see the <u>Provisioning</u> section.

The client is also able to view and set the Phone extension SIP management permission for his extensions.

- IM management When this option is enabled, the client is able to manage the chat application for his extensions.
- Charging plan management When this option is enabled, the client is able to add, remove or change charging plans' parameters. These charging plans can be applied on his extension accounts and are used at charging them.
- Sound management When this option is enabled, the client is able to manage, add, remove or modify sound and music on hold files, folders and languages.
- Phone number management When this option is enabled, the client is able to assign public phone numbers to extensions from his own public phone numbers pool.
- CallAPI management Select this check box to allow the client and his extensions to use CallAPI and to manage third party applications that will be allowed to access the system resources on their behalf, as resource owners. The remote applications will be able to handle local and external calls using these extensions and they will be authenticated with the OAuth protocol.



Caution

This line is displayed only if the reseller the client will belong to has **CallAPI management** enabled.



If you do not enable this option, the client and his extensions will still be able to manage the **SystemAPI Control**.



Note

When this option is disabled, the CallAPI Events feature is disabled as well for all the client's extensions.

- CallerID management Select this check box to allow the client to edit the CallerID of his extension accounts. Also, when enabled, the reseller will be able to assign this permission to his child accounts as well.
- MyVoipNow management Use the available drop-down list to choose what type of actions the client will be able to perform on his extensions' MyVoipNow permissions:
 - None This is the default value that does not allow the client to modify his extensions' MyVoipNow permissions granted by the system administrator.

The administrator may decide to allow the client's extensions Standard or Premium access to MyVoipNow even if the client has None.



A Caution

If this value is selected, then the client will not be able to grant any MyVoipNow permissions to his child accounts. This section will not be visible for any of his child accounts from the client's context, no matter how the system administrator configured those accounts.

 Standard - If you choose this option, than the client will be able to grant his extensions Standard access to MyVoipNow, but he will not have the right to grant them Premium access.

The client's extensions may have Premium access to MyVoipNow even if the client has Standard.

- Premium If you select this option, than the client will be able to set any type of MyVoipNow access to his extensions.
- Allow to provision devices Use the available drop-down list to choose the provisioning permission level that will be granted to the

client account. Depending on your selection, the client will be able manage all the provisioning templates and SIP devices related features:

• Modify - If you select this permission, then the client will be able to manage the provisioning templates and SIP devices (including adding new equipment), regardless the type of permission the extension accounts have. In other words, the client will be allowed to assign devices to his extensions even if their Allow to provision devices option is set to View or even to None.



Note

If you choose this permission, then the client will be able to assign up to Modify rights to his extension accounts.

 View - If you select this permission, then the client will be able to manage his provisioning templates and add new SIP devices to the database, but only if these will be assigned to extensions that have their Allow to provision devices option set to Modify.



Note

If an extension account has the permission set to View or to None, then the client will be able to see all the devices provisioned for that account, but the **Add new device** function will be disabled.



Note

The client will be able to provision devices for his extensions that have their **Allow to provision devices** permission set to Modify, but he will NOT be able to clear assignments or remove the devices from the list.

This also means that an extension assigned like this can only modify its device settings, but cannot turn off provisioning. In this case, only the system administrator or a parent account with higher permissions can unassign the extension.



Note

If you choose this permission, then the client will be able to assign up to View rights to his extension accounts.

 None - When this option is selected, the client is able to add new SIP devices only if one of his extensions has the Allow to provision devices option set to Modify and only if the device will be assigned to that account. Also, the client will not be able to add new provisioning templates for his account.



Note

The client will be able to provision devices for his extensions that have their **Allow to provision devices** permission set to Modify, but he will NOT be able to clear assignments or remove the devices from the list.

This also means that an extension assigned like this can only modify its device settings, but cannot turn off provisioning. In this case, only the system administrator or a parent account with higher permissions can unassign the extension.



Note

If you choose this permission, then the client will not be able to assign any type of provisioning rights to his child account. More, the **Allow to provision devices** option will not be available when adding new extensions.



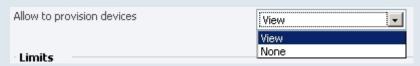
Note

Special case (particularization for reseller and client accounts)

In practice, one can encounter a situation like the following:

- The Reseller has the View permission.
- The Client has the Modify permission.

When the reseller logs in, he can change his client's **Allow to provision devices** permission from Modify to, for example, View. After saving the modification, he will not be able to revert it to Modify as this permission will be removed from the list:





Note

Only the Phone terminal extensions can be provisioned!

Limits

A

Caution

The maximum number of extensions, as well as the maximum disk space depend on the values set for the **Reseller** the client will belong to.

If you try to enter for the **Client** a maximum number of extensions or a maximum disk space bigger than the one previously set for the **Reseller**, an error message will pop up, informing you that the chosen value must be at most the value set for the **Reseller**.

Also, if you enter for the **Reseller** a smaller value than the one set for the **Client**, the application will automatically decrease the **Client's** limit in order to match the **Reseller's** limit.

Therefore, the Unlimited check box might be disabled for certain options for which the **Reseller** has some limitations defined in his account.



Note

Where available, you can select the Unlimited check box if you do not want to restrict the client.

- Maximum number of phone extensions Use the available text box to limit the maximum number of Phone terminal extensions that can be created by the client account.
- Maximum number of queue extensions Use the available text box to limit the maximum number of Queue extensions that can be created by the client account.
- Maximum number of IVR extensions Use the available text box to limit the maximum number of IVR extensions that can be created by the client account.
- Maximum number of voicemail center extensions Use the available text box to limit the maximum number of Voicemail center extensions that can be created by the client account.
- Maximum number of queue login center extensions Use the available text box to limit the maximum number of Queue login center extensions that can be created by the client account.
- Maximum number of conference extensions Use the available text box to limit the maximum number of Conference extensions that can be created by the client account.

- Maximum number of callback extensions Use the available text box to limit the maximum number of Callback extensions that can be created by the client account.
- Maximum number of callback callerIDs Use the available text box to limit the maximum number of callback CallerIDs.
- Maximum number of calling card extensions Use the available text box to limit the maximum number of Calling card extensions that can be created by the client account.
- Maximum number of calling card codes Use the available text box to limit the maximum number of calling card codes that can be created by the client account.
- Maximum number of intercom/paging extensions Use the available text box to limit the maximum number of Intercom/paging extensions that can be created by the client account.
- Maximum public concurrent calls Use the available text box to limit the number of active simultaneous calls between the client account's extensions and any other public network destination. The value defined here cannot be bigger than the one set for the reseller and it restricts all the client's extension accounts as well.



Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum public** concurrent calls value is set to **1** as it is mandatory to allow at least one active call.



Note

Starting VoipNow Professional 2.5.1, the **Maximum public concurrent** calls depends on the license type, as the sum of values given to this parameter for all the Phone terminal extensions in the system determine the total number of SIP trunking channels, which is limited according to your license.

Have in mind that if you set this parameter to Unlimited, then SIP trunking cannot be enabled on extension level from the <u>Provisioning and SIP Preferences</u> page. Therefore, if you want this feature to be used,

then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by your license.



Note

The maximum value that can be set by each one of the client's extensions to their **Maximum public concurrent calls** parameter is the one set for the client.

For example, if the value set for the client is 100 and 5 extensions are added to his account, then each of them is able to set his **Maximum** public concurrent calls to 100.

In case the total active concurrent calls of all the client's extensions reaches the limit imposed to his account, VoipNow Professional will play a busy tone to all the other calls over this limit. In other words, for the above example, only 100 concurrent calls are allowed on the channel for the client, and the rest, up to 500, the maximum value for all the 5 extensions, is rejected.

 Maximum internal concurrent calls – Use the available text box to limit the number of active simultaneous calls between the client account's extensions and any other internal network destination. The value defined here restricts all the client's extension accounts as well.



Note

Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum internal** concurrent calls value is set to **1** as it is mandatory to allow at least one active call.

 Maximum concurrent text to speech – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time.



Note

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

- Maximum number of queue members Use the available text box to limit the number of agent extensions that can be added to a queue belonging to this client's account.
- Maximum number of mailboxes Use the available text box to specify the maximum number of extensions allowed to have the voicemail option enabled.



Note

This limit is imposed to the client, reseller and administrator. When the limit is reached, all voicemail specific fields are disabled.

- Maximum disk space for voicemail Use the available text box to limit the maximum storage space reserved for voicemail messages.
- Maximum disk space for call recording Use the available text box to limit the maximum storage space reserved for call recordings.
- Maximum disk space for sound files Use the available text box to specify the maximum storage space reserved for sound files.
- Maximum disk space for music on hold files Use the available text box to specify the maximum storage space reserved for the music on hold files.
- Maximum disk space for received faxes Use the available text box to specify the maximum storage space reserved for received fax messages.
- Account expiration date If you want to set an expiration date for the client account, deselect the Unlimited check box and use the available text box or the calendar button to specify the desired date.



Note

When the client account expires, all its extensions expire as well.

 Incoming Phone Number Selection – This section allows you to assign/unassign public phone numbers to the client account.



This section is displayed only if one of the following conditions is fulfilled:

- The system administrator has defined at least one public phone number for one of the available channels from the Channels >> Channel (channel_name) Management >> Add Public Phone Numbers to Channel (channel_name) page.
- The reseller account this client belongs to has at least one public phone number that has not been assigned to another client.
- The reseller the client belongs to has the See stacked phone numbers permission enabled.
- Available public phone numbers The list contains all the unassigned public phone numbers in the system. To assign a public phone number to the client, click the desired number and it will be automatically moved into the Assigned public phone numbers pool.
- Assigned public phone numbers This list contains all the public phone numbers assigned to the client. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the Available public phone numbers list.



Note

Have in mind that unassigning a public phone number that it is in use as a CallerID by a Phone terminal extension will remove it from the CallerIDs list as well.

4. Click Ok to set the permissions, limits and phone numbers for the new client. Click Cancel to add the client without saving the permissions and phone numbers.

Select Reseller

When you want to add a new client directly from the Clients Management page, you have to select a reseller account to which this client will be added to. The Select Reseller page allows you to choose the desired reseller account.

VoipNow Professional displays a table with all the resellers available in the system, providing the following information about each one of them:

- S The reseller account's status:
 - Inabled

- All local calls are permitted
- Only incoming call are permitted
- Mo calls are permitted
- Disabled

Click this icon to change the reseller account's status using the Global and Phone Account Status pop-up window:

 Global Account Status Settings - From this area you can choose to enable or disable an extension. There are two options:



Caution

Disabling an active reseller account also disables all its child accounts!

- User is fully enabled The user can access all the reseller's defined system functions, having in mind that the phone access permissions may apply.
- User is disabled The user cannot access any of the reseller's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled reseller. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.
 - User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
 - User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
 - User cannot use phone service The user can neither make, nor receive calls.



Note

If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction,

than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the Customer can be called only restriction.

- A The reseller's permission to log in and use the VoipNow Professional interface:
 - Allowed
 - Not allowed

Click this icon to enable/disable the control panel access.



A Caution

If the reseller does not have control panel access, neither will his child accounts.

Reseller – The reseller's name. Click the link to select the reseller.



Note

If the maximum number of clients had been reached and you cannot add another one to that particular reseller, the ! icon is displayed. Also, the reseller's name is not underlined anymore.

- Company The reseller's company name.
- Created The date when the reseller account was added to the system.
- Clients The number of clients currently available under the reseller account.
- R Click the price icon to view a statistical report about the reseller's calls, costs, clients, extensions or the disk space usage.

Edit Client's Permissions and Phone Numbers

The clients' permissions, limits and phone numbers can be modified based on the current account usage. For example, if a client has five extensions on his account, the maximum number of extensions can only be set at values greater than five.

To modify the client's permissions and phone numbers, use the controls grouped into the following fieldsets:

 Permissions – This section allows you to enable or disable permissions such as extensions management, phone numbers management, etc.



For more information, please read the <u>Permissions</u> section.

 Limits – This section allows you to set limitations for the maximum number of extensions, mailboxes etc. allowed in the client account. It also allows you to set an expiration date for the client account.



Note

For more information, please read the <u>Limits</u> section.

 Incoming Phone Number Selection – This section allows you to assign/ unassign public phone numbers to the client account. The administrator can assign public phone numbers to the client's extensions from the same pool.



Note

For more information, please read this section.

Click Ok to save the changes to the account. Click Cancel to return to the previous page without saving anything.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Move Clients

The Move Clients page displays a warring message with all the changes triggered by the operation. Make sure you are aware of the impact the action will have before continuing.

After checking the list with the clients that will be moved, follow the next steps:

- 1. Select the Agree to move clients to reseller check box.
- 2. Use the first drop-down list to choose the reseller where the account(s) will be moved. All the reseller accounts currently available in the system are displayed.

- 3. Use the second drop-down list to select one of the reseller's charging plans that will be associated with the moved client account(s). If there is no charging plan defined for the chosen reseller, then you can still move the client(s) by selecting '--'.
- 4. Click Ok to finalize the operation. Click Cancel to abort the transfer.

Edit Client's Details

The client account's contact and charging information can be modified using the controls available in the Edit Client I nformation page. The parameters are grouped into the following fieldsets:

Client Form

Use this section to change the account owner's contact information or the login and password.

Charging And Outgoing Call Filtering

Use this section if you want to choose another charging plan for the current account.

Resend client contact details

Select this check box if you want to resend the contact details to the email address specified for the client account. The contact details will also be resent to the reseller that owns the current account, as well as to the system administrator, if the appropriate parameters have been set in the <u>Unified Communications</u> » Email templates page.



Note

The password will be sent only if it has been modified.



Note

For more information on how to modify these fields, see the Add a New Client section.

Click Ok to save the changes. Click Cancel to return to the previous page without modifying anything.

Group Operations on Client Accounts



Note

The group operations can be performed on clients belonging to the same reseller account only.

VoipNow Professional allows you to edit the permissions, limits and phone numbers for several clients at the same time:

- Permissions This section allows you to make changes on all clients' permissions. For each permission, you have the following options:
 - Do not change When you choose this option, the corresponding permission is not modified for any of the clients you have selected.
 - Enable When you choose this option, the corresponding permission is enabled for all the clients you have selected.
 - Disable When you choose this option, the corresponding permission is disabled for all the clients you have selected.



Note

For the **MyVoipNow** feature, you may choose using the available drop-down list one of four options:

- Do not change
- None
- Standard
- Premium



Note

For a detailed explanation upon each permission, see the this section.

 Limits – This section allows you to make the same changes for all the clients' limits – maximum number of extensions, mailboxes, etc. More information about the available limits can be found here.

For each limit, you can use the following formula:

{action} {value} {value_type}

where:

- {action} Use the first drop-down list to choose the action to be performed on the existing limits:
 - Do not change When you select this option, the corresponding limit is not modified for any of the selected client accounts. The other two controls are disabled.
 - Unlimited When you select this option, the corresponding limit is set to unlimited for all the selected client accounts. The other two controls are disabled.
 - Value When you select this option, you can use the {value} text box to fill in a new limit, lower than the existing one. The third control is disabled.
 - Increase (+) Select this option if you want to set a higher limit for the selected client accounts. Use the {value_type} drop-down list to select the increase method: units or %. Use the {value} text box to specify the number of units or the percent by which the corresponding limit is increased.
 - Decrease (-) Select this option if you want to set a lower limit for the selected client accounts. Use the {value_type} drop-down list to select the decrease method: units or %. Use the {value} text box to specify the number of units or the percent by which the corresponding limit is decreased.
- {value} This text box can be used to specify either a new limit or the amount with which the existing limit is increased or decreased.
- {value_type} Use the drop-down list to select how the limit will be increased Or decreased:
 - Units The limit will be modified exactly with the given { value}.
 - % The limit will be modified with the percentage specified in the {value} text box.

Click Ok to save the changes for the selected accounts. Click Cancel to return to the previous page without making any modifications.

Manage the Client's OpenID Identities

The OpenID Identities for Client {client_name} page allows you to define new OpenID identities that your client will be able to use to log in to his VoipNow Professional account. You can link his account to one of the existing OpenID providers only.



As a system administrator, you may use these OpenIDs to connect to the client's account as well.



Note

If you want to use the same OpenID identity that is linked to your account to log in to the client's VoipNow Professional account, then you will have to define that identity here as well.

For example, in case you want to log in to the client's account using your openidexample OpenID, you will have to link it to the client account as well. To do so, simply add openidexample as a new OpenID identity.

For more information about how to configure a new OpenID identity, check the this section.

Manage Client's Custom Buttons

VoipNow Professional allows you to customize the client's control panel functionality by adding custom buttons linked to specific URLs.

The Custom Buttons for Client { client_name} page allows you to:

• View the list of Custom Buttons set up for the current client.



Note

For more details, see the Manage Custom Buttons section.

- Define a new button by clicking the Add custom button icon available in the Tools section.
- Modify the existing custom buttons' settings.
- Remove unused buttons from the system.

Add a Client's Custom Button

The Add Custom Button for Client { client_name} page allows you to fill in the information required to define a new button. The customizable parameters are grouped into several sections:

Settings



The difference between the administrator's custom buttons and the client's is the inheritance level. For the clients, only two levels are available:

- 0 The button is visible only to the client user. Always, inheritance level 0 represents the logged in user. For each child user, the level is incremented with 1.
- ∘ 1 The button is visible to the client and the extension users.
- Limits



Note

For more detailed information, see the Add a New Custom Button section.

Fdit Client's Custom Buttons

For more details on how to modify the client's custom buttons, see the <u>Edit</u> Custom Buttons section.

Manage Client's Time Intervals

Time intervals can only be seen by the users who have created them. The other system users have access only to the properties of the time intervals directly associated with their accounts. For example, if an user was created with a charging plan that uses the respective time interval, then he will be able to see the properties of that particular time interval.

The Time Intervals for Client { client name} allows you to:

• View the Matching Intervals set up for the current account.



Note

For more details, see the Manage Time Intervals section.

- Define a new interval by clicking the 4 Add time intervals icon available in the Tools section.
- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

Add a New Client's Time Interval

The Add New Time Intervals page allows you to fill in the information required to define a new matching interval. The customizable parameters are grouped into several sections:

- Time Interval Definition
- Matching Intervals



Note

For more detailed information, see the Add a New Time Interval section.

Fdit Client's Time Intervals

For more details on how to modify the client's time intervals, see the <u>Edit</u> a <u>Time Interval</u> section.

Manage Client's Sounds

The Sounds for Client { client_name} page allows you to:

View the client's Sounds.



Note

For more details, see the Manage Sounds section.

- Add a new sound file to the system by clicking the Add sound icon available in the Tools section.

- Search for specific sounds.
- Organize sound files using sound languages and folders.
- Remove unused sound files.

Add a New Client's Sound



Caution

A new sound can be added only if there is at least one sound language available!

The Add New Sound for Client {client_name} page allows you to fill in the information required to define a new sound. The customizable details are grouped into several fieldsets:

- Sound Form
- Record Over the Phone
- Upload Sound Files



Note

For more detailed information, see the Add a New Sound section.

Edit Client's Sound Information

For more details on how to modify the client's sounds, see the <u>Edit Sound</u> <u>Information</u> section.

Manage Client's Sound Folders

The Sound Folders for Client { client_name} page allows you to:

View the client's Sound Folders.



Note

For more details, see the Manage Sound Folders section.

- Add a new sound folder by clicking the Add folder icon available in the Tools section.
- Search for specific folders.
- Remove unused sound folders and their content.

Add a New Client's Sound Folder

If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the Add New Folder for Client { client_name} page.



Note

For more detailed information, see the Add a New Sound Folder section.

Manage Client's Sound Languages

A sound file can be recorded in several languages so that the extension can listen to the specified announcement in his chosen language if available in the system. If the extension's language does not exist, then the announcement will be played in the client's default sound language.

The Sound Languages for Client {client_name} management page allows you to:

View the client's Sound Languages.



Note

For more details, see the <u>Manage Sound Languages</u> section.

- Add a new sound language by clicking the 4 Add sound language icon available in the Tools section.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove unused sound languages from the system.

Add a New Client's Sound Language

To define a new sound language for the current account, use the controls available in the Add New Sound Language for Client { client_name} page.



Note

For more detailed information, see the <u>Add a New Language</u> section.

Change the Client's Language

For more details on how to change the client's language, see this section.

Manage Client's Call Screening Database

The database contains the categories and the corresponding phone numbers used for screening the outgoing calls of the client's extensions. For more information, see the <u>Manage Call Screening Preferences</u> section.

The Call Screening Database of Client {client_name} management page allows you to:

View the client's Phone Numbers assigned to categories.



Note

For more details, see the <u>Manage Call Screening Database</u> section.

- Define new numbers by clicking the Add phone number icon available in the Tools section.
- Manage the <u>Patabase categories</u>.
- Search for specific forbidden numbers.
- Remove unnecessary forbidden extensions.

Add Client's New Category Numbers



Note

In order to add numbers, at least one database category must be defined for this client.

You cannot add a new number to a category defined for other users!

For more information, see the Add a New Database Category section.

The Add Phone Numbers for Client {client_name} page allows you both to import the numbers from a file or to manually add them from the web interface using the controls available in the following two sections:

- Import Database Numbers
- Add Database Numbers



Note

For more detailed information, see the Add a New Category Number section.

Manage Client's Database Categories

The database categories are phone number collections used for screening purposes, as detailed in the <u>Manage the Call Screening Preferences</u> section.



Note

The difference between the administrator's database categories and the client's is the inheritance level. Only two levels are available:

- Client level The database category is visible to the client account only.
- Extension level The database category is visible to the client and the extension accounts.



For more details and the steps that have to be followed when adding a new database category, see the <u>Manage Database Categories</u> section.

Group Operations on Extension Accounts

VoipNow Professional offers you the possibility to associate the client's extensions in groups for sharing purposes. In this way, if the proper permissions are granted, the owners of the extensions member in a group will be able to share their call history, voicemails or call recordings.

The Extension Groups for Client {client_name} management page allows you to:

- View the client's Extension Groups.
- Define a new group by clicking the Add extension group icon available in the Tools section.
- Search for specific extension groups.
- Remove unnecessary groups.

VoipNow Professional displays the following information about each extensions group:

- S The extensions group's status:
 - Inabled
 - Disabled

Click this icon to change the group's status.

- Name The extensions group's name. Click the link to modify its settings.
- Code The code associated with the extensions group.
- Tags The identification tag defined for the extensions group. One can search in an extension groups list by using these tags as search criteria.
- Extensions The number of extensions belonging to the group.

• Created - The date when the extensions group was added to the system.

Add a New Extension Group

To set up a new extension group, fill in the following details:

- Extension Group
 - Code The unique code that identifies the extension group.
 - Name The extension group's name.
 - Tags The identification tag used for searching.
 - Extensions Click the button to add/remove extensions to the group. A
 new pop-up window will be displayed, allowing you to select the desired
 accounts. The following information is available:
 - T The extension's type:
 - Phone terminal
 - 5 Queue
 - 1 Interactive Voice Response (IVR)
 - Voicemail center
 - Onference
 - Sallback
 - Calling card
 - Intercom/Paging
 - S The extension's status:
 - Image: Image of the control of the con
 - Disabled
 - Extension The extension's name.

Click the link to select the extension.

Extension number - The extension's short number.

If the extensions list is too long, you can use the available controls to search for a specific one.

Description - A short comment regarding the extension group.

Edit an Extension Group

The Edit Extension Group {group_name} for Client {client_name} page allows you to update the group's members and the other settings. For more information, see the Add a New Extension Group section.

Manage Client's Outgoing Routing Rules

VoipNow Professional allows clients to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that placed the call.

The Outgoing Routing Rules Groups for Client {client_name} page allows you to:

- Create a new group by clicking the Add outgoing routing rules group icon available in the Tools section.
- Search for certain groups.
- Edit one of the existing groups.
- Back-up the routing rules groups.
- Remove unused groups.

VoipNow Professional displays the following information about each group:

- Name The the outgoing routing rule group's descriptive name. Click the link if you want to edit the group's settings.
- Rules The number of rules defined for the group.
- Updated The date when the group was last modified.



Caution

You cannot remove routing rule groups that are currently used in charging plans!

Save rules

VoipNow Professional offers you the possibility to back-up and restore the client's routing rules. You can export and download them as XML files on your computer in order to later upload these files to the VoipNow Professional rules database. Depending on your needs, you can save either individual groups or all groups available in the VoipNow Professional system.

To save all the client's groups to your computer, click the <u>Save rules</u> link placed above the table.

Add an Outgoing Routing Rules Group

You can add a new outgoing routing rule group to the system by following the next steps:

- 1. Fill in the required details:
 - Routing Group Management
 - Name Use this text box to give a descriptive name to the outgoing routing rule group.
 - Set as default routing group Select the available check box if you want this routing group to be set as the default one. This means that when you will be creating a new charging plan for the client account, the default selection for the Outgoing routing rules group option will be this routing group.
 - Agree to replace existing routing rules You can use this option to upload an XML file that was previously saved using the Save rules option.



Caution

VoipNow Professional deletes the selected rules group from the database and replaces it with the uploaded rules.

The rules group in the XML file must have the **same name** as the group in the interface. Otherwise, VoipNow Professional does not delete the current rules and ignores the uploaded file.

 Upload rules – When the Agree to replace existing routing rules option is enabled, you can use the button to locate the file containing the routing rules group you want to upload.



Note

The **Agree to replace existing routing rules** and the **Upload rules** options are available only after you have set up the first rule.

Add Outgoing Routing Rules

Use the available controls to define one or more routing rules for outgoing calls. At this level, VoipNow Professional can only block the call to the specified number(s), if matched. The following rule is displayed:

{Block} number {number_1} if in time interval {time_interval_select} coming from {number_2}

where:

- {number_1} Use the text box to specify the number dialed by the extension user that you want to be blocked using this rule.
- { time_interval_select} Use the drop-down list to select the time interval you want this rule to be applied in. The call to { number_1} will be routed using this rule only if the extension user dialed the number in the time interval specified here. By default, the standard Anytime interval is selected.
- { number_2} Use this text box to specify the number of the extension whose placed calls you want to route using this rule.



For all the extension/destination numbers, you can specify any combination of the digits 0-9 and the characters '.', '*'.

The number entry supports the Asterisk number matching. You can enter a basic regular expression containing:

- X Matches any digit from 0-9.
- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.
- [] Matches any digit or letter in the brackets.
- * Matches 0, 1 or any number of the previous expression.
- . Matches one or more characters.

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- 2. Click Ok to add the new routing group to the system. Click Cancel to return to the previous page without adding anything.

Edit a Routing Rule Group

To edit the properties of an outgoing routing rule group, follow the next steps:

- 1. Click the name of the group you want to edit in the Outgoing Routing Rules Groups for Client {client_name} page.
- 2. The customizable parameters are grouped into several sections:

- Routing Group Management Use this section to rename the group.
- Add Outgoing Routing Rules Use this section to add new rules to the group.
- Existing Outgoing Call Rules This section displays all the rules defined for the current routing group and allows you to save them on your machine or to remove them from the group.



For more information about the first two sections, see the <u>Add an Outgoing</u> Routing Rules Group section.

3. Click Ok to save the changes or Cancel to return to the previous page without modifying anything.

VoipNow Professional displays the following information about each existing routing rule:

- S The rule's status:
 - Inabled
 - Disabled

Click this icon to change the rule's status.

- Action The action performed when VoipNow Professional matches the number dialed by the user.
- Number The number chosen to match the number dialed by the extension user.
- In Time Interval The time interval when the rule will be executed.
- Coming From The number of the extension where the call originated.



The 'Existing Outgoing Call Rules' table

Save rules

To save the group with all its rules as a XML file on your computer, click the Save rules link placed above the table.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage Client's SIP Devices



Caution

If both the reseller the client belongs to and all his Phone terminal extension accounts have the Allow to provision devices permission set to None, then this section will not be displayed and you will not be allowed to manage the client's SIP devises.

The above statement is true even if there are provisioned SIP devices assigned to the client.

The Manage SIP Devices for Client { client_name} page groups all the provisioned SIP devices available for the current client account. This equipment can be:

- Provisioned by the system administrator and assigned to one of the client's extension accounts.
- Provisioned by the client himself and assigned to his extension(s).

All the options and the functionalities available in this page are described in the Manage SIP Devices section.



Note

You can assign the new equipment only to one or more of the client's Phone terminal extensions, depending on the number of lines supported by the device.



Caution

You cannot assign an equipment to a Phone terminal extension if its Allow to provision devices permission is set to View or to None!

If the client's extension(s) are in the situation described above, then you can only visualize and manage the existing SIP devices. You cannot add new ones as the corresponding icon is unavailable: 4 Add new device.



Caution

If the client defined provisioning templates for his account, then, when adding a new SIP device, you will not be able to use them. As a system administrator, you can use only your own templates.

Manage Client's Charging Limits



Caution

This section will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the Unified Communications >> System **Preferences** >> **Charging** page.

VoipNow Professional allows you to set charging credits when the client operates under a postpaid charging plan. You can choose to adjust the charging credit of a particular client by adding extra credit to that account. Also, if required, you can decrease the amounts as well.



Note

If the client operates under a prepaid charging plan, you can only offer charging credits.

For more details, see this section.

Manage Client's Charging Credits



Caution

This section will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the <a> Unified Communications >> System **Preferences** >> Charging page.

VoipNow Professional allows you to set charging credits when the client operates under a prepaid charging plan. You can choose to adjust the charging credit of a particular client by adding extra credit to that account. Also, if required, you can decrease the amounts as well.



If the client operates under a postpaid charging plan, you can only extend his charging limits.

For more details, see this section.

Manage Client's Charging Plans



Caution

This section will be displayed only if charging is enabled on the VoipNow Professional server. To enable/disable it, go to the <a> Unified Communications >> System Preferences >> Charging page.

The Charging Plans for Client { client_name} management page allows you to:

View the Charging Plans set up for the current client.



Note

For more details about the available Charging Plans, see the Manage Charging Plans chapter.

- Create a new charging plan by clicking the Add charging plan available in the Tools section.
- View the fees and limitations imposed by the in use & Client charging <u>plan</u> .
- Manage the charging <u>Destination exceptions</u>.
- Search for certain charging plans.
- Edit one of the existing charging plan's details.
- Remove unused charging plans.

Add Client's New Charging Plans



Caution

This section is displayed only if charging is <u>enabled</u> on the VoipNow Professional server.

VoipNow Professional offers all the tools required to easily define a new charging plan. To do so, you have to fill in the information required in the following fieldsets:

- Charging Plan Description
- Charging Policy
- Charging Segments
- Fees
- Sound Files



Note

The new charging plans created for the client account must be within the limits set to him by his own charging plan. Therefore, you cannot add any of the following permissions if they had not been enabled in his charging plan:

- Allow incoming calls from any network
- Allow calls to public network
- Allow local calls to extensions owned by the same client like caller
- Allow extended local calls to extensions owned by other clients in the infrastructure

In this conditions, not all the lines described in the Add a New Charging Plan section will be available.



Caution

If the client was created without an attached charging plan, then, when adding a new one, you will not be able to set any permissions or limits. The only options available would be:

- Name
- Charging plan type
 - Prepaid
 - Postpaid
- Play custom sound file when outgoing access is blocked

The first added charging plan will be set as the default one.

Edit Client's Charging Plans

For more details on how to modify the client's time intervals, see the <u>Editar Charging Plan</u> section.

Manage Client's Destination Charging Exceptions

VoipNow Professional allows the definition of charging exceptions for certain area codes that override the costs set up in the charging plan.

The Charging Destination Exceptions for {charging_plan} page allows you to:

View the Current Cost Exceptions.



Note

For more details on the reseller's charging exceptions, see the <u>Manage</u> <u>Destination Charging Exceptions</u> section.

- Define new <u>free minutes packages</u> by clicking the Manage packages icon available in the Tools section.
- Add new charging exceptions.
- Edit the existing cost exceptions.
- Export all the exceptions to a .csv file.
- Remove the unused destination charging exceptions.

Manager Client's Free Minutes Packages

VoipNow Professional allows the definition of free minutes packages that can be offered to certain child users. For more information, see the <u>Manage the Free Minutes Packages</u> section.

My Charging Plan

VoipNow Professional allows you to view detailed information about the reseller account's current charging plan.

Depending on the charging plan type (prepaid or postpaid) and its settings, you can view one or more of the following sections:

- Charging Plan Description This section displays basic information about the charging plan, including the call permissions and the available credit limits.
 - Charging plan name The charging plan's descriptive name.

- Charging plan type The charging plan type: prepaid or postpaid.
- Allow incoming calls Yes (from any network) VoipNow Professional displays this information only if the client's extensions can receive calls both from the extensions inside and outside the system.
- Allow calls to public network Yes VoipNow Professional displays this information only if the client's extensions can make calls to destinations outside the system.
- Allow local calls to extensions Yes (owned by the same client like caller) - VoipNow Professional displays this information only if the client's extensions can make calls to destinations outside the system.
- Allow extended local calls to extensions Yes (owned by other clients in the infrastructure) - VoipNow Professional displays this information only if the client's extensions can call other extensions in the system (that do not belong to the same client account).
- Limit for calls from public network {amount} {currency}
 (Remaining: {available_amount} {currency}) The amount
 currently available for incoming calls and the total amount initially
 available to the client.



The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for postpaid charging plans only.

Limit for calls to public network {amount} {currency}
 (Remaining: {available_amount} {currency}) – The amount
 currently available for outgoing calls and the total amount initially
 available to the client.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



This information is available for postpaid charging plans only.

Remaining incoming calls credit {amount} {currency}
 (Remaining: {available_amount} {currency}) – The total amount
 initially available for external incoming calls and the amount currently
 available to the client.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

 Remaining outgoing calls credit {amount} {currency} (Remaining: {available_amount} {currency}) – The total amount initially available for external outgoing calls and the amount currently available to the client.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

 Number of recharges - This line is available only if the the client's credit was supplemented and it shows for how many time extra credit was added to its account.



Note

This information is available for prepaid charging plans only.

• Free Minutes - This section provides an overview of the free minutes included in this user's charging plan.

- { total_amount} free minutes for area codes { codes} ({ amount} free minutes remaining) The number of free minutes initially available for certain area codes and the remaining minutes currently available to the client.
- Limits for Calls to Public Network The number of outgoing minutes included in the charging plan, per time interval.



This information is available for postpaid charging plans only.



Note

VoipNow Professional displays this section only if the client's extensions can make calls to destinations outside the system.

- {m} minutes limit Anytime The number of minutes included in the client's charging plan that can be used for outgoing calls Anytime (the system default time interval).
- {m} minutes limit in time interval {T} The number of minutes included in the client's charging plan that can be used for the outgoing calls initiated within the time interval {T}.
- {m} minutes and {s} seconds remaining in {current_month}/
 {year} The number of remaining minutes that can still be used for the outgoing calls initiated within the time interval {T}, in the current month.
- Charges for Outgoing Calls These are the charges applied to conversations after the user has exceeded the number of available minutes.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.
 For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Local calls are charged {amount} {currency}/second The fee charged for calls between extensions belonging to the same client account.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



VoipNow Professional displays this information only if the client's extensions can call locally.

Extended local calls are charged {amount} {currency}/second –
 The fee charged for calls between extensions belonging to different client accounts from the system.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the client's extensions can call locally extensions on different client accounts.

 Public calls made in time interval {T} are charged {amount} {currency} / second – The price charged for the external calls made within the predefined time interval {T}.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

 Public calls made outside any predefined time intervals are charged {amount} {currency}/second - The price charged for the external calls made outside any predefined time interval {T}. Basically, this is the price charged for the external calls made in the default Anytime time interval.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- Charges for Incoming Public Calls These charges apply to calls received from outside the system.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies only to calls from public network. - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Incoming public calls are charged { amount} { currency} / second
 The price charged for the received external calls.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the client's extensions are allowed to receive external calls.



Note

Some of these sections may not be displayed, depending on the user's charging plan.

All these fields are related to the permissions and fees set for the current user in his charging plan.

Manage Client's Extension Templates

The Extension Templates for Client { client_name} management page allows you to:

View the client's Extension Templates.



For more details, see the Manage Extension Templates section.

- Create a new template by clicking the Add extension template icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing extension templates.
- Remove unused templates.

Add Client's New Extension Templates

The Add New Extension Template for Client {client_name} page allows you to fill in the information required to define the template.



Note

The limitation imposed on the extensions are given by the settings set up in the client's **Permissions and phone numbers** page. The extension templates will be customized taking in consideration these limitations.



Note

For more detailed information, see the Add a New Extension Template section.

Edit Client's Extension Templates

For more details on how to modify the client's extension template, see the <u>Edit an Extension Template</u> section.

Manage Client's Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only certain notifications and only to determined users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates for Client {client_name} page.



Note

For a detailed overview, see the Manage Email Templates section.

Some of the functions described in the **Manage Email Templates** section may not be available or may be modified, depending on the access level.

The email templates that can be customized for a client account are presented in the next sections.

The Client's 'Client Account Expiration Warning' Email Template

For more details about how to customize this template, see <u>The 'Client Account Expiration Warning' Email Template</u> section.

The Client's 'Client Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Client Account Expired' Email Template</u> section.

The Client's 'Client Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Client Charging Limit Warning' Email Template</u> section.

The Client's 'Client Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Client Charging Limit Exceeded' Email Template</u> section.

The Client's 'Extension Account Creation' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Creation' Email Template</u> section.

The Client's 'Extension Account Expiration Warning' Email Template

For more details about how to customize this template, see The 'Extension Account Expiration Warning' Email Template section.

The Client's 'Extension Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Expired' Email Template</u> section.

The Client's 'Extension Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Warning' Email Template</u> section.

The Client's 'Extension Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Exceeded' Email Template</u> section.

The Client's 'Voicemail Message Notification' Email Template

For more details about how to customize this template, see <a href="The 'Voicemail The 'Voicemai

The Client's 'Fax Message Received' Email Template

For more details about how to customize this template, see <u>The 'Fax Message Received' Email Template</u> section.

The Client's 'Sent Fax Accepted' Email Template

For more details about how to customize this template, see <u>The 'Sent Fax Accepted' Email Template</u> section.

The Client's 'Sent Fax Not Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax
Not Accepted' Email Template section.

The Client's 'Fax Delivery Report' Email Template

For more details about how to customize this template, see <u>The 'Fax Delivery Report' Email Template</u> section.

The Client's 'Pre-Approved Fax Accepted' Email Template

For more details about how to customize this template, see <u>The 'Pre-Approved Fax Accepted' Email Template</u> section.

The Client's 'Forgot Password' Email Template

For more details about how to customize this template, see <u>The 'Forgot Password' Email Template</u> section.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default button.



Note

When you click the **Default** button, VoipNow Professional will not overwrite the other email address destination.

Manage Client's Provisioning Templates

The Provisioning Templates for Client { client_name} page lists all the provisioning templates available for the current client account. These templates can be added by:

- The system administrator, but only if their Visibility is set to Available to the admin, reseller and client levels.
- The client himself.

All the options and the functionalities available in this page are described in the <u>Manage Provisioning Templates</u> section.



Note

The provisioning templates added from this page can be used only by the current client. The templates will be unavailable to all the other clients in the system.

Equipment Management for the Client's Template



Note

As a system administrator, you can modify the templates added by the client and change the configuration files or add new equipment. The modifications will be reflected at account level as well.

If you want to add new equipment to the template or modify the existing configuration files, then you can use the available controls, as described here.

Manage Your Client's Extensions

VoipNow Professional offers two ways of accessing an extension account to perform various operations, as shown below:

1. By following the <u>Extensions</u> link.

In the Extensions Management page, VoipNow Professional displays a list with all the extensions registered in the system. Click an extension's name link if you want to manage its features.

2. By following the Saclients link.

In the Clients Management page, click the name link of the client whose extensions you want to check. The next page displays the list of all the client account's extensions.

Both ways allow the user to perform the same operations on an extension account, the only difference being that by accessing the extensions from the Clients Management page, the administrator has access to all the extensions of a certain client, while by accessing the extensions from the Extensions Management page, the administrator views all the extensions in the system, along with their corresponding clients. The manual describes in detail the first mentioned way.

Express License Restriction

Express license allows access and management to Phone terminal extensions only. All other extension types already existent in the system maintain their functions unchanged and can therefore be used. For example, the system allows you to define routing rules with transfer to an existent queue.

Extensions' Management Page



Caution

After you finish setting up an extension, a confirmation message is displayed on top of the page. You are asked if you want to provision it right away and if you want the extension provisioning page to be displayed for every newly added account. Clicking the link ensures that the **Provisioning and SIP Preferences for Extension** {extension name} page represents the last step in configuring a new extension account.

Information: Extension Mike Norton (0045*002) has been successfully added.

Click here if you want to provision this extension now. If you want to provision every newly added extension, click here.

The confirmation message

For more details on how to provision your extensions, see this section.

Using the controls available in the Extensions Management page, you can:

- View the existing Extensions.
- Set up a new extension account by clicking the <a>Add extension icon available in the Tools section.
- Search the existing extensions' list after specific criteria.
- Enable/disable extension accounts.
- Enable/disable control panel access for an extension.
- Manage individual extension accounts.
- Remove unused accounts.

VoipNow Professional displays the following information about the available extensions:

- S The extension account's status:
 - Inabled
 - All local calls are permitted
 - Only incoming call are permitted
 - In the second of the second of
 - Disabled

Click this icon to change the extension account's status using the Global and Phone Account Status pop-up window:

- Global Account Status Settings From this area you can choose to enable or disable an extension. There are two options:
 - User is fully enabled The user can access all the extension's defined system functions, having in mind that the phone access permissions may apply.
 - User is disabled The user cannot access any of the extension's system function and cannot use the phone service.
- Phone Account Status Settings From this area you can manage the phone permissions for an enabled extension. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.
 - User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
 - User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
 - User cannot use phone service The user can neither make, nor receive calls.



Note

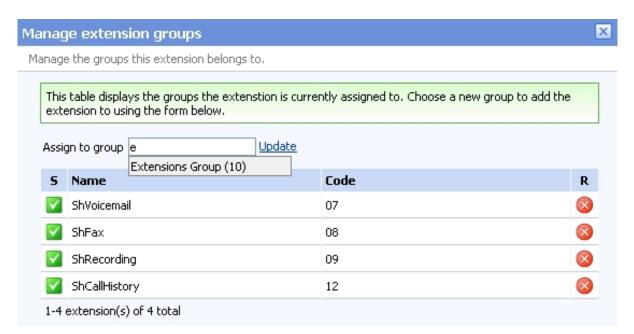
If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the **Customer can be called only** restriction.

- A The extension's permission to log in and use the VoipNow Professional interface:
 - # Fnabled
 - Disabled

Click this icon to enable/disable the control panel access.

- T The extension type:
 - Phone terminal
 - Sueue
 - * Interactive Voice Response (IVR)
 - Voicemail center
 - Conference
 - Sallback
 - Calling card
 - Material Intercom/Paging
 - Si Queue login center
- Extension The extension contact name and number displayed in the format Contact_Name (Client_ID*Local_Extension_Number). Click this link to navigate to the extension's <u>management page</u>.
- Client The name of the client the extension belongs to.
- State This field specifies if the extension has a phone terminal connected or not:
 - Registered/Online A phone terminal is connected to the extension and it is online.
 - Registration expired at {date_time} A phone terminal was connected to the extension, but its registration to the system expired at {date_time}.
 - No registration necessary This text is displayed if the extension type is phone terminal and if the user has provided a valid IP/port in the Phone does not register and is located on IP field from the <u>Phone</u> <u>Terminal Provisioning</u> page.
 - If there is no phone terminal connected to the extension, VoipNow Professional displays '-'.
- Groups This column displays the number of groups the extension belongs to. Click the <u>Change</u> link to manage the extension's group membership, using the controls from the displayed pop-up window.



The extension groups

The Extension Groups table can display, depending on your selection:

- 1. All the groups defined for the client account the extension belongs to, no matter if the extension is assigned to them or not.
- 2. All the groups the extension is assigned to.
- 3. All the groups the extension is not assigned to.

The following details are displayed for each group:

- S The group's status:
 - Image: Image: Enabled
 - Bisabled

The status can be changed only from the client's Extension Groups management page by clicking the corresponding icon. A disabled group will not be displayed in the Extension Groups table and the extension will no longer be assigned to it.

In case the group will be enabled again, the extension will be automatically reassigned to it.

- Name The extensions group's name.
- Code The identification code assigned to the group.
- Assigned This column displays whether the extension is assigned to a group or not.

To assign the extension to one of the existing groups, select the group's corresponding check box and click the <a> Assign groups link.

When you are searching for a particular group, you can use one or more of the available filters:

Find groups { name} where { extension_status}, where:

- { name} Use the available text box to specify the name of the extension group you are looking for.
- { extension_status} Use this drop-down list to select which extension groups to be displayed:
 - Does not matter All the groups defined for the client account the extension belongs to will be displayed, no matter if it is assigned to them or not.
 - I am not member Only the groups the extension is not assigned to will be displayed.
 - I am member Only the groups the extension is assigned to will be displayed.

After you have decided on the filters you want to use, click the <u>P Search</u> link to display only the extension groups that match your search criteria.

 CallerID – The public phone number assigned to the extension. If the extension has several phone numbers associated, then VoipNow Professional displays the default number set for the Currently using CallerID numbers option. For more information, see the Phone Terminal Setup section. If there are no public phone numbers assigned, then VoipNow Professional displays '-'.



Note

The CallerID feature is available for Phone terminal extensions only.

Created – The date when the extension was added to the system.

Searching the Extensions List

When you are searching for specific extension accounts, you can use one or more of the available filters:

{ extension_type_filter} { name}, where:

{extension_type_filter} – Use this drop-down list if you want only the
extensions belonging to a certain type to be displayed. By default, this filter
displays All extensions.

• { name} - Use the available text box to specify the name of the extension account you are looking for.

Extension Management Page

The Extension { extension_name} of Client { client_name} page has two distinct sections, one with all the controls needed to manage the account and the other one with general statistics about the extension:

- Tools Here you can find all the features that can be customized for the current extension. To access the desired area, simply click its corresponding icon:
 - **Edit extension**
 - Roles and phone numbers
 - OpenID identities
 - Δ

Caution

This option is available only if you have enabled OpenID infrastructure wide.

Incoming call rules



Note

This option is available for all the extension types except for Callback and Queue login center.

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Note

This option is available for all the extension types except for Voicemail and Queue login center.

& <u>CallNow</u>



Note

This option is available for the Phone terminal extension type only.

Phone terminal setup

(*

Note

This option is available for the Phone terminal extension type only.

<u>Queue setup</u>



Note

This option is available for the Queue extension type only.

• ! IVR setup



Note

This option is available for the IVR extension type only.

Voicemail setup



Note

This option is available for the Voicemail center extension type only.

& Conference setup



Note

This option is available for the Conference center extension type only.

<u>Callback setup</u>



Note

This option is available for the Callback extension type only.

Calling card setup



Note

This option is available for the Calling card extension type only.

Intercom/paging setup



Note

This option is available for the Intercom/paging extension type only.

Queue login center setup

- Note

This option is available for the Queue login center extension type only.

- Provisioning and SIP
 - (1

Note

This option is available for the Phone terminal extension type only.

- · 🥰 🛮 <u>Extension charging plan</u>
- Language Charging limits

Note

If you have added an extension without an associated charging plan, then you will not be able to set any **Charging limits** for it and the icon will not be displayed.

- •
- Note

This option is available only if you have previously enabled **Charging** on the VoipNow Professional server and the extension's charging plan is Postpaid.

Charging credits



Note

If you have added an extension without an associated charging plan, then you will not be able to set any **Charging credits** for it and the icon will not be displayed.

- C
- Note

This option is available only if you have previously enabled **Charging** on the VoipNow Professional server and the extension's charging plan is Prepaid.

- • Time intervals
- Sounds
- SystemAPI & CallAPI



Only the Phone terminal, Queue, IVR and Conference extensions support both SystemAPI and CallAPI. All the other extension types offer support for SystemAPI only.

- Email templates
- Queue agent
 - (1

Note

This option is available for the Phone terminal extension type only.

Mailbox



Note

This option is available only if the extension's type is Phone terminal and the voicemail feature is enabled.

- Recorded calls
- ## Fax center



Note

This option is available only if the extension's type is Phone terminal and the fax feature is enabled.

- Material Control
 Material Control
- Database categories
- Queue agents



Note

This option is available for the Queue extension type only.

 <u>Queue report</u>



Note

This option is available for the Queue extension type only.

& Scheduled conferences

Note

This option is available for the Conference extension type only.

Authorized caller Ds



Note

This option is available for the Callback extension type only.

ard codes



Note

This option is available for the Calling card extension type only.

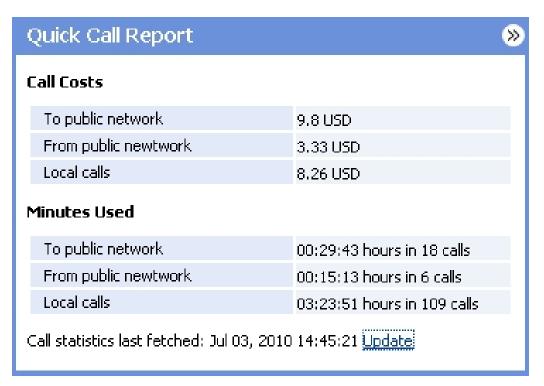
 Extension Overview - VoipNow Professional provides statistics about the extension like its type, the used and available disk space for messages, recordings, faxes and sound files, the call costs and other particular details, depending on the extension's type.

You can find details about each extension type accessing this sections:

- Phone Terminal Overview
- Queue Overview
- Queue Login Center
- Interactive Voice Response (IVR) Overview
- Voicemail Center Overview
- Conference Overview
- Callback Overview
- Calling Card Overview
- Intercom/Paging Overview

Quick report

VoipNow Professional helps you visualize a quick report about the extension's call costs and the time spent on local and external calls:



The extension's quick call report



Note

If you want to fold the panel, click the 2 icon.

The following information is available:

Call Costs

- To public network The extension's outgoing external calls cost, in the default currency (e.g.: 17.25 USD).
- From public network The extension's incoming external calls cost, in the default currency (e.g.: 17.25 USD).
- Local calls The extension's internal calls cost, in the default currency (e.g.: 17.25 USD).



Note

The **Call Costs** are computed based on the fees defined in the extension's charging plan.



The displayed values are for the current month.

Minutes Used

- To public network The total duration and the number of outgoing external calls placed in the current month (e.g.: 14:29:46 in 138 phone calls).
- From public network The total duration and the number of incoming external calls received in the current month (e.g.: 14:29:46 in 138 phone calls).
- Local calls The total duration and the number of internal calls placed and received in the current month (e.g.: 14:29:46 in 138 phone calls).



Note

The displayed values are for the current month.



Note

The displayed values are the ones that were available when the statistics were last fetched and they are not updated in real-time. To refresh the data, click the <u>Update</u> link.



Note

If the report has never been updated, then the No data available message is displayed in both the **Call Costs** and **Minutes Used** sections.

Phone Terminal Overview

- Extension type The extension type, in this case Phone terminal.
- Your phone terminal login The login that you must use on your phone terminal in order to login to the server. The password is either identical with the extension account password, either it is set up in the Phone authentication section of the extension features page.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, then VoipNow Professional displays '-'.
- Extension terminal If the extension is registered to the system, then this line displays the terminal brand and model.
- Extension state The state of the extension, from the network connection perspective.
- Extension IP address The extension's IP address registered in the system.
- Extension's registration expires on The date and time the extension's registration expires.
- Last registration The date and time the extension was last registered on the phone terminal.
- Provisioned on device The SIP device provisioned and assigned to the extension's line(s), for example Joe's Snom 360 on line 1. If the extension has no provisioned devices, then VoipNow Professional displays '-'.
- Password protected phone access status The message displayed here informs you if the phone terminal access is restricted or not using the Password Protection feature:
 - Currently access to phone is blocked The phone terminal cannot be used for dialing or receiving calls.
 - Currently access to phone is unrestricted The user can place and receive calls.



To block/unblock the phone terminal, click the **Phone terminal setup** icon and configure the **Password Protection** section, as described here.

- IM login The username required to log in to IM, in the following format: extension_number@server_ip (e.g.: 0003*003@192.168.14.39).
- Number of voicemail messages The total number of voicemail messages, the disk space used and the percent of available disk space.
- Number of fax messages The total number of fax messages, the disk space used and the percent of available disk space.
- Number of recorded conversations The total number of recorded conversations, the disk space used and the percent of available disk space.

- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Overview

- Extension type The extension type, in this case Queue.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.
- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of recorded conversations The total number of recorded conversations, the disk space used and the percent of available disk space.
- Total agents The total number of Phone terminal extensions and remote users assigned to the queue. Between parenthesis, VoipNow Professional displays the number of online, paused and logged off agents (e.g.: (1 online, 3 paused, 1 logged off)).
- Queue supervisors The total number of Phone terminal extensions registered as queue supervisors.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Login Center Overview

This extension type allows the remote agents to connect to the queue(s) where they have been assigned to.

- Extension type The extension type, in this case Queue login center.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Interactive Voice Response (IVR) Overview

This extension type allows the creation of an interactive menu that can be used by callers to get information without having to connect to a human operator.

- Extension type The type of the extension, in this case IVR.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.
- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Voicemail Center Overview

This type of extension is similar to the voicemail function of the phone terminal extension. However, the voicemail center allows callers to verify their messages by using a terminal located outside the system.

- Extension type The extension type, in this case Voicemail center.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Conference Overview

This type of extension allows the creation of conferences that can be accessed by system users, as well as by external callers.

- Extension type The extension type, in this case Conference.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.
- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Callback Overview

This type of extension allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoipNow Professional server.

- Extension type The extension type, in this case Callback.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Calling Card Overview

This type of extension allows the implementation of a calling card system on the VoipNow Professional server.

- Extension type The extension type, in this case Calling card.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.
- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Intercom/Paging Overview

This type of extension allows the user to call several or all the available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

- Extension type The extension type, in this case Intercom/paging.
- Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number The phone number assigned when the extension was added to the system.
- Member in group(s) The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

Extension's Call Reports

The extension's report provides detailed statistics about the selected extension's incoming and outgoing calls, offering advanced search and export options. Using the real time information, you can easily keep track of the extension's costs and most called destinations.

The Call Reports of Extension { extension_name} management page groups the available controls into the following three fieldsets:

Search Calls

You can search through the extension's calls using a wide range of filters designed to provide you accurate and comprehensive results.

• Export Columns

VoipNow Professional allows you to choose the details to be exported to a .csv or to an Excel file.

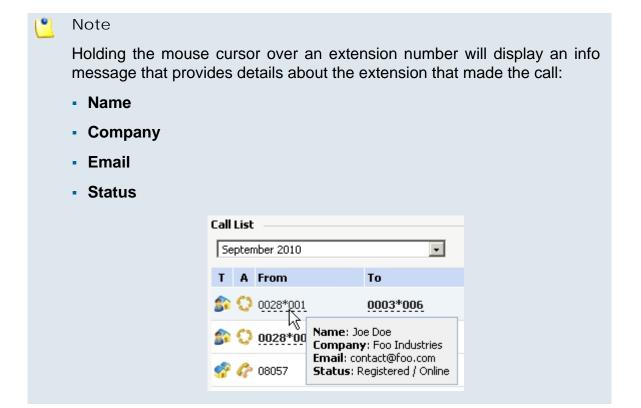
Call List

VoipNow Professional displays all the extension's calls registered in the current month. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the extension's calls to be displayed.

The following information is provided:

- T The call type:
 - Second Local Call
- A The call application type:

- @ Queue
- 4 IVR
- G Voicemail
- Onference
- M Unpark
- Callback
- ^a Calling card
- Intercom/paging
- \$\infty \text{Queue center}
- From The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.





For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters. As the calls are

both received and placed by this extension, its number will be the one displayed in **bold**.

 To – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.



Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.



Note

For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters. As the calls are both received and placed by this extension, its number will be the one displayed in **bold**.

- Transfer Source This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
- Transfer Destination This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
- Call Schematic This column displays the call flow and the reference extension:
 - The extension's name followed by the sicon for an outgoing call.
 - The icon followed by the extension's name for an incoming call.
- Initiated The date and time the caller dialed the callee's number, initiating the call.



Note

This column is not visible by default. It can be enabled from the show columns panel.

 Ringing Started – The date and time the called extension started ringing.



The **Initiated** and **Ringing Started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- Answered The date and time the call was answered.
- Call Duration The total length of the call, displayed in the hh:mm:ss format.
- CallID The unique number generated by Asterisk to identify the call.



Note

This column is not visible by default. It can be enabled from the

Show columns panel.

 Call Cost – The total amount that has to be paid for the call by the extension owner.

Export

You can export the extension's calls list to one of the two available file formats:

- Export to Excel
- 🛅 Export to CSV

Searching the Extensions List Call Reports

VoipNow Professional automatically displays all the current month's calls. To search for specific calls, you have to define particular search criteria using the controls available in the Search Calls fieldset:

- Show call history for Use the drop-down list to choose whose call history to be displayed:
 - Personal Only the current extension's call history is displayed.



Note

This is the default value.

{extension_no} - Depending on how many extensions in the group(s) have the call history Sharing Policy enabled, you can choose from the list the {extension_no} whose traffic you want to see.

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Note

For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their call history with the Phone Terminals group. Therefore, Extension 1 will be able to see the call history both of Extension 2 and Extension 3.

- All The call histories of both the current extension and of the all extensions in the group(s) that have the call history Sharing Policy enabled are displayed.
- From number If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:
 - Starting with Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.
 - Ending with Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.
 - Exact match Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- To number If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
 - Starting with Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
 - Ending with Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
 - Exact match Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- CallI D If you want only the calls matching a certain CallID to be displayed, use this text box to fill in the unique number that Asterisk generated to identify the call.
- Through channel Use this drop-down list to search only for the calls that were directed through a specific channel.
- With network code Fill in the text box with the code of the network whose calls you want to search for.

- Selected channel prefix Use this text box to fill in the prefix of the previously selected channel.
- PRI channel Use this text box to fill in the identification number of the PRI card that contains the channel through which the calls you are looking for were made.
- Call duration Use this section to specify the call duration limitations by filling in the fields from the next rule:
 - Bigger than $\{x\}$ seconds and/or smaller than $\{y\}$ seconds
- Call cost Use this section to specify call cost limitations by filling in the fields from the next rule:
 - Bigger than $\{x\}$ and/or smaller than $\{y\}$
- Call ended with Use the drop-down list to filter the calls based on their resolution:
 - Answered Displays only the calls that were answered.
 - No answer Displays only the calls that were not answered.
 - Busy Displays only the calls that could not be answered because the callee was involved in another call.
 - Failed Displays only the calls that could not reach their destination.
 - Unknown Displays only the calls whose resolution is unknown.
 - Not allowed Displays only the calls that were not authorized to reach their destination.
- Start search on { x } and end search on { y } Use the text boxes or click the corresponding
 □ calendar icon to specify the period you are searching for.
- Hangup cause Use the available drop-down list to choose a certain hangup cause to be used as search criteria. For more information, see <u>this</u> section.



By default, Any is selected.

- Display Use these radio buttons to filter the search results:
 - All Select this option to display both the incoming and the outgoing calls matching your other filters.
 - Incoming calls Select this option to display only the received calls matching your other filters.

- Outgoing calls Select this option to display only the placed calls matching your other filters.
- Limit search by call context Use these radio buttons to filter the search results:
 - All Select this option to display all the calls.
 - Local calls Select this option to display only the calls made to local numbers (between extensions belonging to the same client).
 - Extended local calls Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
 - External calls Select this option to display only the calls received from outside the system or sent to external destinations.
- Limit search by application Use these check boxes to filter the search results by the application used by Asterisk to handle the call:
 - Dial Select this option to display the calls between two phone terminals.
 - Queue Select this option to display the calls targeted at a queue extensions.
 - Conference Select this option to display the conference calls.
 - Voicemail Select this option to display the calls that ended in the voice mailbox.
 - Voicemail center Select this option to display the calls to a voicemail center extension type.
 - IVR Select this option to display the calls targeted at an IVR extensions.
 - Park Select this option to display the calls that were parked.
 - Unpark Select this option to display the calls that were picked up form the parking lot.
 - Calling card Select this option to display the calls that were made using a calling card extension type.
 - Intercom/Paging Select this option to display the calls made through an Intercom/paging extension type.
 - Callback Select this option to display the calls that were made using a callback extension type.
 - Fax Select this option to display the fax messages.
 - Supervising Select this option to display the supervised calls.

Click Ok to display only the records that fit your search criteria. Click Show all to display all the records from the data base.

Export to an Easy-to-Edit Format

You have the possibility to customize the exported data by choosing the columns you want to include in your report. The relevant columns can be selected from the Export Columns fieldset.

This is the list of all possible columns you can export in your customized report:

- Call flow The call direction:
 - Incoming
 - Outgoing
- Call type The received call type.
- Application The application that answered the call. Any of the applications listed under Limit search by application (see above) can answer the call.
- To number The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.
- From number The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- Call initiated The date and time the caller dialed the callee's number, initiating the call.
- Ringing started The date and time the called extension started ringing.
- Call answered The date and time the call was answered. If the call was not answered, VoipNow Professional records the 0000-00-00 00:00:00 value.
- Call duration The total length of the received call, in seconds.
- Call disposition The way the call was terminated: answered, not answered, failed, etc.
- Charging plan The charging plan that generated the call cost.
- Call cost The cost of the call as charged by the channel.
- Money unit The currency currently used for charging.
- CallID The unique number generated by Asterisk to identify the call.
- Transfer source If the call was transferred from another extension, then this column will list the source extension.

- Transfer destination If the call was transferred to another extension, then this column displays the destination extension.
- Initially called extension If the call was picked up from another extension, then this column displays the extension that was originally called.
- Callback CallerID If the caller used a callback extension to route its call to a remote destination, then this column displays the authorized CallerID (the number from which the user dialed the system).
- Calling card code If the caller used a calling card to call a destination number, then this column displays the code introduced to authenticate and charge the call.
- Flow reference extension The extension that initiated an outgoing call or the extension that received an incoming call.

Enable/disable an Extension

If you want to enable/disable an extension account, then you have to click the <u>Disable/Enable extension</u> link available under the page title. A pop-up window will ask you to confirm this action.

Clients Management > Cris Evens >

Extension Joe Doe (0045*001) of Client Cris Evens

Disable extension | Impersonate

Disabling an extension account

Impersonate an Extension Account

VoipNow Professional offers you the possibility to impersonate as any of your extension accounts, allowing management access to all their features. This option is useful especially when you want to modify the child account's settings.

If you impersonate, then you will be able to view the interface from a extension's perspective. To do so, click the Impersonate link located under the page title.



Note

The **Impersonate** feature can only be used for enabled users with control panel access. Any attempt to use this feature for a disabled account or an account without control panel access will trigger the following error message:

You cannot use impersonate an user that is disabled or doesn't have control panel access.



Note

When you impersonate a child account, the application will change the skin to the one used by the chosen account, if different from the one you are currently using.

To return to normal view mode, click the Return to my account link link available next to the Help icon.

Add a New Extension

Starting VoipNow Professional 2, the extension accounts can be created without an associated charging plan.

When you want to set up an extension account with an associated charging plan, you must first make sure you have previously enabled the Charging option from the <u>Unified Communications</u> >> System Preferences page.

If Charging is enabled, but there is no charging plan in the system, then you must create one:

- 1. First, make sure that the time intervals you want to use for the charging plan are defined at client level.
- 2. If you want to use another time interval, then:
 - a. Choose the client you want to add the extension to and click its name link.
 - b. Next, click the 10 Time intervals icon.
 - c. To complete the process, follow the steps described in the Add a New Time Interval section.
- 3. After all the desired time intervals have been created, click the A Charging plans icon available in the client's Tools section and create a new plan.

The steps you have to follow to set up a new extension account are:

- 1. Fill in the information available in the Add New Extension page:
 - Extension Setup

This section allows you to set the extension's three digits number.

 Number – The value in this field is automatically generated and it represents the lowest extension number in the client account that is not currently used. To specify a different extension number, use the text box to enter the desired one.



Note

The length of the extension number is based on the administrator's preference. This number is the so-called local extension number. It can be used to access extensions on the same client account.

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Caution

VoipNow Professional displays an error message if you try to assign a number defined as a **forbidden extension**. For more information on how to manage forbidden numbers, see the <u>Manage Forbidden Extensions</u> section.

Extension Owner

Fill in details about the person that will be using the extension and define the credentials.

• Create using template – Use the drop-down list to choose one of the available templates as a starting point for the new extension account. The list contains all the templates designed by the administrator, by the reseller and by the client this extension will belong to. If you do not want to create the account based on a template, then make sure the '--' option is selected.



Note

A template contains default settings that will be used to create the extension. For more information on extension templates, see the <u>Manage Extension Templates</u> section.

- Company name
- Contact name
- Login



Note

The username must contain only the following character types:

 Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.

- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: __-@.
- Password auto generation When this option is enabled, a password matching the chosen strength is automatically computed. Also, you will not be required to fill in the next two fields.



Note

To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.

 Password – In order to be valid, the password must be at least five characters long and must comply with the setup strength level.

While you type in your password, a colored bar will inform you about the strength of the chosen combination.



Note

To set up the password strength, click the <u>Unified Communications</u> link available in the left navigation panel and then the <u>Login preferences</u> icon.



Note

The password must contain only the following character types:

- Any of the 26 letters of the Latin alphabet [a-z], also included in the American Standard Code for Information Interchange (ASCII).
 The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the 10 decimals [0-9], also included in the ASCII.
- Special characters like: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password
- Phone
- Fax
- Email

- Address
- City
- Postal/ZIP code
- Country
- Region This field is dynamically populated with all the regions of the selected country. The displayed region is the first one from the list.
- Time zone The time zone selected by default is one you have previously set up from <u>Unified Communications</u> >> Interface Preferences page.
- Interface language Use this drop-down list to choose the interface language for the extension account. The list contains all the available languages for the interface.



If you choose the Default option, then the language that will be used for the client account interface is the one specified by the administrator in the <u>Manage Interface Preferences</u> section.

- Phone language Use this drop-down list to select the language of the sound files that will be played over the phone. The default is the one specified by the administrator in the <u>Manage Interface Preferences</u> section.
- Client notes Use this text box to provide additional information about the extension account.
- Extension Type

This section groups all the extension types supported by VoipNow Professional.

- Extension type Use the available radio buttons to choose the type of the new extension:
 - Phone terminal
 - Queue
 - IVR
 - Voicemail center
 - Conference
 - Callback
 - Calling card

- Intercom/paging
- Queue login center
- Charging and Outgoing Call Filtering

This sections allows you to choose the charging plan the extension will use or the filters that will be applied to its outgoing calls.

- Charging plan Use this drop-down list to choose one of the available charging plans the new extension account will use for its calls.
- Outgoing routing group Use this drop-down list to choose one
 of the available outgoing routing rule groups that will filter the new
 extension account's calls.
- Charging identifier The information entered in this field may be used by other applications that connect to VoipNow Professional for charging.



Note

This option is available only to the administrator, who can set up this feature for all account levels. The client and extension level accounts inherit this option from the parent account.

- 2. Select the Choose extension roles and phone numbers check box if you want to define the extension's behavior:
 - Click Ok to be redirected to the Extension Permissions page that allows you to set the extension's parameters.



Note

The information on the new created account will be sent by email to the account owner (contact person) after clicking the **Ok** button if the client had enabled the **Extension creation** option from his **Email Templates** page.

• If you want to add the new extension account without configuring its permissions, then deselect the check box and click Ok. If you choose to set the limitations later, then skip steps 4 and 5.



Note

An extension that does not have his limitations and permissions set has all the **Permissions** disabled and all the limits set to 0. The account expiration date is set to unlimited.

- Click Cancel to return to the previous page without adding the extension or click Ok to go further.
- 3. The the account's configurable roles and phone numbers are:
 - Permissions

This section allows you to enable or disable permissions such as sound management, SIP management, etc.

 Extension is multi user aware — This option allows the extension to communicate with the other extensions available on the same client account and to use them when setting up features involving call redirection such as: Ring all, Call forward, Call cascade, etc.

Selecting this check box will enable the Sharing Policies section, where you will be able to allow the extension to share its call records, voicemails, fax messages and call history with other extensions in the same group or company.



Note

When you add a new extension, you will be able to manage only the call history sharing as the others options will be available only if they will be enabled during the extension's configuration process.



Note

The **Extension is multi user aware** option may be deselected only for the Phone terminal extensions type. The other extension types MUST be multi-user aware by design because otherwise they cannot serve their purpose.



Note

A Phone terminal extension that it is not multi-user aware cannot see the CallerIDs associated with DIDs from its client pool, but it can choose CallerIDs from the DIDs associated with its own extension pool.

• Phone extension SIP management – When this option is enabled, the extension account owner is allowed to use the provisioning features on his Phone terminal extensions. Additionally, he can choose the Allowed codecs option for his extension. For more information on this topic, see the Provisioning section.



The **Phone extension SIP management** option is available for the Phone terminal extensions type only.

- IM management When this option is enabled, the extension account owner is able to manage the chat application.
- CallAPI management Select this check box to allow the extension to use CallAPI and to manage third party applications that will be allowed to access the system resources on its behalf, as resource owner. The remote applications will be able to handle local and external calls using this extension and they will be authenticated with the OAuth protocol.



Caution

This line is displayed only if the client the extension will belong to has **CallAPI management** enabled.



Note

If you do not enable this option, the extension will still be able to manage the **SystemAPI Control**.



Note

When this option is disabled, the **CallAPI Events** feature is disabled as well.

- CallerID management Select this check box to allow the extension account owner to edit the CallerID of his extension.
- Sound management When this option is enabled, the extension account owner is able to manage, add, remove or edit sound and music on hold files, folders and languages.



Note

This option is available only if the extension's parent accounts have the **Sound management** permission enabled.

• Allow to provision devices - Use the available drop-down list to choose the provisioning permission level that will be granted to the extension account. Depending on your selection, the extension will be able to add new SIP devices or not:

- Modify If you select this permission, then the extension account owner will have access to the Provisioning fieldset from the Provisioning and SIP Preferences page that will allow him to enable the controls required to add and provision new SIP devices.
- View If you select this permission, then the extension owner will be able to see the Provisioning fieldset, but he will not be allowed to change anything or to add new SIP devices.
- None With this permission selected, the Provisioning fieldset is not even displayed. The extension owner will only be allowed to mange the other SIP and, if the Enable chat server access feature is enabled, IM related preferences.



This option is available for Phone terminal extensions only!



Note

Have in mind that if you have assigned a provisioned device to the extension account, then the owner will not be able to modify it or to add a new one regardless the permission level selected here.

Limits

This section allows you to impose certain limitations to the various functionalities available for the extension.



Caution

The maximum available disk space and the other limitations depend on the values set for the **Client** the extension will belong to.

If you try to enter for the **Extension** a maximum disk space bigger than the one previously set for the **Client**, then an error message will pop up, informing you that the chosen value must be at most the value set for the **Client**.

Also, if you enter for the **Client** a smaller value than the one set for the **Extension**, then the application will automatically decrease the **Extension's** limit in order to match the **Client's** limit.

Therefore, the Unlimited check box might be disabled for certain options for which the **Client** has some limitations defined in his account.



Where available, you can select the Unlimited check box if you do not want to restrict the extension.

- Maximum disk space for sound files Use the available text box to limit the maximum storage space reserved for sound files.
- Maximum disk space for music on hold files Use the available text box to limit the maximum storage space reserved for the music on hold files.
- Maximum public concurrent calls Use the available text box to limit the number of active simultaneous calls between the extension and any other public network destination. The maximum value depends on the ones set for the extension's parent accounts and cannot exceed the license limitation.



Note

Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum public** concurrent calls value is set to **1** as it is mandatory to allow at least one active call.



Note

Starting VoipNow Professional 2.5.1, the **Maximum public concurrent** calls depends on the license type, as the sum of values given to this parameter for all the Phone terminal extensions in the system determine the total number of SIP trunking channels, which is limited according to your license.

Have in mind that if you set this parameter to Unlimited, then SIP trunking cannot be enabled from the extension's <u>Provisioning and SIP Preferences</u> page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by your license and by the parent accounts.



The maximum value that can be set for each extension to the **Maximum** public concurrent calls parameter is the one set for the client it belongs to.

For example, if the value set for the client is 100 and 5 extensions are added to his account, then, for each of them, the **Maximum public** concurrent calls value can be set to 100.

In case the total active concurrent calls of all the client's extensions reaches the limit imposed to the client account, VoipNow Professional will play a busy tone to all the other calls over this limit. In other words, for the above example, only 100 concurrent calls are allowed on the channel for that client, and the rest, up to 500, the maximum value for all the 5 extensions, is rejected.



Note

On upgrade to VoipNow Professional 2.5.1 oe 2.5.2, if Maximum public concurrent calls was set to Unlimited and if the A PBX is connected to this extension option was enabled from the Phone terminal extension's Provisioning and SIP Preferences page, then the new Maximum public concurrent calls value is limited to 100. This value might be bigger than the license limit, but only the customers with Leased and Evaluation licenses that have a maximum number of extensions smaller than or equal to 100 will be affected.

 Maximum internal concurrent calls – Use the available text box to limit the number of active simultaneous calls between the extension and any other internal network destination.



Note

Both incoming and outgoing calls are counted!



Note

By default, when adding a new account, the **Maximum internal** concurrent calls value is set to 1 as it is mandatory to allow at least one active call.

 Maximum concurrent text to speech – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time.



Note

This line is available only if the **Allow text to speech+** option was enabled from the **Unified Communications** >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

 Maximum number of queue members – Use the available text box to limit the number of agents that can be added to the queue.



Note

The **Maximum number of queue members** option is displayed for Queue extensions only.

- Account expiration date If you want to set an expiration date for the extension account, then deselect the Unlimited check box and use the available text box or the calendar button to specify the desired date.
- MyVoipNow Preferences

This section allows you to configure the MyVoipNow features that will be available to the Phone terminal extension account.



Note

This section is available only if the client owning the extension has the **MyVoipNow management** enabled.

 Level - Use the available drop-down list to choose the access type the extension will be granted to MyVoipNow :

- None This is the default value that does not allow the extension to access MyVoipNow. When selected, all the other fields are grayed out.
- Standard Selecting this option will offer the extension free access to the MyVoipNow service, usually offered with included advertising.
- Premium Selecting this option will offer the extension paid access to the MyVoipNow service, offered with extra functions and without advertising.
- Advertising Select this check box if you want to grant the extension the possibility to manage the advertising related options.
- Show browser chat Select this check box to enable the browser chat feature. The chat allows fast and straightforward communications between extensions directly from the MyVoipNow interface.
- Show active calls Choose whose active calls will be visible to the extension account user in the MyVoipNow interface:
 - Own Only the extension's calls will be displayed.
 - Group If the extension is part of a group, then the active calls of all the group's extensions will be available.
 - All The active calls of all the extensions belonging to the same client account will be displayed.
- Perform operations on calls Depending on your choice, the extension account user will be able to perform various operations on the active calls:
 - Own Only on his own calls.
 - Group On all the extensions in the group(s) the account is part of.
 - All On all the extensions belonging to the same client account.
- Record calls Choose whose calls the extension account user will be able to record:
 - Own His own.
 - Group Of all the extensions in the group(s) the account is part of.
 - All Of all the extensions belonging to the same client account.
- Whisper/Bargain on call Choose for whose calls these two features will be available:
 - Own Only for his own calls.

- Group For the calls of all the extensions in the group(s) the account is part of.
- All For all the calls of the extensions belonging to the same client account.



Call whisper is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).



Note

Barge-in is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- Unpack calls Choose which parked calls the extension account user will be able to unpack:
 - Parked by me Only the calls parked by him.
 - Parked by anyone The extension user will be able to unpack all the calls.
- Pickup calls Depending on your selection, the extension user will be able to answer:
 - Own Only the calls targeted to his extension.
 - Group The calls targeted to all the extensions in the group(s) the account is part of.
 - All The calls targeted to all the extensions belonging to the same client account.



Note

Call pick-up is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled Pick-Up) or by pressing a special sequence of buttons on the telephone key pad.



Selecting the Group option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.

Incoming Phone Number Selection

This section allows you to assign/unassign public phone numbers to the extension account from the client's pool.



Note

This section is displayed only if one of the following conditions are fulfilled:

- The system administrator has defined at least one public phone number for one of the available channels from the <u>** Channels</u> >> Channel {channel_name} Management >> Add Public Phone Numbers to Channel {channel_name} page.
- The client account this extension belongs to has at least one public phone number that has not been assigned to another extension account.
- The reseller and the client the extension belongs to have the See stacked phone numbers permission enabled.



Note

When you assign a public phone number to an extension, the number becomes exclusive to that account. No other extension will be able use it. From that moment on, the callers from outside the VoipNow Professional system will be able to reach the extension by dialing the assigned public phone number.

 Available public phone numbers – The list contains all the client's unassigned public phone numbers. To assign a public phone number to the extension, click the desired number and it will be automatically moved into the Assigned public phone numbers pool.



Note

These public phone numbers can be used by the Phone terminal extensions as CallerIDs for outgoing calls.

 Assigned public phone numbers – This list contains all the public phone numbers assigned to the extension. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the Available public phone numbers list.



Note

When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension will be able use it. From that moment on, the callers from outside the VoipNow Professional system will be able to reach that extension by dialing the assigned public phone number.

Sharing Policies

Using the available controls, you can allow the extension to share its call history with other extensions in the same group(s) or in the same company. The extension user will be able to read the shared information from his own interface, but he will not be able to delete anything.



Note

You may control the extension's sharing policies only if its **Extension is multi user aware** permission is enabled.

Share my call history with



Note

This sharing option is the only one available for all the extension types. Also, it is the only one that can be customized when adding a new extension. The voicemail, fax message and call recording sharing options can be customized after the required permissions, specific to each extension type, have been granted from the next configuration page, as described in the following sections, starting with Phone Terminal Setup.



Note

From the **Available groups** lists you may choose with whom the extension will share its call history:

- EVERYBODY If you select this option, then the extension will share its data with all the extensions from all the groups it is part of.
- NOBODY The extension will not share anything with anyone.

{group_name} - The list displays all the groups created by client where
the extension is member. You can choose the group(s) the extension will
share data with by clicking the corresponding name. You may select as
many groups as you want.

To unassign a group, simply click on its name in the **Assigned groups** list. Also, if you want to unassign all the groups, click NOBODY.



Note

Inside a group, it is not necessary for an extension to have any sharing option enabled in order to be able to see another extension's call history.

For example, *Extension 1* shares its call history with NOBODY and it is member of *Group A*. *Extension 2* is part of the same *Group A* and shares its call history with all the group members (it has the **{group_name}}** option selected. Than, *Extension 1* will be able to see the call history for *Extension 2*.

- 4. Choose if you want to configure the extension's core features or not:
 - Select the Select extension type parameters check box and click Ok to save the extension's permissions and to go to the next step.
 - Deselect the Select extension type parameters check box and click Ok to save the extension's permissions and add the extension with the default features.
 - Click Cancel to exit without saving the extension permissions and phone numbers.
- 5. The features available in the newly opened page depend on the extension type previously selected. For detailed information, see the next sections.

Phone Terminal Setup

If the extension type is ${\tt Phone}$ terminal, then VoipNow Professional displays the following options:

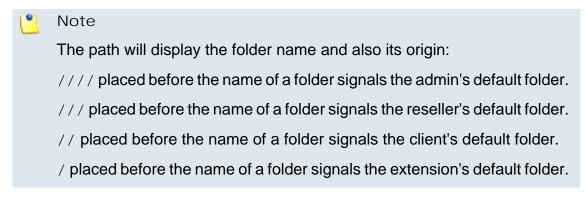
- Basic Settings
 - Default music on hold folder This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.



Select a music on hold file

The following information is provided:

- Listen Use the available controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.
- Sounds inside folder { path} The sound files available in the chosen folder.



- CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by equipment The callee's phone terminal will display, if it supports the CallerID function, the caller's name as it is set up from the phone terminal apparatus.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name.

- CallerI D number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by equipment The callee's phone terminal will display, if it supports the CallerID function, the phone number of that particular phone terminal apparatus.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.

Setup Extension Joe Doe (0039*001) Use this page to edit the phone terminal settings for extension 0039*001. Basic Settings Default music on hold folder CallerID name in public calls Set by user JD CallerID number in public calls

Customizing the Callerl D name and the Callerl D number



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



Note

If you choose either the *Set by equipment* or the *Set by user* options, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations. The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up window will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool



Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



Note

 public phone numbers to channel {channel_name} page. For more information, see <u>this</u> section.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension from the Roles and Phone Numbers for Extension {extension_name} page. For more details, see this section.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension.



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the Sassign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the * Remove selected link. You will be asked to confirm the action.

Δ

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

- 1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
- 2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
 - For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.
- 3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.
- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.



When this option is enabled, the association between the Phone terminal user's CallerID and an existing card code defined for the same CallerID is made. For more details, see the Add a Card Code section.

- Preserve original CallerID on transferred calls Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.
- Send SIP P-Asserted-Identity header When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.
- Hangup when extension does not answer in {x} seconds Use this text box to define the time interval a call is allowed to ring before being terminated by the VoipNow Professional server. The default value is 30 seconds.
- Do not keep calls in parking lots for more than { x} seconds Use this text box to define the time interval a call is allowed to remain in the parking lot before being transferred back to the extension that parked the call. The default value is 180 seconds.

Instant Messaging

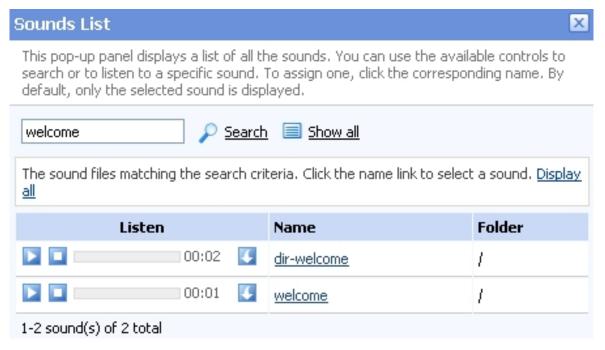
 Enable chat server access - Select this check box if you want to grant the extension access to the Instant Messaging server.

This section is displayed only if the IM server was enabled and configured from the <u>Unified Communications</u> >> System preferences >> IM tab.

Calling Features

- Call waiting active Calls are not rejected when the extension is busy.
 When this option is enabled, the user will be able to answer to multiple calls using the phone's call waiting features.
- Do not disturb function active When this option is enabled, calls are rejected and a custom sound file is played to the callers trying to contact the extension.
- [] Play sound { file_name} when DND is activated Select this check box if you want a sound to be played to the callers trying to contact the extension while the Do not disturb function is enabled. Click the icon to view the available sound files or manually fill in the file's location. A

pop-up window listing all the sounds matching the name specified in the text box is displayed.



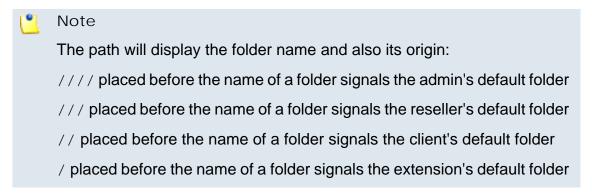
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the <a>I icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



 Voicemail – This feature allows callers to leave voice messages when the extension is unavailable or busy.

- Enable voicemail When this check box is selected, the extension is able to use the voicemail function.
 - Enabling the voicemail recording will allow you to manage the extension's voicemails sharing by editing its Roles and phone numbers. For more details, see the <u>Edit an Extension</u> section.
- Mailbox storage space The space limit allowed for the mailbox. Use this text box to specify the number of Mb that the mailbox should not exceed. If you do not want to set a size limit, select the Unlimited check box.
- Auto delete messages older than {x} days Use this text box to specify the number of days after which all the messages will be auto deleted. The accepted values range from 1 to 999.
- New message notification Choose the action that will be performed by VoipNow Professional when the extension receives a new voicemail message:
 - Send alert email When this option is selected, the extension owner receives an email notifying him about a new voicemail message.
 - Send message by email When this option is selected, the extension owner receives the new voicemail message file by email.
- Voicemail password The password requested when the mailbox is accessed over the phone.



If you do not set a password for the voice mailbox, the extension owner will not be able to access his mailbox over the phone. However, he will still be able to manage the voice mailbox through the VoipNow Professional interface.

- [] Voicemail automatically answers after {x} seconds When the check box is selected and the extension user does not answer in {x} seconds, than the call is transferred to Voicemail.
- Add extension to company directory Select this check box if you want to add the extension to the list containing the company's extension numbers. The company directory has a functionality similar to a phone agenda and can be accessed either directly from the keypad by dialing *22 or by using a specially designed IVR action called Play company directory and can be used when you want to call a certain extension, but you do not know its number. You will be asked for the name you are

looking for and all the numbers matching that key combination will be played.



Note

It is not mandatory to add the extension to the company directory. Therefore, have in mind that the extension's number will not be returned as a search result when someone is looking for it if you had not previously added it to the list.

• Conference Settings – This feature allows more than two extension owners to take part to the same phone conversation.



Note

The **Conference** function is available only for the extensions that have **Extension is multi-user aware** permission enabled.

- Conference function enabled When this check box is selected, the extension is able to create and join conference calls.
- Conference room size Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Timeout on empty conference room { seconds} seconds Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9,999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.
- Enable music on hold When this option is selected, VoipNow Professional plays the files located in the Default music on hold folder if there is only one user present in the conference.
- Prompt for PIN on conference creation When this option is enabled, VoipNow Professional asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.
- Close the conference when all conference moderators exit When this option is enabled, VoipNow Professional terminates all the calls when all the conference moderators exit the conference.
- Announce user count on joining conference When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.

- Announce users joining/leaving When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.
- Fax Center This feature allows the extension to receive faxes and manage them by using the extension account.
 - Enable fax center If this check box is selected, than the extension will be able to receive faxes. When a fax message is received, VoipNow Professional will save it into a file on the server. The extension user will be able to later retrieve them.
 - Enabling the fax center will allow you to manage the extension's fax messages sharing by editing its Roles and phone numbers. For more details, see the <u>Edit an Extension</u> section.
 - Accept faxes sent by email to If this option is enabled, the extension will accept faxes sent to the administrator's email address, defaulted at installation.
 - Accept fax from email Use the text box to specify the email addresses from which the extension should accept fax messages.

Use the 🖃 🗄 buttons to remove/add email addresses from the list:

- removes the email address.
- **•** adds another email address.



Note

This option is enabled only if the **Accept faxes sent by email to** check box has been previously selected.

• Play sound { sound} before sending fax - Select this check box if you want to choose a sound that will be played before a fax message is sent. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

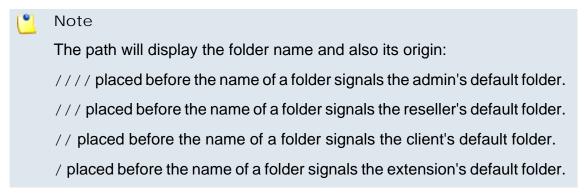
The following information is provided:

1-2 sound(s) of 2 total

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



 Maximum disk space for received faxes – The space limit allowed for the storage of the received fax files. Use this text box to specify the number of Mb that the fax files should not exceed. If you do not want to set a size limit, select the Unlimited option.

- Auto delete received faxes older than {x} days Use the this text box to specify the number of days after which all received faxes will be auto deleted. Values for this parameter range from 1 to 999.
- New received fax notification Choose the action that will be performed by VoipNow Professional when the extension receives a new fax message:
 - send alert email When this option is selected, the extension owner receives an email notifying him about a new fax message.
 - send fax by email When this option is selected, the extension owner receives the new fax message file by email.
- Fax automatically answers after { x} seconds If the extension user does not answer after { x} seconds, the server will try to answer in order to detect a fax.
- If not a fax, send to voicemail When this option is enabled, the server will transfer the call to the extension's voicemail in case the call is not a fax. Otherwise the system will answer with fax tone.



This option is available only if the **Enable Voicemail** check box is selected.

- Call Recording This feature allows the user to record phone conversations.
 - Call recording function enabled When this option is enabled, the user is able to use the call recording functions.
 - Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the <u>Edit an Extension</u> section.
 - Call recording storage space Use this text box to specify the number of Mb that the recorded calls should not exceed. If you do not want to set a size limit, select the Unlimited option.
 - Record triggered Use the available options to specify when/how call recording will be triggered:
 - Never Although the call recording feature is enabled, it is not used.
 - Only conferences When this option is enabled, VoipNow Professional will record only conference conversations. This option is available only if Conference feature is enabled.

- When *1 is pressed When this option is enabled, the user will be able to start the recording of a conversation by dialing *1 on his phone pad.
- All calls are recorded When this option is enabled, VoipNow Professional will record all the conversations of the extension.
- Play sound {sound} when call recording starts When this option is enable, VoipNow Professional plays the sound each time a recording operation starts. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the <a>I icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- Password Protection This feature allows the extension user to block the
 access to the phone terminal for a certain period of time. The terminal can
 be blocked/activated from its key pad by dialing the password set in this
 section. A blocked phone terminal cannot be used for placing or receiving
 calls. If the Voicemail feature is enabled, than the incoming calls will be
 redirected to voicemail while the phone terminal is blocked.
 - Protected phone access active Select this check box if you want to enable the Password Protection feature for this extension.



Note

After enabling this feature and defining the required password, the following message will be displayed next to the check box: **Currently access to phone is unrestricted**. Clicking the <u>Block</u> link will restrict the phone terminal usage.

If the access is restricted, the **Currently access to phone is blocked** message is displayed. Click the <u>Unblock</u> link to allow the extension user to dial/receive calls normally.

Old access password



Note

This line is displayed only when editing the extension's settings, if a password was previously defined for the **Password Protection** feature.

 Password to access telephony - Use the available text box to specify the password the user will have to dial to block/activate the access to his phone terminal.



Note

The password must be a number between 3 and 12 digits in length.



When this feature is enabled, to block/activate the phone terminal, the user has to first dial *11 using the terminal's key pad and than, the password defined in this section.

◮

Caution

To define the behavior of the extension for the case when the user cannot answer a call, you must take into account the following parameters:

- Consider 'No answer' after {no answer} seconds
- Voicemail automatically answers after {voicemail answer} seconds
- Fax automatically answers after {fax answer} seconds
- If not a fax, send to voicemail

The following configuration is recommended for a correct behavior:

- {no answer} > {voicemail answer} > {fax answer}.
- If not a fax, send to voicemail check box selected.

Provisioning and SIP

VoipNow Professional can automatically configure the SIP devices associated with a Phone terminal extension using either customized provisioning templates added by the extension's parent accounts (including the system administrator) or the default configuration files, specific to each device model. This feature is called provisioning and it helps you set and maintain identical configurations for a large number of equipments.



Note

At extension level, the Phone terminal account owner is allowed to use ONLY the default provisioning template to configure the required device.

Starting VoipNow Professional 2.5.1, major changes were made to the provisioning process in order to improve the customization options and to reduce the workload when dealing with a large number of devices and extensions. The Provisioning and SIP Preferences for Extension {extension_name} page was updated as well and it is now offering extra features.

When adding a new Phone terminal extension, two scenarios are available:

1. After setting up the contact information, permissions, limits and all the other specific features, VoipNow Professional displays the following message:

Information: Extension Mike Norton (0045*002) has been successfully added.

Click <u>here</u> if you want to provision this extension now. If you want to provision every newly added extension, click <u>here</u>.

Clicking the first link will redirect you to this page while clicking the second link will ensure that the Provisioning and SIP Preferences for Extension { extension_name} page will be added as the last step when configuring a new extension account.

2. However, if you previously chose to perform provisioning each time you add a new Phone terminal extension, VoipNow Professional displays a different message while in the Provisioning and SIP Preferences for Extension { extension_name} page:



🚺 Information: You have been directed to this page because you previously selected the option to provision every newly added phone terminal. If you do not want to provision and you do not want to be directed here on new phone terminal additions, click here.

In both cases, you can manage the extension's SIP preferences or provision a new device using the controls grouped into the following fieldsets:

Provisioning



Caution

This section is displayed only if there is no SIP device already provisioned for the extension!

 Use provisioning - Select this check box if you want to provision a new SIP device for the current Phone terminal extension. This will unlock the Device Information and the Device Settings fieldsets, allowing you to configure the equipment.

By doing so, the extension will get all its setup parameters from the provisioning server. Otherwise, the extension user will have to manually set the device parameters.



As a system administrator, you have access to this option regardless the **Allow to provision devices** permission level set for the extension, as long as there is no device provisioned for the current account.



Note

For more details on how to add a new SIP device, see this section.

Device Information

You can use the available controls if you have previously selected the Use provisioning check box or if there is a device already provisioned for the extension. This fieldset provides the following customizable preferences if you want to define a new SIP device or to edit the details of the existing provisioned device:

 Friendly name - Fill in a custom name that will differentiate the provisioned device. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.



Note

You can also edit this parameter when a device is already provisioned for this account.

 Manufacturer - Use the drop-down list to choose the manufacturer that produces the device you want to provision. All the brands supported by the VoipNow Professional provisioning system are displayed.



Note

You can find all the manufacturers supported by the current VoipNow Professional version here .

- Model Select one of the device models available for the chosen manufacturer.
- Firmware/Version Use this drop-down list to select one of the firmware/ product versions corresponding to the selected brand and model. Have in mind that the configuration file may be different for the same device, depending on its firmware/version.



For the moment, only Cisco (7940) and Cisco (7960) have two different configuration files, for firmware 7.x and 8.x.

 Use the Application version text box if you want to provide the device's specific firmware version (e.g.: P0S3-08-11-00). This value will be retained in the data base and used in the configuration file generated for the selected device.



Note

For the majority of devices, you do not have to fill in this text box. Anyhow, there are certain cases (e.g.: Cisco) when the device requires the presence of the exact application version in the configuration file in order to be provisioned.

Check the supplied user guide for clarifications.

MAC address – Fill in the device's MAC address. The text box is auto-populated with the first three segments specific to each manufacturer (e.g.: 00:04:13 for Snom). The value must have the standard format: xx:xx:xx:xx:xx; where x is a hexadecimal digit (e.g.: 0-9, A-F or a-f).



Note

Check the equipment's manual to find its MAC address.



Note

You can also edit this parameter when a device is already provisioned for this account.

• Use MAC based provisioning - If the Allow MAC based provisioning on HTTP(S) - [] (less secure) option is enabled from the <u>Unified</u> <u>Communications</u> >> Provisioning templates >> Global preferences section and the Update protocol is either HTTP or HTTPS, then if you select this check box, the provisioning link will be generated based on the device's MAC address.

The provisioning link could be, for Aastra devices:

• If this check box is selected and the Update protocol is set to HTTP: http://192.168.4.170/pro/p/00085D000000.

• If this check box is not selected and the Update protocol is set to HTTP: http://192.168.4.170/pro/p/0019/0020/001.



Note

For some manufacturers, like Polycom, the provisioning links may look different:

http://192.168.14.39/pro/p/0038/0039/001/0004f21111111.cfg



Note

If a duplicate MAC address is found in the database, than the provisioning link will not be generated and an error message will be displayed.



Note

You can also manage this option when a device is already provisioned for this account.

• Status - If you just want to define and assign the device without provisioning it, then you should select Disable. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select Enable.



Note

If the extension's **Allow to provision devices** permission level is set to Modify and a device is already provisioned for this account, then you are able to modify the selection.

 Notes - Use this text box if you want to add supplementary information about the device.

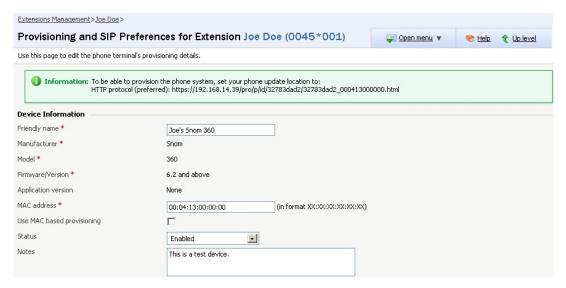


Note

You can also edit this parameter when a device is already provisioned for this account.

If one of the extension's parent accounts, including you, has previously assigned a line from a device to the current account, then, regardless the extension's Allow to provision devices permission level, the layout of this fieldset is changed as in the example below. Also, VoipNow Professional displays an information message on top of the page, reminding you to set

your phone update location to the configuration file generated for it. The example is for a Snom 360 SIP device:



A Snom 360 SIP device is assigned to extension Joe Doe

Device Settings

 Administrator username - Use the available text box if you want to define the username for logging in to the device's browser based configuration interface.



Note

Not all the devices support configuration via a web browser. Check the documentation of the equipment you want to provision for additional information.



Caution

This option is not available for the devices manufactured by **Snom** and **Polycom**.

- Password generation Choose the desired method for providing the password:
 - None No password will be required to connect to the device's browser based configuration interface.
 - Auto generated VoipNow Professional will randomly generate a password for you.
 - Manual If you like, you can manually set and confirm the Administrator password.

⚠

Caution

This option is not available for the devices manufactured by **Snom** and **Polycom**.

- Phone update interval Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in this text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's settings. The default value is 10 minutes.
- Update protocol The list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server (e.g.: TFTP, HTTP).
- The most important step when adding a device is to select the appropriate Provisioning template. The drop-down list displays only those templates that have configuration files defined for the selected equipment plus the Server default template that includes the standard configuration files of all the devices supported by VoipNow Professional.

These configuration files contain the settings (default or custom) required by the device to become fully functional in the VoipNow Professional system and therefore it is advisable to double check the template you are going to use and search for any possible error that could cause the device to malfunction.

For more details on how to add a certain equipment to a template and on how to customize its configuration file, see the <u>Equipment Management</u> section.



Note

As a system administrator, you can choose only from your own templates. The provisioning templates defined by the other users are not available.

• Starting VoipNow Professional 2.5.2, you can set the time zone that will be used by the selected phone device. Basically, this option allows you to choose from the available drop-down list the time that will be displayed on the device's screen. This value may be different than the one used by the current Phone terminal extension account.

When provisioning a new device, the extension account's time zone (e.g.: GMT + 3) is automatically selected. You can choose to use it or select another one as you are not conditioned to keep the default value.

When editing the settings of an already provisioned device, the displayed time zone is the one of the device and not the one of the extension account (if different). If you modify it, the provisioned device's time settings will be updated accordingly.

- Regenerate provisioning files Select this check box if you want the provisioning files available for the current extension to be regenerated with the new settings.
- SIP Preferences



Note

This fieldset is called SIP and IM Preferences if the extension's Enable chat server access permission is enabled. More details can be found here.



Caution

The users that log in to the VoipNow Professional interface using a reseller, client or extension account have complete access to the Provisioning and SIP Preferences fieldsets only if the Phone extension SIP management permission is enabled. If this permission is disabled, then these users have access only to the following features:

- Use the same password with interface
- Phone password
- Confirm phone password
- Equipment description

The **Phone extension SIP management** permission can be enabled when the account is created from the Roles and Phone Numbers for {account_type} {account_name} page.

- Use the same password with interface When this option is enabled, the extension user's phone will use the account login password to authenticate to the VoipNow Professional server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.
- Phone (and IM) password The password used for logging in to the phone (and to the instant messaging client).
- Confirm phone (and IM) password Use this text box to re-enter the password used for logging in to the phone (and to the instant messaging client).

- DTMF Use this drop-down list to choose the DTMF mode. The default option is rfc2833. If you choose the auto option, Asterisk automatically detects whether the channel supports rfc2833 or not. If not, Asterisk uses the inband mode.
- A PBX is connected to this extension [] Enable for SIP trunking service - This option allows the system to direct an incoming call made to a public phone number to a particular extension on the PBX server connected to the extension for which the current setting is enabled. When the call is sent to the PBX server, the public phone number that was called is saved and thus the call can be directed to the chosen extension on the PBX server.



For this setting to be available, your license must support SIP trunking (the **Maximum number of SIP trunking channels** must be bigger then 0). To check whether your license has support for this feature or not, go to the **Manage Your License** page.



Note

This option can be enabled, if the license supports it, only if the extension's **Maximum public concurrent calls** value was not set to Unlimited. When the value is Unlimited, the line is still available, but you are not allowed to select the check box. A warning message is displayed next to it:



Anyhow, if after upgrading to VoipNow Professional 2.5.1/2.5.2 or when purchasing a different license then the one you have, the total number of concurrent calls set for your existing extensions is greater then the number supported by the license, then you will be able to deselect this check box to reduce the number of SIP trunking channels.

- Ping the extension to check its status When enabled, the server sends ping SIP messages to the extension regularly. Usually, this option is used for extensions behind NAT.
- The extension is behind the same private network as the server This option is available only if the <u>Unified Communications</u> >> System Preferences >> SIP >> Deployment Infrastructure is set to NAT (Network Address Translation) or to Public/Private Networks Routing.

Select this check box if your extension is located inside the private network of your SIP server, in order to prevent non necessary NAT processing.

- Allow re-invites from this extension Select this check box to allow this extension to send re-INVITES.
- Extension publishes its own state Select this check box if you do not want the server to send presence notifications to the phones that are watching this extension for presence. If this option is enabled, then the server will no longer send any notification events unless this extension explicitly publishes its presence by sending PUBLISH messages to the SIP server.
- Force enable of MWI Select this check box if you want to receive Message Waiting Indicator notifications, but your phone does not send explicit subscriptions for MWI. Most phones do not need this option.
- Allowed codecs Use these check boxes to select the codecs supported by the phone device.



Note

The list of possible codecs displayed in the **Allowed codecs** section can be modified from the Unified Communications >> System Preferences >> **General** page.

Phone does not register, is located on IP {} Port {} and {has to/ does not have to authenticate - All the incoming calls from this IP/ Port require/do not require authentication.

The drop-down list is disabled until an IP address is filled in.



Note

If the same IP is in use by another extension that does not have to authenticate, an error message is displayed, telling you that this configuration cannot be saved.



Caution

For the moment, the has to authenticate option is not functional. Please avoid using it!

Allow extension SIP connection only from IP {IP_address} (maximum class C (/24) - You can use this text box to limit the extension usage to an IP or a network. Only the IP(s) specified here will be allowed to receive and make calls from this extension. Registration on the phone is still needed in order to receive calls. You can add several IPs by using the \blacksquare buttons.

 Equipment description – Use this text box to briefly describe your device.

Queue Setup

This extension type is used to implement call center functionality.

VoipNow Professional displays the following options:

- Queue General Preferences
 - Queue name Use this text box to provide a descriptive name for the queue.
 - Queue size The maximum number of callers waiting to talk to an operator. If you do not want to limit the queue size, select the Unlimited option. Otherwise, disable the Unlimited option and fill in a value in the available text box.
 - Call distribution algorithm VoipNow Professional offers you several methods of assigning calls to queue operators:
 - Ring all All free operator extensions ring at the same time and the call is transferred to the first operator that answers.
 - Least recently called The call is transferred to the operator with the longest waiting time interval from the previous call.
 - Fewest calls The call is transferred to the operator who has answered the fewest calls. This method does not take into account the actual agent workloads; it ignores the time the agents spent on each call.
 - For example, if Agent1 has had 3 calls each lasting for 10 minutes and Agent2 has had 5 calls each lasting 2 minutes, then VoipNow Professional will assign a new call to Agent1.
 - Random with member penalty The call is transferred to a randomly selected operator chosen from those with the smallest penalty level. If none is available, then the algorithm tries to select an agent from those with the next penalty level and so on.

For example, let's assume you have a queue managed by 4 agents. Agent1 and Agent3 have the smallest penalty level, while Agent2 and Agent4 have a bigger penalty level. The first time a call is received, VoipNow Professional searches for the group with the smallest penalty level and tries to randomly assign the call either to Agent1 or to Agent3.

If none is available, then the algorithm will search for the next penalty level and it will try to transfer the call to Agent2 or to Agent4.

- Random The call is transferred to a random agent, taking into consideration the agent's penalty level when computing the Random algorithm. In this way, an agent with penalty 0 will have a metric somewhere between 0 and 1,000, an agent with penalty 1 will have a metric between 0 and 2,000, an agent with penalty 2 will have a metric between 0 and 3,000 and so on. The difference between this strategy and the Random with member penalty algorithm is that the calls are not distributed based on penalty levels.
- Round robin with memory This method sequentially searches for available agents and uses the order of the agents list. Each time it tries to assign a call, it remembers the position of the agent that answered the call, answered; the next time a waiting call arrives, the search begins with the agent in position answered+1.

For example, let's assume you have a queue served by 3 agents. The first time a call is received, VoipNow Professional searches for the first available operator using the order Agent1, Agent2, Agent3. Let's suppose Agent2 is available and answers the call. When the second call arrives, VoipNow Professional starts the search with Agent3 and uses the order Agent3, Agent1, Agent2.

- Ring members in the adding order The call is transferred to the agents in the order they have logged in to the queue.
 - For example, let's assume you have a queue managed by 3 agents. Agent2 logged in first, Agent3 second and Agent1 third. When a call is received, VoipNow Professional searches for the first available operator using the log in order: Agent2, Agent3, Agent1. If Agent2 is available, the call is transferred to him. If not, it will be transferred to Agent3. If he is not available as well, the call will be redirected to Agent1.
- Wait for {x} seconds before retrying all agents again After ringing all operators according to the queue's call distribution algorithm, the application waits for {x} seconds before restarting the process. Values for this parameter range from 3 to 900 seconds. The default value is 20 seconds.
- Service level agreement This parameter, useful for queue statistics, defines the percentage of answered calls from the total received calls within the SLA specified in this text box. Values for this parameter range from 3 to 9,999. This text box is empty by default.



For example, if you set up SLA to 10 seconds and 20 calls are answered in less than 10 seconds, than SLA = 100%. If only 10 calls were answered in less than 10 seconds and the other 10 in more, than SLA = 50%.

- Record all queue conversations This option allows the recording of all the calls taken by the queue operators.
 - Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the <u>Edit an Extension</u> section.
- Call recording storage space When the call recording option is enabled, you have the possibility to limit the storage space for the recordings. If you don't want to limit the space, select the Unlimited check box.
- Local Agents Behavior
 - Ring an agent for a maximum of {x} seconds The {x} value is the maximum time interval that an operator extension will ring. The default value is 20 seconds.
 - Maintain a minimum of {x} seconds between calls The {x} value specifies the minimum operator break between calls. The default value is 120 seconds.
 - Delay for {x} seconds before connecting agent to caller After an operator answers a call, the application will wait for {x} seconds before connecting the caller to the operator. Values for this delay range from 0 to 60 seconds. The default value is 0 seconds.
 - Pickup announcement for agent The sound that VoipNow Professional plays for queue agents before connecting them to a waiting call.

A pop-up window listing all the sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



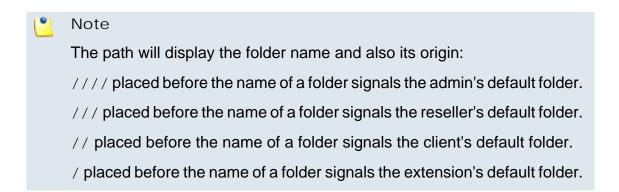
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.





This feature is useful for agents that are simultaneously logged to several queues at the same time. Distinctive sounds can be assigned for every queue.

- Report how long the user waited in the queue When this option is enabled, VoipNow Professional reports the time the user spent in queue before being connected to an agent.
- Restart timer if agent does not answer When this option is enabled, the timer Maintain a minimum of { x} seconds between calls is reset every time the agent does not answer.

Caller Behavior

• [] Play welcome sound – Use the is icon to select the sound played to the caller before connecting him to the queue. A pop-up window listing all the available sounds matching the name filled in the text box is displayed.



Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the <a>I icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



Note

The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- Announce [] position and/or [] hold time every { y} seconds –
 Choose the announcements you want to be made to the caller every { y} seconds:
 - Select the first check box if you want the callers to be informed about their position in the queue.



Note

The caller will be announced of his position in the queue using the There are sound and The elapsed queue hold time sound set in the Sound files setup section.

 Select the second check box if you want the callers to be informed about the time they have been waiting in the current queue for their call to be answered by an agent. The sound played to the user when this option is enabled is the one entered in the 'The elapsed queue hold time' sound field.



Note

Both check boxes can be selected at the same time.

- Periodic announcements every {x} seconds A periodic announcement is a message like Thank you for holding, your call is important to us. The value {x} specifies the frequency of these announcements. The default value is 30 seconds.
- Exit to extension on key pressed When this option is enabled, the caller can exit the queue by pressing the O key on his phone pad. The

call will be transferred to another extension belonging to the same client account. Use the text box to specify the extension's number. Also, you can click the icon to see a list with all the extensions available for that client. A pop-up window will be displayed, allowing you to choose the extension number.

The Extensions List pop-up window displays the following details:

- T The extension's type:
 - Phone terminal
 - 5 Queue
 - Interactive Voice Response (IVR)
 - Voicemail center
 - Onference
 - Sallback
 - Calling card
 - Intercom/Paging
- S The extension's status:
 - Image: Ima
 - Bisabled
- Extension The extension's name.

Click the link to select the extension.

Extension number - The extension's short number.

If the extensions list is too long, you can use the available controls to search for a specific one.

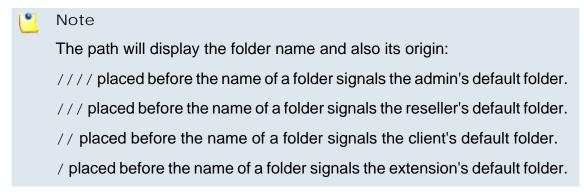
- Sound Files Setup
 - Music on hold folder This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Use the icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window listing all the available folders is displayed. Click on a folder name to view its content.



Select a music on hold file

The following information is provided:

- Listen Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.
- Sounds inside folder {path} The sound files available in the selected folder.



• 'There are' sound – The sound played to announce the position in the queue.



Note

This is disabled if the Announce Position every {y} seconds is also disabled.

- 'The elapsed queue hold time' sound This is the sound played to the caller waiting in the queue for his/her call to be answered by an agent. It represents the amount of time for which the caller has been waiting in the current queue (the amount of time is not cumulative for callers that have been transferred from one queue to another).
- 'You are now first in line' sound The sound played to the caller that is in the second position in the queue.

- 'Thank you for your patience' sound The sound played to the caller that is first in the queue.
- 'Calls waiting' sound The sound played to describe how many calls are waiting in the queue.
- 'Hold time' sound This sound is played to the agent answering a call from a user waiting in the queue. This sound represents the amount of time for which the user has been waiting in the current queue.
- 'All reps busy/wait for next' sound The sound played to announce the caller that, for the moment, all the agents are busy and that he has to wait a certain period until his call will be answered.
- 'Seconds' sound The sound file that corresponds to the word 'seconds'.
- 'Minutes' sound The sound file that corresponds to the word 'minutes'.

Use the sicon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

Listen - Use the available controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



Note

The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- Queue Behavior



Note

The options available in this section can be customized only if there is at least one other Phone terminal extension defined for the same client account.

- [] If a caller has been waiting in queue for {x} seconds, transfer call to extension {extension} This feature allows the caller to be transferred to another extension after waiting in the queue for a certain number of seconds. Select the check box to fill in the two text boxes:
 - {x} The maximum waiting interval. If exceeded, the call will be automatically transferred to the specified extension. The default value is 600 seconds.
 - { extension} The extension belonging to the same client account the call will be transferred to.
- Allow calls to enter queue when {agents_status} When an incoming call is received, VoipNow Professional will allow it to enter the queue depending on the agents' availability set here:
 - There are agents on queue, even logged out The calls will be allowed to enter the queue if there is at least on agent defined for it, no matter if it is logged in or not. Basically, the calls will be accepted regardless the agent(s) status. This is the most unrestrictive option available.
 - At least one agent is logged in and unpaused VoipNow Professional will allow the calls to enter the queue only if at least one

of the agents assigned to this queue is logged in and active (not on pause). This is the default option.

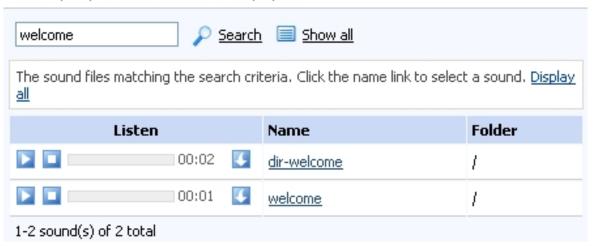
- At least one agent is logged in, maybe paused Unlike the previous option, this one allows VoipNow Professional to accept the calls when at least one of the agents assigned to this queue is logged in, regardless if it is on pause or not.
- [] When calls are not allowed to enter queue, transfer them to extension {extension} (otherwise call is hanged up) - If the condition for allowing the calls to enter the queue cannot be matched, instead of hanging up, you can choose to transfer them to another extension. Select this check box to define the extension number.

For example, if you decided to Allow calls to enter queue when 'There are agents on queue, even logged out', but there are no agents assigned to this queue, you can enable this option and allow the calls to be transferred to another extension on the same client account. In this way, the incoming calls will not be dropped.

- Drop existing calls from queue when {situation} VoipNow Professional allows you to choose the when the calls already in the queue to be dropped:
 - Never The existing calls will not be dropped, no matter the agents' status. This will allow the caller to remain in the queue after all the agents log out or enter into pause. This is the default value.
 - All agents enter into pause or log out The existing calls will be dropped from the queue when all the assigned agents will log out or will enter into pause.
 - All agents log out The existing calls will be dropped from the queue only when all the assigned agents will log out and there will be nobody left to pick them up.
- [] When calls are dropped from queue, transfer them to extension {extension} (otherwise call is hanged up) - You can choose to transfer the calls dropped from the queue to another extension instead of terminating them. Select this check box to define the extension number where the dropped calls will be transferred to.
- Play sound { sound} on disconnect due to queue full Select this check box if you want to specify the sound that will be played to the caller on disconnection due to queue full. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



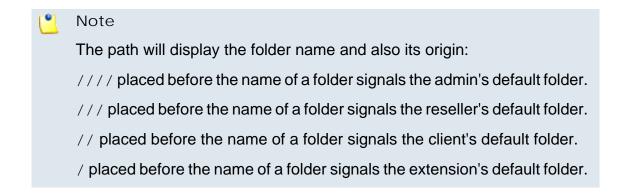
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.





Note

You can use the text boxes to specify the numbers of the extensions the calls will be transferred to or you can click the \checkmark icon to see a list with all the

extensions available for the current client. A pop-up window will be displayed, allowing you to choose the extension number.

The **Extensions List** pop-up window displays the following details:

- T The extension's type:
 - Phone terminal
 - SQueue
 - Interactive Voice Response (IVR)
- S The extension's status:
 - Enabled
 - Bisabled
- Extension The extension's name.

Click the link to select the extension.

Extension number - The extension's short number.

If the extensions list is too long, you can use the available controls to search for a specific one.

- Callerl D Management
 - CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name.

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with

three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool



In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



Note

The public phone numbers can be defined for a certain channel by the system administrator.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the Sassign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the * Remove selected link. You will be asked to confirm the action.



Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

- 1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
- 2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
 - For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.
- 3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone

numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.

- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.
- Preserve original CallerID on transferred calls Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.
- Send SIP P-Asserted-Identity header When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.

Interactive Voice Response (IVR) Setup

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an IVR extension, the customers can access and control the VoipNow Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using prerecorded or dynamically generated audio, directing them on how to proceed with their requests.

VoipNow Professional displays the following options:

- IVR Management
 - Name Use this text box to provide a descriptive name for your IVR extension.
 - Clone IVR settings from In case you want to replicate all the settings of an existing IVR, use this drop-down list to select the IVR you want to copy.



Note

Please check the **IVR Report** for structural errors after cloning another IVR.

If you clone an IVR extension that belongs to another reseller, some problems may arise: in case of an option transferring the call to an extension number, the system will not copy that extension number. Similar, in the case of options implying transfers to extensions in certain time intervals, the time intervals will not be copied.

For more information about the report, see the <u>View the IVR Structural</u> <u>Report</u> section.

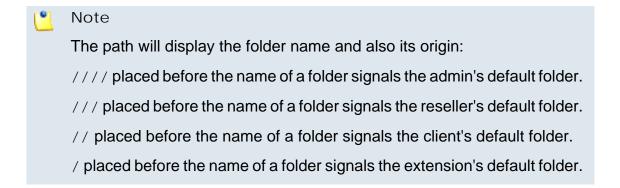
Default music on hold folder – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.



Select a music on hold file

The following information is provided:

- Listen Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.
- Sounds inside folder { path} The sound files available in the chosen folder.



- Timeout Use this text box to limit the time interval that an IVR caller can remain inactive when the IVR waits for his input. The accepted values range from 2 to 60 seconds. The default value is 8 seconds.
- IVR session lifetime Use this text box to limit the total time interval that an IVR caller can spend in the IVR menu. The accepted values range from 10 to 86,400 seconds. The default value is 1,800 seconds.
- If lifetime expires Choose the action that will occur when the IVR's lifetime will expire. The available options are:
 - Hangup The call will be terminated.
 - Transfer to extension The call will be transferred to another extension when the IVR's lifetime will expire. Clicking the
 icon will open a pop-up window that displays a list of all the available extensions belonging to the same client. Use the controls to select the one you want the call to be transferred to. The following information is available:
 - T This extension's type:
 - Phone terminal
 - SQueue



Note that you can transfer the calls to extensions belonging to one of these two types only!

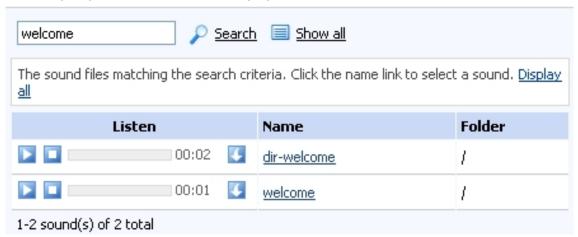
- S The extension's status:
 - Inabled
 - Disabled
- Extension The extension's descriptive name.

Click the link to select an extension.

- Extension number The extension's short number.
- Play sound Choose the sound that will be played to the caller when the IVR's lifetime will expire. Use the icon to view available sound files or write the address of the file in the text box. A pop-up window listing all the available sounds matching the specified name is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



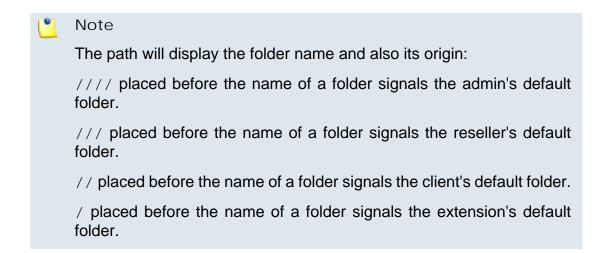
Selecting a sound file

The following information is provided:

• Listen - Use the available • controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



 Description – Use this text area to associate some notes about the purpose and content of the IVR.

CallerI D Management

- CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name.

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool



Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



The public phone numbers can be defined for a certain channel by the system administrator.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the Sassign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the * Remove selected link. You will be asked to confirm the action.

A

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

- 1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
- 2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
 - For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.
- 3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.
- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.
- Preserve original CallerID on transferred calls Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

 Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.



Caution

This page helps you create an IVR extension, but does not define its functionality. For more information about how to design the behavior of an IVR, see the IVR Features section.

Voicemail Center Setup

This extension type is similar to the Phone terminal extension's voicemail function. However, the Voicemail center allows users to verify their messages from a telephone located outside the system (e.g.: a public phone).

One option can be customized:

Play sound {folder} { sound} before connecting to voicemail center

 When the check box is selected, use the is icon to choose the sound that will be played to the caller before he is connected to the extension. A popup window listing all the available sounds matching the name specified in the text box is displayed.



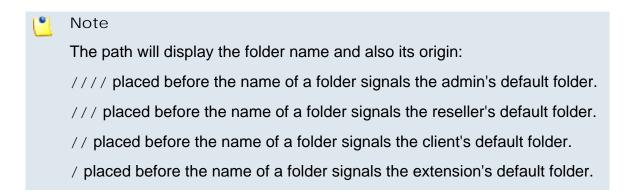
Selecting a sound file

The following information is provided:

Listen - Use the available controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



Conference Center Setup

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g. calling from a phone connected to the PSTN).

VoipNow Professional displays the following options:

- Conference Settings
 - Play sound {folder} {sound} before connecting to conference center – When the check box is selected, use the icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.



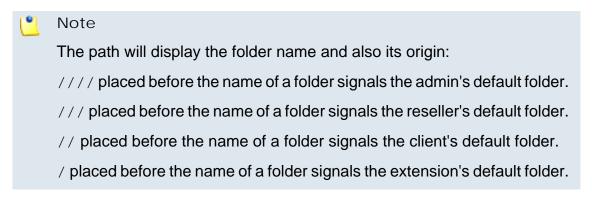
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



- Conference room size Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Record conference conversations Three options are available:

- Always When this option is enabled, VoipNow Professional will always record all the conversations in this conference.
- User's choice When this option is enabled, the user has to decide which conversations will be recorded by VoipNow Professional.

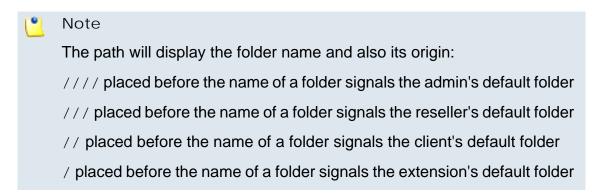


The user will be able to dial *0 from his terminal's key pad during a conference to enable the call recording ONLY if this option is selected.

 Never - When this option is enabled, VoipNow Professional will never record any conversation in this conference.

Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the Edit an Extension section.

- Call recording storage space Use the available text box to limit the storage space allowed for recorded calls. If you do not want to limit the disk space, make sure the Unlimited check box is selected.
- Enable music on hold When this option is deselected, VoipNow Professional plays the files located in the Default music on hold folder if there is only one user present in the conference.
- Music on hold folder This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Use the icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window that displays a list of all the available folders opens. Click on a folder name to view its content. The following information is available:
 - Listen Use the available
 u controls to listen to the sound.
 - Sounds inside folder { path} The sounds contained by the folder.



Default Settings For Scheduled Conferences

- Close the conference when all conference moderators exit When this option is enabled, VoipNow Professional terminates all calls when all the conference moderators log out.
- Announce user count on joining conference When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.
- Announce users joining/leaving When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.

CallerI D Management

- CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name.

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool



Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



Note

The public phone numbers can be defined for a certain channel by the system administrator.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the Sassign CallerIDs link

To disassociate a CallerID, follow he next steps:

1. Select the corresponding check box(es).

2. Click the * Remove selected link. You will be asked to confirm the action.

Δ

Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

- 1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
- 2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
 - For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.
- 3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.
- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

- Preserve original CallerID on transferred calls Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.
- Send SIP P-Asserted-Identity header When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.

Callback Setup

This extension type allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoipNow Professional server.

VoipNow Professional displays the following options:

- Callback Number Behavior
 - Trigger call return after {x} seconds of ringing Use the text box to specify the number of seconds a caller should wait until the server transfers his connection.
 - Return calls Use this drop-down list to select the action. You have the following options:
 - coming from the authorized callerIDs VoipNow Professional returns the call only if it is made from an authorized number.
 - to the caller callerID VoipNow Professional returns the calls made from any number.
 - to a fixed number VoipNow Professional returns the call to a predefined phone number.



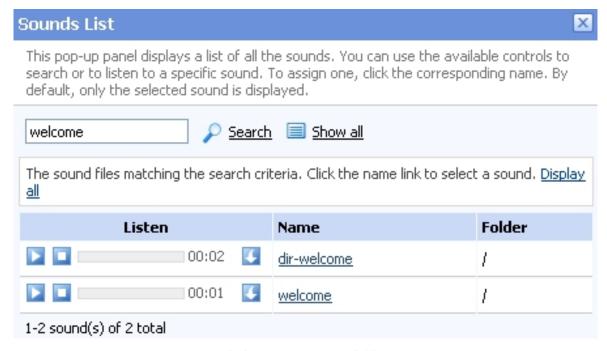
Note

In case the coming from the authorized callerIDs option is selected and a user whose callerID is not included in the authorized ID's list tries to route his call through the server, the server will not call back.

In case the to the caller callerID option is selected, and a user whose callerID is hidden tries to route his call through the server, the server will not call back.

Number where calls should be returned - You can use this field only
if you previously selected the option to a fixed number in the return
calls field. Use this text box to enter a predefined phone number where
the server will return all calls.

• Play before disconnecting the call during conversation <a> - You can choose a sound to be played to the user that made the call, upon automatically interrupting the conversation (e.g.: a sound announcing that credit value is 0). Use the <a> icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



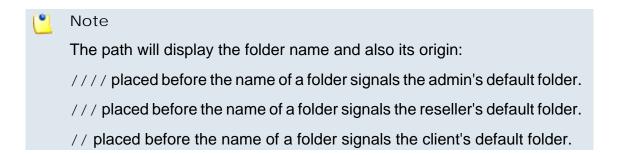
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



/ placed before the name of a folder signals the extension's default folder.

 Service client must dial remote party number in - Use this text box to specify the time interval (in seconds), the user has at its disposal for dial the remote party number. After this time interval, VoipNow Professional will consider the inserted number as being complete.

Service Security

- Request the following password on callback Use this text box to enter the password the system should require to the user wishing to route their calls through the server.
- Request password associated with authorized callerID Select this check box if you want the system to require users their individual passwords, to verify whether they are included in the authorized callerID's list.
- User can interrogate the account credit Select this check box if you want to give the users the possibility to find out their credit value, before starting the conversation. After the user is authenticated with one of the authorized callerIDs he can choose to either interrogate his credit or make a phone call.

CallerI D Management

- CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name .

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with

three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool



In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



Note

The public phone numbers can be defined for a certain channel by the system administrator.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the Sassign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the * Remove selected link. You will be asked to confirm the action.



Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

- 1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
- 2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
 - For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.
- 3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
 - For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone

numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.

- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send SIP P-Asserted-Identity header When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.

Calling Card Setup

This extension type allows setting up a calling card service on the VoipNow Professional server.

VoipNow Professional displays the following options:

Service Behaviour

- Do not allow the user to call if credit below {x} {currency} Use this text box to define the minimum credit a user should have when placing a call through the calling card extension.
- Play when the call can not be initialized due to lack of credit Use this control to select the sound that should be played to the user running out of credit, upon automatically interrupting the conversation.
- Play before disconnecting the call during conversation Use this control to select the sound that should be played to the user that made the call, upon automatically interrupting the conversation.
- User can interrogate the account credit Select this check box if you
 want to give the users the possibility to find out their credit value, before
 starting the conversation. After the user is authenticated with one of the
 card codes he can choose to either interrogate his credit or make a phone
 call.
- Service client must dial remote party number in Use this text box to specify the time interval (in seconds) the user has at its disposal for dial the remote party number. After this time interval, VoipNow Professional will consider the inserted number as being complete.

Callerl D Management

- CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name.

- CallerI D number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public s. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.



Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.



Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:



The Callerl Ds pool

.

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.



Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.



Note

The public phone numbers can be defined for a certain channel by the system administrator.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.



Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension



Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the 🚨 Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the * Remove selected link. You will be asked to confirm the action.



Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.

- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.



Note

When this option is enabled, the association between the Phone terminal user's CallerID and an existing card code defined for the same CallerID is made. For more details, see the Add a Card Code section.

 Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations. Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.

Intercom/Paging Setup

This extension type allows the user to call several or all available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

VoipNow Professional displays the following options:



Note

In order to add/remove numbers or groups to/from the lists, you have to click the button. The **Choose extensions/groups** window will pop up, allowing you to select the extensions/groups that you want to add/remove.

- Basic Settings
 - Type You are able to choose between:
 - 2 way intercom The called extensions are able to talk back to the caller.
 - 1 way paging The called extensions cannot talk back to the caller.
 - Alert-Info header
 - Call-Info header



Note

In order for intercom/paging to work, the **Alert-Info** and the **Call-Info** headers must be sent from the VoipNow Professional to the client's phone terminal. If the phone terminal supports intercom/paging and if it is able to read those headers, then it will automatically answer and you will not be required to fill in anything in these two fields.

On the other hand, newer firmware versions for certain devices like Linksys, Polycom, Aastra, Grandstream or Snom (not necessarily for all of them) might require an other value for the **Alert-Info** and the **Call-Info** headers, different from the default ones. In this conditions, you are required to check with the phone manufacturer the values that must be filled in to enable automatic answering.



Caution

WARNING: This does not work when multiple phones of different types are dialed in Intercom.

- Timeout The maximum duration of the intercom/paging session. After this period of time, the call is disconnected.
- On connection, play sound VoipNow Professional plays this sound each time the user is connected to the called extensions. Use the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- Caller permission for all extensions If this option is enabled, all the available extensions are allowed to call the Intercom/paging extension.
 If this option is disabled, you will be able to manually assign individual permissions from the Caller permission area.
- Allow intercom calls to all extensions at once When this option is enabled, the intercom calls are allowed to call all the available extensions in the same time.
- Caller Permission Use this section to specify the extensions that are allowed to call the Intercom/paging extension.
 - Individual extensions Specify the extensions that are allowed to call the Intercom/paging extension.
 - Groups Specify the extension groups that are allowed to call the Intercom/paging extension.
- Allow Intercom Calls to Use this section to specify the extensions that can be called by the Intercom/paging extension.
 - Individual extensions Specify the extensions that can be called by the Intercom/paging extension
 - Groups Specify the extension groups that can be called by the Intercom/paging extension.

Queue Login Center Setup

Starting VoipNow Professional 2.5.0, the remote agents can log in to a queue by using the newly created Queue login center extension. To do so, a remote agent has to call the Queue login center extension, dial his <u>Agentl D</u> followed by the # key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

A local extension can call the Queue login center to authenticate a remote agent by dialing his <u>AgentID</u> and the PIN of the queue the remote agent will be connected to.



A remote user must be defined from interface as a remote agent in order to be able to login to a queue!

There is only one configurable option:

- Queue Login Center
 - [] Play sound {file_name} before connecting to the queue login center Select this check box if you want a sound to be played to the callers trying to connect to the queue login center. Click the icon to view the available sound files or manually fill in the file's location. A popup window listing all the sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

- Listen Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.
 - If you want download the sound on your hard drive, click the sicon and confirm your choice.
- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



The path will display the folder name and also its origin: /// placed before the name of a folder signals the admin's default folder. /// placed before the name of a folder signals the reseller's default folder. // placed before the name of a folder signals the client's default folder. / placed before the name of a folder signals the extension's default folder.

Select Client

When you want to add a new extension directly from the Extensions Management page, you have to select a client account to which this extension will be added to.

VoipNow Professional displays a table with all the extensions available in the system, providing the following information about each one of them:

- S The client account's status:
 - Inabled
 - All local calls are permitted
 - Only incoming call are permitted
 - In the second of the second of
 - Disabled

Click this icon to change the client account's status using the Global and Phone Account Status pop-up window:

- Global Account Status Settings From this area you can choose to enable or disable a client. There are two options:
 - User is fully enabled The user can access all the client's defined system functions, having in mind that the phone access permissions may apply.



Caution

If you disable an active client account, all its extensions will be disabled as well!

 User is disabled - The user cannot access any of the client's system function and cannot use the phone service.

- Phone Account Status Settings From this area you can manage the phone permissions for an enabled client. The following options are available:
 - User can dial out and receive calls The user has no phone restrictions.
 - User can be called and can call internally Only local outgoing calls are permitted. Incoming calls are not restricted.
 - User can be called only No outgoing calls are allowed, but all incoming calls are permitted.
 - User cannot use phone service The user can neither make, nor receive calls.



If you select any of these options, the restrictions will apply to all the child accounts of the current account.

If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the Customer can be called and can call internally restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the Customer can be called only restriction.

- A The client's permission to log in and use the VoipNow Professional interface:
 - Allowed
 - Not allowed

Click this icon to enable/disable the control panel access.



A Caution

If the client does not have control panel access, neither will his child accounts.

Clients – The client's name. Click the link to select this client.



Note

If the maximum number of extensions had been reached and you cannot add another one to that particular client, the ! icon is displayed. Also, the client's name is not underlined anymore.

- Company The client's company name.
- Reseller The name of the reseller the client belongs to.
- Created The date when the client account was added to the system.
- R Click the bicon to view a statistical report about the client's calls, costs, extensions or the disk space usage.

Edit an Extension

When required, you can modify an extension's parameters and update them accordingly. VoipNow Professional allows you to edit the following components:

- The extension's <u>General Information</u>.
- The Permissions and Limits
- Each extension type has its own specific <u>Settings</u> that can be modified as well.

Edit General Information



Note

The general details are common to all the available extension types.

The extension account's contact and charging information can be modified using the controls available in the Edit Information for Extension {extension_name} page. The parameters are grouped into the following fieldsets:

Extension Owner

Use this section to change the account owner's contact information or the login and password.

Charging And Outgoing Call Filtering

Use this section if you want to choose another charging plan for the current account.

Resend extension contact details

Select this check box if you want to resend the contact details to the email address specified for the extension account. The contact details will also be resent to the reseller and the client that own the current account, as well as

to the system administrator, if the appropriate parameters have been set in the <u>unified Communications</u> » Email templates page.



Note

The password will be sent only if it has been modified.



Note

For more information on how to modify these fields, see the <u>Add a New Extension</u> section.

Click Ok to save the changes. Click Cancel to return to the previous page without modifying anything.

Edit Extension Features

In the VoipNow Professional system, each type of extension has its own set of features and functionalities. To view and edit these options, you have to click the appropriate icon, available in the extension's management page:

- <a>Phone terminal setup
- 🎄 Queue setup
- IVR setup
- <a>
 Voicemail center setup

- & Conference center
- <u>B</u> Callback setup
- Calling card setup
- Intercom/paging setup
- 🕸 Queue login center setup

Edit Extension's Roles and Phone Numbers

The extension's roles, phone numbers, MyVoipNow preferences or sharing policies that you can modify according to your requirements are grouped into the following fieldsets:

- Permissions
- Limits

MyVoipNow



Note

This feature is available for Phone terminal extensions only.

- Incoming Phone Number Selection
- Sharing Policies

Click Ok to save the changes to the extension account's permissions and limits. Click Cancel to return to the previous page without making any modifications.

Removal Confirmation

To finalize the removal, you have to review the list, select the Confirm removal check box and click Ok. If you do not want to delete these records, click Cancel to return to the previous page.

Manage the Extension's OpenID Identities



A Caution

The **OpenID** identities icon that allows you to access this page is available only if OpenID is enabled infrastructure wide from the Unified Communications >> Global accounts >> OpenID Settings page.

The OpenID I dentities for Extension { extension_name} page allows you to define new OpenID identities that your extension owner will be able to use to log in to his VoipNow Professional account. You can link his account to one of the existing OpenID providers only.



Note

As a system administrator, you may use these OpenIDs to connect to the extension's account as well.



Note

To log in to the extension's VoipNow Professional account using the same OpenID identity that it is linked to your account, you have to define it here as well.

For example, in case you want to log in to the extension's account using your openidexample OpenID, you will have to link it to the extension account as well. To do so, simply add openidexample as a new OpenID identity.

For more information about how to configure a new OpenID identity, check the this section.

Manage Extension's Time Intervals

Time intervals can only be seen by the users who have created them. The other system users have access only to the properties of the time intervals directly associated with their accounts. For example, if an user was created with a charging plan that uses the respective time interval, then he will be able to see the properties of that particular time interval.

The Time Intervals for Extension { extension_name} allows you to:

View the Matching Intervals set up for the current account.



Note

For more details, see the Manage Time Intervals section.

- Define a new interval by clicking the Add time intervals icon available in the Tools section.
- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

Add a New Extension's Time Interval

The Add New Time Intervals for Extension { extension_name} page allows you to fill in the information required to define a new matching interval. The customizable parameters are grouped into several sections:

- Time Interval Definition
- Matching Intervals



Note

For more detailed information, see the Add a New Time Interval section.

Edit Extension's Time Intervals

For more details on how to modify the extension's time intervals, see the <u>Edit a Time Interval</u> section.

Manage Extension's Sounds

The Sounds for Extension { extension_name} page allows you to:

View the extension's Sounds.



Note

For more details, see the Manage Sounds section.

- Add a new sound file to the system by clicking the Add sound icor available in the Tools section.
- Manage the sound Folders .
- Search for specific sounds.
- Organize sound files using sound languages and folders.
- Remove unused sound files.

Add a New Extension's Sound



Caution

A new sound can be added only if there is at least one sound language available!

The Add New Sound for Extension {extension_name} page allows you to fill in the information required to define a new sound. The customizable details are grouped into several fieldsets:

- Sound Form
- Record Over the Phone
- Upload Sound Files



Note

For more detailed information, see the Add a New Sound section.

Edit Extension's Sound Information

For more details on how to modify the extension's sounds, see the <u>Edit</u> Sound Information section.

Manage Extension's Sound Folders

The Sound Folders for Extension { extension_name} page allows you to:

View the extension's Sound Folders.



Note

For more details, see the Manage Sound Folders section.

- Add a new sound folder by clicking the Add folder icon available in the Tools section.
- Search for specific folders.
- Remove unused sound folders and their content.

Add a New Extension's Sound Folder

If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the Add New Folder for Extension { extension_name} page.



Note

For more detailed information, see the Add a New Sound Folder section.

Manage Extension's Sound Languages

A sound file can be recorded in several languages so that the extension can listen to the specified announcement in his chosen language if available in the system. If the extension's language does not exist, then the announcement will be played in the client's default sound language.

The Sound Languages for Extension { extension_name} management page allows you to:

View the extension's Sound Languages.



For more details, see the Manage Sound Languages section.

- Add a new sound language by clicking the 4 Add sound language icon available in the Tools section.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove unused sound languages from the system.

Add a New Extension's Sound Language

To define a new sound language for the current account, use the controls available in the Add New Sound Language for Extension { extension_name} page.



Note

For more detailed information, see the Add a New Language section.

Change the Extension's Language

For more details on how to change the extension's language, see <u>this</u> section.

Manage Extension's Call Rules

You can define various filters for your extensions' incoming and outgoing calls using the features integrated in VoipNow Professional. This will help you better manage the call flows, according to your needs.

Extension's Incoming Call Rules



Note

The incoming call rules can be set up only for the following extension types:

- Phone terminal
- Queue
- IVR

- Voicemail
- Conference
- Calling card

VoipNow Professional allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, VoipNow Professional can perform a set of predefined actions. For example, let's assume that from 9:00 to 17:00 the extension owner is working in another office and is waiting for an important call. All he has to do is define a rule that will transfer all the calls from his personal extension to the one in his new office.

The Edit Incoming Call Rules for Extension {extension_name} management page allows you to:

- View the Existing Incoming Call Rules
- Define new rules using the controls available in the <u>Add Incoming Call</u> <u>Rule</u> section.
- Change the existing rules' priorities.
- Edit the rule's parameters.
- Remove existing incoming call rules.

The Existing Incoming Call Rules are displayed in a table:



The incoming call rules table

The details available for each existing rule are:

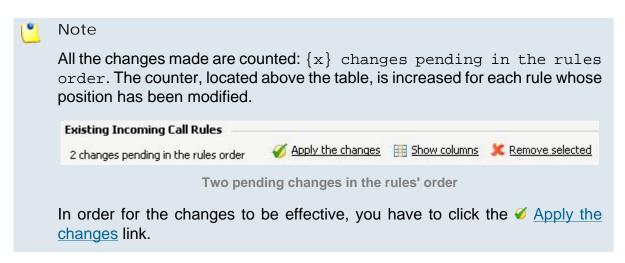
- No The rule's position inside the group that defines when a certain rule will be checked. For example, 2 means that, when an incoming call is received, the rule will be verified second, after the one from the first position.
- S This rule's status:
 - Inabled
 - isabled



Note

The status of all the newly added rules is automatically set by VoipNow Professional to enabled. To disable the rule, click the corresponding ☑ icon.

 P – Use the available ▲ up and ▼ down arrows icons to change the rule's position inside the group.



- Action The operation performed when the caller's number matches the rule:
 - Play busy VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.
 - Play congestion VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
 - Hang up VoipNow Professional hangs up the incoming call.
 - Transfer to VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.
 - Cascade VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.



Note

This rule is available for Phone terminal extensions only.

 Authenticate - VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired destination.



Note

This rule is available for Phone terminal extensions only.

Set call priority - If you want certain calls to be treated with a predefined priority by your queue extension, VoipNow Professional allows you to set the order in which the incoming calls are routed through the queue.



Note

This rule is available for Queue extensions only.



Note

You can edit the rule's parameters by clicking the action link. The rule will be displayed in the top area of the page, in the **Edit Incoming Call Rule** section.

- Number Check VoipNow Professional can apply the rule to the calls that match or do not match the phone number specified by the rule. The possible values for this field are:
 - Matches number {callerID} For the rule to be applied, the caller's phone number must match the specified CallerID.
 - Does not match number {callerID} For the rule to be applied, the caller's phone number must be different than the specified CallerID.
 - Is anonymous The rule will be applied if the incoming call does not have any CallerID information.
 - Is any The rule is applied to all the incoming calls, no matter their CallerID.
- In Time Interval The time interval when the incoming call must be received for the rule to be applied.
- Destination In case the action is Transfer to or Cascade, this column displays where the call will be redirected: either to another phone number or to the extension's Voicemail.



Note

If more then one destination was defined for a rule, then all the numbers will be displayed separated by "," (comma). For example: 0100*001,08005,09010.

- Ring For This column displays for how many seconds the extension(s) to which the calls are transferred to will be rung before hanging up. The option is specific to the Transfer to and Cascade actions.
- Extension Status This column displays if the rule requires the status of the extension receiving the incoming call to be checked or not. The option is specific to the Transfer to action.



Note

This column is displayed for the Phone terminal extensions only.

 Call Status - In case the action is Transfer to, this column displays the reason for which the incoming calls had to be transferred to the new destination(s). For example, one can choose to transfer only the calls Rejected by the targeted extension.



Note

This column is displayed for the Phone terminal extensions only.

- Final This column displays if the rule is final or not.



Caution

There is an implicit rule that accepts **ALL** the calls from **ALL** the destinations in **ANY** time interval that is not shown!

Add an Incoming Call Rule

The Add Incoming Call Rules section provides the controls required to define one or more incoming call rules.



Note

You can add up to 10 rules at the same time by using the = ± icons.

When editing an existing incoming call rule, this icons will be grayed out:

VoipNow Professional allows you to choose from the following rules:

- Play busy VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.
- Play congestion VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
- Hang up VoipNow Professional hangs up the incoming call.

• Transfer to - VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.



Note

Starting VoipNow Professional 2.5.1, the called party, if a public destination, can be allowed to transfer the calls as well.

 Cascade - VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.



Note

This rule is available for Phone terminal extensions only.

• Authenticate - VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired destination.



Note

This rule is available for Phone terminal extensions only.

• Set call priority - If you want certain calls to be treated with a predefined priority by your queue extension, VoipNow Professional allows you to set the order in which the incoming calls are routed through the queue.



Note

This rule is available for Queue extensions only.

After configuring the desired incoming call rules, click Ok to add them to the list or Cancel to return to the previous page without saving them.

Adding the 'Play busy' Rule

The Play busy rule structure is:

{ Play busy} when CallerID { callerID_action} { number} and call is in time interval { time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- {callerID_action} Use this drop-down list to choose whether the Play busy rule will be performed for the incoming calls that match or do not match the expression you will later specify or for all the incoming calls, no matter their CallerID:
 - matches The incoming call matches the number specified in the next text box.
 - does not match The incoming call does not match the number specified in the next text box.
 - is anonymous The incoming call does not have any CallerID information.



Note

If this option is selected, than the next text box is grayed out.

 Is any - The Play busy rule will be used for all the incoming calls, no matter their CallerID.



Note

If this option is selected, than the next text box is grayed out.



Note

The default value is, in this case, **is any**.

{ number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the Is anonymous option to route anonymous calls.

Pay attention to the {number} entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

- X matches any digit from 0-9
- Z matches any digit form 1-9
- N matches any digit from 2-9

- [] matches any digit or letter in the brackets
- . matches one or more characters
- * matches 0, 1 or any number of the previous expression

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time interval} Use this drop-down list to choose the time interval when the incoming calls must be checked.



Note

By default, the first value available in the list is selected, **Anytime** in this case.

• {rule_position} - Use this text box to specify the rule's order in the list.



Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 { key_value}.
- { Do not follow} This rule is considered final and no other rules will be applied after it if the call is not completed.

Adding the 'Play congestion' Rule

The Play congestion rule structure is:

{ Play congestion} when Caller ID { caller ID_action} { number} and call is in time interval { time_interval } .

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the Adding the 'Play busy' Rule section.

Adding the 'Hang up' Rule

The Hang up rule structure is:

{ Hang up} when CallerID { callerID_action} { number} and call is in time interval { time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the <u>Adding the 'Play busy'</u> Rule section.

Adding the 'Transfer to' Rule

The Transfer to rule structure is, for the Phone terminal extensions:

{Transfer to} {transfer_destination} {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

and extension status is {extension_status} and call status was {call_status}.

Before connecting the caller to destination, {action} for his name.

Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

For all the other extension types, the Transfer to rule structure is simplified to:

{Transfer to} number(s) {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

Before connecting the caller to destination { action} for his name.

Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

Where:

• { transfer_destination} - Use this drop-down list to select if you want the calls to be transferred either directly to the extension's voicemail or to another number.



Caution

The feature is available for the Phone terminal extensions only.



Note

In order to be able to transfer the calls to the extension's voicemail, the **Enable** voicemail check box must be selected from the **Phone terminal setup** page.



Note

If you have chosen to transfer the calls to the extension's voicemail, then the {destination_number} and ring these for {ring_time} seconds text will be replaced with voicemail of extension {current_extension_number} to underline that the call is directly diverted to the voicemail.

Also, the

Before connecting the caller to destination, {action} for his name.

Also, {permission} public called destinations to transfer calls. {call action} extension {current ext no}.

lines will not be displayed.



Note

By default, the first value available in the list is selected, number(s) in this case.

{ destination_number} - Use this text box to specify the number(s) of the extension(s) you want to transfer the incoming calls to.



Note

The destination numbers may belong to other local extensions, remote extensions or ring groups.

• {ring_time} - Fill in the number of seconds the extension to which the calls are transferred to will be ringed before hanging up. The default value is equal to the one previously set for the <u>Unified Communications</u> >> System preferences >> General >> Number of seconds to call option.

- {callerID_action} Use this drop-down list to choose whether the Transfer to rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
 - matches Only the incoming calls whose CallerID matches the number specified in the next text box will be transferred.
 - does not match Only the incoming calls whose CallerID does not match the number specified in the next text box will be transferred.
 - is anonymous Only the incoming calls that do not have any CallerID information will be transferred.



Note

If this option is selected, then the **{number}** text box is grayed out.

• is any - The Transfer to rule will be used for all the incoming calls, no matter their CallerID.



Note

If this option is selected, then the **{number}** text box is grayed out.



Note

The default value is, in this case, is any.

• {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

X - Matches any digit from 0-9.

- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.
- [] Matches any digit or letter in the brackets.
- . Matches one or more characters.
- * Matches 0, 1 or any number of the previous expression.

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval} Use this drop-down list to choose the time interval when the incoming calls must be checked.



Note

By default, the first value available in the list is selected, **anytime** in this case.

- { extension_status} Use this drop-down list to select the status of the extension receiving the incoming call:
 - o does not matter All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of its status.
 - registered The incoming calls will be transferred to the new destination(s) only if the current extension is registered.
 - not registered The incoming calls will be transferred to the new destination(s) only if the current extension is not registered.



Caution

The feature is available for the Phone terminal extensions only.



Note

By default, the first value available in the list is selected, does not matter in this case.

• {call_status} - Use this drop-down list to select the reason for which the incoming calls have to be transferred to the new destination(s):

- does not matter All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of their status.
- o not answered Only the calls that have not been answered will be transferred to the new destination(s).
- busy If a call is received when the callee is involved in another conversation, than this call will be transferred to the new destination.



Caution

The feature is available for the Phone terminal extensions only.



Note

By default, the first value available in the list is selected, does not matter in this case.

• {action} - Use the drop-down list to select if you want the caller's name to be requested before connecting the call or not.



Note

The default value is **don not ask**.

• { permission} - Use the available drop-down list to decide whether to allow the called public phone number(s) to further transfer the call(s) to other destinations or not.

For example, let us assume that you have decided to transfer the incoming calls to 1234. If you choose Allow, then 1234 will be able to redirect the calls transfered to it to another destination.



Note

The extension that has this option set to **Allow** within an Incoming Call Rule (ICR) rule is charged for any transfer the public destination performs.

• {call_action} - Use this drop-down list to choose whether you want the current extension to be called as well when an incoming call is received or not. If you select do not call, then only the extension the calls are transferred to will be ringed.

Caution

The feature is available for the Phone terminal extensions only.



Note

By default, the first value available in the list is selected, do not call in this case.

• {current_extension_number} - This is the current extension's number.



Caution

The feature is available for the Phone terminal extensions only.

• {rule_position} - Use this text box to specify the rule's order in the list.



Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 { key_value}.
- {future_action} Choose if you want the rule to be considered final or not:
 - Do not follow The rule is final and no other rules will be applied after it if the call is not completed.
 - Follow This rule is not final and other rules can be applied after it if the call is not completed.

Adding the 'Cascade' Rule



Caution

This rule can be added for Phone terminal extensions only.

The Cascade rule structure is:

{Cascade} when CallerID {callerID_action} {number} and call is in time interval {time_interval} and ring below numbers for {ring_time} seconds:

■ call number {destination_number} after {waiting_time} seconds

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

- {callerID_action} Use this drop-down list to choose whether the Cascade rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
 - matches The incoming call matches the number specified in the next text box.
 - does not match The incoming call does not match the number specified in the next text box.
 - is anonymous The incoming call does not have any CallerID information.



Note

If this option is selected, then the {number} text box is grayed out.

• is any - The Cascade rule will be used for all the incoming calls, no matter their CallerID.



Note

If this option is selected, then the **{number}** text box is grayed out.



Note

The default value is, in this case, **is any**.

• { number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

- X matches any digit from 0-9
- Z matches any digit form 1-9
- N matches any digit from 2-9
- [] matches any digit or letter in the brackets
- . matches one or more characters
- * matches 0, 1 or any number of the previous expression

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval} Use this drop-down list to choose the time interval when the incoming calls must be checked.



Note

By default, the first value available in the list is selected, **Anytime** in this case.

- {ring_time} Use this text box to specify for how many seconds the destination cascade extension(s) will be ringed when an incoming call is received.
- { destination_number} Use the available text box to fill in the numbers to be called in cascade.



Note

It is possible to add up to 10 cascade rules/numbers to a single rule using the \blacksquare ticons.



Note

The destination numbers may belong to other local extensions, remote extensions or ring groups.

- {waiting_time} Use this text box to specify after how many seconds since the previous destination was called VoipNow Professional will attempt to call the next one.
- {rule_position} Use this text box to specify the rule's order in the list.



Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.
- {Follow/Do not follow} Choose if you want the rule to be considered final or not:
 - Follow This rule is not final and other rules can be applied after it if the call is not completed.
 - Do not follow The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Authenticate' Rule



Caution

This rule can be added for Phone terminal extensions only.

The Authenticate rule structure is:

{Authenticate} when CallerID {callerID_action} {number} and call is in time interval { time_interval} require password { password} and play sound { sound}

Add in position {rule_position}. Can be managed from the extension with keypad code { key_value} . { Follow/Do not follow} other rules when call is not completed.

Where:

- {callerID_action} Use this drop-down list to choose whether the Authenticate rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
 - Matches The incoming call matches the number specified in the next text box.
 - does not match The incoming call does not match the number specified in the next text box.
 - is anonymous The incoming call does not have any CallerID information.



Note

If this option is selected, than the next text box is grayed out.

• is any - The Authenticate rule will be used for all the incoming calls, no matter their CallerID.



Note

If this option is selected, than the next text box is grayed out.



Note

The default value is, in this case, **is any**.

{ number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is** anonymous option to route anonymous calls.

Pay attention to the {number} entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

- N matches any digit from 2-9
- [] matches any digit or letter in the brackets
- . matches one or more characters
- * matches 0, 1 or any number of the previous expression

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval} Use this drop-down list to choose the time interval when the incoming calls must be checked.



Note

By default, the first value available in the list is selected, **Anytime** in this case.

- { password} Use this text box to specify the password that the caller will have to provide in order for his call to be routed to the desired destination.
- {sound} Use the sound to be played to the caller when the password is requested. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.



Selecting a sound file

The following information is provided:

• Listen - Use the available • controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the icon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



Note

The path will display the folder name and also its origin:

- /// placed before the name of a folder signals the admin's default folder.
- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- {rule_position} Use this text box to specify the rule's order in the list.



Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.
- {Follow/Do not follow} Choose if you want the rule to be considered final or not:
 - Follow This rule is not final and other rules can be applied after it if the call is not completed.
 - Do not follow The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Set call priority' Rule



Caution

This rule can be added for Queue extensions only.

The Set call priority rule structure is:

{ Set call priority} when CallerID { callerID_action} { number} and call is in time interval { time_interval} to { call_priority}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- {callerID_action} Use this drop-down list to choose whether the Set call priority rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
 - matches The incoming call matches the number specified in the next text box.
 - does not match The incoming call does not match the number specified in the next text box.
 - is anonymous The incoming call does not have any CallerID information.



Note

If this option is selected, than the next text box is grayed out.

• is any - The Set caller priority rule will be used for all the incoming calls, no matter their CallerID.



Note

If this option is selected, than the next text box is grayed out.



Note

By default, the first value available in the list is selected, **Matches** in this case.

• { number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

- X matches any digit from 0-9
- Z matches any digit form 1-9
- N matches any digit from 2-9
- [] matches any digit or letter in the brackets
- . matches one or more characters
- * matches 0, 1 or any number of the previous expression

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval} Use this drop-down list to choose the time interval when the incoming calls must be checked.



Note

By default, the first value available in the list is selected, **Anytime** in this case.

• {call_priority} - Fill in the importance you want to associate to the specified number(s). The Set call priority rule gives the ability to queue a call not at the end of the queue, but anywhere in the queue, according to the call's priority set here.



Note

Higher values mean higher priority.

• {rule_position} - Use this text box to specify the rule's order in the list.

Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 { key_value}.
- { Do not follow} This rule is considered final and no other rules will be applied after it if the call is not completed.

Extension's Outgoing Call Rules



Note

The outgoing call rules can be set up only for the following extension types:

- Phone terminal
- Oueue
- IVR
- Conference
- Callback
- Calling card

VoipNow Professional allows extensions to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that dialed the number.

The Edit Outgoing Call Rules for Extension {extension_name} management page allows you to:

- View the Existing Outgoing Call Rules
- Define new rules using the controls available in the <u>Add Outgoing Call</u> Rule section.
- Change the existing rules' priorities.
- Edit the rule's parameters.
- Remove existing outgoing call rules.

The Existing Outgoing Call Rules are displayed in a table:



The outgoing call rules table

The details available for each existing rule are:

- S This rule's status:
 - Inabled
 - Disabled



Note

The status of all the newly added rules is automatically set by VoipNow Professional to enabled. To disable the rule, click the corresponding ☑ icon.

- Action The measure taken by the application against a certain phone number, Block in our case.
- Number The phone number that will be blocked.
- In time interval The time frame when the rule is applied.

Add an Outgoing Call Rule

The Edit Outgoing Call Rules page provides the controls required to define one or more routing rules for outgoing calls.



Note

You can add up to 5 rules at the same time by using the - ticons.

The default rule structure is:

{action} number {number} if in time interval {time_interval} Where:

- The first drop-down list displays the available actions. If you choose Block, VoipNow Professional prevents the outgoing calls to reach the specified {number}.
- Use the { number} text box to specify the telephone number you want to prevent the extension from calling.

Δ

Caution

Pay attention to the **number** entry. The number supports the Asterisk number matching system. You can enter an expression that matches multiple numbers. Remember that:

- X matches any digit from 0-9
- Z matches any digit form 1-9
- N matches any digit from 2-9
- [] matches any digit or letter in the brackets
- . matches one or more characters
- * matches 0, 1 or any number of the previous expression

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval} Use this drop-down list to choose the time interval when the outgoing calls must be checked.



Note

By default, the first value available in the list is selected, **Anytime** in this case.



Caution

The Block rule is final. This means that when the rule is matched, other rules are no longer checked.

Manage Extension's Recorded Calls

VoipNow Professional offers the Phone terminal, Conference and Queue extension users to record their incoming and outgoing calls.

The Recorded Messages of Extension {extension_name} management page allows you to:

View all the extension's recorded Messages.

The list displays all the incoming and outgoing calls recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that extension 001 is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my recordings with Group 1 policy enabled, then its recorded calls files will be visible to extension 001 as well.



Note

For more information about the *Sharing Policies*, see this section.

- Search for specific recordings.
- Listen and download recorded conversations on your computer.
- Remove unnecessary recordings.
- Activate/deactivate the call recording feature:
 - B Activate recording
 - B Deactivate recording



Note

The call recording status can be changed for the Phone terminal extensions only.

VoipNow Professional displays the following details about the recorded calls:

- T This recorded call's type:
 - For Phone terminal extensions:
 - § Incoming
 - Outgoing
 - 10 Unknown
 - For Conference extensions:
 - Section Conference Call
 - For Oueue extensions:
 - ② Queue call
- Listen Use the available controls to listen to the call. Its total length is displayed as well, using the hours : minutes : seconds format.

If you want download the file on your hard drive, click the icon and confirm your choice.

• From – The number of the extension recording the call. It is always the number of the current extension.

Additionally, if the extension recording the call is different from the initial caller, then VoipNow Professional displays, between parenthesis, the caller's CallerID.



Note

For Queue extensions, VoipNow Professional displays, between parenthesis, the caller's CallerID name and CallerID number, exactly how they are displayed on the agent's screen. For example, the **From** column can display:

0087*014 (0100*001 via Call Center <0100*001>)

where:

- 0087*014 is the number of the current Queue extension recording the call.
- 0100*001 is the number of the extension calling the Queue extension.
- Call Center is the name of the current Queue extension, the one called by the user.
- <0100*001> is the caller's CallerID number.
- Taken as a whole, 0100*001 via Call Center represents the CallerID name displayed on the agent's screen when receiving the call.

Have in mind that the via syntax is displayed for all the calls that were internally transferred or that were routed by a certain extension (e.g.: IVR, Conference).



Caution

This column is displayed for Phone terminal and Queue extensions only!

• To - The number or the CallerID of the other party involved in the call. It can be both the caller or the callee.

This column can also display:

- Anonymous If the other party decided to hide its identity.
- Unknown If the identity of the other party involved in the call could not be established.



Note

For Queue extensions, this column displays the number of the agent that answered the recorded the call.



Note

A Queue extension records a conversation starting with the moment the call is answered by an agent and not from the beginning, when the user places the call.



Note

This column is displayed for Phone terminal and Queue extensions only.

• Conference - The number of the Conference extension recording the call. It is always the number of the current extension.



Note

This column is displayed for Conference extensions only.

 Conference ID - This column displays the identification number of the conference that was recorded. This is useful when there are more than one scheduled conferences, helping you visualize which one of them was recorded. For example, if there are three scheduled conferences and the first one is recorded, then this column will display 1.



Note

This column is displayed for Conference extensions only.

- Folder The folder where the recorded calls are stored. Both the calls initiated and received by that extension are saved in the same folder.
- Size The recorded file's size, in KB.
- Created The date and time the recorded conversation started.

Searching the Recorded Calls List

When you are searching for specific recorded call files, you can use one or more of the available filters:

Show folder { folder} Search { text}, where:

• {folder} - Use the drop down list to select the folder in which you want to search for certain recorded calls. Basically, the folder name is the number of the extension that recorded the calls. If you do not to limit the search, select Alls.

The list will be automatically updated according to your choice.

• {text} - Use the available text box to specify the number or the CallerID of the extension you are looking for. The search results include both the incoming and the outgoing recorded calls.

Manage the Call Screening Preferences

VoipNow Professional offers you all the tools required to define groups of phone numbers that the extension user will not be able to call. In this way, you can control and filter the destinations accessible to the current extension. These tools are grouped into the following categories:

- Screening
- <u>Database Categories</u>



Note

This feature is fully operational for Phone terminal extensions only. The other extensions' calls cannot be screened.

Screening



Caution

In order to filter the extension's calls, at least one database category must be defined.

The Call Screening for Extension { extension_number} page allows you to set up the screening behaviour in order to filter the extension's calls. The phone numbers the extension will not be able to call are the ones included in the previously defined database categories.

To customize the screening behaviour, use the following options:

- Call Screening
 - Screening behavior Use the available radio buttons to define the screening feature's behavior. The following options are available:

- Do not use filtering All the outgoing calls are allowed, no filtering is applied.
- Filter calls to selected numbers This option allows you to specify the phone numbers the extension will not be able to call. When enabled, the following supplementary options are available:
 - Screen all calls to numbers in The extension will not be able to call the phone numbers from the database categories that are assigned to be screened.
 - But allow calls to This section contains the database categories that can be called, OVERRIDING the screening rules previously set for the Screen all calls to numbers in option.
- Permit only calls to selected numbers When this option is selected, the extension will be able to call only the numbers from the Available categories list.

To assign a database category, choose it from the Available categories list and click its name. The application will automatically transfer it to the Assigned categories list.



Note

To assign a category, click its name from the Available categories list and it will be automatically transfered into the Assigned categories list.

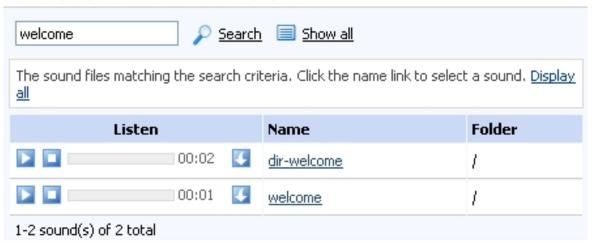
The Assigned categories list contains all the database categories that are currently screened. To remove a category from this list, click its name and it will automatically moved back into the Available categories list.

Behavior Settings

• Play sound when access is restricted - Use the available text box or the sound to specify the sound that will be played to the caller when the access is restricted. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



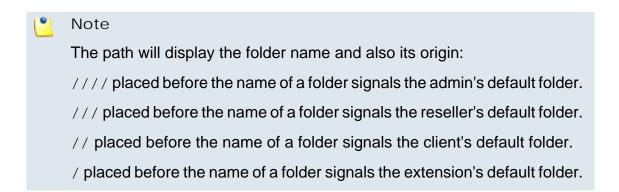
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



Database Categories

The database categories are phone number collections used for screening the outgoing calls of a Phone terminal extension.

The Call Screening Database for Extension {extension_number} management page allows you to:

- View all the Phone Numbers currently defined for screening.
- Manage the existing Database categories used for screening and set up new ones.

For more details about how to define a category, check the <u>this</u> section. Note that the category defined here can be Available to the current extension only.

If there is at least one available category for the selected extension, then details about it are displayed in the Database Categories table. More information can be found here.

Define new numbers by clicking the Add phone number icon available in the Tools section.



Note

If there is no database category set up for this extension, then you are not able to add any numbers. The icon is disabled:

- Search for specific numbers.
- Remove unnecessary phone numbers.

Manage Your CallAPI Events



Caution

This feature is available for the Phone terminal, Queue, IVR and Conference extension types only!



Caution

The tab is displayed only if the extension and his parent accounts have the **CallAPI** management option enabled.

VoipNow Professional can notify third party applications using REST calls when one of the three supported events occurs. To do so, you can use the controls available in the CallAPI Events tab.



Note

This feature is very useful for example if you want to use a remote application that, in case of an incoming call, can display in the VoipNow Professional interface details about the caller, like its CallerID, number dialed, if it was redirected from another extension in the system, etc.

VoipNow Professional to Third Party Application REST Calls table displays information about the three supported events and it allows you to configure them as per your request. The following details are available for each event:

- S The event's configuration status:
 - Not configured
 - Configured
- Event All three supported events:
 - <u>Dial-Out</u> The request will be sent when the extension places an outgoing call.
 - <u>Dial-In</u> The request will be sent when the extension receives an incoming call.
 - Hangup The request will be sent when the extension hangs up.

Click on the corresponding links to configure the events. A pop-up window is displayed, providing the controls required to set up the event:

- Send request on event The name of the event for which a request will be sent to the defined URL address.
- Request method Use the drop-down list to choose how the request will be sent:
 - GET This HTTP request method is used to send only the URL and the header to the server.



Note

This is the default selection.

• POST - Use this method when you want to send data to be processed (e.g.: from a HTML form) to the third party application. The data is included in the body of the request. This may result in the creation of a new resource, in updating the existing resources or in both.

- Request ID Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.
- Make request to Use this text box to specify the URL address where the request will be made. For more details, see the CallAPI guide.
- This is active When this check box is selected, the request is automatically sent each time the event for which it was defined happens.
- Note Here you can write a brief description for the request.

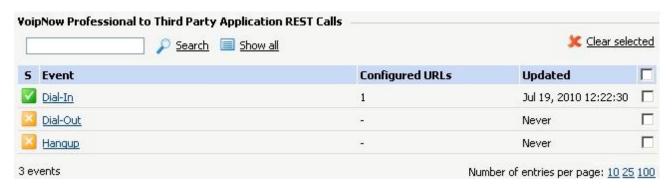
You can define more than one request for the same event using the 🗈 = icons. You can add up to 10 requests per event.

To confirm your settings, click <u>Apply</u>. A message will be displayed on top of the page, informing you about the outcome.



A configured request for the 'Dial-In' event

- Configured URLs The number of URL addresses configured for the event. If none, VoipNow Professional displays '-'.
- Updated The date and time the event was last modified. If the event is not configured, VoipNow Professional displays Never.



The CallAPI events table

Clear a CallAPI Event

You can clear all the requests defined for an event by following the next steps:

- 1. Choose the event whose requests you want to remove by selecting its corresponding check box.
- 2. Click the <a> Clear selected link. A confirmation pop-up window will be displayed.
- 3. Click Ok if you want to clear the event(s) and remove the request(s). If you do not want to proceed, click Cancel.

Manage Extension's Charging Limits



Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server. To enable/disable it, go to the <u>Unified Communications</u> >> System Preferences >> Charging page.
- The extension was created with a charging plan attached to it.

VoipNow Professional allows you to set charging limits that modify the ones enforced by the account's postpaid charging plan.



Note

If the extension operates under a prepaid charging plan, you can only offer *charging* credits.

The Charging Limits for Extension {extension_name} management page allows you to:

• View the Limits History for the current account.



Note

The information displayed here is the same as for the reseller and the client accounts.

Use the available controls to Add Limits .

• Remove charging limits .

VoipNow Professional displays the following information about the available limits:

- Incoming Money Limit Displays the supplementary credit for external incoming calls.
- Outgoing Money Limit Displays the supplementary credit for external outgoing calls.
- Included Minutes Displays the supplementary minutes allocated to the account.
- Increase Monthly Displays when the extra charging limits will be used:
 - Yes The charging limit will be automatically applied monthly.
 - No The charging limit will be applied only once, in the current month.
- Order Number Displays the number of the request made to allocate the new charging limits.
- Date Added Displays the date when the charging limits were enforced.



The extra limits

Add Charging Limits



Caution

You can increase the existing limits only if they were not previously set to **Unlimited** in the account's charging plan.

The Add Limits section allows you to add extra money or supplementary minutes to be used by the current account.

Add Limits		
Charging Plan	Postpaid CP	
Increase limit for calls to public network with	120 USD (currently 2	28,791 USD left)
Increase limit for calls from public network with	50 USD (currently 2	24,310.900 USD left)
Increase limit for calls to public network with	75 minutes (curren	tly 9971 minutes left)
Order number	4 (for records only	у)

Adding extra limits

Follow the next steps to finalize the process:

- 1. Fill in the required fields:
 - Charging plan The name of the charging plan used by the account.
 It cannot be modified.
 - Increase limit for calls to public network with {amount} {currency} (currently {available_amount} {currency} left) Use the available text box to fill in the money amount you want to add to the outgoing external calls limit initially set up in the account's charging plan.



Note

Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

• Increase limit for calls from public network with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the money amount you want to add to the incoming external calls limit initially set in the account's charging plan.



Note

Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

 Increase limit for calls to public network with {amount} minutes (currently {available_amount} minutes left) – Use the available text box to fill in with how many minutes you want to supplement the ones already defined in the account's charging plan.



Note

Between parentheses you can see the number of minutes currently available.

- Order number Fill in the identification number of the request for allocating these charging limits.
- Limits must be increased every month [] with the above values Select this check box if you want the limits to be automatically increased with the specified amount(s) on a monthly basis.



Note

The {currency} is the system default one, defined from the <u>Unified</u> Communications >> System preferences >> Charging tab.

2. Click Ok to add the limits or Cancel to return to the previous page without modifying anything.

Remove Extension's Charging Limits

To monthly charging limits can be removed by following the next steps:

1. Choose the charging limits you want to delete by selecting their corresponding check boxes.



Note

You cannot delete a charging limit that is set for one month only. However, if you have made a mistake and you want to modify the limit you have previously added, you have to insert a new charging limit with a similar negative value (with a minus in front). Next, click **Ok** to confirm or **Cancel** to go back without making any changes.

- 2. Click the Remove selected link. A confirmation pop-up window will be displayed.
- 3. Click Ok if you want to remove the extra charging limit(s). If you do not want to proceed, click Cancel.

Manage Extension's Charging Credits

◮

Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server. To enable/disable
 it, go to the <u>Unified Communications</u> >> System Preferences >> Charging
 page.
- The extension was created with a charging plan attached to it.

VoipNow Professional allows you to set charging credits that modify the ones enforced by the account's prepaid charging plan.



Note

If the extension operates under a postpaid charging plan, you can only extend his charging limits.

The Charging Credits for Extension { extension_name} management page allows you to:

• View the Credit History for the current account.



Note

The information displayed here is the same as for the reseller and the client accounts.

- Use the available controls to Add Credit .
- <u>Decrease charging credits</u> .

VoipNow Professional displays the following information about the recharges made to supplement the charging credits enforced by the account's charging plan:

- Incoming Calls Credit Displays the supplementary credit for incoming calls.
- Outgoing Calls Credit Displays the supplementary credit for outgoing calls.
- Order Number Displays the number of the request made to allocate the new charging credits.

 Date Added – Displays the date when the new charging credits were enforced.



The extra credits

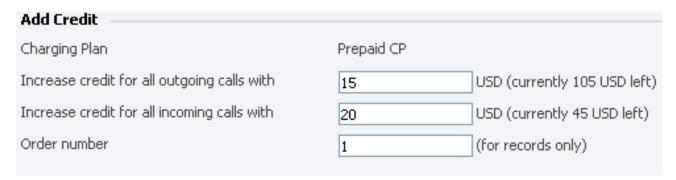
Add Charging Credits



Caution

You can increase the existing credits only if they were not previously set to **Unlimited** in the account's charging plan.

The Add Credit section allows you to add extra credits to be used by the current account.



Adding extra credit to an extension account

Follow the next steps to finalize the process:

- 1. Fill in the required fields:
 - Charging plan The name of the charging plan used by the account.
 It cannot be modified.
 - Increase credit for all outgoing calls with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the supplementary amount to be added to the available credit for outgoing external calls.



Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

 Increase credit for all incoming calls with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the supplementary amount to be added to the available credit for incoming external calls.



Note

Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

• Order number – Insert the identification number of the request for allocating the charging credits.



Note

The {currency} is the system default one, defined from the <u>Unified</u> Communications >> System preferences >> Charging tab.

2. Click Ok to add the limits or Cancel to return to the previous page without modifying anything.

Decrease the Extension's Charging Credits

You cannot remove a charging credit. However, if you have made a mistake and you want to modify the amount you have already added, insert a new charging credit with a negative value (with a minus in front). Next, click Ok to confirm or Cancel to go back without making any changes.

View Extension's Charging Plan



Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server. To enable/disable
 it, go to the <u>Unified Communications</u> >> System Preferences >> Charging
 page.
- The extension was created with a charging plan attached to it.

VoipNow Professional allows you to view detailed information about the extension account's charging plan. Depending on its type (prepaid or postpaid) and its settings, you can view one or more of the following sections:

- Charging Plan Description This section displays basic information about the charging plan, including the call permissions and the available credit limits.
 - Charging plan name The charging plan's descriptive name.
 - Charging plan type The charging plan type: prepaid or postpaid.
 - Allow incoming calls Yes (from any network) VoipNow Professional displays this information only if the extension can receive calls both from the extensions inside and outside the system.
 - Allow calls to public network Yes VoipNow Professional displays this information only if the extension can make calls to destinations outside the system.
 - Allow local calls to extensions Yes (owned by the same client like caller) - VoipNow Professional displays this information only if the extension can call the other extensions belonging to the same client account.
 - Allow extended local calls to extensions Yes (owned by other clients in the infrastructure) - VoipNow Professional displays this information only if the extension can call other extensions in the system (that do not belong to the same client account).
 - Limit for calls from public network {amount} {currency}
 (Remaining: {available_amount} {currency}) The amount
 currently available for incoming calls and the total amount initially
 available to the extension.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for postpaid charging plans only.

Limit for calls to public network {amount} {currency}(Remaining: {available_amount} {currency}) - The amount

currently available for outgoing calls and the total amount initially available to the extension.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for postpaid charging plans only.

Remaining incoming calls credit {amount} {currency}
 (Remaining: {available_amount} {currency} – The total amount initially available for external incoming calls and the amount currently available to the extension.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

Remaining outgoing calls credit {amount} {currency}
 (Remaining: {available_amount} {currency} - The total amount
 initially available for external outgoing calls and the amount currently
 available to the extension.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

This information is available for prepaid charging plans only.

 Number of recharges - This line is available only if the the extension's credit was supplemented and it shows for how many time extra credit was added to the account.



This information is available for prepaid charging plans only.

- Free Minutes This section provides an overview of the free minutes included in this user's charging plan.
 - { total_amount} free minutes for area codes { codes} ({ amount} free minutes remaining) The number of free minutes initially available for certain area codes and the remaining minutes currently available to the extension.
- Limits for Calls to Public Network The number of outgoing minutes included in the charging plan, per time interval.



Note

This information is available for postpaid charging plans only.



Note

VoipNow Professional displays this section only if the extension can make calls to destinations outside the system.

- {m} included minutes limit Anytime The number of minutes included in the extension's charging plan that can be used for outgoing calls Anytime (the system default time interval).
- {m} included minutes limit in time interval {T} The number of minutes included in the extension's charging plan that can be used for the outgoing calls initiated in the time interval {T}.
- {m} minutes and {s} seconds remaining in {current_month}/
 {year} The number of remaining minutes that can still be used for the outgoing calls initiated in the time interval {T}, in the current month.
- Charges for Outgoing Calls These are the charges applied to conversations after the user has exceeded the number of available minutes.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.
 For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Local calls are charged {amount} {currency}/second The fee charged for calls between extensions belonging to the same client account.



The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the extension can call locally.

Extended local calls are charged {amount} {currency} / second –
 The fee charged for calls between extensions belonging to different client accounts from the system.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the extension can call locally extensions on different client accounts.

 Public calls made in time interval {T} are charged {amount} {currency} / second – The price charged for the external calls made within the predefined time interval {T}.



Note

The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

 Public calls made outside any predefined time intervals are charged {amount} {currency}/second - The price charged for the external calls made outside any predefined time interval {T}. Basically, this is the price charged for the external calls made in the default Anytime time interval.



The {currency} is the server default currency, defined in the <u>Unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- Charges for Incoming Public Calls These charges apply to calls received from outside the system.
 - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies only to calls from public network. - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
 - Incoming public calls are charged { amount} { currency} / second
 The price charged for the received external calls.



Note

The {currency} is the server default currency, defined in the <u>unified</u> Communications >> System preferences >> Charging preferences page.



Note

VoipNow Professional displays this information only if the extension is allowed to receive external calls.



Note

Some of these sections may not be displayed, depending on the user's charging plan.

All these fields are related to the permissions and fees set for the current user in his charging plan.

Manage Extension's Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only certain notifications and only to determined users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates for Extension { extension_name} page.



Note

For a detailed overview, see the Manage Email Templates section.

Some of the functions described in the **Manage Email Templates** section may not be available or may be modified, depending on the access level.

The email templates that can be customized for an extension account are presented in the next sections.

The Extension's 'Extension Account Expiration Warning' Email Template

For more details about how to customize this template, see <u>The 'Extension</u> Account Expiration Warning' Email Template section.

The Extension's 'Extension Account Expired' Email Template

For more details about how to customize this template, see <u>The 'Extension Account Expired' Email Template</u> section.

The Extension's 'Extension Charging Limit Warning' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Warning' Email Template</u> section.

The Extension's 'Extension Charging Limit Exceeded' Email Template

For more details about how to customize this template, see <u>The 'Extension Charging Limit Exceeded' Email Template</u> section.

The Extension's 'Voicemail Message Notification' Email Template

For more details about how to customize this template, see <u>The 'Voicemail Message Notification' Email Template</u> section.

The Extension's 'Fax Message Received' Email Template

For more details about how to customize this template, see <u>The 'Fax Message Received' Email Template</u> section.

The Extension's 'Sent Fax Accepted' Email Template

For more details about how to customize this template, see <u>The 'Sent Fax Accepted' Email Template</u> section.

The Extension's 'Sent Fax Not Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax Not Accepted' Email Template section.

The Extension's 'Fax Delivery Report' Email Template

For more details about how to customize this template, see <u>The 'Fax Delivery Report' Email Template</u> section.

The Extension's 'Pre-Approved Fax Accepted' Email Template

For more details about how to customize this template, see <u>The 'Pre-Approved Fax Accepted' Email Template</u> section.

The Extension 'Forgot Password' Email Template

For more details about how to customize this template, see <u>The 'Forgot Password' Email Template</u> section.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default button.



When you click the **Default** button, VoipNow Professional will not overwrite the other email address destination.

Phone Terminal Features

The Phone terminal extensions offer several supplementary features that are not available to any other extension type and that can be used to better manage your business:

- CallNow
- Voice Mailbox
- Fax Messages
- Queue Membership

CallNow Preferences



Caution

The CallNow function can be used by Phone terminal extensions only!

The CallNow interface allows anyone in the world with Internet access to contact an extension from a VoipNow Professional server. After filling in the requested details, the extension will call the user back based on the number of the external request. The extension's specific routing, screening and charging rules will apply exactly as if the call was initiated by the extension.



Note

When the feature is not activated, VoipNow Professional displays the following message:

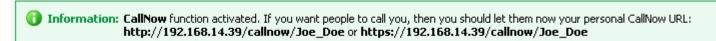


Warning: The Callnow feature is not activated. To use Callnow with your extension, you should activate and configure it.

The CallNow function can be activated by following the next steps:

1. Select the Allow people to call me check box.

- 2. Configure the parameters available in the Allow CallNow section:
 - CallNow ID Use the available text box to fill in the CallerID associated to this extension or use the default one (e.g.: ba538fb568343064).
 - I am available only in time interval Use the drop-down list to choose one of the already defined time intervals in which the extension owner will be available to be contacted via CallNow. By default, the Anytime interval is selected.
 - Do not allow people to contact me while I am on the phone Select this check box if you would like all the CallNow requests to be rejected while the extension owner is involved in a call.
 - Confirmation required before connecting me to caller Select this check box if you want the extension owner to confirm before accepting a CallNow request.
 - Show my name on the public CallNow interface Select this check box if you want the extension owner's name to be made public in the CallNow interface.
 - Ask for the name of the caller Select this check box if you do not want the anonymous callers to be accepted.
 - Use image validation on the public interface When this check box is selected, a random validation security image is used.
 - Language Use the drop-down list to select the language in which the CallNow interface will be displayed. You may choose either the default language or User's choice to let the caller decide.
 - Message on the public interface Use this text box to specify a welcome message for the extension's public interface.
- 3. Click Ok to activate CallNow. A confirmation message that includes the extension's personal CallNow URL is displayed:



where Joe_Doe is the CallNow ID specified earlier.

For more information about CallNow, click here.

Manage a Phone Terminal's Voice Mailbox

This feature gives the user the possibility to leave a voice message if the called extension is unavailable and if it has the Voice Mailbox option enabled.

The Mail Messages of Extension {extension_name} management page allows you to:

View the extension's recorded Voicemails.

The list displays all the voicemail messages recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that extension 001 is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my voicemails with Group 1 policy enabled, then its voicemail files will be visible to extension 001 as well.



Note

For more information about the *Sharing Policies*, see this section.

- Customize the message played to the caller before redirecting to the extension's mailbox by clicking the Manage greetings icon available in the Tools section.
- Search for specific messages.
- Listen and download message files on your computer.
- Remove voicemail messages.
- Activate/deactivate the voicemail feature:
 - B Activate voicemail
 - B Deactivate voicemail

VoipNow Professional displays the following details about the recorded voicemail messages:

- Listen Use the available □ □ □ controls to listen to the message. Its total length is displayed as well, using the hours: minutes: seconds format.
 If you want download the file on your hard drive, click the □ icon and confirm your choice.
- From The CallerID and the extension of the person who left the voicemail message.
- Mailbox The number of the extension the voicemail message belongs to.
- Folder The folder where the voicemail is stored.
- Size The voicemail size, in KB.

Created – The date and time the voicemail message was recorded.

Searching the Voicemails List

When you are searching for specific voicemail messages, you can use one or more of the available filters:

Show mailbox { owner} Search { CallerI D}, where:

- {owner} Use the drop-down list to choose whose voicemail messages to be displayed:
 - Personal Only the voicemails received by the current extension are displayed.



Note

This is the default value.

{extension_no} - Depending on how many extensions in the group(s) have the voicemail Sharing Policy enabled, you can choose from the list the {extension_no} whose messages you want to see.



Note

For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their voicemails with the Phone Terminals group. Therefore, Extension 1 will be able to see the voicemails both of Extension 2 and Extension 3.

 All - Both the personal messages and the ones belonging to all the extensions in the group(s) that have the voicemail Sharing Policy enabled are displayed.

The list will be automatically updated according to your choice.

• {CallerID} - Use the available text box to specify the CallerID of the user that left the voicemail message you are looking for.

Check Your Messages

If you want to listen to your voicemail messages, you have the following options:

- Use your computer This method will be described in this section.
- Use your phone This can be done by calling *95 from your local phone. If you want to listen to your messages from a remote location, call

your extension's public phone number and then dial * during the voicemail invitation message.

To download the messages on your computer, follow the next steps:

- 1. Choose the voicemail message you want to save on your computer from the Voicemails list.
- 2. Click its corresponding link available in the From column. Use the download pop-up window to confirm if you want to save the file on your computer or just to open it.



Note

VoipNow Professional names the message file using the standard format $msg\{xxxx\}.ext$, where $\{xxxx\}$ is a number automatically assigned by VoipNow Professional and ext is the sound file extension.

3. Save the file on your local computer.

Now you can listen to the voicemail message using your favorite media player.



Note

Once you have downloaded a voice message, the message is marked as read and automatically moved from the **INBOX** folder to the **OLD** folder.

Manage Greetings

This feature allows you to upload new greeting files or to visualize the ones available in the system. The greeting is the message callers will hear prompting them to leave a voicemail message.

The Greetings of Extension {extension_name} management page allows you to:

- View the uploaded Greetings.
- Upload other files.

VoipNow Professional displays the following information about the available greeting files:

- Listen To Greeting The greeting file's name. Click the link to listen to it.
- Greeting Type The greeting type.

- Size The greeting file size, in Kb.
- File Created The date when the greeting file was added to the system.

Upload Greeting

You can use the controls available in the Upload Greeting section to select the file you want to use as greeting:

- Greeting type Use the drop-down list to select the greeting message type:
 - Temporary greeting
 - Unavailable message
 - My name
 - Busy message
- Greeting file Use the button to locate the greeting file on your computer.



Note

The accepted file extensions are: .mp3, .wav, .gsm and .raw.

Click Ok to upload the selected file or Cancel to return to the previous page without adding the greeting.

Manage a Phone Terminal's Fax Messages

VoipNow Professional allows the Phone terminal type extensions to send and receive fax messages that can be managed through the VoipNow Professional control panel.

The Fax Messages of Extension { extension_name} management page allows you to:

View the extension's Received Faxes.

Here, you can find a list with all the fax messages received by the selected extension and, if the extension is part of a group, by all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that extension 001 is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my incoming faxes with Group 1 policy enabled, then its faxes will be visible to extension 001 as well.



For more information about the *Sharing Policies*, see this section.

- Check the <a>Sent faxes.
- Search for specific fax messages.
- Download fax files on your computer.
- Remove fax messages.
- Enable/disable the fax center:
 - Activate fax
 - B Deactivate fax

VoipNow Professional displays the following details about the received fax messages:

- T Thee fax message type:
 - P Incoming
 - W Outgoing
- From The CallerID of the fax machine that sent the fax message. Click this ID to download the file on your computer.
- Faxbox The number of the extension that received the fax message, for example 0006*001.
- Pages The number of pages the message was received in.
- Size The fax file's size, in KB.
- Received The date when the fax file was received.



Note

The new messages are displayed using **bold** characters.

Searching the Fax Messages List

When you are searching for specific fax files, you can use one or more of the available filters:

Search { text} belonging to { owner}, where:

• { text} - Use the available text box to specify the sender's CallerID.

- {owner} Use the drop-down list to choose whose fax messages to be displayed:
 - Personal Only the faxes of the current extension are displayed.



This is the default value.

{extension_no} - Depending on how many extensions in the group(s) have the incoming faxes Sharing Policy enabled, you can choose from the list the {extension no} whose files you want to see.



Note

For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their received fax messages with the Phone Terminals group. Therefore, Extension 1 will be able to see the incoming faxes both of Extension 2 and Extension 3.



Caution

This option is available if the extension is part of a group that has at least another extension with the incoming faxes **Sharing Policy** enabled.

 All - Both the personal fax messages and the ones belonging to all the extensions in the group(s) that have the incoming faxes Sharing Policy enabled are displayed.

Send Faxes

VoipNow Professional allows the extensions to send fax messages using:

- email messages, by attaching the fax content as a .pdf, .jpg or .tiff file to an email message, which is sent to a special faxing email address on the server. For more information, read the this article.
- the VoipNow Professional interface, by uploading a fax message as a .pdf, .jpg or .tiff file using the controls available in the Sent Fax Messages of Extension { extension_name} page, available for all the Phone terminal extensions that were configured to manage fax files.

The Sent Fax Messages of Extension { extension_name} management page allows you to:

- View the already Sent Faxes or those that are in process of being sent.
- Upload and send a new fax message using the controls available in the Upload Fax Files section.
- Search for certain sent fax messages.

VoipNow Professional displays the following information about the fax messages:

- Source How was the fax message sent:
 - Image: Ima
 - B Using an email message
- ID The fax message ID that shows the chronological order in which the fax messages were sent.
- Approved This column displays the fax message's approval status:
 - Yes The fax message is approved.



Note

All the fax messages added from the interface are already approved.

 No - The fax message has not been approved yet. It can be either preapproved, if the Status column displays Pre-Approved, or a regular unapproved email2fax message. You can click the No link to manually approve the fax.



Note

The Pre-Approved status is available only for the fax messages sent by email that contain special headers.

- -- This sign is displayed when an unapproved fax message was removed from the system.
- Fax To The extension number of the fax message's recipient(s).
- Status A fax message can have one of the following states:
 - Not approved The fax message has not been approved.
 - Pre-Approved The Pre-Approved Fax mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow Professional . Also, it will no longer be required to click a link in order to accept sending the fax message.



There is no confirmation needed for a fax message in the **Pre-Approved** status, it will be automatically sent in a few minutes after its creation.

- Approved The fax message is approved and can be sent by clicking the link.
- Scheduled For Sending The fax message is scheduled for sending and VoipNow Professional tries to deliver it to the destination.
- Sent The fax message was successfully sent to all recipients.
- Partially Sent The fax message was sent only to some of the recipients.
 Click the link to finalize the operation.
- Send Failed The fax message was not sent due to an error. Click the link to send it again.



Note

If a fax message's status is **Partially sent** or **Send failed**, you can reschedule it for sending by clicking either its status, either the <u>Resend</u> link available in the **Sent on** column.

Canceled - This fax message will no longer be sent to anyone.



Note

This status is displayed after clicking the <u>Cancel</u> link available in the **Sent** on column.

- Purged A fax message reaches this status after it is erased from the system. This happens when the fax message has been stored in the system longer then the number of days allowed.
- Size The size of the fax message, displayed in KB or MB.
- Added The date the fax message was added to the system.
- Sent On This field has different values, depending on the fax message status:
 - If the fax message status is Sent or Partially sent, then the date when it was sent is displayed.
 - If the status is <u>Send failed</u>, then two links are displayed:
 - Resend Click the link to retry to send the fax.

- <u>Cancel</u> Click the link if you do not want to send the fax message anymore. The status will change to Canceled.
- If the fax message's status is different from the above values, then only the <u>Cancel</u> link is displayed.
- Info Click the icon to view all the attempts to send the message and their outcome.





The message displayed above the table shows the IP address from where the fax message sending was approved, for example 192.168.1.22.

The following information is available for each attempt:

- Attempt To The recipient's phone number. When there are two or more recipients, the phone number is replaced by All destinations.
- Date This is the date when the system tried to send the fax.
- Result The sending process outcome.



Note

The first line displayed in the pop-up window for all the fax messages shows that the application initiated the call in order to send the fax to all the specified destinations.

Searching the Sent Faxes List

When you are searching for specific sent faxes, you can use one or more of the available filters:

Search in faxes { extension_number} between { starting_date} and { ending_date} , where:

- { extension_number} Use the text box to specify the number of the extension the fax message was sent to.
- {starting_date} Use the available text box or the calendar button to specify the starting date of the time interval in which you want to search for particular messages. This date must be before or equal to the date the fax was added. The date format must be yyyy-mm-dd.
- {ending_date} Use the available text box or the calendar button to specify the ending date of the time interval in which you want to search for particular messages. This date must be after or equal to the date the fax was added. The date format must be yyyy-mm-dd.

Upload a Fax File

You can use the controls available in the Upload Fax Files section to send a new fax message:

- Send fax to recipients {number} Phone numbers (separated by commas) Use the expandable text box to specify the phone numbers you want to send the fax to. You cannot list more phone numbers then the Maximum number of fax recipients set from the Linified Linified Communications >> System preferences >> Fax tab.
- Fax file Use the
 button to locate the file(s) you want send. You cannot add more files than the Maximum number of files per composed fax set from the
 Unified Communications >> System preferences >> Fax tab.



Note

Only .pdf, .jpg and .tiff file types are supported.

Use the \blacksquare \blacksquare buttons to add several files to the fax message.

 Send later - When this check box is selected, the fax message will be saved under the status Not approved. Later, you will be able to click the <u>Approved</u> link in order to send the fax to its recipient(s).

Click Ok to upload the new fax. Click Cancel to return to the previous page without sending the message.

The Phone Terminal's Queue Membership

◮

Caution

This option is available only for the Phone terminal extensions that have the multi-user aware permission enabled.

The Queue Membership management page allows you to:

- View the queues the extension is member of, either as an agent or as a supervisor.
- Manage the extension's Queue Settings, including promoting or demoting the extension, modifying its penalty level for each queue or changing the agent's status.
- Customize the Agent Preferences required to connect to the queues the extension is member of.

VoipNow Professional displays the following details about each queue the current extension belongs to:

- S This queue's status:
 - Inabled
 - Disabled
- Type The extension's role inside the queue:
 - © Queue supervisor

Click this icon if you want to revert the supervisor to a normal queue agent.



Note

The queue supervisor is able to listen to any of the active queue conversations by dialing *999 from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent 0077*001 is marked as a supervisor for queue 0077*004. If he logs in from another extension, 0077*003, and dials *999004, he will not be able to listen to the active conversations.



The queue supervisor is able, starting VoipNow Professional 2.5.1, to whisper something to any of the registered queue agents by dialing *998 from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *.



Note

A queue supervisor extension can log in to the queue only after dialing the PIN code set up in the **Member Preferences** section.

 \$\blue{\blue}\$ Local queue agent

Click this icon if you want to set the local agent as a queue supervisor.

- Name The name and the extension number (e.g.: Joe Doe (0003*001)) of the queue the current phone terminal is member of.
- Last Logged In The date and time the extension last logged in to the queue.
- Last Logged Off The date and time the extension last logged out from the queue.
- Last Call The date and time of the last call made to the queue.
- Penalty This value determines the order in which VoipNow Professional tries to assign calls to the agents. When a call is received, VoipNow Professional first applies the distribution algorithm to the set of agents with Penalty = 1. If no available agent is found, VoipNow Professional applies the algorithm to the agents with Penalty = 2 and so on. Fewer calls will be assigned to agents with high Penalty values.

To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be assigned to this agent - to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

- Calls The total number of calls received by the extension as a member of a certain queue.
- State The agent's status from the queue perspective. You can click the link to pause/unpause or to log in/log out the agent. For more details, see the next section.
- Connected To This is where the agent connected from. For the local agents, the extension number (e.g.: 0003*001) is displayed.



The number is displayed only if the agent is logged in to the queue!



The queues the extension is member in

Member Preferences

You can use the controls available in the Agent Preferences fieldset to secure the extension's queues access by defining a PIN code that will be required each time the extension will try to log in to those queues:

• Require authorization to connect to queue - Select this check box if you want to enable the password authentication when connecting to the queue.



Note

If this option is not enabled, the following two fields will be grayed out.



Caution

The authorization PIN code is mandatory for the extensions set as queue **supervisors**!

- Old queue login PIN VoipNow Professional will display this field if the extension has a PIN code already set up.
- Queue login PIN Use the available text box to specify the PIN required when dialing *96 or *97 to log in as queue agent or supervisor. The numeric value must have between 2 and 10 digits.
- Confirm queue login PIN Fill in the same PIN as above.

Queue Features

The agents management is the core feature specific to the Queue extension type.

Manage Queue Agents

The Queue Agents for Queue { extension_number} page allows you to manage both the queue's local and the remote agents. All the Phone terminal extensions and the remote agents you want to be able to login to the queue must be configured from here.



Note

Starting VoipNow Professional 2.5.0, remote agents can also connect to a queue, after being configured from the interface, by using a Queue login center extension.

The available controls are grouped into the following sections:

- The Tools section allows you to define the extensions and the remote agents that will be granted access to this queue:
 - Add local agent
 - Add remote agent
- The Queue Agents Information table displays an overview of the agents already defined for the current queue, both local and remote. Also, you can use the specific controls to promote or to demote an agent to and from the supervisor position, to edit an agent, set its behavior or visualize a personalized report.



The available agents

VoipNow Professional displays the following information about the available agents, both local and remote:

- Type The agent's role:
 - S Local queue agent
 Click this icon if you want to set the local agent as a queue supervisor.



The remote queue agents cannot be set as supervisors!

 © Queue supervisor

Click this icon if you want to revert the supervisor to a normal queue agent.



Note

The queue supervisor is able to listen to any of the active queue conversations by dialing *999 from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent 0077*001 is marked as a supervisor for queue 0077*004. If he logs in from another extension, 0077*003, and dials *999004, he will not be able to listen to the active conversations.



Note

The queue supervisor is able, starting VoipNow Professional 2.5.1, to whisper something to any of the registered queue agents by dialing *998 from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *.



Note

A queue supervisor extension can log in to the queue only after dialing the PIN code set up from its **Queue Membership** page.

For more information about how to configure the access code, see <u>The Phone Terminal's Queue Membership</u> section.

• Agent - The name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents.

To edit one of the available agent's parameters, click the its corresponding link and use the controls available in the displayed pop-up panel. For more

details on how to configure the specific parameters, see the Add Local Agents or the Add Remote Agents sections, depending on the agent type.



Note

When editing the parameters, one extra line is displayed: **Old queue login** PIN.



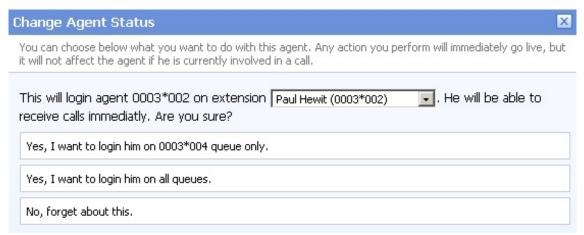
Caution

The **Agent ID** cannot be changed for the remote agents!

- Last Logged In The date and time the queue agent last logged in to the queue.
- Last Logged Off The date and time the queue agent last logged out from the queue.
- Last Call The date and time of the last call made to the gueue.
- Penalty The penalty set for the agent. To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be assigned to this agent to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

For more details, see this section.

- Calls The gueue agent's total number of calls.
- State The queue agent's status that can be managed by clicking the available link. For each status, various actions are possible:
 - If the agent is <u>Logged out</u>, then click the link and choose the action you want to perform, depending on the agent's type:
 - Local agent



The actions available for a logged out local agent

This pop-up window allows you to log in a local agent and to choose the extension he will receive the calls at. The following message is displayed:

This will login agent {extension_number} on extension {extension}. He will be able to receive calls immediately. Are you sure?, where:

- { extension_number} The agent's extension number.
- { extension} By default, the calls are routed to the agent's extension, but you can use the drop-down list to choose another one.
 All the extensions belonging to the same client account are displayed.

This feature is useful when the agent is away from his office and he can log in to the queue only from one of his colleagues' extensions.



Note

The extensions that do not have the **multi user aware** option enabled from their **Roles and Phone Numbers** page can log in to the queue ONLY from their account.

If the **multi user aware** option is enabled, then the extension can log in from any other **multi user aware** extension belonging to the same client account.

- Yes, I want to log in the agent to the {queue_number} queue only - Click this action if you want to log in the local agent to the current queue only.
- Yes, I want to log in the agent to all queues Choose this action to log in the local agent simultaneously to all the queues he is member of.
- No, forget about this Click here to close the panel without logging in the local agent.
- Remote agent You may log in a remote agent to the queue depending on his Registration preferences:
 - Static A phone number was defined for the remote agent and the registration is done always based on that number. The remote agent can use only his terminal to log in to the queue.



The actions available for a logged out remote agent with static registration

This pop-up window allows you to log in a remote agent whose registration is made based on a fixed phone number. The following message is displayed:

This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

- { agent_id} The remote agent's identification number.
- { phone_number} The specified Agent phone number. All the remote agent's calls will be routed to this number.

- Yes, I want to log in the agent to the {queue_number} queue only - Click this action if you want to log in the remote agent to the current queue only.
- No, forget about this Click here to close the panel without logging in the remote agent.
- Dynamic The remote agent can be registered on any phone terminal, regardless its number, therefore he will be able to log in to the queue from any public number.



The actions available for a logged out remote agent with dynamic registration

This pop-up window allows you to log in a remote agent whose registration is made dynamically, from any phone number. Anytime you want to log in such an agent you will be required to specify the number you want to register. The following message is displayed:

This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

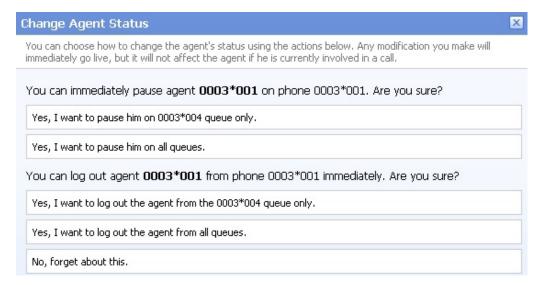
- { agent_id} The remote agent's identification number.
- {phone_number} Use the available text box to specify the remote agent's phone number you want to register to the queue.



Note

It is mandatory to fill in a phone number in order to register the agent to the queue!

- Yes, I want to log in the {phone_number} to this queue -Click this action if you want to register the specified phone number to the queue. The remote agent will be able to answer the calls from this number.
- No, forget about this Click here to close the panel without logging in the remote agent.
- If the agent is <u>Logged in</u>, then click the link and choose the action you want to perform, depending on the agent's type.
 - Local agent



The actions available for a logged in local agent

This pop-up window allows you to log out or to pause a local agent. The following messages are displayed:

- 1. You can immediately pause agent {extension_number} on phone {connected_to}. Are you sure?, where:
 - { extension_number} The agent's extension number.
 - {connected_to} The number of the extension the local agent is logged in from.

The available actions are:

 Yes, I want to pause the agent on {queue_number} queue only - Click this action if you want to pause the local agent on the current queue.



Note

When paused, an agent cannot receive calls.

- Yes, I want to pause the agent on all queues Choose this action if you want to pause the local agent on all the queues he is member of.
- 2. You can log out agent {extension_number} from phone {connected_to} immediately. Are you sure?

- Yes, I want to log out the agent from the {queue_number} queue only - Click this action if you want to log out the local agent from the current queue.
- Yes, I want to log out the agent from all queues Choose this action if you want to log out the local agent from all the queues he is member of.
- No, forget about this Click here to close the panel without logging out or pausing the local agent.
- Remote agent



The actions available for a logged in remote agent

This pop-up window allows you to log out or to pause a remote agent. The following messages are displayed:

- 1. You can immediately pause agent { agent_id} on phone { connected_to}. Are you sure?, where:
 - { agent_id} The remote agent's identification number.
 - {connected_to} The public phone number the remote agent is logged in from.

The available actions are:

 Yes, I want to pause the agent - Click this action if you want to pause the remote agent on the current queue.

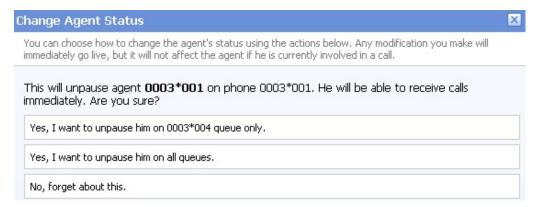


Note

When paused, an agent cannot receive calls.

2. You can log out agent { agent_id} from phone { connected_to} immediately. Are you sure?

- Yes, I want to log out the agent Click this action if you want to log out the remote agent from the current queue.
- No, forget about this Click here to close the panel without logging out or pausing the remote agent.
- If the agent is <u>Paused</u>, then click the link and choose the action you want to perform, depending on the agent's type.
 - Local agent

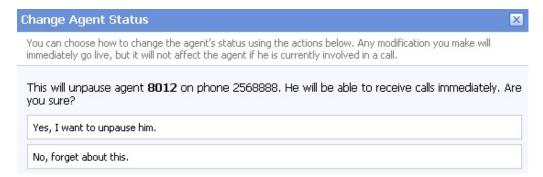


The actions available for a paused local agent

This pop-up window allows you to unpause a local agent. The following message is displayed:

This will unpause agent {extension_number} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

- Yes, I want to unpause the agent on {queue_number} queue only - Click this action if you want to enable the local agent to receive calls on the current queue.
- Yes, I want to unpause the agent on all queues Choose this
 option to unpause the local agent and to allow him to receive calls on
 all the queues he is member of.
- No, forget about this Click here to close the panel without unpausing the local agent.
- Remote agent



The actions available for a logged in remote agent

This pop-up window allows you to unpause a remote agent. The following message is displayed:

This will unpause agent { agent_id} on phone { connected_to}. He will be able to receive calls immediately. Are you sure?

The available actions are:

- Yes, I want to unpause the agent Click this action if you want to allow the remote agent to receive calls again on the current queue.
- No, forget about this Click here to close the panel without unpausing the remote agent.
- Connected to This is where the agent connected from. The extension number (e.g.: 0003*001) will be displayed for the local agents, while the Agent phone number (e.g.: 0032588824) will be shown for the remote ones.



Note

The number is displayed only if the agent is logged in to the queue!

R - Click the // icon to view the agent report.

For more details, see the <u>Agent Status</u> section.

Add Local Agents

To enroll one of the available Phone terminal extensions as queue agents, you have to fill in the following information:

• Enroll agent - Use the drop-down list to select the Phone terminal extension you want to enroll as queue agent. For each extension, both the name and the number are provided.



Only the extensions belonging to the queue's client account are displayed.

 Penalty - This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with the next higher penalty number.

The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.



Note

You can later modify this value directly from the **Queue Agents Information** table.

 Require authorization to connect to queue - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.



Note

If this option is disabled, the following two fields are grayed out.

- Queue login PIN Use the available text box to specify the PIN code the user will be required to provide when dialing *96 or *97 to log in as an agent or as a queue supervisor. The numeric values must have between 2 and 10 digits.
- Confirm queue login PIN Fill in again the same PIN code as above.
- Supervisor Select this check box if you want to enroll the extension as a queue supervisor.



Note

The queue supervisor is able to listen to any of the active queue conversations by dialing *999 from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the extension number of the first active agent found and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent 0077*001 is marked as a supervisor for queue 0077*004. If he logs in from another extension, 0077*003, and dials *999004, he will not be able to listen to the active conversations.



Adding a simple local agent

To finalize the process, click <u>Add</u>. To close the panel without adding the agent, click <u>Cancel</u>.

Add Remote Agents

Now it is possible for remote users to connect to a queue as agents. First, these agents must be defined from the interface. Afterwards, they will have to call a Queue login center extension, dial the AgentID followed by the # key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.



Caution

The remote agents cannot be queue supervisors!

To define a new remote agent, you have to fill in the following information:

 Name - Use the available text box to specify a descriptive name for the remote agent.



Note

The Name value can be numeric as well.

 Agent ID - The numeric value defined here represents the unique identification number associated to the remote agent. Anytime the user will try to connect to the system, he will be required to provide this ID in order for the application to identify him as a queue agent.

The Agent ID value must have between 1 and 10 digits.

 Require authorization to connect to queue - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.



Note

If this option is disabled, the following two fields are grayed out.

- Queue login PIN Use the available text box to specify the PIN code the user will be required to provide when trying to log in as a queue agent. The numeric values must have between 2 and 10 digits.
- Confirm queue login PIN Fill in again the same PIN code as above.
- Penalty This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with the next higher penalty number.

The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.



Note

You can later modify this value directly from the **Queue Agents Information** table.

- Registration Use the radio buttons to choose how the the remote user's registration will be made:
 - Static (enter below) The user will be able to log in only from his phone terminal associated to the Agent phone number specified below.

- Dynamic (login phone number) The registration will be made dynamically and the user will be able to log in to the queue from any phone terminal, regardless its number.
- Agent phone number If you have chosen the Static registration method, you will have to fill in here the public phone number associated to this remote user.
- Require confirmation on taking calls Selecting this check box will
 prevent loosing the call when the remote agent uses a mobile phone and
 his voicemail answers. If the confirmation is required, then the caller will
 be able to leave a message to the remote agent's voicemail.



Adding a remote agent with static registration

To finalize the process, click <u>Add</u>. To close the panel without adding the agent, click <u>Cancel</u>.

Queue Activity Reports

The Queue Report page includes relevant metrics about the queue traffic and the activity of all the queue members, displayed using tables and graphics.

VoipNow Professional groups the available data into five sections that can be accessed by clicking their corresponding name on the tab bar:

- 1. Overview This section displays generic statistics about the answered and unanswered calls, their duration and completion in a defined time interval.
- 2. Answered Calls Here you can find detailed information about all the calls answered by the queue's agents in a certain period of time.
- 3. Unanswered Calls This section displays details about the calls that were not answered by the queue's agents, the SLA and the disconnection causes for the specified time interval.
- 4. Call Distribution This section offers detailed statistics about the hourly/daily queue waiting time and about the answered and unanswered calls per hour/day/workday.
- 5. Agents Report Here you can view comprehensive statistics abut all the queue agents, as well as individual reports for each one of them.

Queue Reports Overview

This is the default tab displayed when accessing the Queue Report page. VoipNow Professional offers information about the queue traffic. The following sections are available:

- Queue Overview This section displays the number of answered and unanswered calls out of the total number of calls received by the queue's agents.
 - Total answered calls The number of calls answered by the queue's agents.
 - Total unanswered calls The number of calls unanswered by the queue's agents.
 - Total number of calls The total number of both answered and unanswered calls.
- Answered calls This section displays statistics about how the answered calls were terminated.
 - Total calls ended by agent The total number of answered calls that were normally ended by the queue's agents.
 - Total calls ended by caller The total number of answered calls that were normally ended by the person who called the queue.
 - Total number of transferred calls The total number of calls that were transferred from the queue to an extension.

- Unanswered Calls This section displays statistical data about the unanswered calls.
 - Calls dropped due to channel incompatibility The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the Call Listing for Event 'Channel incompatibility' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



The link is available only if there is at least one call ended due to this cause.

• Calls ended due to caller abandon – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the Call Listing for Event 'Caller abandon' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

• Calls that exit the queue due to timeout – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the Call Listing for Event 'Queue timeout' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

• Calls ended before customers joined queue because all agents were logged out or paused - The total number of calls terminated before joining the queue because there were no active agents in the queue at that moment. Click the link to enter the Call Listing for Event 'No agents logged in' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls ended while customers were in queue because all agents logged out or paused - The total number of calls terminated while the customers were already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the Call Listing for Event 'Agents logged out' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls ended due to queue full - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the Call Listing for Event 'Queue full' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls transferred with key - The caller pressed the O key before speaking to an agent and the call was transferred to another extension. Click the link to enter the Call Listing for Event 'Transferred' page that displays an overview of all the calls transferred to another extensions. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

- Call Duration This section displays general details about the calls' duration.
 - Average call length (completed calls) The average call length of all the completed calls.
 - Average hold time (completed calls) The average time the caller had to wait in line before his call was answered by a queue agent.
 - Average hold time (abandoned calls) The average time spent by the callers in the queue before abandoning the call.
- Call Completion This section displays statistics about the completed calls.
 - Average position when callers abandon The average position of the callers in the gueue when they decided to abandon the call.
 - Average positions advanced (abandoned calls) The average number of positions the callers advanced in the queue before they abandoned the call.

 Average initialized position for completed calls - The average initial position in queue of the callers who completed the calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Show statistics between {start_date} = and {end_date} = Stats display {representation}, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

- {representation} Use the available drop down list to choose if you want the statistics to be displayed:
 - Default The statistics will be displayed as presented above.
 - Hourly The statistics will be displayed for all 24 hours, showing, for example, the total number of calls answered by the queue agents between 1 and 2 o'clock or the average length of the calls completed between 10 and 11 o'clock.
 - Daily The statistics will be displayed for all the 31 days of a month, showing, for example, the total number of calls answered by the queue agents on the 12th or the average length of the calls completed on the 3rd.
 - Weekly The statistics will be displayed for all the 7 days of the week, showing, for example, the total number of calls answered by the queue agents on all the Mondays in the defined time interval or the average length of the calls completed on all the Fridays in the specified time frame.
 - Monthly Depending on the length of the defined time interval, if you select this option, the statistics will be displayed on a monthly basis.



If you select one of the last 4 options, you will be able customize your graphics using the extra controls displayed on their left:

- Plot graph with Use the available drop-down list to select how you wish the graphic to be drawn:
 - Lines This representation helps you visualize the selected criterion's trend, for example how the number of answered calls variated over the last week.
 - Stacked bars This graphic is used to compare the parts to the whole. The bars in a stacked bar graph are divided into categories. Each bar represents a total. For example, a bar could represent the total calls answered in a day, while its colored parts are the total calls ended by agent, by caller or transferred to other extensions.
 - Multiple bars This graphic contains comparisons of two or more categories or bars. This representation is useful because reading a multiple bar graph includes looking at extremes (tallest/longest vs. shortest) in each group, so you will be able to keep an eye on the hourly/ daily/weekly/monthly variation of the parameters you are most interested in.

Show plotted data

- Yes The tables under the graphics will be displayed.
- No The tables under the graphics will not be displayed.
- **Show values** This option is enabled only if the graphic is either Lines or Multiple bars.
 - Yes The values will be displayed in the graphic as well.
 - No The values are not displayed in the graphic.

After you have decided on the time interval and on how you want the statistics to be displayed, click the <u>P Search</u> link. The graphics will be updated.



Note

If there were no calls between the selected dates, then the graphics will not be generated!

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The image displayed when there is no data available



The time interval's limits specified here will be used through all the other tabs.

Answered Calls Report

The Answered Calls page displays detailed information about the calls answered by all the queue's members as well as about the number of calls answered by each agent, the SLA and the disconnection causes.

To access this page, click the Answered Calls tab.

The statistical data is structured in several sections:

- Queue Overview This section displays details about the queue's answered calls.
 - Total answered calls The total number of calls answered by the queue's agents.
 - Average call length The average length of the answered calls.
 - Minimum call length The minimum duration of an answered call.
 VoipNow Professional also displays the date and time of the conversation, as well as the agent the answered the call.
 - Maximum call length The maximum duration of an answered call.
 VoipNow Professional also displays the date and time of the conversation, as well as the agent the answered the call.
 - Total call length The total length of all the answered calls.
 - Average call waiting time The average time spent in queue by the callers before their calls were picked up by an agent.
 - Minimum call waiting time The minimum time spent in queue by a caller before his call was picked up by an agent.
 - Maximum call waiting time The maximum time spent in queue by a caller before his call was picked up by an agent.
 - Total waiting time The total time spent in queue by all the callers whose calls were answered by the agents.

Queue Overview	
Total answered calls	38
Average call length	00:02:27
Minimum call length	3 seconds on May 11, 2010 by Agent 0003*002
Maximum call length	1560 seconds on May 11, 2010 by Agent 0003*002
Total call length	01:32:53
Average call waiting time	00:00:29
Minimum call waiting time	00:00:06
Maximum call waiting time	00:02:49
Total waiting time	00:18:14

The queue's answered calls statistics

- Queue Agents This section displays a pie chart and a table that help you visualize the number of answered calls per queue agent.
 - Type The agent's type:
 - \$\blacksquare\$ Local queue agent
 - S Remote queue agent
 - Agent The queue agent's extension number (e.g.: (0003*001) for local agents) or his name (for remote agents) and his status in the queue (Logged in, Logged out or Paused). Click either of these links to go to the Agent { agent_name} Status page to visualize the particular statistics about his activity. For more information about this page, see the Agent Status section.
 - Calls The number of calls answered by the queue agent.
 - Percent The calls answered by the queue agent percentage out of the total number of answered calls.
- Service Level Agreement This section allows you to keep track of the number of calls answered within a certain SLA. The line chart helps you visualize the distribution of answered calls per SLA intervals.
 - Answered The SLA time interval within which the calls were answered by the queue members. For example, Between 11 and 20 seconds means that the call was answered in between 11 and 20 seconds since it was added to the queue.



The available SLA intervals range from Between 0 and 10 seconds to After 480 seconds. The faster the calls are answered, the better.

- Calls The number of calls answered within a certain SLA.
- Percent The percentage of calls answered within the SLA out of all the calls answered.
- Disconnection Causes The pie chart and the table display the number of answered calls terminated due to one of the three available reasons.
 - Cause The reason for which the call was disconnected:
 - Agent disconnected The call was terminated because the agent was disconnected.
 - Caller disconnected The call was terminated because the caller was disconnected.
 - Transfer The call was transferred to another extension.
 - Calls The number of calls disconnected due to a certain cause.
 - Percent The percentage of calls terminated due to a certain reason out of the total disconnected calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} = and {end_date} =, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the <u>P Search</u> link. The graphics will be updated.



Note

If there were no calls between the selected dates, then the graphics will not be generated!

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The image displayed when there is no data available



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Unanswered Calls Report

The Unanswered Calls page displays detailed information about the calls that were not answered, the SLA and the disconnection causes.

To access this page, click the Unanswered Calls tab.

The statistical data is structured in several sections:

- Queue Overview This section displays details about the queue's unanswered calls.
 - Total number of unanswered calls The total number of calls assigned to the queue that were not answered by the queue members.
 - Average wait time before disconnection The average time spent in queue by the users before their calls were interrupted.
 - Minimum wait time before disconnection The minimum time spent in queue by an user before his call was interrupted.
 - Maximum wait time before disconnection The maximum time spent in queue by an user before his call was interrupted.
 - Total wait time before disconnection The total time spent in queue by all the users before their calls were interrupted.
 - Average queue position at disconnection The average queue position of an user before his call was interrupted.
 - Minimum queue position at disconnection The minimum queue position of an user before his call was interrupted.

 Maximum queue position at disconnection - The maximum queue position of an user before his call was interrupted.

Queue Overview ————————————————————————————————————		
Total number of unanswered calls	93	
Average wait time before disconnection	00:00:51	
Minimum wait time before disconnection	00:00:03	
Maximum wait time before disconnection	00:04:36	
Total wait time before disconnection	01:01:31	
Average queue position at disconnection	1.07	
Minimum queue position at disconnection	1	
Maximum queue position at disconnection	2	

The queue's unanswered calls statistics

- Service Level Agreement This section allows you to keep track of the number of calls that were not answered within a certain SLA. The line chart helps you visualize the distribution of unanswered calls per SLA intervals.
 - Answered The SLA time interval.



Note

The available SLA intervals range from Between 0 and 10 seconds to After 480 seconds.

- Calls The number of calls not answered within a certain SLA.
- Percent The percentage of unanswered calls out of the total calls received within a certain SLA.
- Disconnection Causes The pie chart and the table display the reasons for which the calls could not be answered.
 - Call type The reasons that caused the calls to be disconnected.
 - Calls ended due to caller abandon The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the Call Listing for Event 'Caller

abandon' page that displays an overview of all the calls ended due to this cause. For more information, see <u>this</u> section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls disconnected due to channel incompatibility – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the Call Listing for Event 'Channel incompatibility' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls transferred with key - The caller pressed the O key before speaking to an agent and the call was transferred to another extension. Click the link to enter the Call Listing for Event 'Transferred' page that displays an overview of all the calls transferred to another extensions. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls timeout – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the Call Listing for Event 'Queue timeout' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Calls disconnected before customers joined queue because all agents were logged out or paused - The total number of calls terminated before joining the queue because there were no agents active agents in the queue at that moment. Click the link to enter the Call Listing for Event 'No agents logged in' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

• Calls disconnected while customers were in queue because all agents logged out or paused - The total number of calls terminated while the customers where already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the Call Listing for Event 'Agents logged out' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

 Call disconnected due to event queue full - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the Call Listing for Event 'Queue full' page that displays an overview of all the calls ended due to this cause. For more information, see this section.



Note

The link is available only if there is at least one call ended due to this cause.

- Calls The number of calls unanswered due to a specific cause.
 - If there is at leas one call, you may click the link to be redirected to the page that displays detailed information about all the calls unanswered due to a particular cause.
- Percent The percentage of calls unanswered due to a specific cause out of the total unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} = and {end_date} =, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the <u>P Search</u> link. The graphics will be updated.



Note

If there were no calls between the selected dates, then the graphics will not be generated!



The image displayed when there is no data available



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Overview

The content of this page is identical for all the disconnection causes, providing the same information about the unanswered calls for each one of the causes. Generically, the page is called Call Listing for Event {disconnection_cause} and it displays up-to-date details about calls ended without being answered by any of the queue agents.

The Calls Overview provides the following details about the unanswered calls:

- CallerID The caller's identification number, for example <8754>, or, if the call was initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- Agent The extension number (e.g.: (0003*001) for local agents) or his name (for remote agents) of the queue agent that picked up the call. In this situation, VoipNow Professional displays None.
- CallID The unique number that Asterisk generated to identify the call.
- Start time The date and time the call started ringing in the queue.
- End time The date and time the call was terminated due to a specific reason.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} = and {end_date} =, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the \nearrow Search link. The graphics will be updated.



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Distribution Report

The Calls Distribution for Extension { extension_name} page displays detailed information about the answered calls, waiting time and unanswered calls, grouped by day/weekday/hour, for the defined time interval. This report allows you to better comprehend the queue traffic and to define better strategies to reduce the waiting time or to increase the agent's efficiency.

To access this page, click the Calls Distribution tab.

The statistical data is structured in several sections, based on the three criteria computed for different time intervals (day, weekday, hour):

- Answered Calls Per Day This section displays details about the calls answered by the queue agents in each one of the defined time interval's days.
 - Day The date the calls were answered.



Note

Only the days in which at least one call was answered are listed.

- Calls The total number of calls answered by all the queue agents in that day.
- Percent The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
- Average call duration The average time spent by the caller talking to a queue agent, in seconds.
- Minimum call duration The minimum time spent by a caller talking to a queue agent, in seconds.
- Maximum call duration The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.
- Call Wait Time Per Day This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's days. This helps you find the days when the callers had to wait in the queue the longest.
 - Day The date the calls were answered.



Note

Only the days in which at least one call was answered are listed.

- Calls The total number of calls answered by all the queue agents in that day.
- Percent The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
- Average call wait The average time spent in queue by a caller before his call was answered by a queue agent.
- Minimum call wait The minimum time spent in queue by a caller before his call was answered by a queue agent.
- Maximum call wait The maximum time spent in queue by a caller before his call was answered by a queue agent.
- The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.
- Unanswered Calls Per Day This section offers you detailed information about the unanswered calls in each one of the defined time interval's days.
 - Day The date when there were unanswered calls.



Only the days in which there was at leas one unanswered call are listed.

- Calls The total number of unanswered calls in that day.
- Percent The percentage of calls unanswered in that day out of the total unanswered calls in all the defined time interval's days.
- Average time to hangup The average time spent in queue by a caller before hanging up.
- Minimum time to hangup The minimum time spent in queue by a caller before hanging up.
- Maximum time to hangup The maximum time spent in queue by a caller before hanging up.
- The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.
- Answered Calls Per Weekday This section displays details about the calls answered by the queue agents in each one of the defined time interval's days, grouped by weekdays.
 - Day The weekday, from Monday to Friday.
 - Calls The total number of calls answered by all the queue agents in that weekday.

- Percent The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
- Average call duration The average time spent by the caller talking to a queue agent, in seconds.
- Minimum call duration The minimum time spent by a caller talking to a queue agent, in seconds.
- Maximum call duration The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.
- Call Wait Time Per Weekday This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's weekdays. This helps you find the weekdays when the callers had to wait in the queue the longest.
 - Day The weekday, from Monday to Friday.
 - Calls The total number of calls answered by all the queue agents in that weekday.
 - Percent The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
 - Average call wait The average time spent in queue by a caller before his call was answered by a queue agent.
 - Minimum call wait The minimum time spent in queue by a caller before his call was answered by a queue agent.
 - Maximum call wait The maximum time spent in queue by a caller before his call was answered by a queue agent.
 - The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.
- Unanswered Calls Per Weekday This section offers you detailed information about the unanswered calls in each one of the defined time interval's weekdays.
 - Day The weekday, from Monday to Friday.
 - Calls The total number of unanswered calls.
 - Percent The percentage of calls unanswered in that weekday out of the total calls unanswered in all the 5 weekdays, in the defined time interval.

- Average time to hangup The average time spent in queue by a caller before hanging up.
- Minimum time to hangup The minimum time spent in queue by a caller before hanging up.
- Maximum time to hangup The maximum time spent in queue by a caller before hanging up.
- The graphical representation helps you comparing the calls unanswered in each one of the 5 weekdays with the total number of unanswered calls.
- Answered Calls Per Hour This information helps you find the busiest hours for the queue agents, when the largest number of incoming calls is received.
 - Hour The one hour time interval the calls were answered by the queue agents.



Only the hours in which at least one call was answered are listed.

- Calls The number of calls answered by all the queue agents in that hour.
- Percent The percentage of calls answered in that hour out of the total answered calls.
- Average call duration The average time spent by the caller talking to a queue agent, in seconds.
- Minimum call duration The minimum time spent by a caller talking to a queue agent, in seconds.
- Maximum call duration The maximum time spent by a caller talking to a queue agent, in seconds.
- The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.
- Call Wait Time Per Hour This section allows you to visualize the hours when the callers had to wait in the queue the longest before speaking to a queue agent.
 - Hour The one hour time interval the calls were answered by the queue agents.



Note

Only the hours in which at least one call was answered are listed.

- Calls The number of calls answered by all the gueue agents in that hour.
- Percent The percentage of calls answered in that hour out of the total answered calls.
- Average call wait The average time spent in queue by a caller before his call was answered by a queue agent.
- Minimum call wait The minimum time spent in queue by a caller before his call was answered by a queue agent.
- Maximum call wait The maximum time spent in queue by a caller before his call was answered by a queue agent.
- The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.
- Unanswered Calls Per Hour This section offers you detailed information about the hours with the most unanswered calls, in the defined time interval.
 - Hour The one hour time interval when there were unanswered calls.



Only the hours in which there was at least one unanswered are listed.

- Calls The total number of unanswered calls.
- Percent The percentage of calls unanswered in that hour out of the total unanswered calls.
- Average time to hangup The average time spent in queue by a caller before hanging up.
- Minimum time to hangup The minimum time spent in queue by a caller before hanging up.
- Maximum time to hangup The maximum time spent in queue by a caller before hanging up.
- The graphical representation helps you comparing the calls unanswered in a certain hour with the total number of unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} = and {end_date} =, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the <u>P Search</u> link. The graphics will be updated.



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agents Report

The Agents Report for Extension { extension_name} page displays detailed information about the queue agents' activity like the number of answered calls, their duration, the agent' availability or the number of sessions per agent. Also, you can navigate to each agent's report page for personalized details about their activity.

To access this page, click the Agents Report tab.

The statistical data is structured in several sections:

- Overview This section displays details about the queue agents (remote or local agents and queue supervisors).
 - Number of agents The total number of queue agents currently assigned to the queue (supervisors included).
 - Average logged in time The average time the queue agents were logged in to the queue, in the defined time interval.
 - Minimum logged in time The minimum time a queue agent was logged in to the queue, in the defined time interval.

- Maximum logged in time The maximum time a queue agent was logged in to the queue, in the defined time interval.
- Total agents time The total time all the queue agents were logged in to the queue, in the defined time interval.
- Average on pause time The average length of the queue agents' pauses, in the defined time interval.
- Minimum on pause time The minimum time a queue agent was paused, in the defined time interval.
- Maximum on pause time The maximum time a queue agent was paused, in the defined time interval.
- Total agents pause time The total length of all the queue agents' pauses, in the defined time interval.
- Availability The actual time an agent spent active in the queue is computed in this section.
 - Type The agent's type:
 - \$\mathbb{3}\$ Local queue agent
 - B Remote queue agent
 - Agent The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent { agent name} Status page for personalized statistics about the queue agent's activity.
 - Logged in time The total time the queue agent was logged in to the queue, in the defined time interval. Click this link to open the Agent Logs page that displays the date and time the agent logged in and out.
 - On pause time The total time the queue agent was paused, in the defined time interval.
 - Effective time The effective time the queue agent was active (Logged in time - On pause time). This is a proper indicator of the agents' efficiency.
- Sessions This section displays details about each queue agent's sessions.
 - Type The agent's type:
 - \$\square\$ Local queue agent
 - Agent The queue agent's name and the extension number (e.g.: <u>Joe Doe (0003*001)</u>) for the local agents/supervisors or the name and

- the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent { agent name} Status page for personalized statistics about the queue agent's activity.
- Sessions The number of sessions. A session is the interval spent by the agent logged in to the queue. Click this link to open the Agent {agent_name} Session Details page for details about the queue agent's sessions.
- Average time per session The average time spent logged in by an queue agent, per session.
- Paused The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad).
- Average time per pause The average length of the queue agent's pauses.
- Pause % The percentage of pause time out of the total sessions' time.
- Pauses per session The number of pauses taken by the queue agent per session.
- Answered Calls This section displays information about the queue agents' answered calls.
 - Type The agent's type:
 - \$\overline{\sigma}\$ Local queue agent
 - S Remote queue agent
 - Agent The queue agent's name and the extension number (e.g.: <u>Joe Doe (0003*001)</u>) for the local agents/supervisors or the name and the Agent ID (e.g.: <u>Remote agent #1 (2588)</u> for the remote agents. Click this link to open the <u>Agent { agent name} Status</u> page for personalized statistics about the queue agent's activity.
 - Calls The total number of calls answered by a queue agent in the defined time interval. Click this link to open the Agent { agent_name} Calls page for details about the his answered calls.
 - Total call time The total length of all the calls answered by the queue agent, in the defined time interval.
 - Average call time The average length of an answered call, in the defined time interval.
 - Average wait time The average time the caller had to wait in queue before his call was answered by an agent, in the defined time interval.
 - % of queue calls The percentage of the agent's answered calls out of the total queue's answered calls, in the defined time interval.

• The graphical representation helps you visualize the percentage.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} = and {end_date} =, where:

• {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the first day of the current month.

• {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.



Note

The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the \nearrow Search link. The graphics will be updated.



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Logs

The Agent Logs page displays a list with the date and time the agent logged in and out of the queue:

- Action This column displays if the queue agent Logged in or Logged out of the queue.
- Log time The date and time the action was performed.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

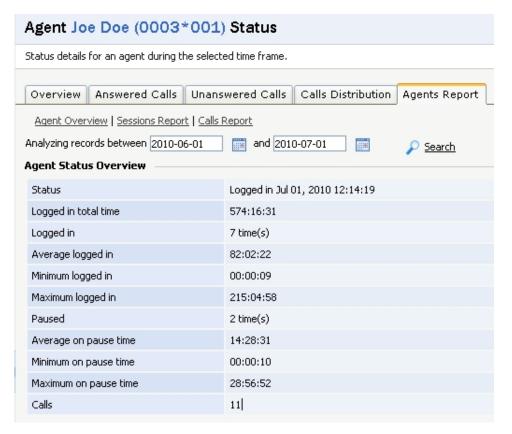
Analyzing records between { start_date} ■ and { end_date} ■

Agent Status

VoipNow Professional offers you detailed statistics about the queue agent, including information about his sessions and answered calls.

You can use the Agent {agent_name} Status management page to browse through the available details. The following controls are provided:

- 1. The link menu displayed on top of the page allows you to navigate through the sessions and answered calls reports. This menu is always present, no matter the selected page.
- 2. Agent Status Overview This section displays the queue agent's most important parameters:
 - Status The queue agent's status (e.g.: Logged in Jul 01, 2010 12:14:19).
 - Logged in total time The total time the agent was logged in to the queue.
 - Logged in This number displays for how many times the queue agent has logged in to the queue in the defined time interval.
 - Average logged in The average time spent by the queue agent logged in to the queue (the average length of his sessions), in the defined time interval.
 - Minimum logged in The minimum time spent by the queue agent logged in (his shortest session), in the defined time interval.
 - Maximum logged in The maximum time spent by the queue agent logged in (his longest session), in the defined time interval.
 - Pauses The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad), in the defined time interval.
 - Average on pause time The average length of the queue agent's pauses, in the defined time interval.
 - Minimum on pause time The minimum time a queue agent was paused, in the defined time interval.
 - Maximum on pause time The maximum time a queue agent was paused, in the defined time interval.
 - Calls The total number of calls assigned to the queue agent in the defined time interval.



The agent status overview

3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

Analyzing records between {start_date_time} and {end_date_time} , where:

{ start_date_time} - Use the available text box or the calendar icon
to specify the starting date and time of the time interval you want the
information to be displayed for. The format must be yyyy-mm-dd shh:mm.



The default value is the first day of the current month.

 {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the information to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the \nearrow Search link. The statistics will be updated.



Note

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Session Details

The Agent {agent_name} Session Details page displays detailed information about all the queue agent's sessions:

- Login hour The session's start time the date and time the agent logged in to the queue.
- Logout hour The session's end time the date and time the agent logged out from the queue.
- Duration The session's length the time the agent was logged in to the queue.
- Logged in from The agents can log in to a queue from any phone connected to the VoipNow Professional system (the phone associated with the agent's extension or another phone associated with another extension) or from a remote location (for remote agents), using a Queue login center extension. This column specifies the extended number of the extension associated with the phone used by the agent during the session or the phone number the remote agent is calling from.
- Pauses The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad), in the defined time interval.
- Pause time The total duration of the queue user's pauses, per session, in the defined time interval.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between { start_date} ■ and { end_date} ■

Agent Calls

The Agent { agent_name} Calls page displays the most important details about the calls answered by the queue agent like the CallerID, the call duration or the time the caller had to wait in queue.

The Calls Overview table provides the following information:

- CallerID The caller's identification number, for example <8754>, or, if the call was initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- CallID A unique identification number generated by Asterisk for each call.
- Start time The date and time the conversation started.
- End time The date and time the conversation ended.
- Duration The conversation's length.
- Call wait The time the caller had to wait in queue before being connected to the agent.
- Call ended with Here you can see how the call was terminated:
 - Caller disconnected The caller hanged up first.
 - Agent disconnected The agent hanged up first.
 - Transferred The call was transferred to another extension.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between { start_date} ■ and { end_date} ■

IVR Features

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an IVR extension, the customers can access and control the VoipNow Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using pre-recorded or dynamically generated audio, directing them on how to proceed with their requests.

Once you have created the IVR extension, you can define its behavior by designing the IVR menu and the caller's possibilities to interact with the system.

The IVR {extension_name} management page allows you to:

- View the defined IVR Contexts.
- ! Edit IVR settings.
- Configure a new IVR context by clicking the * Add context icon.
- View the IVR schema .



After adding the extension, the IVR schema cannot be generated because there are no contexts defined. The is icon is displayed.

• Check the is IVR report.



Note

The IVR report is available only if at least one context is defined for the extension. A warning message is displayed, informing you that you must add an entry context in order for the IVR to be accessible by phone.

- Search for specific contexts.
- Remove unused IVR contexts.

VoipNow Professional displays the following details about the the available IVR contexts:

- R The context exposure:
 - In the context cannot be accessed from another context inside the IVR.
 - In the context is reachable an can be accessed from another context inside the IVR.
- Context The context's descriptive name. Click the link to edit its settings.
- Active options The number of active options defined for the context. The actions can be defined for:
 - start The sequence of actions executed when the caller reaches the context.
 - timeout The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the IVR.
 - invalid The sequence of actions executed when the caller presses a key (0-9, *, #) which has no action associated with it.
 - ∘ 0-9, *, # The sequence of actions executed when the caller presses the corresponding key on his phone pad.
- Created The date the IVR context was added.



Note

The entry context is displayed using bold characters.

Add an LVR Context

In VoipNow Professional, an IVR is made up of a group of contexts. There are two types of contexts:

- regular This context is a container for one or more options, each one of them consisting of a sequence of actions.
- entry This is the context where the caller is directed when the IVR answers a call.



Note

An IVR can have only one entry context that must have one or more actions defined for its start option (the option that is executed automatically without caller intervention).

To add a new context, follow the next steps:

- 1. The Add IVR Context section allows you to define the context's settings:
 - Name Use the text box to fill in a descriptive name for the new context.
 - This is the entry context Select this check box if you want to set the new context as the IVR's entry context.



Note

If you have previously defined another entry context, VoipNow Professional will make the new context the entry one and will set the initial context as regular.

 Allow to dial phone terminal extensions directly [] from this context - If this feature is enabled, the caller will be able to dial the short number of the extension he wants to reach directly from this context. In this way, he will not be required to wait for a certain context/action to dial that number.



Note

This option can be enabled for multiple contexts in the same time.



Caution

It advisable to inform the callers via a recorded warning sound placed inside the context that they are allowed to dial the extension phone number at any time! For example, if you have enabled this feature for all the IVR's contexts, you can put in the entry context a message saying If you know the extension number, you can dial it an anytime. In this way, the callers will be aware of this possibility.

- 2. Click Ok to create the context. Click Cancel to abandon the operation and return to the previous page.
- 3. Next, the context options management page is displayed. Here you can define actions for each one of the available options or you can edit the context's parameters. The available controls are grouped into the following two sections:
 - Edit IVR Context This section allows you to modify the settings previously configured.
 - Context Options This table displays all the possible options that can be chosen by the caller and that can be enabled by adding actions. The following information is available:
 - A This column displays:
 - if the option contains actions.
 - if the option is empty.
 - Option These are the options available to the caller:
 - start The sequence of actions executed when the caller reaches the context.
 - timeout The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the IVR.
 - invalid The sequence of actions executed when the caller presses a key (0-9, *, #) which has no action associated with it.
 - 0-9, *, # The sequence of actions executed when the caller presses the corresponding key on his phone pad.

To define the sequence of actions associated with an option, click its name. For more details, see this section.

- Actions The number of actions defined for the option.
- Created The date when the first action was activated for the option.



Note

The context you have just created is similar to an empty container. To make it functional, you have to define some actions.

Add Actions

After configuring the context's basic settings, it is advisable to define the actions specific to each option that will be available to the caller. To do so, use the controls available in the Edit Actions for {context_name} Option {selected_option} page:

- Add Action Use this section to choose the action you want to be performed for the selected option.
 - Action Use this drop-down list to select one of the available actions.
 - Description A short description of the selected action's outcome from the caller's perspective.
 - Add in position Use this text box to specify the action's position inside the option's sequence of actions.
- Action Details The content of this section depends on the action previously selected:
 - Alter CallerID Name with content of variable You can choose one of the available actions (Prepend, Append, Replace) to modify the CallerID name using a recorded variable.
 - $\{action\}$ CallerID Name with content of variable $\{variable\}$ Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.
 - Alter CallerID Name with static value You can choose one of the available actions (Prepend, Append, Replace) to modify the CallerID name using a static value.
 - $\{action\}$ CallerID Name with static value $\{number\}$ Use the drop-down list to select the action and the text box to specify value you want to use.
 - Alter CallerID Number with content of variable You can choose one of the available actions (Prepend, Append, Replace) to modify the CallerID number using a recorded variable.
 - {action} CallerID Number with content of variable {variable} Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.



Note

In VoipNow Professional, when a call is made to a public phone number and you want to know on which DID number that call reached the IVR, you can use the IVR_NUMBER.CALLEDDID variable to store the DID number that

was called. This variable can be used in any other action that makes use of variables, for example: **Alter CallerID** and **Jump to context**.

- Alter CallerID Number with static value Choose one of the available actions (Prepend, Append, Replace) to modify the CallerID number using a static value.
 - $\{action\}$ CallerID Number with static value $\{number\}$ Use the drop-down list to select the action and the text box to specify the value you want to use.
- CallAPI Interactive You can use the CallAPI mechanism to program the IVR to behave in a certain way using HTTP REST interaction with a remote application.
 - Request method Use the drop-down list to select one of the two available HTTP request methods:
 - GET This method requests a representation of the specified resource. This is the default value.
 - POST This method submits data to be processed (e.g.: from a HTML form) to the specified resource. The data is included in the body of the request and it may lead to the creation of a new resource, to the revision of the existing resources or both.
 - Request ID Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.
 - Make request to Use the text box to fill in the URL address you want the IVR to send the request. For more details, check the CallAPI documentation.
 - Note Here you can write a brief description for the request.
- CallerI D Name based jump This action is used at jumping to another context based on the received call's CallerID name.

```
If CallerID Name is {relation} {name}
Jump to context {context} at option {option}
Else jump to context {context} at option {option}, where:
```

- {relation} Use the drop-down list to choose when the jump to be performed:
 - equal to The jump will be performed when the CallerID name matches the one specified in the {name} text box.
 - different than The jump will be performed for all the CallerID names that do not match the one specified in the {name} text box.

- {name} Use this text box to specify the CallerID name to be matched or avoided.
- {context} Use the drop-down list to select one of the available contexts you want the jump to be performed to.
- {option} After selecting a destination context, you can choose the context option where the jump to be performed to:
 - start
 - timeout
 - invalid
 - 0-9, *, #



Each of these options can be configured with one of the available actions, depending on the context's purpose.



Example of a valid 'Callerl D Name based jump' action

 CallerID Number based jump - This action is used at jumping to another context based on the received call's CallerID number.

```
If CallerID Number is {relation} {number}
Jump to context {context} at option {option}
```

Else jump to context {context} at option {option}, where:

- {relation} Use the drop-down list to choose when the jump to be performed:
 - equal to The jump will be performed when the CallerID matches the one specified in the {number} text box.
 - different than The jump will be performed for all the CallerIDs that do not match the one specified in the {number} text box.
- {number} Use this text box to specify the CallerID to be matched or avoided.
- {context} Use the drop-down list to select one of the available contexts you want the jump to be performed to.

- {option} After selecting a destination context, you can choose the context option where the jump to be performed to:
 - start
 - timeout
 - invalid
 - 0-9, *, #



Example of a valid 'Callerl D Number based jump' action

 Hangup after [X] seconds – This action allows you to terminate a call after a given time period.

Hangup after $\{x\}$ seconds – Use the text box to specify the number of seconds after which the call will be terminated.

 Jump to context – This action is used at jumping to another context based on the evaluation of a given condition.

```
Jump to context {context} at option {option}
If {variable} {relation} {number}, Where:
```

- {context} Use the drop-down list to select one of the available contexts you want the jump to be performed to.
- {option} After selecting a destination context, you can choose the option when the jump to be performed:
 - start The jump is executed when the caller reaches the context.
 - timeout The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR.
 - invalid The jump is executed when the caller presses a key (0–9,
 *, #) which has no action associated with it.
 - 0–9, *, # The jump is executed when the caller presses the corresponding key on his phone pad.
- {variable} Use this text box to specify the variable to be evaluated.
- {relation} Use the drop-down list to choose one of the available evaluation criteria.

• {number} - Fill in the number you want the variable to be evaluated against.



Example of a valid 'Jump to context' action

- Play company directory This action transfers the call to one of the extensions in the company directory. All the extensions in the directory are played to the caller and he may select the destination extension using the phone keypad.
- Play digits Use action when you want a given value to be communicated to the caller using one or more sound files.
 - Play value {variable} as {style} Use the text box to fill in the digits to be played to the caller and the {style} drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.
- Play digits contained in variable Use this action when you want a given value contained in a variable to be played to the caller using one or more sound files.

Play digits contained in variable {variable} as {style} - Use the text box to fill in the name of the variable and the {style} dropdown list to choose if the value will be pronounced as individual digits, as a number or as phonetics.



Note

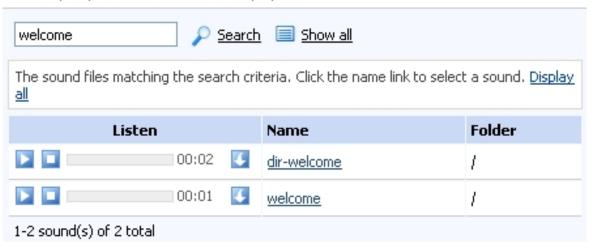
You can associate a numeric value to a variable using the *Record digits to variable* or the **Set variable**.

Play sound file – This action plays a given sound file to the caller.

Play in {style} the sound {sound} 3 - Use the {style} drop-down list to select if the sound file will be played in background or in foreground. Use the icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



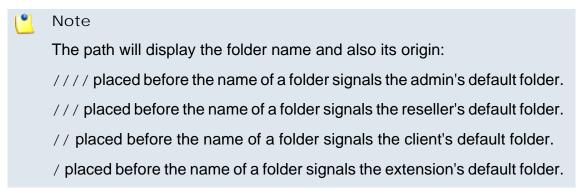
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



 Record digits to variable – This action can be used to save the digits typed by the caller on his phone keypad into a given variable.

Record {number_of_digits} digits to variable {variable}

Stop recording after $\{x\}$ seconds of inactivity

- [] Play before starting recording {sounds} , where:
- {number_of_digits} Use this text box to specify the number of digits the caller is expected to type.
- {variable} Use this text box to fill in the name of the variable where the input will be stored.
- {x} Here you can set the number of seconds of inactivity after which the recording will be terminated. The accepted values range from 1 to 9. The default value is 5 seconds.
- Selecting this check box will allow the IVR to play a certain sound file before recording the caller's input.
- Set language to content of variable This action sets the language of the call by using the contents of a given variable. All the sounds will be played to the caller in the selected language.
 - Set language to content of variable {variable} Use the text box to fill in the name of the variable that contains the language code.
- Set language to static value This action sets the language of the call to one of the available languages. All the sounds will be played to the caller in the selected language.
 - Set language to static value {language} Use the drop-down list to select the language.
- Text to speech This action plays a custom text to the caller.

Text to speech {text} with voice {voice} – Use the text box to fill in the text you want to play for the caller; you can also use SSML tags to control how the text is read (for more information, see Using the Text To Speech Feature). Use the drop-down list to choose the voice that will pronounce the text.



Note

This action is available only if these conditions are fulfilled:

- The IVR has the Maximum concurrent text to speech option set to a value greater than 0.
- The Allow text to speech option was enabled from the <u>Unified</u> Communications >> System Preferences page.
- There is at least one Cepstral voice engine installed on your server.

 There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

 Set variable – Use this action if you want to replace the content of a variable with a string.

Associate variable {variable} - Use this text box to specify the name of the variable to be replaced.

With string {string} - Use this text box to fill in the string to be used instead.

 Time interval based call transfer – This action allows the IVR to transfer the call to another extension on the same client account based on the time interval when the call is received.

```
If in {time_interval}
Transfer to {extension1} 
Else transfer to {extension2} 
, where:
```

- {time_interval} Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the extension specified below.
- - T The extension's type:
 - Phone terminal
 - SQueue
 - Interactive Voice Response (IVR)
 - Voicemail center
 - Onference
 - Sallback
 - Calling card
 - Material Intercom/Paging

- Si Queue login center
- S The extension's status:
 - Inabled
 - Disabled
- Extension The extension's name.

Click the link to select an extension.

- Extension number The extension's short number.
- {extension2} Use the available box or click the icon to specify the extension the calls received outside the selected time interval will be transferred to.
- Time interval based context jump This action allows the IVR to transfer the call to another context based on the time interval when the call is received.

```
If in {time_interval}
Jump to context {context} at option {option}
Else jump to context {context} at option {option}, where:
```

- {time_interval} Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the context specified below.
- {context} Use the drop-down list to select one of the available contexts you want the calls to be transferred to.
- {option} After selecting a destination context, you can choose the option when the jump to be performed:
 - start The jump is executed when the caller reaches the context, if within/outside the selected time interval.
 - timeout The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR, if within/outside the selected time interval.
 - invalid The jump is executed when the caller presses a key (0– 9, *, #) which has no action associated with it, if within/outside the selected time interval.
 - 0–9, *, # The jump is executed when the caller presses the corresponding key on his phone pad, if within/outside the selected time interval.

 Transfer call to extension number – This action can transfer the call to another extension on the same client account.

Transfer call to extension number {extension_number}

- [] Play sound before transferring {sound} , where:
- {extension_number} Use the available box or click the ∅ icon to specify the extension the calls will be transferred to.
- Selecting this check box will allow the IVR to play a certain sound file before transferring the call.
- Transfer call to number contained in variable This action can transfer the call to another extension on the same client or to an external phone number using the contents of a given variable.

Transfer call to number contained in variable - Use the text box to specify the name of the variable that contains the number the calls will be transferred to.

Allow transfers to external numbers - Select this check box to enable transfers to external numbers.

- Wait for [X] seconds This action can be used to introduce a delay between two consecutive actions.
 - Wait for $\{x\}$ seconds Use the text box to specify the delay. The accepted values range from 0 to 600 seconds.
- Actions This table displays the actions that have already been added for the current option. You can change the order in which they are executed or remove the unuseful ones. The following information is available for each action:
 - No The action's execution position.
 - P Use the available controls to change the action's position. To move it to a higher position, click the up arrow. To move it to a lower position, click the down arrow.

In order to save the chosen order, click the <a> Apply the changes link.



Note

If there is only one action, its position cannot be changed. The controls are grayed out: • •.

 Action - This column displays the action. On mouse over, details about its configuration are displayed. Click the available link to edit the action.



The actions table

After configuring the action, click Ok to add it to the context. Click Cancel to reset the controls.



Note

You can add actions until the desired sequence is complete.

Fdit an LVR Context

To edit one of the IVR's contexts, follow the next steps:

- 1. In the Contexts table, click the name of the context you wish to modify.
- 2. The new opened page allows you to modify the context's preferences by using the controls available in the Edit IVR Context section. For more details, see the Add an IVR Context section.

Also, you can edit the options associated to the context by modifying existing actions or by adding new ones. For more information, see the Add-Actions section.

Test the LVR

VoipNow Professional gives you the possibility to verify both a new IVR or a modified older one before making it public.

When you use the test function after modifying an IVR, VoipNow Professional will create a duplicate IVR that you can verify over the phone. If you accept the modifications and generate the IVR, VoipNow Professional will overwrite the old IVR. This way, your changes will be saved. In case you find any inconsistencies and you want to make further changes or corrections, you must not generate the modified IVR.

Follow these steps to test the IVR:

1. After setting up/modifying the IVR contexts, options and actions, click the
IVR link placed in the top right corner of the screen.



The IVR tool bar

A message with instructions will be displayed on the top of the page:

If you want to test the IVR, pick up the phone and dial *48{extno}.



Note

Here, {extno} stands for the IVR extension's short phone number.

2. If errors are detected, an information message will be displayed on the top of the page:

The IVR was generated successfully, but there are some inconsistencies. We advise you to correct them, otherwise the IVR will not function as expected. You can get a full report on the detected errors {link}.

Clicking the available link will take you to the report page that will display the cause that generated those inconsistencies, advising you how to solve them.

3. If no errors are detected, you will be informed that Congratulations, the IVR was generated successfully! Now you can generate the IVR and you can go live with it.

Generate the LVR

After you have created your contexts, options and actions and after you have tested their consistency, it is time to put it all together and physically generate the IVR. To do this, click the **Security** Generate IVR link located in the upper right corner of the screen.



The LVR tool bar



Note

The **Generate IVR** link becomes visible each time you modify the IVR version that you have previously generated.

Edit an IVR

The IVR's settings can be modified using the controls available in the Edit IVR {extension_name} page. The parameters are grouped into the following fieldsets:

- IVR Management
- CallerI D Management

Click Ok to save the changes or Cancel to return to the previous page without modifying anything.

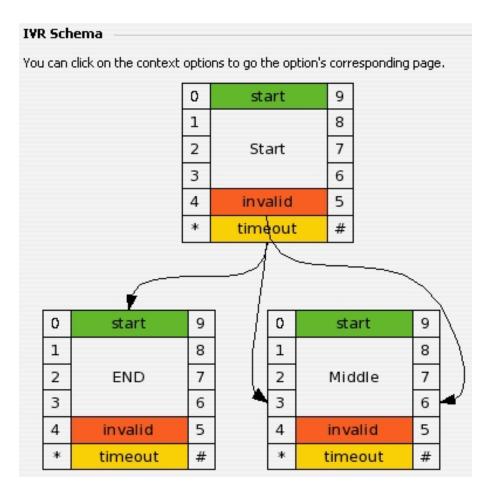


Note

For more details on how to customize the IVR, see the IVR Setup section.

View the LVR Schema

VoipNow Professional can generate a graphical representation of the IVR contexts, including the links between them (e.g.: Jump to context and Time interval based jump action types).



IVR schema example



Note

The is icon is displayed until at least one context is defined for the current IVR.

View the IVR Structural Report

When trying to generate an IVR, VoipNow Professional checks for structural inconsistencies and errors. In case it finds any, it displays warning or error messages in the IVR Management page.

If structural inconsistencies are found, VoipNow Professional allows you to view and correct their causes. You have two options to check these dysfunctionalities:

- 1. Click the link available in the displayed warning message.
- 2. Click the 19 IVR report icon available in the Tools section.

The IVR {extension_name} Report page display the contexts, options and actions where the inconsistencies are located. It also provides links to easily access the pages from where you can correct these dysfunctionalities.

Error Types

VoipNow Professional checks for the following structural errors:

- The IVR does not have an entry context.
- The IVR's entry context does not have actions defined for the start option.



Note

The IVR cannot be generated when structural errors are found.

VoipNow Professional checks for the following structural inconsistencies:

- The IVR uses Time interval based call transfer and Transfer to extension action types that use destination extensions no longer existent.
- The IVR uses Time interval based jump and Jump to context action types that use destination contexts no longer existent.
- The IVR uses actions that play sounds no longer existent.

If the IVR structure is correct, the page displays the following message: This IVR has no structural errors.

Conference Features

VoipNow Professional allows conference scheduling for Conference type extensions.

Scheduled Conferences

The Scheduled Conferences management page allows you to:

- View the extension's Scheduled Conferences.
- Set up a new conference by clicking the **Schedule a new conference** icon available in the Tools section.
- Search for specific conferences.
- Remove scheduled conferences.

VoipNow Professional displays the following details the scheduled conference:

- S The scheduled conference's status:
 - Inabled
 - Disabled

Click the icon to change the conference's status.

- Name The conference name. Click the <u>link</u> to modify its settings.
- Number The conference number.
- State The conference state:
 - Never started
 - In progress
 - Ended
- Created The date when the scheduled conference was created.
- Scheduled Date The date when the conference is scheduled to take place.
- Started The date and time the conference began.
- Ended The date and time the conference ended.
- In Conference The number of participants currently in the conference.
- Sessions This column displays for how many times the conference took place. If there was at least one session, the you can click the link to open the <u>Scheduled Conference Sessions for { scheduled conf_name}</u> page that displays an overview of all the scheduled conference's sessions.

Searching the Scheduled Conferences List

When the scheduled conferences list is too long and you are searching for specific conferences, you can use the default controls plus one extra:

- Use the drop-down list to select the time interval when the conferences were scheduled. Only the conferences defined in that interval will be displayed. The available time frames are:
 - Any time
 - Today
 - Tomorrow
 - Next 7 days
 - Next month
 - In the past

Schedule a New Conference

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g. calling from a phone connected to the PSTN).

To schedule a new conference, fill in the following details:

- Conference Schedule
 - Name Use this text box to set the conference descriptive name.
 - Administrator PIN Use this text box to set the PIN code for the conference administrator.



Note

Although it is highly recommended that you set up an administrator PIN, you can leave this field empty. If you choose to leave the Administrator PIN field empty, then the system behavior changes as follows:

- You cannot set up a participant PIN.
- NO PIN is requested when users enter the scheduled conference.
- ALL users join the conference as members.
- NO administrator is able to join the conference.
- Participant PIN Use this text box to set the PIN code used by participants to this conference.
- Conference room size Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Conference type Three options are available:
 - One type When this option is enabled, the conference is scheduled one time between Start hour and Scheduled end hour.
 - Anytime When this option is enabled, the conference is permanent.
 - Recurring When this option is enabled, the conference is scheduled to take place as specified by the Weekday, Day of month and Month, between Start hour and End hour.
- Time zone Use the drop-down list to select the time zone for which you want to schedule the new conference. By default, the time zone defined for the current extension is selected.
- Start hour Use the two text boxes to specify the scheduled start hour and minute for oone time or recurring conferences.

- Scheduled end hour -Use the two text boxes to specify the scheduled end hour and minute for one time or recurring conferences.
- Start date Use this text box to specify the date the one time conference will start. Also, you can click the icon to chose the date from the calendar.



Note

This option is useful when having a conference scheduled to start at 22:00 and to end at 01:00 the next day.

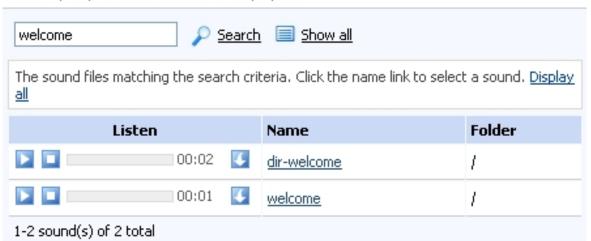
- Weekday Use the drop-down list to select the day of the week when the recurring conference is scheduled to take place. The default selection is Every day.
- Day of month Use this text box to specify the day of the month when the recurring conference is scheduled to take place. The default selection is Every day.
- Month Use this text box to specify the month when the recurring conference is scheduled to take place. The default selection is Every month.

Conference Details

• Play sound {folder} {sound} before connecting to conference center – When the check box is selected, use the icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.



This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed.



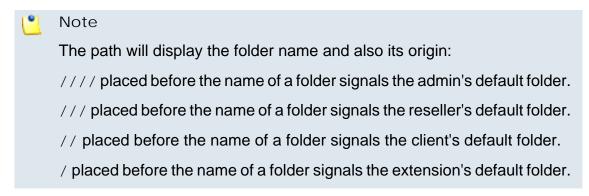
Selecting a sound file

The following information is provided:

• Listen - Use the available □ □ □ controls to listen to the message. The sound's total length is displayed as well, using the hours : minutes : seconds format.

If you want download the sound on your hard drive, click the sicon and confirm your choice.

- Name The name of the sound file. Click the link to select it.
- Folder This column displays the file's folder location.



 Enable music on hold - When this option is enabled, VoipNow Professional plays the files located in the Default music on hold folder if there is only one user present in the conference.

- Close the conference when all conference moderators exit When this option is enabled, VoipNow Professional terminates all calls when all the conference moderators log out.
- Announce user count on joining conference When this option is enabled, VoipNow Professional announces any new participant about the number of users in the conference call.
- Announce users joining/leaving When this option is enabled,
 VoipNow Professional announces the users about any participant joining or leaving the conference call.
- Record conference conversations Select this check box if you want VoipNow Professional to record all your conferences.

Click Ok to schedule a new conference. Click Cancel to return to the previous page without scheduling anything.

View Scheduled Conference Sessions

The Schedule Conference Sessions for {scheduled_conf_name} page allows you to see all the sessions belonging to a particular conference.

VoipNow Professional displays the following details about the sessions:

- S The session's status:
 - Sonference ended
 - \bigcircle{\text{\ti}\text{\texi}\text{\text{\texi}\tiex{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text{\text
- Started The date and time the session began.
- Ended The date and time when the session ended.
- Participants The number of people that attended this conference.
- In Conference The number of participants that still are in the conference.
- Duration The length of each session.

Searching the Sessions List

If you want to search for a particular session, you can use one or more of the available sorted:

Show sessions between { date_1} and { date2}, where:

• { date_1) - Use the available text box or the scalendar button to specify the lower limit of the time interval in which you want to search for particular sessions. The date format must be yyyy-mm-dd.

• { date_2} - Use the available text box or the a calendar button to specify the upper limit of the time interval in which you want to search for particular sessions. The date format must be yyyy-mm-dd.

Callback Features

The Callback extension type allows system users to place calls using the VoipNow Professional server even if their phone is only connected to the public network. To do this, the user calls the Callback extension and waits to be called back. After being called back, he will be able to dial any number using the VoipNow Professional server.



Note

It is recommended to restrict this functionality in order to avoid abuse by creating a list of authorized CallerIDs. The users will be allowed to route phone calls through the server only if they call from one of those authorized phone numbers.

Callback Authorized Callerl Ds



Note

In case the maximum number of authorized CallerIDs supported by your license was reached, then you are not able to add others and the icon is disabled: 4.

Only the active authorized CallerIDs are counted!

Using this feature you can authorize the users that should benefit from the callback function.

The Authorized Callerl Ds Management page allows you to:

- View the Authorized Caller Ds List for the current extension.
- Define a new authorized CallerID by clicking the Add authorized callerID icon available in the Tools section.
- Manage the <u>CallerID credit</u> by clicking the <u>Salicon available in the B column.</u>
- Save the authorized CallerIDs.
- Search for specific CallerIDs.
- Remove unused items.

VoipNow Professional displays the following information about the authorized CallerIDs:

- S The CallerID's status:
 - Inabled
 - Disabled

Click the icon to change the CallerID's status.

- C Click the ≤ icon to view a report about the costs of all the calls placed by all the authorized CallerIDs defined for the current Callback extension.
- Callback Number The CallerID that is authorized to use the callback function. Click the <u>link</u> to modify the number or to change the associated PIN code.
- PIN Displays Yes/No depending if the user will be asked to introduce his PIN code before being able to use the callback function or not.
- Total Credit Displays the user's total initial credit.
- Available Credit Displays the credit left for using the callback function.
- Created Displays the date and time the phone number was introduced to the authorized CallerID's list.
- B Click the

 icon to manage the CallerID credit

 .

Export

You can export the Authorized Callerl Ds List to one of the two available file formats:

- 🗟 Export to Excel
- 🛅 Export to CSV

Add an Authorized Callerl D

You can choose whether you want to upload a file with the desired CallerIDs or you want to manually specify them. Depending on your choice, use the controls grouped into one of the following fieldsets:

- Upload Authorized Callerl Ds From File
 - Upload callerIDs from file Select this check box in case you want to upload a file containing data about multiple CallerIDs.



Note

If you select this option, then you will not be able to use the controls available in the **Add Authorized CallerIDs** fieldset.

 CallerI Ds file – When the Upload callerI Ds from file option is enabled, you can use the button to locate the file containing the CallerIDs you want to upload.



Note

The uploaded CallerID will be displayed in the following pattern: callerID, pin, orderno, credit. The credit parameter can take numeric values or the u, unlimited value.

- Field separator Use this text box to specify the field separator character. The default value is ','.
- Add Authorized Callert Ds.
 - Accept calls from callerID Use this field to specify the extension number. VoipNow Professional will allow callback to this number.
 - PIN number Use the text box to fill in the PIN code associated to the extension. VoipNow Professional will request the user to provide the PIN before allowing him to use the Callback extension.
 - Order number Use the text box to specify the identification number of the request made to allocate this credit.
 - Add an initial credit of Use the text box to specify the amount of money offered to the user when setting up his CallerID. Select the Unlimited check box if you do not want to limit the CallerID.

You can use the 🖶 🖃 buttons to add/remove several new authorized CallerID's at the same time.

Click Ok to add the new authorized CallerID to the system. Click Cancel to go back to the previous page without adding anything.

Edit an Authorized Callerl D

You can modify the following options:

- Edit Authorized Callerl Ds
 - Accept calls from callerID
 - PIN number



Note

For more information on how to edit these fields, see the <u>Add Authorized CallerID</u> section.

Manage the Credit Associated to the Authorized Callerl D The Credit Management for Callerl D { callerid} page allows you to:

- View the credit associated to the CallerID, including the Recharge History.
- Recharge the extension whose CallerID is included in the authorized ID's list.
- Search for certain recharges.

VoipNow Professional displays the following credit information:

- Order Number The identification number for the credit allocation.
- Credit Added The amount of money added to the current CallerID.



Note

The amount can be negative as well. The available credit can be decreased if required.

- Credit Left The total amount of money currently available for conversations.
- Date Added The date and time the credit was added to the Caller ID.

Add Credit to the Authorized Callerl D

To add credit to the selected authorized CallerID, fill in the required details:

 Add credit { currency} – Use this field to fill in the amount of money you want to offer the CallerID user. Between parenthesis, VoipNow Professional displays the amount still available: (currently {amount} {currency} left). Note that the amount can be Unlimited.



Note

The {currency} is the server default currency, defined in the <u>unified</u> <u>Communications</u> >> **System preferences** >> **Charging preferences** page.



Caution

If the initial credit is Unlimited, then filling in a negative amount (e.g. -10) will limit the CallerID. For our example, the **Credit Added** will be -10 and the Credit Left will be decreased from Unlimited to 0. In this case, one will not be able to use this CallerID for callback calls.

• Order number – Use this field to fill in the identification number of the request made to allocate the credit.

Click Ok to add the new credit. Click Cancel to return to the previous page without adding anything.

Calling Card Features

The Calling card extension type allows system users to place calls using the VoipNow Professional server even if their phone is only connected to the public network. The user must have a valid calling card in order to call the calling card extension, which will enable him to dial any number using the VoipNow Professional server.

Calling Card Codes



Note

In case the maximum number of calling card codes supported by the license was reached, then you are not able to add or to generate other codes. The corresponding icons are disabled: 33 and 33.

Only the active calling card codes are counted!

The Calling Card Codes Management page allows you to:

- View the Card Codes List defined for the current extension.
- Set up a new card code by clicking the Add card codes icon available in the Tools section.
- Randomly generate a set of codes by clicking the **S** Generated card codes icon.
- Manage the <u>calling card credit</u> by clicking the <u>salicon available in the B</u> column.
- Save the calling cards.
- Search for specific codes.
- Remove unused items.

VoipNow Professional displays the following information about the calling card codes:

S – The card code's status:

- Inabled
- Bisabled

Click the icon to change the card code's status.

- C Click the ≤ icon to view a <u>report</u> about the costs of all the calls placed by all the card codes defined for the current Calling card extension.
- Card Code Displays the unique card code or, if the authentication is done based on the CallerID, the user's CallerID that it is associated with this card code. Click the <u>link</u> to modify the CallerID or to change the associated PIN code.
- PIN Displays Yes/No depending if the user will be asked to introduce his PIN code before being able to use the calling card function or not.
- Total Credit Displays the user's total initial credit.
- Available Credit Displays the credit left for using the calling card function.
- Created Displays the date and time calling card code was added to the system.
- B Click the
 icon to manage the card code credit .

Export

You can export the Card Codes List to one of the two available file formats:

- Export to Excel
- 🛅 Export to CSV

Add a Card Code



Note

On top of the **Add Card Code** page, VoipNow Professional displays a message informing you about the maximum number of calling card codes you are allowed to use, the number of existing codes and how many card codes can still be added from this page.

1 Information: The total number of calling card codes you are allowed to use is 100. You have defined 3 calling card code(s). From this page you can add 10 more calling card code(s).

You can choose whether you want to upload a file with the desired calling card codes or you want to manually specify them. Depending on your choice, use the controls grouped into one of the following fieldsets:

- Upload Card Codes From File
 - Upload card codes from file Select this check box in case you want to upload a file containing data about multiple card codes.



Note

If you select this option, then you will not be able to use the controls available in the **Add Card Code** fieldset.

 Card codes file – When the Upload card codes from file option is enabled, you can use the button to locate the file containing the card codes you want to upload.



Note

The uploaded code will be displayed in the following pattern: card code, PIN, order number, initial credit. The credit parameter can take numeric values or the u, unlimited value.

- Field separator Use this text box to specify the field separator character. The default value is ','.
- Add Card Code
 - Code {value} (for CallerID authentication, write here the CallerID) – Use this field to specify the card code that the user will be requested to provide when connecting to the system using this extension.

If the Send public CallerID on internal calls option is enabled from the caller's phone terminal configuration page and you wish the authentication to be made based on the CallerID, then fill in here the user's CallerID that will be associated with this card code. When the user will make a call using his phone terminal extension, VoipNow Professional will not ask him for the code, but will continue the call and take him to the next step (PIN request or further, deepening if PIN is required or not). His CallerID will be used for the call and will be displayed on the called party's screen.

For example, an user has the Send public CallerID on internal calls option enabled and his CallerID is 08057. If the new card code is using the same CallerID, 08057, then when the user will call this Calling card extension from his phone terminal, he will not be required to provide the CallerID, but directly the PIN code (if required) or the number he wishes to call.

- PIN number Use this field to specify the PIN code associated to the extension. VoipNow Professional will request the user to provide this number, if set, when trying to connect to the system using this extension.
- Order number Use this field to specify the identification number of the credit allocation request.
- Add an initial credit of {currency} Use the text box to specify the amount of money offered to the extension to be used with the calling card.
 Select the Unlimited check box if you do not want to limit the amount.

You can use the 🗈 🖃 buttons to add/remove several new codes at the same time.



Note

You can add maximum 10 card codes at once.

Click Ok to add the new card code. Click Cancel to go back to the previous page without adding anything.

Edit a Card Code

You can modify only the following options:

- Edit Card Code
 - Code
 - PIN number



Note

For more information on how to edit these fields, see the Add a Card Code section.

Generate Card Codes

To automatically generate a batch of calling card codes, fill in the required details:

- Generate Card Codes
 - Number of codes to generate The number of card codes you want to be automatically generated.
 - Codes must have { n} digits The number of digits for the calling card code.

- Calling cards must have PIN Select this check box if you want to generate the card codes with an attached PIN.
- PIN must have {n} digits The number of digits for the calling card code PIN.
- Initial credit on each calling card The initial credit for the generated calling card codes. If you do not want to limit the user, then select the Unlimited check box.

Click Ok to automatically generate the desired number of calling card codes. Click Cancel to return to the previous page without generating anything.

Manage the Card Codes Credit

The Credit Management for Card Code { card_code} page allows you to:

- View the credit associated to the card code, including the Recharge History.
- Recharge the extension's card code.
- Search for certain recharges.

VoipNow Professional displays the following credit information:

- Order Number The identification number for the credit allocation.
- Credit Added The amount of money added to the current card code.



Note

The amount can be negative as well. The available credit can be decreased if required.

- Credit Left The total amount of money currently available for conversations.
- Date Added The date and time the credit was added to the card code.

Add Card Codes Credit

To add credit to the selected card code, fill in the required details:

• Add credit {currency} — Use this field to fill in the amount of money you want to offer the card user. Between parenthesis, VoipNow Professional displays the amount still available: (currently {amount} {currency} left). Note that the amount can be Unlimited.



Note

The {currency} is the server default currency, defined in the _ Unified <u>Communications</u> >> **System preferences** >> **Charging preferences** page.

Caution

If the initial credit is Unlimited, then filling in a negative amount (e.g. -10) will limit the CallerID. For our example, the Credit Added will be -10 and the Credit Left will be decreased from Unlimited to 0. In this case, one will not be able to place calls using this card.

• Order number – Use this field to fill in the identification number of the request made to allocate the credit.

Click Ok to add the new credit. Click Cancel to return to the previous page without adding anything.

Chapter 11

Reports and Statistics

VoipNow Professional offers you a wide range of reports and statistics that provide real time information about the system behaviour. You can find details about the available accounts, the call flow, the users' sessions and many more in one of the following sections:

- The system <a> Reports can be accessed from the left navigation panel.
- The **Sessions** statistics are available in the **Unified Communications** page.
- The server's health parameters can be accessed by clicking the <a> <u>Live</u> <u>Monitor</u> icon available in the <u>Unified Communications</u> page.

System Reports

The Report Management page provides the best overview of the system status.

Multiple statistics are available:

- A general <u>Overview</u> of the VoipNow Professional system, including the number of accounts, the number of channels, the call costs and the available sound files.
- Detailed <u>information</u> about all the calls registered in the system.
- A real-time overview of the active Call Flows.
- Graphic representations for the most important <u>statistics</u>.

Overview

This section displays statistics about the number of objects (accounts, sounds, charging plans, active calls, etc.) currently available in the system and can be accessed by clicking the Overview tab.

VoipNow Professional displays the following information about the system:

- System Usage Overview for { month}, { year}
 - Public phone numbers cost The total monthly amount that must be paid to the channel provider.
 - Total length of outgoing calls The total time spent on outgoing calls in the current month.
 - Total length of incoming calls The total time spent on incoming calls in the current month.
 - Maximum length of an outgoing call The maximum time spent on outgoing calls by the extensions belonging to the logged in user.
 - Maximum length of an incoming call The maximum time spent on incoming calls by extensions belonging to the logged in user.
- Account Overview This section displays the number of accounts in the system and their status.
 - Total resellers The total number of reseller accounts.
 - Enabled resellers The number of enabled reseller accounts.
 - Suspended resellers The number of disabled reseller accounts.
 - Total clients The total number of client accounts.
 - Enabled clients The number of enabled client accounts.
 - Suspended clients

 The number of disabled client accounts.
 - Total extensions
 – Total number of extension accounts.
 - Enabled extensions—The number of enabled extensions accounts.

- Registered extensions The number of phone terminal extensions registered from a phone.
- Phone terminals The total number of Phone terminal extensions on the server.
- Queues The total number of Queue extensions on the server.
- Queue login centers The total number of Queue login center extensions on the server.
- IVRs The total number of IVR extensions on the server.
- Voicemail centers The total number of Voicemail center extensions on the server.
- Conferences The total number of Conference extensions on the server.
- Callbacks The total number of Callback extensions on the server.
- Calling cards The total number of Calling card extensions on the server.
- Intercom/paging The total number of Intercom/paging extensions on the server.
- SIP trunking channels used The total number of SIP trunking channels currently in use by all the Phone terminal extensions in the system, computed based on the total number of Maximum public concurrent calls set for all the Phone terminal extensions that have the A PBX is connected to this extension option enabled from their Provisioning and SIP Preferences page.

Channel Overview

- Total channels The total number of channels.
- Enabled channels The number of enabled channels.
- Suspended channels The number of disabled channels.
- Registered channels The number of channels registered to the remote servers.

Sound Files Overview

- Total sounds The total number of shared and personal sounds in the system. The sounds owned by the logged in user and the sounds owned by users belonging to the logged in user are counted.
- System sounds The total number of system sounds. System sounds are the equivalent of shared sounds, but they are defined in the

administrator context. System sounds can be used by all VoipNow Professional users belonging to the user that added the sound.

- Shared sounds The total number of shared sounds. Shared sounds can be defined in reseller and client contexts. Shared sounds can be used by all VoipNow Professional users belonging to the user that added the sound.
- Personal sounds These sounds can be used only be the user that created them.

Music on Hold Overview

- Total music on hold files The number of music on hold files for the logged in user.
- System music on hold files The number of non-system music on hold files, owned by the logged in user.
- Personal music on hold files The number of system music on hold files, owned by the logged in user.
- Personal music on hold folders The number of music on hold folders, owned by the logged in user.

Charging Plans Overview

- Admin level charging plans The number of charging plans created by the administrator.
- Reseller level charging plans The number of charging plans created by resellers.
- Client level charging plans The number of charging plans created by clients.

Call Report

VoipNow Professional offers an easy way to keep track of the calls made and received by all the extensions in the system.

The Call Reports groups the available controls into the following three fieldsets:

Search Calls

You can search through the all the calls recorded in the system using a wide range of filters designed to provide you accurate and comprehensive results.

• Export Columns

VoipNow Professional allows you to choose the details to be exported to a .csv or to an Excel file.

Call List

VoipNow Professional displays all the calls registered in the system in the current month. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the calls in the system to be displayed.

The following information is provided:

- - Second Local Call
 - \$\oldsymbol{\sigma}\$ Extended local call
- A The application used by the call:

 - Voicemail center
 - 6 Voicemail
 - # IVR
 - Conference
 - @ Queue

 - Multiput
 - Kallback
 - ^a Calling card

 - Marcom/paging
 - Supervising
 - Si Queue center
- From The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.



Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that made the call:

- Name
- Company
- Email
- Status





Note

For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters.

 To – The CallerID, for example <8754 >, or, if the called party is from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.



Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.



Note

For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters.

 Transfer source - This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.

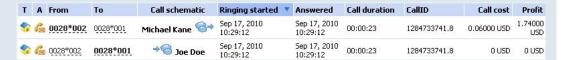
- Transfer destination This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
- Call schematic This column displays the call flow:
 - The name of the extension that placed the call followed by the → icon.
 - The → icon followed by the name of the extension that received the call.



Note

This table displays, for the local calls of all the extensions in the system, one record for the incoming flow and another one for the outgoing flow.

For example, if **Michael Kane** calls **Joe Doe**, then the table will display the flow both from the caller's and the callee's perspective.



The first record shows that **Michael Kane** initiated the call to **Joe Doe**, while the second one displays that **Joe Doe** received a call from **Michael Kane**. All the details are identical, except for the **Call cost** and the **Profit** values that depend on the charging plan used by each extension.

 Initiated - The date and time the caller dialed the callee's number, initiating the call.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

Ringing started – The date and time the called extension started ringing.



Note

The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- Answered The date and time the call was answered.
- Call duration The total length of the call, displayed in the hh:mm:ss format.

• CallID – The unique number that Asterisk generated to identify the call.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

Client – The name of the client owning the extension.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

 SIP-CallID - The identification number of the SIP packets belonging to a particular call.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

Called DID - The called Direct Inward Dialing (DID) number.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

 PRI channel - The identification number of the PRI card that contains the channel through which the call was made.



Note

This column is not visible by default. It can be enabled from the **Show** columns panel.

- Call cost The cost of the call for the logged in user.
- Profit The profit made by the logged in user from this call.



Caution

It is highly advisable to hunt for the call costs that have a negative profit!

Export

You can export the entire call list to one of the two available file formats:

- the Export to Excel
- the Export to CSV

Searching the Calls List

VoipNow Professional automatically displays only the current month's calls. To search for specific calls, you have to define particular search criteria using the controls available in the Search Calls fieldset:

- From number If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:
 - Starting with Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.
 - Ending with Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.
 - Exact match Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- To number If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
 - Starting with Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
 - Ending with Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
 - Exact match Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- Account name Use this text box to fill in the account name (on reseller, client or extension levels) you are searching for.
- Charging plan Use this text box to fill in the charging plan name that generated the call cost you are searching for.
- CallID Use this text box to fill in the unique number that Asterisk generated to identify the call.
- Through channel Use this drop-down list to search only for the calls that were directed through a specific channel.
- With network code Use the available text box to specify the code of the network whose calls you are looking for.

- Selected channel prefix This value is available only for outgoing external calls. It contains the prefix of the dialed number that was matched with one of the area codes defined in the routing channel's costs.
- SIP-CallID It is used to identify all SIP packets that belong to a particular call.
- Called DID The called Direct Inward Dialing (DID) number.
- PRI channel The identification number of the PRI card that contains the channel through which the call was made.
- Call duration Use this section to specify the call duration limits by filling in the fields from the rule:
 - Bigger than {x} seconds and/or smaller than {y} seconds
- Call cost Use this section to specify the call cost limits by filling in the fields from the rule:
 - Bigger than {x} and/or smaller than {y}
- Profit Use this section to specify the profit limits by filling in the fields from the rule:
 - Bigger than {x} and/or smaller than {y}
- Call ended with Use the drop-down list to filter the calls based on their resolution:
 - Answered Displays only the calls that were answered.
 - No answer Displays only the calls that were not answered.
 - Busy Displays only the calls that could not be answered because the callee was involved in another call.
 - Failed Displays only the calls that could not reach their destination.
 - Unknown Displays only the calls whose resolution is unknown.
 - Not allowed Displays only the calls that were not authorized to reach their destination.
- Start search on {x} and end on {y} Use these text boxes or click the
 calendar icon to specify the period you want to search.
- Hangup cause Use the available drop-down list to choose a certain hangup cause to be used as search criteria:

Table 11.1. Hangup Causes

Code	Name	Description
1	Unallocated	This cause indicates that
		the called party cannot be

Code	Name	Description
		reached because, although the called party number is in a valid format, it is not currently assigned.
2	No Route to Network	This cause indicates that the equipment sending this message has received a request to route the call through a particular transit network that it does not recognize. The equipment does not recognize the network either because the transit network does not exist or because that particular transit network, while it does exist, it does not serve the equipment sending this message.
3	No Route to Destination	This cause indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination desired.
6	Channel Unacceptable	This cause indicates that the channel most recently identified is not acceptable to the sending entity for use in this call.
7	Call Awarded Delivered	This cause indicates that the incoming call has been routed to the user via a channel already established for similar calls.
16	Normal Clearing	This cause indicates that the call is being cleared because one of the users involved in the call has requested the call to be cleared. Under normal situations, the source

Code	Name	Description
		of this hangup cause is not the network.
17	User Busy	This cause is used to indicate that the called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.
18	No User Response	This cause is used when a called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time.
19	No Answer	This cause is used when the called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers.
20	Subscriber Absent	This cause value is used when a mobile station has logged off, when the radio contact is not obtained with a mobile station or when a personal telecommunication user is temporarily not addressable at any usernetwork interface.
21	Call Rejected	This cause indicates that the equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that

Code	Name	Description
		the call was cleared due to a supplementary service constraint.
22	Number Changed	This cause is returned to a calling party when the indicated called party number is no longer assigned.
27	Destination Out of Order	This cause indicates that the destination indicated by the user cannot be reached because the interface to the destination is not functioning correctly and a signal message was unable to be delivered to the remote party.
28	Invalid Number Format	This cause indicates that the called party cannot be reached because its number is not in a valid format or it is not complete.
29	Facility Rejected	This cause is returned when a supplementary service requested by the user cannot be provide by the network.
30	Response to Status Inquiry	This cause is included in the STATUS message when the reason for generating it was the prior receipt of a STATUS INQUIRY.
31	Normal Unspecified	This cause is used to report a normal event only when no other cause in the normal class applies.
34	Normal Circuit Congestion	This cause indicates that there is no appropriate circuit/channel presently available that could handle the call.
38	Network Out of Order	This cause indicates that the network is not functioning correctly and that the

Code	Name	Description
		condition is likely to last for a relatively long period of time (most probably, immediately re-attempting the call will not be successful).
41	Normal Temporary Failure	This cause indicates that the network is not functioning correctly and that the condition is not likely to last for a long period of time (the user may wish to try another call attempt almost immediately)
42	Switching Equipment Congestion	This cause indicates that the switching equipment generating this cause is experiencing a period of high traffic.
43	Access Info Discarded	This cause indicates that the network could not deliver access information to the remote user as requested (e.g.: user-to-user information, low layer compatibility, high layer compatibility or sub-address as indicated in the diagnostic).
44	Requested Channel Unavailable	
45	Pre Empted	This cause is returned when the other side of the interface cannot provide the circuit or the channel indicated by the requesting entity.
50	Facility Not Subscribed	This cause indicates that the user has requested a supplementary service, which is available, but which the user is not authorized to use.
52	Outgoing Call Barred	

Code	Name	Description
		This cause indicates that, although the calling party is a member of the CUG for the outgoing CUG call, the outgoing calls are not allowed for this member of the CUG.
54	Incoming Call Barred	This cause indicates that although the called party is a member of the CUG for the incoming CUG call, the incoming calls are not allowed to this member of the CUG.
57	Bearer Capability Not Authorized	This cause indicates that the user is not authorized to use the already implemented bearer capability that he has requested.
58	Bearer Capability Not Available	This cause indicates that the user has requested a bearer capability which is already implemented, but which is not available at this time.
65	Bearer Capability Not Implemented	This cause indicates that the equipment sending this code does not support the requested bearer capability.
66	Channel Not Implemented	This cause indicates that the equipment sending this code does not support the requested channel type.
69	Facility Not Implemented	This cause indicates that the equipment sending this code does not support the requested supplementary services.
81	Invalid Call Reference	This cause indicates that the equipment sending this code has received a message with a call reference that is not

Code	Name	Description		
		currently in use on the user- network interface.		
88	Incompatible Destination	This cause indicates that the equipment sending this code has received a request to establish a call that has low layer compatibility, high layer compatibility or other compatibility attributes (e.g.: data rate) that cannot be accommodated.		
95	Invalid Message Unspecified	This cause is used to report an invalid message event only when no other cause in the invalid message class applies.		
96	Mandatory Information Element Missing	This cause indicates that the equipment sending this code has received an incomplete message that cannot be processed because it is missing a required information element.		
97	Message Type Nonexist	This cause indicates that the equipment sending this code has received a message whose type it cannot recognize either because this is an undefined message or a message defined but not yet implemented by the equipment sending this hangup code.		
98	Wrong Message	This cause indicates that the equipment sending this code has received a message stating that the procedures do not indicate that this is a permissible message to receive while in the call state, or a STATUS message		

Code	Name	Description
		was received indicating an incompatible call state.
99	Information Element Nonexist	This cause indicates that the equipment sending this code has received a message including information element(s)/ parameter(s) that are not recognized because they are not defined or they are defined but not implemented by the equipment sending the code. This cause indicates that the information element(s)/ parameter(s) were discarded.
100	Invalid Information Element Contents	This cause indicates that the equipment sending this code has received an information element which it has implemented. However, one or more fields of the information element are coded using a language not implemented by the equipment.
101	Wrong Call State	This cause indicates that the received message is incompatible with the call state.
102	Recovery on Timer Expire	This cause indicates that a procedure was initiated by the expiration of a timer in association with the error handling procedures. This is often related to NAT problems.
103	Mandatory Information Element Length Error	This cause indicates that the equipment sending this code has received a message that includes unrecognized parameters (not defined or

Code	Name	Description
		defined but not implemented by the equipment). The cause indicates that the parameter(s) were ignored. In addition, if the equipment sending this code is an intermediate point, then this code indicates that the parameter(s) were passed. unchanged.
111	Protocol Error	This cause is used to report a protocol error event only when no other cause in the protocol error class applies.
127	Interworking	This cause indicates that an interworking call (usually a call to SW56 service) has ended.



By default, Any is selected.

- Display Use these radio buttons to filter the search results:
 - All Select this option to display all the call types in the list.
 - Incoming calls Select this option to display only the calls that were received.
 - Outgoing calls Select this option to display only the calls that were placed.
- Limit search by call context Use these radio buttons to filter the search results:
 - All Select this option to display all the calls.
 - Local calls Select this option to display only the calls made to local numbers (between extensions belonging to the same client).
 - Extended local calls Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
 - External calls Select this option to display only the calls received from outside the system or sent to external destinations.

- Limit search by application Use these check boxes to filter the search results by the application used by Asterisk to handle the call:
 - Dial Select this option to display the calls between two phone terminals.
 - Queue Select this option to display the calls targeted at queue extensions.
 - Conference Select this option to display the conference calls.
 - Voicemail Select this option to display the calls that ended in the voice mailbox.
 - Voicemail center Select this option to display the calls to a voicemail center extension type.
 - IVR Select this option to display calls targeted at IVR extensions.
 - Park Select this option to display calls that were parked.
 - Unpark Select this option to display calls that were picked up form the parking lot.
 - Calling card Select this option to display calls that were made using an extension of type calling card.
 - Intercom/paging Select this option to display the calls made through an Intercom/paging extension type.
 - Callback Select this option to display calls that were made using an callback extension type.
 - Fax Select this option to display incoming fax calls stored on the server.
 - Supervising Select this option to display the supervised calls.

Click Ok to display only the records that fit your search criteria.

Export Reports

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the Export Columns fieldset.

This is the list of all possible columns you can export in your customized report:

- Call flow The call direction: incoming or outgoing.
- Call type The received call type.
- Application The application that answered the call. Any of the applications listed under Limit search by application (see above) can answer the call.

- To number The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.
- From number The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- Call initiated The date and time the caller dialed the callee's number, initiating the call.
- Ringing started The date and time the called extension started ringing.
- Call answered The date and time the call was answered. If the call was not answered, VoipNow Professional records the 0000-00-00 00:00:00 value.
- Call duration The total length of the received call, in seconds.
- Call disposition The way the call was terminated: it was either answered, not answered, failed, etc.
- Reseller The username of the reseller account the call originated from.
- Client The username of the client account the call originated from.
- Reseller ID The identification number of the reseller account the call originated from.
- Client ID The identification number of the client account the call originated from.
- Charging plan The charging plan that generated the call cost.
- Call cost The call cost as charged by the channel.
- Call profit The difference between the cost paid by the owner of the reseller account where the cost originated and the cost charged by the channel.
- Money unit The currency currently used for charging.
- Original channel The channel used to route the call.
- Call ID The unique ID of the call generated by VoipNow Professional.
- Transfer source If the call was transferred to another extension, this column will list the source extension.
- Transfer destination If the call was transferred to another extension, this column will list the destination extension.
- Initially called extension If the call was picked up from another extension, this column will display the extension that was originally called.
- Selected channel prefix This value is available only for outgoing external calls. It contains the prefix of the dialed number that was matched with one of the area codes defined in the routing channel's costs.



This information is especially useful for debugging.

For example, the extension user dials the external number 8010400.

Let's assume the channel that routes the call has 2 costs defined:

- Area code 80 charges 0.2 USD
- Area code 801 charges 0.5 USD

Since area code 801 is the closest matching prefix for the dialed number, the caller will be charged 0.5 USD. If the entry corresponding to 801 would have been deleted, the closest matching prefix would be 80 and the caller would be charged only 0.2 USD. Let's assume it was an error caused by the administrator; when updating the channel costs, the administrator forgot to delete the entry corresponding to 801.

This error would be hard to trace if the channel had more than 20 costs defined.

 Parent call ID - This column will display the number which originated a received call.



Note

This is useful for tracing phone calls that have multiple entries in the call cost table. For example, when a call that is received by an extension and transferred to another, the system records two separate entries and gives the impression that two different calls have been made.

- Callback CallerID If the caller used a callback extension to route its call to a remote destination, this column displays the authorized callerID (the number from which the user dialed the system).
- Channel name This column will display the name of the channel the call has been routed through.



Note

The channel name will be displayed only for outgoing external calls.

- Calling card code If the caller used a calling card to call a destination number, this column displays the code introduced to authenticate and charge the call.
- SIP-CallID It is used to identify all SIP packets that belong to a particular call.
- Called DID The Direct Inward Dialing (DID) number which was called.

- PRI channel This is the ID of the PRI card which contains the channel through which the call was made.
- Hangup cause This column will display the cause that lead to the call termination.
- Network code The code of the network the call originated from.
- Flow reference extension The extension that initiated an outgoing call or the extension that received an incoming call.

Call Flow Report

VoipNow Professional offers the possibility to view all the active calls in the system in the Call Flows tab.

The following information is displayed for each active call:

- T The call type:

 - \$\square\$ Local call
 - Section 1 in the section is a section in the section
- From The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call. If the caller is from inside the system and the extension is owned by the logged in client, you can click the link to enter the extension's management page.
- To The CallerID, for example <8754 >, or, if the called party is inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call. For internal callees, if the extension is owned by the logged in client, you can click the link to enter the extension's management page.
- Flow The call's flow:
 - Inside system The call is between two local extensions.
 - From public network The call is initiated from the external public network.
 - To public network The call is initiated from an extension inside the system and it is targeted to an user in the public network.
- Started ringing The date and time the call started ringing.
- Connected The date and time the call was answered.

• Channel — The channel used for calls from and to destinations in the public network. For the internal calls, the System internal message is displayed.



Note

The page is reloaded every 60 seconds.



Active calls

Call Statistics

VoipNow Professional offers you a detailed overview of all the calls in the system. This section provides graphical and statistical representations for some of the most important events like the call's average successful rate, distribution by destination and extension type, the top hangup causes and the top callers.

To access this section, click the Call Statistics tab.

You can use the Call Statistics management page to browse through all the available information. The following controls are provided:

1. The link menu displayed on top of the page allows you to navigate through all the pages that provide detailed information about the available statistics. This menu is always present, no matter the selected page.



Note

The current page is displayed using bold characters, for example Overview.

- 2. Call Statistics Overview This section displays a graphical representation of all the available events, using the statistical information gathered on a certain period of time for each one of them:
 - Average Success Rate (all channels) This pie chart illustrates the proportion of the successful calls, including the answered, busy, not answered and failed ones from the total calls made through all the channels in the system.

You can click the chart or the <u>PClick to view ASR</u> link to navigate to the <u>Average Success Rate</u> page for detailed information.

 Average Call Duration - This bar chart displays the average length in seconds of all the calls within the specified time interval.

You can click the chart or the <u>PClick to view ACD</u> link to navigate to the <u>Average Call Duration</u> page for detailed information.



Note

Depending on the chosen time interval, this graphic displays:

- The Daily Average Call Duration, if the specified interval is smaller or equal to one month.
- The Monthly Average Call Duration, if the specified interval is greater than one month.
- Call Failures This line chart displays the number of failed calls based on the failure reason.

You can click the chart or the P Click to view call failures link to navigate to the Call Failures page for detailed information.



Note

Depending on the chosen time interval, this graphic displays:

- The **Daily Call Failures**, if the specified interval is smaller or equal to one month.
- The Monthly Call Failures, if the specified interval is greater than one month.
- Call Distribution Based on Destination This line chart displays the number of calls targeted to a certain destination: internal calls, external calls, etc.

You can click the chart or the <u>Click to view call distribution by destination</u> link to navigate to the <u>Call Distribution Based on Destination</u> page for detailed information.



Note

Depending on the chosen time interval, this graphic displays:

 The Daily Call Distribution Based on Destination, if the specified interval is smaller or equal to one month.

- The Monthly Call Distribution Based on Destination, if the specified interval is greater than one month.
- Call Distribution Based on Extension Type This line chart displays the number of calls based on the extension type: phone terminal, queue, etc.

You can click the chart or the <u>Click to view call distribution by extension type</u> link to navigate to the <u>Call Distribution Based on Extension Type</u> page for detailed information.



Note

Depending on the chosen time interval, this graphic displays:

- The Daily Call Distribution Based on Extension Type, if the specified interval is smaller or equal to one month.
- The Monthly Call Distribution Based on Extension Type, if the specified interval is greater than one month.
- Top Extensions Using Telephony This bar chart displays the top ten extensions based on the total duration of their calls, in seconds.
 - You can click the chart or the <u>P Click to view top telephony users</u> link to navigate to the <u>Top Telephony Users</u> page for detailed information.
- Top Hangup Causes This bar chart displays the top ten hangup causes based on their incidence.
 - You can click the chart or the <u>P Click to view top hangup causes</u> link to navigate to the <u>Top Hangup Causes</u> page for detailed information.
- Longest Time to Complete This bar chart displays the top ten calls with the longest ringing duration and the average ringing time per channel.
 - You can click the chart or the <u>P Click to view call initiation time</u> link to navigate to the <u>Call Initiation Time Statistics</u> page for detailed information.
- 3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:
 - Show statistics between {start_date_time} = and {end_date_time} =, where:
 - {start_date_time} Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the graphics to be displayed for. The format must be yyyy-mm-dd hh:mm.



The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the graphics to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the <u>P Search</u> link. The graphics will be updated.



Note

The time interval's limits specified here will be used by all the pages with detailed statistics.

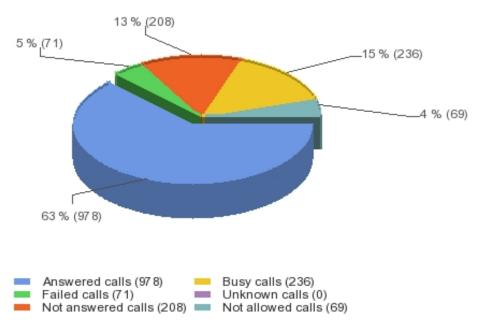
4. You can export all the available statistics to a .csv or a Microsoft Excel file by clicking the **Export** link available in the top right side of the screen.

Average Success Rate

The Average Success Rate page displays both a graphical representation and a table with numeric information about the successful calls' distribution for the selected channel or for all the channels in the system.

 The pie chart allows you to compare the number of answered, failed, not answered, busy, unknown and not allowed calls with the total number of calls.

Average Success Rate (all channels)



The ASR graphic for all the channels in the system



Note

The graphic and the figures may be different for each channel!

- The table contains the successful calls' distribution. The following information is provided:
 - Disposition The call's outcome:
 - Answered calls
 - Failed calls
 - Not answered calls
 - Busy calls
 - Unknown calls
 - Not allowed calls
 - Total calls
 - Calls The number of calls for each specific outcome.
 - Percent The percentage each outcome represents out of the total number of calls.

Disposition	Calls	Percent	
Answered calls	978	63%	
Failed calls	71	5%	
Not answered calls	208	13%	
Busy calls	236	15%	
Unknown calls	0	0%	
Not allowed calls	69	4%	
Total calls	1562	100%	

The ASR table for all the channels in the system

Searching the Average Success Rate Statistics

When you want to see the ASR statistics for a certain period of time or for a certain channel, you can use the available search controls to define your preferences:

Show Average Success Rate between {start_date_time} and {end_date_time} for channel {channel_name}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

- { channel_name} Use the drop-down list to choose the channel you want the information to be displayed for:
 - All Select this option to display the ASR for all the channels in the system.

- {channel_name} Select one of the channels available in the system to see only its ASR.
- System Internal Select this option if you want to see the ASR for the local calls only. All the external calls are excluded.

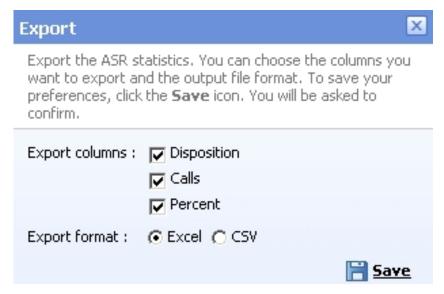
After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



Export the Average Success Rate Statistics

You can export the ASR data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the Export icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with all the selected information in the following format:

Answered calls, 547,61.95 %
Failed calls,61,6.91 %
Not answered calls,192,21.74 %
Busy calls,70,7.93 %
Unknown calls,0,0 %
Not allowed calls,13,1.47 %
Total calls,883,100%

The CSV file format

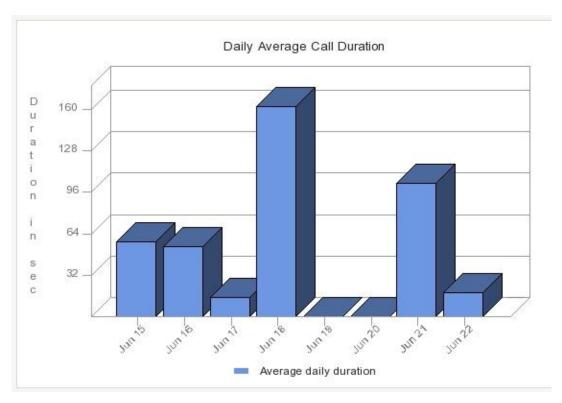
After deciding on the desired options, click the **B** <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Average Call Duration

The Average Call Duration page displays both a graphical representation and a table with numeric information about the average length, in seconds, of all the daily/monthly calls placed in the system.

 The bar chart offers an overview of the average calls duration for every day/month of the chosen time interval, helping you to keep an eye on the customer's traffic.



The daily average call duration for a 8 days interval



The graphic and the figures may be different for each channel!

- The table has two columns, providing the daily/monthly average duration of calls:
 - Day/Month The day(s) or the month(s) the average duration is computed for.



Note

If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

 Duration - The average length, in seconds, of all the calls made in a day/month.

Day	Duration	
Jun 15, 2010	00:00:58	
Jun 16, 2010	00:00:54	
Jun 17, 2010	00:00:15	
Jun 18, 2010	00:02:42	
Jun 19, 2010	00:00:0	
Jun 20, 2010	00:00:00	
Jun 21, 2010	00:01:43	
Jun 22, 2010	00:00:19	

The table for the 8 days interval

Searching the Average Call Duration Statistics

When you want to see the ACD statistics for a certain period of time or for a certain channel, you can use the available search controls to define your preferences:

Show Average Call Duration between {start_date_time} and {end_date_time} for channel {channel_name}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



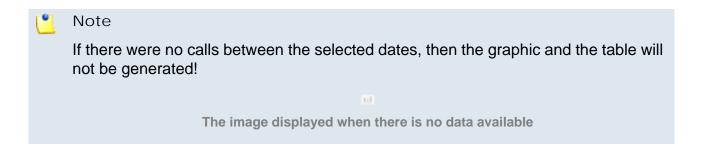
Note

The default value is the current date and time.

• { channel_name} - Use the drop-down list to choose the channel you want the information to be displayed for:

- All Select this option to display the ACD for all the channels in the system.
- {channel_name} Select one of the channels available in the system to see only its ACD.
- System Internal Select this option if you want to see the ACD for the local calls only. All the external calls are excluded.

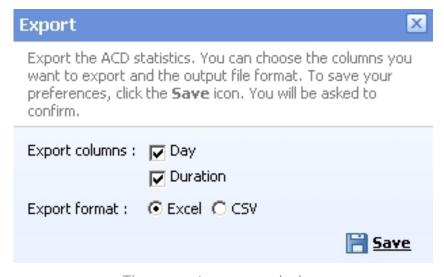
After you have decided on the filters, click the <u>P Search</u> link. The graphic and the table will be updated.



Export the Average Call Distribution Statistics

You can export the ACD data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the Export icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with all the selected information in the following format:

{day} {duration_in_seconds}

Day,Duration
Jul 12, 2010,27
Jul 13, 2010,36
Jul 14, 2010,54
Jul 15, 2010,33
Jul 16, 2010,80

The CSV file format

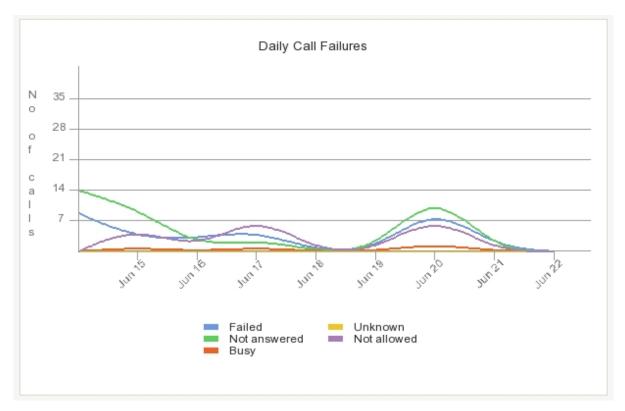
After deciding on the desired options, click the **B** <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Call Failures

The Call Failures page displays the distribution of the failed calls based on the available failure reasons in all the chosen time interval's days/months.

 The chart uses colored lines to help you visualize the trend of the failure reasons over the specified time interval. The number of failed calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it keeps you informed about the causes that did not allow the calls to be completed.



The daily call failures for a 8 days interval



If you have selected only one failure reason to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
 - If All the failure reasons are displayed:
 - Day/Month The day(s) or the month(s) the call failures are displayed for.



Note

If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

- Failed The number of failed calls.
- Not answered The number of calls that were not answered by the callee.

- Busy The calls that were not answered because the called party was unavailable or involved in another call.
- Unknown The number of calls that failed due to an unknown reason.
- Not allowed The number of calls that failed because they were not allowed to reach their destinations.
- Total The total number of call failures in a day/month.

Day	Failed	Not Answered	Busy	Unknown	Not Allowed	Total
Jun 15, 2010	9	14	0	0	0	23
Jun 16, 2010	3	10	1	0	6	20
Jun 17, 2010	3	1	0	0	0	4
Jun 18, 2010	5	3	1	0	9	18
Jun 19, 2010	0	0	0	0	0	0
Jun 20, 2010	0	0	0	0	0	0
Jun 21, 2010	11	15	2	0	9	37
Jun 22, 2010	1	0	0	0	0	1

The table for the 8 days interval

- For any of the available failure reasons, the table has only two columns:
 - Day/Month The day(s) or the month(s) the call failures are counted for.
 - Calls The number of failed calls in a day/month.

Searching the Call Failures Statistics

When you want to see the Call Failures statistics for a certain period of time or for a certain failure reason, you can use the available search controls to define your preferences:

Show failed calls between {start_date_time} and {end_date_time} due to {failure_reason}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

- {failure_reason} Use the drop-down list to choose the failure cause you are interested in:
 - All Select this option to display all the daily/monthly call failures.
 - {failure_reason} If you want to see the number of calls that failed due to a certain reason, select it from the list.

After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



Note

If there were no calls between the selected dates, then the graphic and the table will not be generated!

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The image displayed when there is no data available

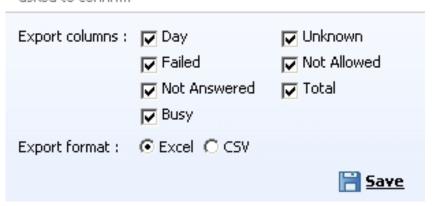
Export the Call Failures Statistics

You can export the Call Failures data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

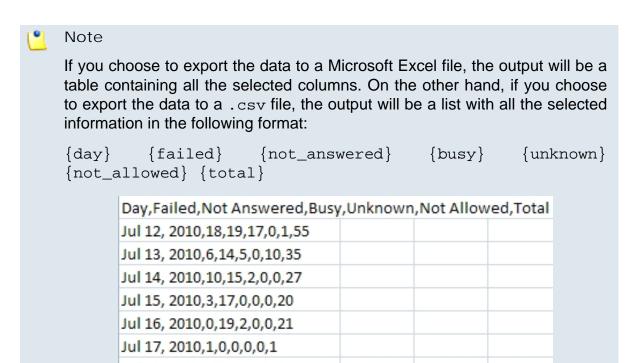
- 1. Click the **Export** icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



Export the call failure distribution statistics. You can choose the columns you want to export and the output file format. To save your preferences, click the **Save** icon. You will be asked to confirm.



The export pop-up window



The CSV file format

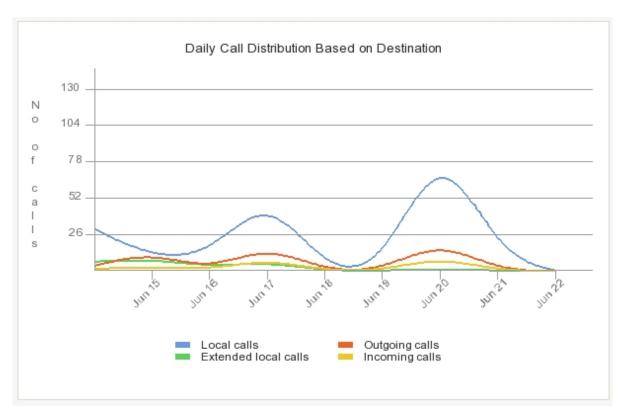
Jul 18, 2010,0,0,0,0,0,0 Jul 19, 2010,12,7,9,0,1,29 Jul 20, 2010,3,15,6,0,0,24 Jul 21, 2010,1,25,3,0,0,29 After deciding on the desired options, click the **B** Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Destination

The Calls Distribution Based on Destination page offers an overview of all the calls in the system based on their type. The available data can serve at keeping track of the preferred call types used by your customers.

 The chart uses colored lines to help you visualize the trend of all the available call types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the number of calls and their total duration, distributed for all of the available call types. The calls belonging to all the channels in the system are counted.



The daily call distribution based on destination for a 8 days interval



If you have selected only one call type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
 - If All the call types are displayed:
 - Day/Month The day(s) or the month(s) the call distribution is displayed for.



Note

If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

- Local calls The number of local calls between extensions on the same server.
- Extended local calls The number of extended local calls between extensions on the same server.
- Outgoing calls The number of calls made to destinations outside the system through all the available channels.
- Incoming calls The total number of calls received from outside the system by all your extensions.
- Total calls The total number of calls made and received by all the extensions in the system in a day/month.
- Duration The total length of all the calls made and received in a day/ month.

Day	Local calls	Extended local calls	Outgoing calls	Incoming calls	Total calls	Duration
Jun 15, 2010	30	7	4	2	43	00:29:41
Jun 16, 2010	10	9	14	3	36	00:16:17
Jun 17, 2010	11	3	0	1	15	00:02:39
Jun 18, 2010	57	7	19	9	92	03:18:15
Jun 19, 2010	0	0	0	0	0	00:00:00
Jun 20, 2010	0	0	0	0	0	00:00:00
Jun 21, 2010	97	2	22	10	131	02:52:13
Jun 22, 2010	12	0	0	0.	12	00:12:20

The table for the 8 days interval

For any of the available {call_types}, the table has only three columns:

- Day/Month The day(s) or the month(s) the call distribution is displayed for.
- Calls The number of {call_type} calls in a day/month.
- Duration The total length of the {call_type} calls in a day/month.



The {call_type} can be, based on your selection, one of the following:

- Local
- Extended Local
- Outgoing
- Incoming

Searching the Calls Distribution Based on Destination Statistics

When you want to see the Calls Distribution Based on Destination statistics for a certain period of time or for a certain call type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} = and {end_date_time} = based on destination {call_type}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

 {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

 {call_type} - Use the drop-down list to choose the call type you are interested in:

- All Select this option to view all the daily/monthly calls, no matter their type.
- Local Select this option to view only the local calls daily/monthly distribution.
- Extended Local Select this option to view only the extended local calls daily/monthly distribution.
- Outgoing Select this option to view only the outgoing calls daily/monthly distribution.
- Incoming Select this option to view only the incoming calls daily/ monthly distribution.

After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



Note

If there were no calls between the selected dates, then the graphic and the table will not be generated!

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The image displayed when there is no data available

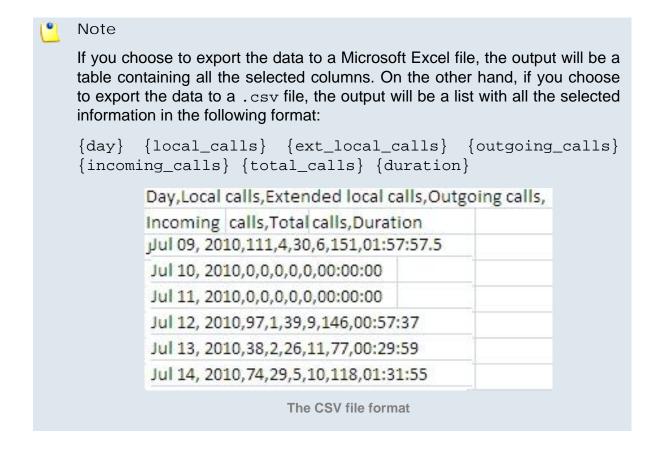
Export the Calls Distribution Based on Destination Statistics

You can export the Calls Distribution Based on Destination data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the **Export** icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



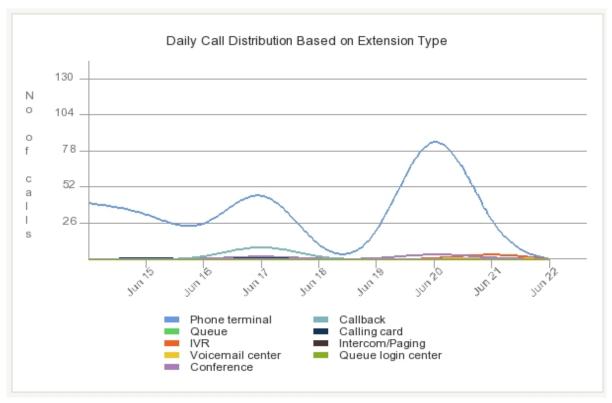
After deciding on the desired options, click the **Save** icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Extension Type

The Calls Distribution Based on Extension Type page offers an overview of the calls made and received by all the extensions in the system, sorted by extension type. The available data can serve at observing which are the most used extension types.

• The chart uses colored lines to help you visualize the trend of the calls made and received by each one of the available extension types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the daily/monthly calls made and received by all the extensions in the system, grouped by type.



The daily call distribution based on extension type for a 8 days interval



Note

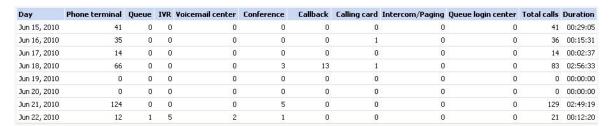
If you have selected only one extension type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
 - If All the extension types are displayed:
 - Day/Month The day(s) or the month(s) the call distribution is displayed for.



If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

- Phone terminal The number of calls made and received by all the Phone terminal extensions in the system.
- Queue The number of calls made and received by all the Queue extensions in the system.
- IVR The number of calls made and received by all the IVR extensions in the system.
- Voicemail center The number of calls made and received by all the Voicemail center extensions in the system.
- Conference The number of calls made and received by all the Conference extensions in the system.
- Callback The number of calls made and received by all the Callback extensions in the system.
- Calling card The number of calls made and received by all the Calling card extensions in the system.
- Intercom/Paging The number of calls made and received by all the Intercom/paging extensions in the system.
- Queue login center The number of calls made and received by all the Queue login center extensions in the system.
- Total calls The total number of calls made and received by all the extensions in the system in a day/month.
- Duration The total length of all the calls made and received by all the extensions in the system in a day/month.



The table for the 8 days interval

- For any of the available extension types, the table has three columns:
 - Day/Month The day(s) or the month(s) the call distribution is displayed for.
 - Calls The number of calls made and received in a day/month by all the extensions in the system belonging to the chosen type.
 - Duration The total length, in seconds, of all the calls made and received in a day/month by all the extensions in the system belonging to the chosen type.

Searching the Calls Distribution Based on Extension Type Statistics

When you want to see the Calls Distribution Based on Extension Type statistics for a certain period of time or for a certain extension type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} and {end_date_time} based on extension {extension_type}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

- { extension_type} Use the drop-down list to choose the extension type you are interested in:
 - All Select this option to view the calls made and received in the chosen time interval by all the extensions in the system, no matter their type.
 - {extension_type} Select this option to view the calls made and received in the chosen time interval by all the {extension_type} extensions in the system.

After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



Note

If there were no calls between the selected dates, then the graphic and the table will not be generated!

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The image displayed when there is no data available

Export the Calls Distribution Based on Extension Type Statistics

You can export the Call Distribution Based on Extension Type data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the **Export** icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with all the selected information in the following format:

```
{day} {phone_terminal} {queue} {ivr} {voicemail_center}
{conference} {callback} {calling_card} {intercom_paging}
{queue_login_center} {total_calls} {duration}
```

Day,Phone terminal,Queue,IVR,Voicem	ail center,Conference,Callba	ick,
Calling card,Intercom/Paging,Queue log	gin center,Total calls,Duration	n
Jul 12, 2010,138,66,3,1,3,22,29,0,0,262,01	1:19:48	
Jul 13, 2010,118,5,2,1,1,0,3,3,0,133,00:50	:38	
Jul 14, 2010,236,4,0,0,1,0,0,0,0,241,02:38	:28	
Jul 15, 2010,130,23,16,3,6,2,7,0,1,188,01:	29:24	
Jul 16, 2010,104,2,0,0,0,0,0,0,0,106,01:20:	:24	
Jul 17, 2010,2,0,0,0,0,0,0,0,0,2,00:00:00		
Jul 18, 2010,0,0,0,0,0,0,0,0,0,0,00:00:00		
Jul 19, 2010,105,3,0,0,8,0,7,0,0,123,01:49:	:22	
Jul 20, 2010,122,3,0,1,6,0,0,0,0,132,01:21:	:17	
Jul 21, 2010,124,24,3,2,0,1,3,0,4,161,02:2	1:40	
The CSV file f	format	

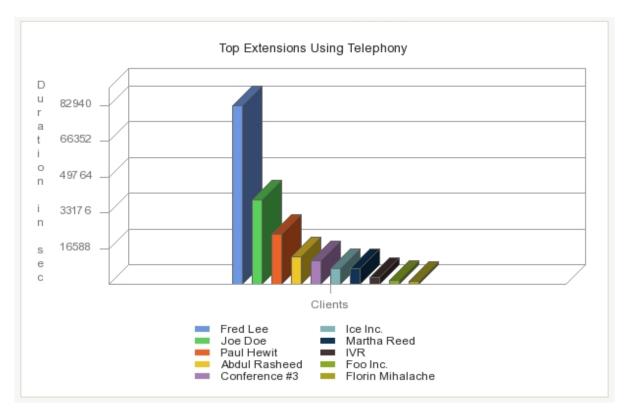
After deciding on the desired options, click the **B** <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Extensions Using Telephony

The Top Telephony Users page displays the top 10 Phone terminal extension users, based on the total duration of all their calls.

• The chart uses colored bars to represent the top clients. The total duration of the calls, in seconds, is displayed on the vertical axis. This representation keeps you informed at any time about the most active users.



The top ten extensions based on call duration



It is mandatory that at least one Phone terminal extension to be available for the statistics to be generated.

- The table displays the following information about the top 10 clients:
 - Rank The extension's position in the top.
 - Extension name The extension's descriptive name.
 - Calls The total number of calls made and received by the extension.
 - Duration The total duration of all the calls made and received by the extension. The time format is hh:mm:ss.

Rank	Extension name	Calls	Duration
1	Fred Lee	1592	23:02:20
2	Joe Doe	705	10:51:54
3	Paul Hewit	250	06:32:41
4	Abdul Rasheed	128	03:38:58
5	Conference #3	83	03:07:48
6	Ice Inc.	55	02:04:21
7	Martha Reed	383	02:03:40
8	IVR	89	00:58:22
9	Foo Inc.	19	00:32:26
10	Florin Mihalache	31	00:25:32

The top 10 clients table

Searching the Top Extensions Using Telephony Statistics

When you want to see the Top Extensions Using Telephony statistics for a certain period of time, you can use the available search controls to define your preferences:

Show top 10 telephony users between {start_date_time} and {end_date_time} , where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



If there were no calls between the selected dates, then the graphic and the table will not be generated!

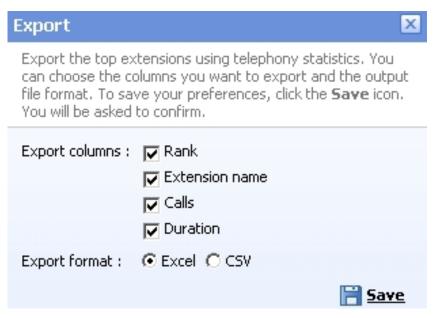
ы

The image displayed when there is no data available

Export the Top Extensions Using Telephony Statistics

You can export the Top Extensions Using Telephony data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the Export icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with all the selected information in the following format:

{rank} {extension_name} {calls} {duration}

Rank,Extension nam	e,Calls,Duratio
1,ext3,630,06:06:47	
2,ext1,475,05:15:58	
3,ext2,278,02:14:46	
The CSV file	format

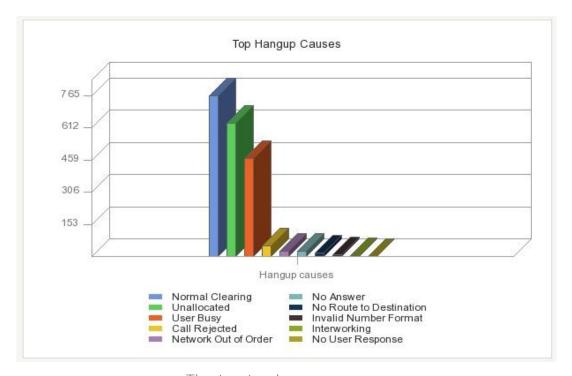
After deciding on the desired options, click the **B** <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Hangup Causes

The Top Hangup Causes page displays statistics about the top 10 disconnection reasons.

 The chart uses colored bars to represent the top 10 possible hangup causes. The incidence of each cause is displayed on the vertical axis. This representation keeps you informed at any time about the most frequent disconnection reasons.



The top ten hangup causes



The graphic displays only those causes that forced at least one call to disconnect.



Note

The graphic and the figures may be different for each channel!

- The table displays the following information about the top 10 disconnection reasons:
 - Rank The cause's position in the top.
 - Hangup cause The reason that caused the call to disconnect:
 - Normal Clearing This cause indicates that the call was cleared because one of the users involved in the call requested the call to be cleared. Under normal situations, the source of this hangup cause is not the network.
 - Unallocated This cause indicates that the called party cannot be reached because, although the called party number is in a valid format, it is not currently assigned.
 - User Busy This cause is used to indicate that the called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.
 - Call Rejected This cause indicates that the equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that the call was cleared due to a supplementary service constraint.
 - Network Out of Order This cause indicates that the network is not functioning correctly and that the condition is likely to last for a relatively long period of time (most probably, immediately reattempting the call will not be successful).
 - No Answer This cause is used when the called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers
 - No Route to Destination This cause indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination desired.

- Invalid Number Format This cause indicates that the called party cannot be reached because its number is not in a valid format or it is not complete.
- Interworking This cause indicates that an interworking call (usually a call to SW56 service) has ended.
- No User Response This cause is used when a called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time



The table displays only those causes that forced at least one call to disconnect.

- Calls The total number of calls ended with the hangup cause.
- Percent The percentage out of the total hangup calls.

Rank	Hangup cause	Calls	Percent
1	Normal Clearing	765	38%
2	Unallocated	635	32%
3	User Busy	467	23%
4	Call Rejected	54	3%
5	Network Out of Order	27	1%
6	No Answer	27	1%
7	No Route to Destination	17	1%
8	Invalid Number Format	10	0%
9	Interworking	5	0%
10	No User Response	2	0%

The top 10 hangup causes table

Searching the Top Hangup Causes Statistics

When you want to see the Top Hangup Causes statistics for a certain period of time or for a certain channel, you can use the available search controls to define your preferences:

Show top 10 hangup causes between {start_date_time} and {end_date_time} for channel {channel_name}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

- { channel_name} Use the drop-down list to choose the channel you want the information to be displayed for:
 - All Select this option to display the top hangup causes of the calls made through all the channels in the system.
 - {channel_name} Select one of the channels available in the system if you want only the top hangup causes of the calls made through that channel to be displayed.
 - System Internal Select this option if you want to only the top hangup causes of the local calls to be displayed. All the external calls are excluded.

After you have decided on the filters, click the \nearrow <u>Search</u> link. The graphic and the table will be updated.



Note

If there were no disconnected calls between the selected dates, then the graphic and the table will not be generated!

ш

The image displayed when there is no data available

Export the Top Hangup Causes Statistics

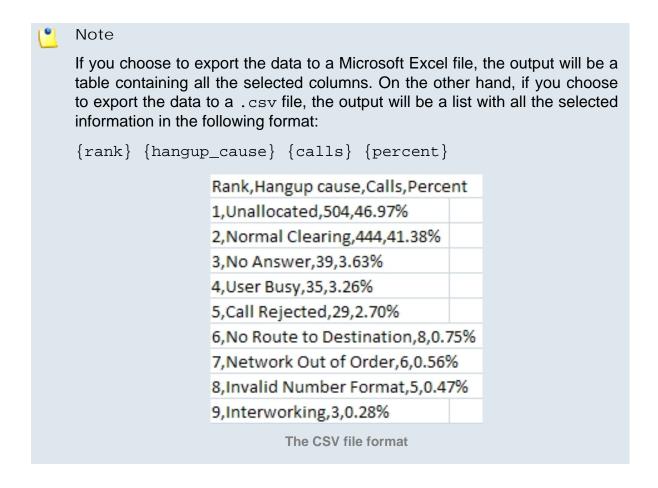
You can export the Top Hangup Causes data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

1. Click the Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



After deciding on the desired options, click the **B** <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Longest Time to Complete

The Call Initiation Time Statistics page displays information about the top ten calls with the longest ringing time and about the average completion time per channel.

- Longest Time to Complete These statistics offer an overview of the calls with the longest ringing time. Their purpose is to identify the longest periods between the moment the call started ringing and the moment it was actually answered by the called party. Both the incoming and the outgoing calls are counted.
 - The chart uses colored bars to represent the top 10 calls with the longest ringing times. The ringing duration, in seconds, is displayed on the vertical axis.



The top 10 calls with the longest completion time



The graphic is drawn even if the total number of calls is smaller than 10.



Note

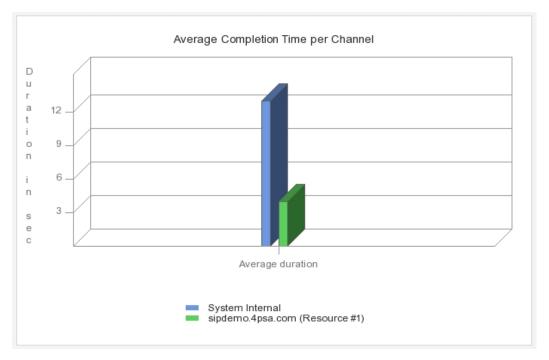
The graphic and the figures may be different for each channel!

- The table displays the following information about the top calls:
 - Rank The call's position in the top.
 - Flow The call's type based on destination:
 - in[coming]
 - out[going]
 - CallID The call's unique identification number.
 - Caller The CallerID, for example <8754>, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
 - Destination The CallerID, for example <8754 > , or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.
 - Ringing started The date and time the called party started ringing.
 - Duration The time interval between the extension started ringing and the call was answered. The time format is hh:mm:ss.

Rank	Flow	CallID	Caller	Destination	Ringing started	Duration
1	out	1275902993.49	0003*003	0003*002	Jun 07, 2010 12:29:53	00:00:38
2	out	1275903134.55	0003*003	0003*001	Jun 07, 2010 12:32:14	00:00:35
3	in	1276873584.21	08012	0003*003	Jun 18, 2010 18:06:25	00:00:35
4	out	1276154058.140	0003*003	0003*002	Jun 10, 2010 10:14:18	00:00:31
5	out	1276872972.14	0007*007	08005	Jun 18, 2010 17:56:12	00:00:29
6	out	1277121510.59	0003*001	0003*003	Jun 21, 2010 14:58:30	00:00:28
7	out	1277124058.86	0003*001	0003*003	Jun 21, 2010 15:40:58	00:00:27
8	out	1276869829.108	0003*007	08012	Jun 18, 2010 17:03:49	00:00:26
9	out	1276081638.37	0003*003	0003*002	Jun 09, 2010 14:07:18	00:00:25
10	out	1277121279.54	0003*001	0003*003	Jun 21, 2010 14:54:39	00:00:25

The top 10 calls with the longest completion time

- Average Completion Time per Channel These statistics offer an overview of the average ringing time per channel. Their purpose is to identify the channels with the longest periods between the moment the call started ringing and the moment it was actually answered by the called party.
 - The chart uses colored bars to represent the average ringing time for all the channels in the system. The ringing duration, in seconds, is displayed on the vertical axis.



The average completion time per channel

- The table displays the following information:
 - Channel The channel the average completion time is computed for:
 - {channel_name} For the external calls.
 - System Internal For all the local calls.
 - Duration The average ringing time for all the channel's calls. The time format is hh:mm:ss.

Channel	Duration
System Internal	00:00:13
sipdemo.4psa.com (Resource #1)	00:00:04

The average completion time per channel

Searching the Call Initiation Time Statistics

When you want to see the Longest Time to Complete and the Average Completion Time per Channel statistics for a certain period of time or for a certain channel, you can use the available search controls to define your preferences:

Show call initiation time statistics between {start_date_time} and {end_date_time} for channel {channel_name}, where:

• {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the first day of the current month.

• {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.



Note

The default value is the current date and time.

- { channel_name} Use the drop-down list to choose the channel you want the information to be displayed for:
 - All Select this option to display the top 10 calls with the longest ringing time for all the channels in the system and the average ringing time per channel.
 - {channel_name} Select one of the channels available in the system to display only its top 10 calls with the longest completion time and the average completion time of all its calls.
 - System Internal Select this option if you want to only the local calls to be considered. All the external calls are excluded.

After you have decided on the filters, click the \nearrow Search link. The graphic and the table will be updated.



Note

If there were no calls between the selected dates, then the graphics and the tables will not be generated!

The image displayed when there is no data available

Export the Call Initiation Time Statistics

You can export the Longest Time to Complete and the Average Completion Time per Channel data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

- 1. Click the Export icon available in the top right side of the screen.
- 2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.



The export pop-up window



Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with all the selected information.

You can select two export either the list of calls with the longest time to complete, either the list of channels with the longest time to complete. Depending on your option, the exportable columns vary.

The .csv file format will vary:

Rank,Flow,CallID,Caller,Destination,Ringing started ,Duration

1,out,1278929421.19,0003*009,08005,Jul 12, 2010 13:10:22,00:00:25

2,in,1278593784.41,0003*003,0003*001,Jul 08, 2010 15:56:24,00:00:22

3,out,1279019582.95,0003*003,08005,Jul 13, 2010 14:13:02,00:00:21

4,in,1278596604.105,0003*005,0003*001,Jul 08, 2010 16:43:24,00:00:19

5,in,1279709837.33,0003*005,0003*001,Jul 21, 2010 13:57:17,00:00:19

6,in,1278592391.16,0003*004,0003*002,Jul 08, 2010 15:33:11,00:00:17

7,in,1278594244.71,0003*003,0003*001,Jul 08, 2010 16:04:06,00:00:17

8,out,1278949389.25,0003*003,08005,Jul 12, 2010 18:43:09,00:00:17

9,out,1279005262.0,0003*003,0003*004,Jul 13, 2010 10:14:22,00:00:17

10,out,1279007671.24,0003*001,0003*003,Jul 13, 2010 10:54:31,00:00:16

The CSV file format for the calls with the longest time to complete

Channel, Duration 08012 (Resource #1),00:00:25 System Internal,00:00:25

The CSV file format for the channels with the longest time to complete

After deciding on the desired options, click the **Save** icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Manage Sessions

The Manage Sessions page allows you to:

- View all the users currently logged in to the application.
- Manage the Login history .
- Track the **A** Failed logins .
- Search for specific sessions.
- Terminate users' sessions.

VoipNow Professional displays the following information about the ongoing sessions:

- T The logged in user's type:
 - \$ Admin
 - Reseller
 - Section
 - Ø Extension
- Login The username of the person who logged in to the system.
- IP The IP address of the machine used to log in to the system.



Note

If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.

Login time - The date and time the user logged in to the system.



Note

You cannot delete your own sessions, but only those of the other users connected to the server.

Login History

The Login History page has two sections:

Clear Logs

You may remove the login logs from the database using one of the two criterion:

- Clear logs starting from {date} To {date} Select this radio button
 if you want to clear the logs recorded in a certain period of time. Use the
 available text boxes or the calendar buttons to specify the interval's
 starting and end date. The accepted date format is yyyy-mm-dd.
- Clear logs older than { number} { period} Select this radio button
 if you want to clear the logs older than the specified { number} of days/
 weeks/months/years. Use the drop-down list to select the { period}.
- Login History

This table displays a list of all the accounts that logged in to the system:



The following details about each entry are available:

- T The account's type:
 - \$ Admin
 - S Reseller
 - S Client
 - Ø Extension
 - W Unknown level
- O This icon shows if the user is logged in or not:
 - Substitution
 User is online
 - Substitution
 User is offline
- Username The username specific to the account that logged in to the system.
- Number of Logins This number displays for how many times the particular user logged in to the system.
- First Login The date and time the user logged in for the first time.
- Last Login The date and time the user logged in for the last time.

The Login History of a Specific Account

The full login history of a specific account can be accessed by clicking the corresponding username link available in the Login History list.

The Login History for {username} page has two sections:

Clear Logs

You may remove the login logs from the database using one of the two criterion:

- Clear logs starting from {date} To {date} Select this radio button
 if you want to clear the logs recorded in a certain period of time. Use the
 available text boxes or the calendar buttons to specify the interval's
 starting and end date. The accepted date format is yyyy-mm-dd.
- Clear logs older than {number} {period} Select this radio button if you want to clear the logs older than the specified {number} of days/ weeks/months/years. Use the drop-down list to select the {period}.
- Login History This table displays the login history of the selected account:
 - Login Time The date and time the user logged in.
 - IP Address The IP address the user logged in from.



If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.

- Hostname The hostname the user logged in from.
- L This icon displays if the user logged in from the interface or by using API:
 - Control panel log in
 - CallAPI log in

Failed Logins

The list of the unsuccessful login attempts is displayed in the Failed Logins page. Two sections are available:

- Clear Logs You may remove the login logs from the database using one of the two criterion:
 - Clear logs starting from {date} To {date} Select this radio button
 if you want to clear the logs recorded in a certain period of time. Use the
 available text boxes or the calendar buttons to specify the interval's
 starting and end date. The accepted date format is yyyy-mm-dd.
 - Clear logs older than {number} {period} Select this radio button
 if you want to clear the logs older than the specified {number} of days/
 weeks/months/years. Use the drop-down list to select the {period}.
- Failed Login Attempts This table displays details about all the accounts that failed to login to the system:

- L This icon displays if the user tried to log in from the interface or by using API:
 - Control panel failed log in
 - CallAPI failed log in
- Login Time The date and time of the login attempt.
- Username The username specific to the account that tried to log in to the system.
- Message The reason for which the login attempt failed.
- IP Address The IP address the user tried to log in from.



If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.

Hostname - The hostname of the user who attempted to login.

Live Monitor

Live Monitor is a feature that allows the VoipNow Professional users real time tracking for several important application components.



Note

Live Monitor is available for the **administrator** account only.

Live Monitor Statistics

The Live Monitor Statistics tab displays all the components that can be monitored. You can enable/disable tracking for the desired components from the <u>Live Monitor Services</u> tab. The status will be displayed through a message posted next to the component's name:

- (enabled) If tracking is turned on.
- (disabled) If tracking is turned off.

The following components can be monitored:

Phone extensions

- Ø displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the phone extensions:
 - Total extensions The total number of extensions registered in the system.
 - Registered extensions The number of new extensions registered in the system over the specific time frame.
 - Fixed IP extensions The number of extensions with fixed IP address.
- Ø displayed if there are no recorded statistics about this component.

Database

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the database:
 - Connections The number of connections to the MySQL server.
 - Slow queries The number of slow queries received by the MySQL server.
 - Queries/second The number of queries per second compiled by the MySQL server.
 - Threads The number of opened MySQL instances.
 - Opened tables The number of opened tables in the database.
- 🗐 displayed if there are no recorded statistics about this component

Management interface

- Jacob displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the management interface:
 - Sessions The total number of open sessions.
- Displayed if there are no recorded statistics about this component

Calls

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the calls:
 - Concurrent calls The number of concurrent calls.
- displayed if there are no recorded statistics about this component

Agents

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the agents:
 - Online agents The number of agents that were online.
 - Total agents The total number of agents using the application.
- displayed if there are no recorded statistics about this component

Queues

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the queues:
 - Total number of queues The total number of queues set up in the system.
 - Calls in gueues The total number of calls that waited in gueues.
- displayed if there are no recorded statistics about this component

Conferences

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the conferences:
 - Total calls in conferences The total number of calls in conferences.
- displayed if there are no recorded statistics about this component

Disk

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the disk space:
 - Total disk space in GB The total disk space of the partition where the application is installed.
 - Used disk space in GB The used disk space of the partition where the application is installed.
 - Disk space used by VoipNow Professional in GB The disk space used by the application.
- Ø displayed if there are no recorded statistics about this component

Performance

 ø displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the system global performance:

- System load How much from the server's resources are used by the application.
- Running processes The number of processes that were running in the same time.
- CPU load in % The processor's usage.
- Ø displayed if there are no recorded statistics about this component

Memory

- displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the memory usage:
 - Total memory (Mb) The total RAM available for the application.
 - Used memory (Mb) The total RAM used by the application.
 - Total Swap (Mb) The total disk space available for swap.
 - Used Swap (Mb) The total disk space used for swap.
- displayed if there are no recorded statistics about this component

Traffic

• displayed if there are recorded statistics about this component. On click, the statistics page opens. The three graphics contain the following information about the network traffic:

The graphics will display the values for all the used network interfaces.

- Incoming traffic on {} (bytes) The value of the incoming traffic for the specific network interface.
- Outgoing traffic on { } (bytes) The value of the outgoing traffic for the specific network interface.



Note

All these statistics are displayed for three time frames:

- last 24 hours (daily)
- last 30 days (monthly)
- last 12 months (yearly)

For each item, VoipNow Professional provides the maximum, minimum and average values recorded over the specific time frame.

Live Monitor Services

VoipNow Professional allows you to choose the components to be monitored over time. This can be done by selecting the appropriate check boxes available in the Live Monitor Resources section:

- Phone extensions
- Database
- Management interface
- Calls
- Agents
- Queues
- Conferences
- Disk
- Performance
- Memory
- Traffic

Live Monitor Graphics

The three graphics displayed in this page gather the specific information on a daily, monthly and yearly basis, providing a detailed overview of the chosen component.

Chapter 12

Manage Developer Plug-ins



Note

You can find more information about creating and uploading plug-ins by reading the Plug-in Developer's Guide.

The Plug-ins Management area is designed for developers wishing to modify, extend, or contribute to VoipNow Professional with the use of event triggered plug-ins. Third-party products can interact with the system and customize it to meet their needs. Developers can build plug-ins and upload them in the control panel.

The Plug-ins Management management page allows you to:

- View a list of all the custom plug-ins available in the system.
- Upload a new plug-in by clicking the
 Add plug-in icon available in the Tools section.
- Search for specific plug-ins.
- Modify a plug-in.
- Remove unused plug-ins.

VoipNow Professional displays the following information about each uploaded plug-in:

- S The plug-in status:
 - Inabled
 - Disabled

Click this icon to change the plug-in status.

- Name The plug-in name.
- Plug-in The plug-in type.
- Events The events triggered before and after running the plug-in.
- Priority The plug-in execution priority.
- Updated The date when the plug-in was last modified.

Add a New Developer Plug-in

The VoipNow Professional plug-ins can be integrated in the system by uploading them using the controls available in the Add Plug-in page:

- Friendly name Use the available text box to specify the name that will describe the plug-in.
- Execute plug-in Before event Use the Available events list to select the event before which the plug-in will be executed. VoipNow Professional provides only one option:
 - ExtensionHomePageDisplay
- Execute plug-in Post event Use the Available events list to select the event after which the plug-in will be executed. VoipNow Professional provides the following options:
 - AccountAdd
 - AccountDelete
 - AccountRolesUpdate
 - AccountUpdate
 - Channel Add
 - ChannelDelete
 - ChannelUpdate
 - ExtensionPrefsUpdate



To add/remove an event to/from the **Assigned events** list, just click the event name.

- Execution priority Use the available text box to specify the priority with which the event will be executed. It ranges from 1 (highest) to 99 (lowest).
- Upload plug-in Use the available text box or the button to specify the location of the plug-in you want to add.



Note

Make sure that the archive you are going to upload is compressed using one of the accepted formats: .tar.gz, .tar.bz2, .zip and .tar.

The archive must contain the structure described in the **Plug-in Developer's Guide**, available in the here, with no wrapper directory inside. An inspection in the archive or an extraction of the content must reveal the index.php and the meta files.

Click Ok to add the plug-in. Click Cancel to exit without saving anything.

Chapter 13 Contact and Support

For online help and support please visit:

- Support Zone: https://help.4psa.com
- Knowledge Base: http://kb.4psa.com
- Documentation: http://help.4psa.com/docs/

For mailing addresses and phone numbers from our offices:

http://www.4psa.com/contactus

If you have any questions, do not hesitate to contact us.

Appendix A. Using the Text To Speech Feature

The text to speech feature allows you to convert written text into speech. VoipNow Professional uses the text to speech engine developed by Cepstral.

Controlling How the Text is Read

The Cepstral engine allows you to control the voice reading the text by specifying attributes such as rate, pitch and volume or by inserting pauses. This can be achieved by using a set of HTML-like tags; the tags make up the Speech Synthesis Markup Language (SSML).

This section offers a set of SSML examples that can be used with the Cepstral engine. For more detailed descriptions of the elements and attributes of the markup language, see the official W3C SSML Specifications: http://www.w3.org/TR/speech-synthesis/

Inserting silence/pauses

You can insert pauses between words, sentences or paragraphs by using the
the cak empty tag. To control the length of the break, you can use two attributes: strength and time.

```
"There is no <bre> strength='none' /> pause here."
```

"This is a <break strength='x-weak' /> pause between words."

"This is a <break strength='weak' /> longer pause between words."

"This is a <break strength='medium' /> pause between sentences."

"This is a <break strength='strong' /> pause between paragraphs."

"This is a <bre> strength='x-strong' /> longer pause between paragraphs."

"This is a <break time='2s' /> two second pause."

"This is a <break time='4500ms' /> 4.5 second pause."

"This is a <break /> pause between sentences."

Controlling the Speech Rate

You can control the rate of the speech by using the prosody element and specifying a value for its rate attribute.

- "I am now cody rate='x-slow'>speaking at half speed.
- "I am now rosody rate='slow'>speaking at 2/3 speed.
- "I am now rate='medium'>speaking at normal speed.
 prosody>"
 - "I am now cody rate='fast'>speaking 33% faster.
 - "I am now rosody rate='x-fast'>speaking twice as fast/prosody>"
- "I am now rate='default'>speaking at normal speed.
 prosody>"
- "I am now rate='.42'>speaking at 42% of normal speed./
- "I am now rate='2.8'>speaking 2.8 times faster than normal/prosody>"
- "I am now sody rate='+0.3'>speaking 30% faster than normal.

Controlling the Voice Pitch

You can control the pitch of the speech by using the prosody element and specifying a value for its pitch attribute.

- "cprosody pitch='x-low'>This is half-pitch/prosody>"
- "cprosody pitch='low'>This is 3/4 pitch./prosody>"
- "cprosody pitch='medium'>This is normal pitch./prosody>"
- ""rosody pitch='high'>This is twice as high.
- "cprosody pitch='x-high'>This is three times as high.
- "cprosody pitch='default'>This is normal pitch./prosody>"
- "cprosody pitch='-50%'>This is 50% lower.
- ""cprosody pitch='+50%'>This is 50% higher.
- "cprosody pitch='-6st'>This is six semitones lower.

```
"cprosody pitch='+6st'>This is six semitones higher.
```

"prosody pitch='+25Hz'>This has a pitch mean 25 Hertz higher.
prosody>"

""rosody pitch='75Hz'>This has a pitch mean of 75 Hertz.

Controlling the Output Volume

You can control the volume of the speech by using the prosody element and specifying a value for its volume attribute.

```
"cprosody volume='silent'>This is silent.
```

```
"continuous continuous continuous
```

Adding Emphasis to the Speech

You can control the stress placed on certain pieces of text by using the emphasis element and specifying a value for its level attribute.



Note

The nature of emphasis differs between languages, dialects or even voices. Languages indicate emphasis using a possible combination of pitch change, timing changes, loudness and other acoustic differences

[&]quot;"rosody volume='x-soft'>This is 25% as loud./prosody>"

[&]quot;"rosody volume='soft'>This is 50% as loud.

[&]quot;"rosody volume='medium'>This is the default volume.

[&]quot;"oprosody volume='loud'>This is 50% louder than normal.

[&]quot; " volume='x-loud'>This is 100% louder than normal.
prosody>"

[&]quot;cprosody volume='-33%'>This is 33% softer than normal./prosody>"

[&]quot;"ody volume='+33%'>This is 33% louder than normal.

[&]quot;"oprosody volume='33%'>This is 33% louder than normal.

[&]quot;"rosody volume='33'>This is 33% of normal volume than normal.

"This is <emphasis level='moderate'>stronger</emphasis> than the rest."

"This is <emphasis level='strong'> even stronger</emphasis> than the previous."

"This is <emphasis level='none'>the same as</emphasis> than the rest."

"This is <emphasis level='none'>the opposite of</emphasis> emphasis."



Note

The **none** level is used to prevent the synthesis processor from emphasizing words that it might typically emphasize.

Spelling Words Phonetically

The phoneme element provides a phonemic/phonetic pronunciation for the contained text. The ph attribute is a required attribute that specifies the phoneme/phone string.

"You say <phoneme ph='t ah0 m ey1 t ow0'>tomato</phoneme>, I say <phoneme ph='t ah0 m aa1 t ow0'>tomato</phoneme>"

For a complete list of available phonemes for your language, please see the Cepstral page <u>Editing the Lexicon</u>.

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