

CLOUD CALLING™



# VoipNow® Professional 2.5.3 Callback Extension User's Guide

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## User's Guide

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For suggestions regarding this manual contact:

[docs@4psa.com](mailto:docs@4psa.com)

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# Preface

## Who Should Read This Guide

This Guide must be read by all the VoipNow Professional Callback extension owners.




## 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. This panel has two sections that provide access to specific options:

- Users - This section allows you to access your account's management options.
  -  [Home](#) - All the controls and the information required to manage your account can be found by clicking this link.
- Server - This section allows you to manage the system options.

- [Unified Communications](#) - The system access policies, your interface preferences and the sessions can be configured from the Unified Communications page.

## 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:

- [Logged in as: {your\\_contact\\_name}](#) - Click this link to edit your contact details or if you want to change your password.
- [My interface](#) - If you want to change your interface preferences, click this link and use the controls available in the [My Interface Settings](#) 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 open 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  [Up level](#) icon.

In some pages that provide real time statistics, you can update the displayed information by clicking the  [Refresh](#) link.




If you are impersonated as an extension 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  [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  [Search](#) 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](#) [<<](#) [1](#) [2](#) [3](#) [4](#) [5](#) [>>](#) [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 resellers 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

# Manage Your Contact Information



### Caution

After the first install, you will be required to fill in your contact information from the **Extension's Account Details** 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
- Login - 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 – Use this text box to change the password for the extension account.



#### Caution

Based on the chosen password strength set up by the system administrator, 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.




#### 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: **! ? @ # \$ % ^ \* ( ) \_ + = { } ` ~ [ ] ; : , . | ^ & .**
- 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, click the  **Email templates** icon available in your home page.


- Address



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

Click Ok to submit the data. If all the required information has already been filled in and you do not want to modify it, then click Cancel to return to the previous page without changing anything.

## Chapter 3

# Manage the Application


This chapter describes how can the VoipNow Professional interface be customized to meet your user's layout, login or quick access requirements. All these features can be accessed from the  [Unified Communication](#) page as follows:

- From the Unified Communications Settings section:
  -  [My interface](#)
  -  [Access](#)




## My I nterface 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 (extension in your case) and several other options.

The My I nterface 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  [Restore dismissed alerts](#) icon available in the Tools section.

There are two possibilities to access this page:

1. By clicking at any time the  [My interface](#) link available in the top frame.
2. By navigating through the application's menus:
  - a. Click the  [Unified Communications](#) link available in the left navigation panel.
  - b. Next, click the  My interface icon available in the Unified Communications Settings 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 allowed 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 for your user context. The allowed values range from 1 to 10. The default value is 3.
  - Interface skin – Use this drop-down list to choose the your application interface skin.
  - System language – Use this drop-down list to choose the language used by your application interface.



#### 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.

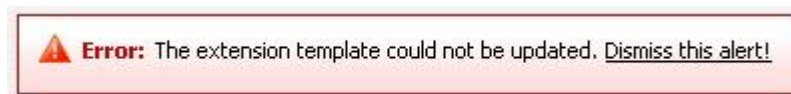


- Display tool tip – Select this check box to enable/disable application tool tips displayed on mouse over images/icons.
- Display context help – Select this check box to enable/disable context help, displayed in the top area of the page, under the title.

Click Ok to save your changes. Click Cancel to return 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 [Dismiss this alert!](#) 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 🛟 Restore dismissed alerts icon available in the Tools area.

## Set up an Access Policy

VoipNow Professional allows you to set up an access policy for the extension account. There are two policy types:

- Deny - This policy can be used when you want to forbid access to the VoipNow Professional extension account to certain IP addresses. All the requests coming from the IPs on the deny list will be rejected. The extension user 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 extension account. Only the request coming from the IPs on the allow list will be accepted. The extension user 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
  -  - Denied
- P - Use these icons to change the position of a certain network inside the list:
  -  Up
  -  Down



#### Note



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  [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   buttons to add several subnet or IP addresses at the same time.



#### Note

When adding multiple IPs, you cannot set both the **Deny** and the **Allow** policies for the same address.

**Add Networks**

Subnet or IP address \*   in position

Subnet or IP address \*   in position

Examples: 192.168.\*, 192.168.1.1/16, 192.168.0.0/255.255.0.0

**This combination will error out**

- 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.

## Chapter 4

# Extension Management Page

Your home page allows you to manage all your account related features and to visualize general statistics about the extension. Two distinct areas are available:




- Tools - This section provides access to your account's features, including your contact details, OpenID identities, routing rules, charging plans, call screening or authorized CallerIDs:

-  [Edit extension](#)
-  [OpenID identities](#)



### Caution

This option is available only if the system administrator has enabled OpenID infrastructure wide.

-  [Outgoing call rules](#)
-  [Extension preferences](#)
-  [My charging plan](#)



#### Note

This option is available only if the system administrator enabled **Charging** on the VoipNow Professional server.

-  [Charging limits](#)



#### Note

This option is available only if the system administrator enabled **Charging** on the VoipNow Professional server and your charging plan is `Postpaid`.

-  [Charging credits](#)



#### Note







This option is available only if the system administrator enabled **Charging** on the VoipNow Professional server and your charging plan is `Prepaid`.

-  [Sounds](#)



#### Note

This option is available only if both the parent accounts and the extension have the **Sound management** permission enabled.

-  [Time intervals](#)
-  [SystemAPI](#)
-  [Email templates](#)
-  [Authorized callerIDs](#)
-  [Call reports](#)
-  [Call screening database](#)
- Extension Overview - In this section, VoipNow Professional displays your account's details:
  - 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 will not display this line.

- 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.

### 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:

Quick Call Report

Call Costs

To public network	9.8 USD
From public newtwork	3.33 USD
Local calls	8.26 USD

Minutes Used

To public network	00:29:43 hours in 18 calls
From public newtwork	00:15:13 hours in 6 calls
Local calls	03:23:51 hours in 109 calls

Call statistics last fetched: Jul 03, 2010 14:45:21 [Update](#)

The extension's quick call report



#### Note

If you want to fold the panel, click the 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 displayed values are for the current month.



#### Note

The **Call Costs** are computed based on the fees defined in the extension's charging plan.

#### • 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 [Update](#) 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.

## Chapter 5

# Manage Unified Communications Features

All the settings that define the system behavior, including the interface or the access preferences can be managed starting from this page by clicking the corresponding icons grouped into one functional section.



As an extension account owner, 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.
  -  [Access](#)
  -  [My interface](#)
  -  [Sessions](#)





## 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  [Failed logins](#) .
- Search for specific sessions.
- Terminate users' sessions.

VoipNow Professional displays the following information about the ongoing sessions:

- T – The type of the logged in user:
  -  Admin
  -  Reseller
  -  Client
  -  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:

Login History					
<input type="text"/>		 <a href="#">Search</a>	 <a href="#">Show all</a>		
T	O	Username	Number of logins	First login	Last login
		<a href="#">admin</a>	276	Mar 01, 2010 15:36:40	Jun 01, 2010 13:16:28
		<a href="#">client</a>	1	Mar 12, 2010 17:50:46	Mar 12, 2010 17:50:46
		<a href="#">client prepaid</a>	1	Mar 15, 2010 09:53:59	Mar 15, 2010 09:53:59
		<a href="#">reseller prepaid</a>	1	Mar 15, 2010 09:43:50	Mar 15, 2010 09:43:50
4 record(s)			Number of entries per page: <a href="#">10</a> <a href="#">25</a> <a href="#">100</a>		

The following details about each entry are available:

- T - The account's type:
  -  Admin
  -  Reseller
  -  Client
  -  Extension
  -  Unknown level
- O - This icon shows if the user is logged in or not:
  -  User is online
  -  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.


## 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.



### Note




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.



#### Note

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.



## Chapter 6

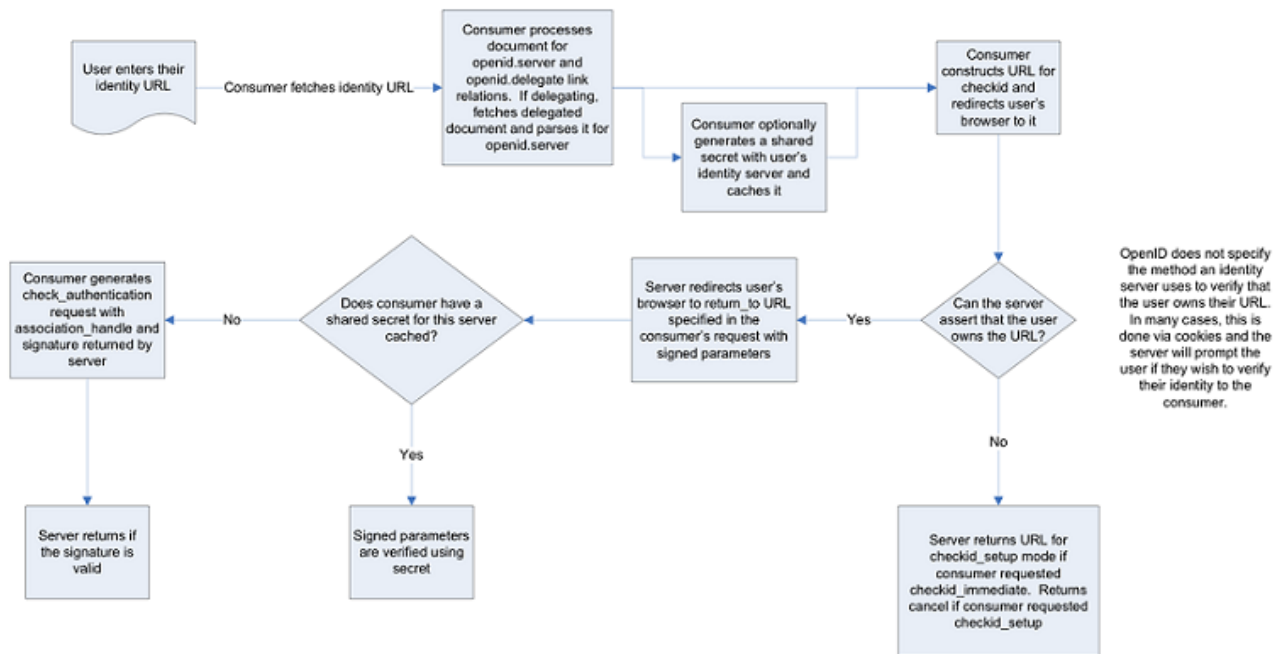
# Manage Your OpenID Identities

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 you 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. In 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 OpenID Identities for Extension {extension\_name} page allows you to define new OpenID identities that you can use to log in to your VoipNow Professional account.



#### Note

You can link your account to one of the default OpenID providers or to those added by the administrator only.

The page has two sections:

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



#### Note


For more details about adding an OpenID identity, check [this](#) section.

- OpenID Identities - This table displays the OpenID identities defined by you or by the system administrator, linked to your account or to other VoipNow Professional accounts. You will be able to use an OpenID identity

to log in to your extension account. The process is described in detail in the [An Example of OpenID Authentication](#) section.

The following information is displayed for each OpenID identity:

- S - The identity's status:

-  Enabled

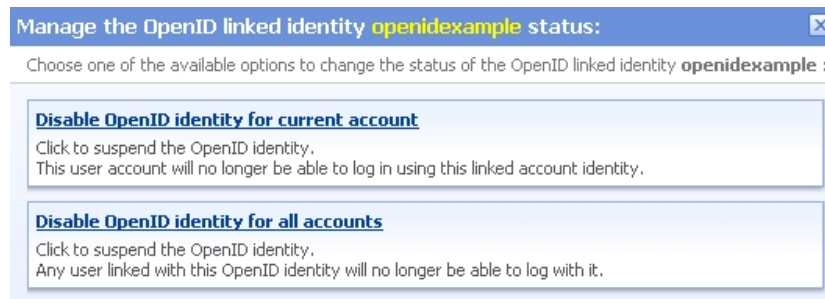
Click this icon to suspend the OpenID identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity:

- 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}`

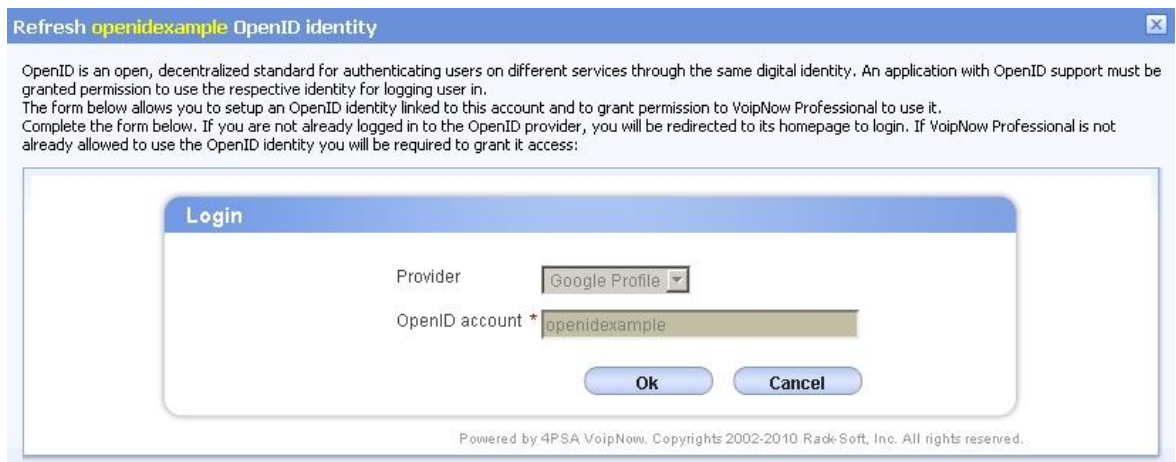
Example: <https://www.google.com/profiles/openidexample>

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\\_MPd0kaIJ1ZI](https://www.google.com/accounts/o8/id?id=AltOawkBHKw8XPgiSmJZDb8GoLr_MPd0kaIJ1ZI)

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 an OpenID identity

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

- From Provider - The OpenID provider the identity is linked to. Clicking the link will open in a new browser window the provider's homepage, as specified during configuration.
- In Use By - The number of VoipNow Professional accounts using the identifier. 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.

## 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 extension account by following the next steps:

1. Click the  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

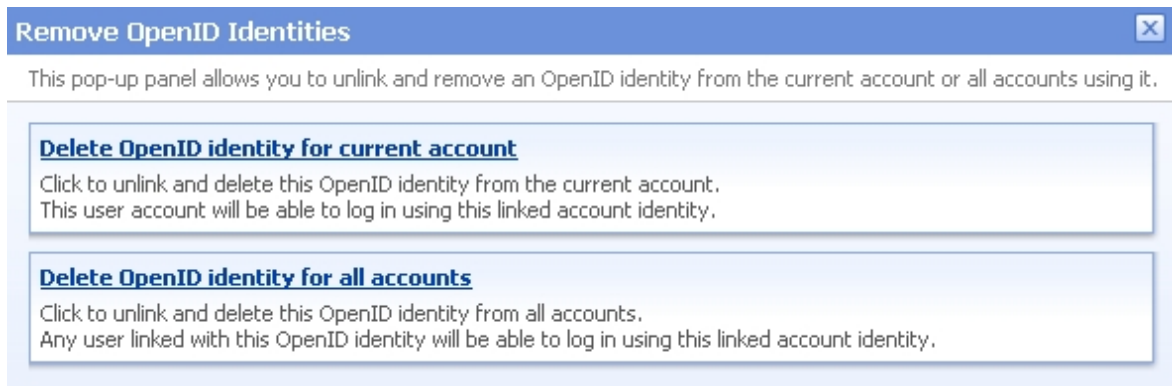
To remove an OpenID identity from the system, follow the next steps:

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 extension 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. To add the OpenID identity, follow the next steps:
  - a. Click the  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 .

OpenID is an open, decentralized standard for authenticating users on different services through the same digital identity. An application with OpenID support must be granted permission to use the respective identity for logging user in.  
The form below allows you to setup an OpenID identity linked to this account and to grant permission to VoipNow Professional to use it.  
Complete the form below. If you are not already logged in to the OpenID provider, you will be redirected to its homepage to login. If VoipNow Professional is not already allowed to use the OpenID identity you will be required to grant it access:

**Login**

Provider: Google Profile

OpenID account \*: openidexample

Ok Cancel

Required fields: \*

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Adding your OpenID identity for the Google Profile account

Click Ok to confirm the settings.

- 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.



Sign in to **192.168.14.39** with your Google Account. [Learn more](#)

Sign in with your  
**Google Account**

Email:   
ex: pat@example.com

Password:

☒ Stay signed in

[Can't access your account?](#)

**Don't have a Google Account?**  
[Create an account now](#)

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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.



[Sign in as a different user](#)

**192.168.14.39** is requesting you to sign in with Google Account **calderwood@yahoo.com**

• Google profile: [openidexample](#)

☒ Remember me

You can always change your Google Account approval settings. 192.168.14.39 is not owned, operated, or controlled by Google or its owners. [Learn more](#)

### 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.



192.168.14.39 is requesting you to sign in with Google Account `example@yahoo.com`

• Google profile: `openidexample`

☒ Remember me

You can always change your Google Account approval settings. 192.168.14.39 is not owned, operated, or controlled by Google or its owners. [Learn more](#)

Your OpenID identity

3. 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 OpenID 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](#)

Sign in with your  
**Google Account**

Email:   
ex: pat@example.com

Password:

☒ Stay signed in

[Can't access your account?](#)

**Don't have a Google Account?**  
[Create an account now](#)

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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.google.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 7

# Callback Setup

This extension type allows the 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 - 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 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.

#### Sounds List



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.

[Search](#)[Show all](#)




The sound files matching the search criteria. Click the name link to select a sound. [Display all](#)


Listen	Name	Folder
00:02	<a href="#">dir-welcome</a>	/
00:01	<a href="#">welcome</a>	/

1-2 sound(s) of 2 total

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.

- 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.
- CallerID 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 [Change](#) link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:

Select a CallerID number from the pool

The system uses a physical resource (like a SIP trunk) in order to communicate with the PSTN network. You can select one or more CallerIDs, but keep in mind that: 1) when you select more than one CallerIDs on a resource, a random one is sent 2) the system will send the CallerID associated with the resource that routes the call. The default CallerID will be sent when the call is routed through an unknown resource.

Public Phone Numbers

[Search](#)
[Show all](#)
[Remove selected](#)
[Assign CallerIDs](#)

CallerID number	Rings back to ▲	Resource	Default	<input type="checkbox"/>
1111	-	Resource #1	-	<input type="checkbox"/>
36534	Joe Doe (001)	Resource #1	Yes	<input type="checkbox"/>

2 phone number(s)
Number of entries per page: [10](#) [25](#) [100](#)

The CallerID s 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 the 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, then 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.

## Chapter 8

# 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 CallerIDs



### 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: .





Only the active authorized CallerIDs are counted!

Using this feature you can authorize the users that should benefit from the callback function.



The Authorized CallerIDs Management page allows you to:

- View the Authorized CallerIDs List for the current extension.
- Define a new authorized CallerID by clicking the  [Add authorized callerID](#) icon available in the Tools section.
- Manage the [CallerID credit](#) by clicking the  icon available in the B column.
- 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:
  -  Enabled
  -  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 [link](#) 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 CallerIDs List to one of the two available file formats:

-  [Export to Excel](#)
-  [Export to CSV](#)

## Add an Authorized CallerID


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 CallerIDs 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.



- CallerIDs file – When the Upload callerIDs 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 CallerIDs
  - 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 CallerID

You can modify the following options:

- Edit Authorized CallerIDs
  - Accept calls from callerID
  - PIN number



### Note

For more information on how to edit these fields, see the [Add Authorized CallerID](#) section.

## Manage the Credit Associated to the Authorized CallerID

The Credit Management for CallerID {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 CallerID.

## Add Credit to the Authorized CallerID

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 system default one, defined by the system administrator.



### 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.

## Chapter 9

# View Your Personal Charging Plan



### Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server.
- 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 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 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 by the system administrator.



#### 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 by the system administrator.



#### 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 by the system administrator.



#### 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 by the system administrator.



#### 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.



#### 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 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.



#### Note

The **{currency}** is the server default currency defined by the system administrator.



#### 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 by the system administrator.



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 by the system administrator.



Note

VoipNow Professional displays this information if the charges for external calls are computed using a **fixed prices** method.

- 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 by the system administrator.



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 by the system administrator.



#### 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.

## Chapter 10

# View Your Charging Limits History



### Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server.
- The extension was created with a charging plan attached to it.

VoipNow Professional allows you to view detailed information about the charging limits added by the parent accounts to supplement the ones enforced by the extension's charging plan.




### Note

If the extension operates under a `postpaid` charging plan, you can only extend his *charging limits*.

The Limits History table displays the following information:

- 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 extension.
- Increase monthly – Displays when the added 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.

Limits History						
						 <a href="#">Remove selected</a>
Incoming money limit	Outgoing money limit	Included minutes	Increase monthly	Order number	Date added	<input type="checkbox"/>
75 USD	30 USD	28 minutes	Yes	3	Jul 29, 2010 16:08:40	<input type="checkbox"/>
-5,800 USD	-1,000 USD	180 minutes	No	2	Jul 29, 2010 16:07:57	<input type="checkbox"/>
120 USD	100 USD	45 minutes	No	1	Jul 29, 2010 16:07:36	<input type="checkbox"/>
3 recharge(s)				Number of entries per page: <a href="#">10</a> <a href="#">25</a> <a href="#">100</a>		

The extra limits

## Chapter 11

# View Your Charging Credits History



### Caution

This section will be displayed only if:

- Charging is enabled on the VoipNow Professional server.
- The extension was created with a charging plan attached to it.

VoipNow Professional allows you to view detailed information about the recharges made by the parent accounts to supplement the charging credits enforced by the extension's charging plan.

The Credit History table displays the following information:

- 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 charging credits were enforced.

Credit History			
Incoming calls credit	Outgoing calls credit	Order number	Date added
20.000 USD	10.000 USD	1	May 28, 2010 12:39:44
100.000 USD	25.000 USD	-	May 28, 2010 12:38:48
2 recharge(s)		Number of entries per page: 10 <a href="#">25</a> <a href="#">100</a>	


The extra credits

## Chapter 12



# Manage Your 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 Time 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

-  Interval belonging to the owner user
- Name – The time interval's descriptive name. Click this [link](#) to edit the interval.
- Intervals - The number of different time intervals that the calls will be matched to. Clicking the [Details](#) link will open a pop-up panel 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 created.

## 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.



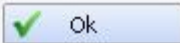
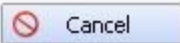
To add a new time interval, follow the next steps:

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.

Time Interval Definition	
Name *	Individual days
Matching algorithm	Individual days
Timezone *	Server default
Matching Intervals	
Start at hour *	08 : 00
End at hour *	20 : 00
Start weekday	Monday
End weekday	Friday
Start day of the month	10
End day of the month	25
Month	March
<div style="text-align: right;">   </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>* Required fields</span> <div>   </div> </div>	

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.

Time Interval Definition	
Name *	Interval days
Matching algorithm	Interval
Timezone *	Server default
Matching Intervals	
Start at hour *	08 : 00
End at hour *	20 : 00
Start weekday	Monday
End weekday	Friday
Start day of the month	10
End day of the month	25
Month	March
<div>* Required fields</div> <div> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div>	

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.

Time interval definition

Name \*

Different time intervals

Matching algorithm

Interval

Matching intervals

Start at hour \*

08 : 00

End at hour \*

18 : 00

Start weekday

Monday

End weekday

Friday

Start day of the month

1

End day of the month

31

Month

--

Start at hour \*

18 : 01

End at hour \*

07 : 59

Start weekday

Monday

End weekday

Friday

Start day of the month

1

End day of the month

31

Month

--

A time interval block with two different time intervals

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



#### Note

This information is also displayed in the time intervals list, next to the interval's name.

In a charging plan's description, this information is listed in the **Charges for Outgoing Calls** area.

- 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.



#### Note

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.
  - adds other time interval limits.
3. Click Ok to add the new time interval. Click Cancel to return 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.

## Chapter 13

# Manage Your SystemAPI Control

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 used the user's VoipNow Professional username and password or an encryption key.



### Note

Your account has access to this feature only!

- **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.

- CallAPI Events - This is the event triggering mechanism (RemotePBX without XML control).
- 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 future. For now, it is only possible to pre-authenticate the fax messages.

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

The following two sections are available:

- Access
  - 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 [VoipNow Professional CallAPI Guide](#).



#### Note

In case you choose this authentication method, it will not be 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 your 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:

- 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.

- Disabled

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.

**Edit Authorized Application *Call monitoring* Details** ✕

This pop-up panel allows you to update the details for a new third party application.

---

**Application Info**

Name \*

Description

Homepage \*

---

**Contact Info**

Admin email \*

Admin phone

---

**User Agreement**

Allow 2 legged ☒

Consumer key

Consumer secret  [Regenerate](#)

---

\* Required fields

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.



Authorized Applications		
<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Show all"/>
<input type="button" value="Toggle search"/>	<input type="button" value="Show columns"/>	<input type="button" value="Remove selected"/>
S	Application	Configured
	<a href="#">Call monitoring</a> This plug-in is designed to mo ...	Jul 14, 2010 <input type="checkbox"/>
1 application(s)	This plug-in is designed to monitor the calls flow and to provide relevant traffic information.	Number of entries per page: <a href="#">10</a> <a href="#">25</a> <a href="#">100</a>

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  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.



## Chapter 14

# Manage Your Extension's Call Rules

You can define various filters for your extension's outgoing calls using the features integrated in VoipNow Professional. This will help you better manage the call flows, according to your needs.

## Manage Your Extension's Outgoing Call Rules

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 Add New Outgoing Routing Rules Group management page allows you to:

- View the Existing Outgoing Call Rules
- Define new rules using the controls available in the [Add Outgoing Call 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:

Existing Outgoing Call Rules			
			 <a href="#">Remove selected</a>
S	Action	Number	In time interval <input type="checkbox"/>
<input checked="" type="checkbox"/>	Block	342	Anytime <input type="checkbox"/>

The outgoing call rules table

The details available for each existing rule are:

- S – This rule's status:
  - ☒ Enabled
  - ☐ 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 measures taken by the application against a certain phone number.
- Number - The phone number affected by the chosen action.
- In time interval – The time frame when the rule is applied.

## Add an Outgoing Call Rule

The Add Outgoing Routing Rules Group page provides the buttons, text boxes and drop-down lists that allow you 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   icons.

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.



#### 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 from 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.

## Chapter 15

# Manage Your Phone Call Screening Database

The database contains the categories and the corresponding phone numbers used for screening your extension's outgoing calls.

The Call Screening Database 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 [this](#) 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.

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


- Number - The screening number. Only the numbers owned by the current user can be edited by clicking the number link. The screening numbers owned by other users cannot be modified.
- Database category - The database category the screening number belongs to.
- Tag - The identification tag.
- Owner - The category's owner that can be either the current user or the system provider (administrator).

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 your call screening database to a `.csv` file for sharing them among VoipNow Professional servers or for backup purposes.

To do so, click the  [Export numbers](#) 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 the current user.

You cannot add a new number to a category defined for another user!

For more information, see the [Add a New Database Category](#) section.

The Add Phone Numbers page allows you to fill in the information required to define or to import the new number and to assign it to a certain database category. The customizable parameters are grouped into several sections:

- 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.



#### Note

Only the database categories created for the current user are available!

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 go back to the previous page without modifying anything.

## Manage Database Categories

The database categories are phone number collections used for screening purposes.

The Database Categories management page allows you to:

- Visualize the list of the existing categories.
- Define other database categories.
- Search for certain categories.
- Edit one of the existing categories.
- Remove unused screening categories.

VoipNow Professional displays the following information about the available database 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 required details:

- Add New Database Category
  - Name - The database category's name.
  - Tag - The identification tag.
  - Available to - Use the available radio buttons to specify the category's visibility:
    - `Extension level` – The new database category will be visible to the extension user. This is the only available option.
  - 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 go back to the previous page without adding anything.

## Edit a Database Category

You can edit only the categories defined for the current level. To do so, 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 go back to the previous page without saving anything.

## Chapter 16

# Manage Your Sounds



### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account.

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 sound 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, then the default sounds will be played. This type of sound can be either uploaded or recorded over the phone.

The Sound Management page allows you to:

- Visualize the existing Sounds.
- Add a new sound file to the system by clicking the  [Add sound](#) icon available in the Tools section.
- Manage your  [Folders](#) .
- Manage your  [Sound languages](#) .
- Search for specific sounds.
- Organize sound files by using sound languages and folders.
- Remove unused sound files.



VoipNow Professional displays the following information about each sound:

- S – The sound's status:

-  Enabled
-  Disabled

Click the icon to change the sound's status.

- M – This sound's type:

-  Announcement
-  Music on hold

- Name – The sound file's name. Click this [link](#) 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!



### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account.

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

- Sound Form
  - Name – The descriptive name of the sound.
  - This is music on hold – Select this check box to specify the purpose of the sound. 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.
  - 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.



### Note

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

When the This is music on hold check box is selected, 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 overwrite 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 than 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  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



### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account.

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  [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   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 management page allows you to:

- Visualize the existing Sound Languages.
- Define a new sound language by clicking the  [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:

- The   buttons allow you to add several languages in the same time:
  -  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.



## Chapter 17

# View the Report for Your Calls

The extension's report provides detailed statistics about your account'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 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:
  - 📞 Local call
  - 📞 Extended local call
  - 📞 External call
- A – The call application type:
  - 📞 Dial
  - 📞 Queue
  - 📞 IVR
  - 📞 Voicemail
  - 📞 Conference
  - 📞 Park
  - 📞 Unpark
  - 📞 Callback
  - 📞 Calling card
  - 📞 Intercom/paging
  - 📞 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**

Call List			
September 2010			
T	A	From	To
		0028* <b>001</b>	<b>0003*006</b>
		0028* <b>00</b>	
		08057	

**Name:** Joe Doe  
**Company:** Foo Industries  
**Email:** contact@foo.com  
**Status:** Registered / Online



#### Note

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  icon 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.




#### 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.
- Call ID – 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 Calls List

VoipNow Professional automatically displays all the current month's calls. If you are searching for specific calls, you have to define particular search criteria by filling in the fields available in the Search Calls section:

- Show call history for - Use the drop-down list to choose whose call history to be displayed:
  - Personal - Only your 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.



### Note

For example, your extension 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, your extension will be able to see the call history both of Extension 2 and Extension 3.

- All - The call histories of both your extension and of all the 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.
- **CallID** – 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.
- **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.
- **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 your extension's 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 from 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 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.
- 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, this column will list the source extension.
- Transfer destination - If the call was transferred to another extension, this column displays the destination extension.
- Initially called extension - If the call was picked up from another extension, 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, 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, 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.

## Chapter 18

# Manage Your 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 some notifications and only to certain users.



### 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 preferences. Click **Cancel** to return to the previous page without saving anything.

The notification emails can also be sent to an email address specified in the E-mail 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. Click Cancel to return to the previous page without saving anything.

The events that can trigger an email notification are described in the next sections, along with the tags used by every notification.

## 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 Email Template 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 Email Template 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 Email Template Management page is exceeded.

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 '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 own and requested a new one. This password is valid only for the time period specified in the Login Preferences page, in the 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.



## Chapter 19

# 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.

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