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PROFESSIONAL

VoipNow ® Professional 2.5.3

Client's User Guide

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Client's User Guide

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Preface

Who Should Read This Guide

This Client's Guide must be read by the VoipNow Professional clients.

Chapter 1
Navigation

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

The Navigation Panel

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

- Users - This section allows you to access the management options for your account and your extensions.

  ◦ Extensions - Clicking this link will open the Extensions Management page that displays a list with all your extensions, while also providing the tools required to add new ones and manage your account.

- Server - This section groups all the server related tools like channels or system options.

  ◦ 🖼 <u>Unified Communications</u> - The system templates, the interface preferences or the access settings are some of the options that can be configured from the Unified Communications page.

  ◦ 🍥 <u>Charging plans</u> - The charging plans defined for your account either by you or by the system administrator and all the tools required to manage them can be accessed by clicking this link.

  ◦ 📑 <u>Reports</u> - The comprehensive call reports can be viewed by clicking this link.

- Custom - This section contains all your custom buttons and plug-ins your account has access to.

> 📝 **Note**
>
> The default icon specific to a custom button is 🔷.

The Top Frame Controls

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

The top frame controls

The three controls are:

- <u>Logged in as: {your_contact_name}</u> - Click this link to edit your contact details or if you want to change your password.

- 📝 <u>My interface</u> - If you want to change your interface preferences, click this link and use the controls available in the <u>My Interface Settings</u> page.

- 👤 <u>Logout</u> - Click this link to log out from your VoipNow Professional account. The current session will be closed and you will be required to provide your username and password to log in again.

The Main Frame Controls

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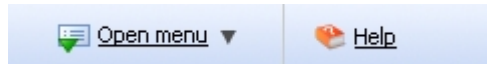
Navigation controls

The default options are:

- Open menu - Clicking this link will oped a box listing all the options available in the left navigation panel that can be used for quick switching between pages.

- Help - Anytime, anywhere, when there is something you need more information about, click this link and read the help file.

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

Going down in the application structure, you will be able to move up one level and return to the previous page by using the 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 one of your child accounts and you want to return to your default account, then click the appropriate Return to my account link.

Using the Search Functions

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

> **Note**
>
> In some cases, if you want to hide/reveal the search options, click the 🔧 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 **Client'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 your reseller 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: **!?@#$%V*()_+={}`~[];:,.|^&**.

- Confirm password
- Phone
- Fax
- Email – The email address where VoipNow Professional can send you notifications about events that occur in the system.

> ⚠ Caution
>
> The system can send automatic notifications when predefined events occur. In order to change your notification preferences, as well as the email templates used for sending these notifications, go to the 📧 Unified Communications >> **Email templates** 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
  - Custom buttons

My Interface Settings

VoipNow Professional offers you the tools required to customize the application's default look. You can define the interface language and skin, the number of rows displayed in the tables for the logged in user (client in your

case) and several other options, including the customizable parameters for the MyVoipNow interface.

The My Interface Settings page allows you to:
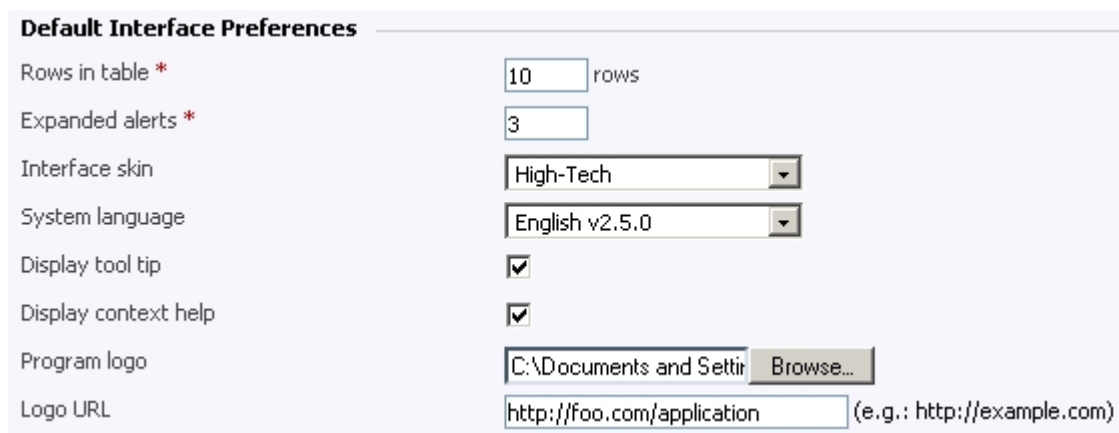
- Use the available controls to change the interface design and layout according to your preferences.
- Restore all the alerts that you have previously dismissed by clicking the ⚠ Restore dismissed alerts icon available in the Tools section.

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 accepted values range from 1 to 9,999. The default value is 50.
- ◦ **Expanded alerts** - Use this text box to set the number of alerts displayed in the user context. The accepted values range from 1 to 10. The default value is 3.
- ◦ **Interface skin** – Use this drop-down list to choose the skin for your application interface.

◦ System language – Use this drop-down list to select the language used by your application interface. All the messages, alerts, tool tips or context help will be displayed in this language.

> ⚠ Caution
>
> **VoipNow Professional does not allow you to use language packs that were created for earlier versions of the interface. The following warning message is displayed:**
>
> ```
> Impossible to switch to preferred interface language
> {outdated language}, because an outdated language pack
> is installed on the system. Please contact your provider
> to correct this situation.
> ```
>
> **Only the system administrator can fix this problem.**

◦ Display tool tip – Select this check box to enable/disable application tool tips displayed on mouse over images/icons.

◦ Display context help – Select this check box to enable/disable context help, displayed in the top area of the page, under the title.

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

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

◦ Logo URL – The logo file has a hyper link attached to it. Use this text box to fill in the destination of this hyper link. It can be your business website for example.

• MyVoipNow Interface Preferences - This section allows you to configure some interface related options for the MyVoipNow application.

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

◦ MyVoipNow application name - The value filled in here will replace all the MyVoipNow references all over its interface, including the browser title.

◦ MyVoipNow logo - Choose the logo that will be displayed in the MyVoipNow interface. You can use the available text box or the ⬚ button to locate the file on your computer.

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

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

> 📝 Note
>
> All the changes made in this two sections will be reflected in the your interface as well as in the interface of all your child accounts!

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.

⚠ **Error:** The extension template could not be updated. Dismiss this alert!

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 client account. There are two policy types:

- Deny - This policy can be used when you want to forbid access to the VoipNow Professional client account to certain IP addresses. All the requests coming from the IPs on the deny list will be rejected. The client 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 client account. Only the request coming from the IPs on the allow list will be accepted. The client 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 * | Allow ▾ | 192.168.14.77 | in position | 2 | ⊟ ⊞ |
> | Subnet or IP address * | Deny ▾ | 192.168.14.77 | in position | 3 | ⊟ ⊞ |
>
> 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.

Manage Custom Buttons

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

The Custom Buttons management page allows you to:

- View the list of custom buttons visible at client level.

- Define a new button by clicking the 🌐 <u>Add custom button</u> icon available in the Tools section.

- Modify the existing custom buttons' settings.

- Remove unused buttons from the system.

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

- S – The button's status:
  - ☑ Enabled
  - ☒ Disabled
- A – The button's availability:
  - 🔲 Available only for the current user.
  - 🔲 Available both for the current user and for all his child accounts.
- L – The button's location:
  - 🔲 The button is displayed in the left panel.
  - 🔲 The button is displayed in the right panel.
- I – The icon associated with the button.

> **Note**
>
> If the default icon is associated with the button, then VoipNow Professional displays 🔲

- Label – The button's tag displayed in the interface on which the users can click in order to access the specified page. To modify the custom button's preferences, click the available label .

- URL – The URL linked with the button. On click, the specified page opens.

- Priority – The value that defines the order in which the buttons are displayed in the interface. A lower priority implies a higher position. For example, if there are two buttons, one with priority 50 and the other one with 35, then the second button will be displayed first.

- Display Method - The button's visibility:
  - `Level inheritance` - Depending on the inheritance level, the custom button is visible in the left navigation panel to all accounts up to that level. For example, if the inheritance level is 2, then the button will be visible to the system administrator, the reseller and the client accounts.
  - `Level selection` - The custom button is visible in the left navigation panel only to the selected level accounts. For example, only all the `resellers` can have access to it.

- Display to Owner - This option is applicable only to the custom buttons that have the `Level selection` Display Method and it shows if the button is visible in its owner's account or not.

  Here is an example:

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

Add a New Custom Button

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

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

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

  - Label – Use the available text box to specify the button's tag that will be displayed in the interface. The user will be able to click this label in order to access the specified URL .

  - Location – Use the radio buttons to choose where the new custom button will be displayed:

    - Navigation panel - The button will be displayed in the Custom section available in the left navigation panel.

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

- User's context - The button will be displayed in the user's management page, in the Tools section.
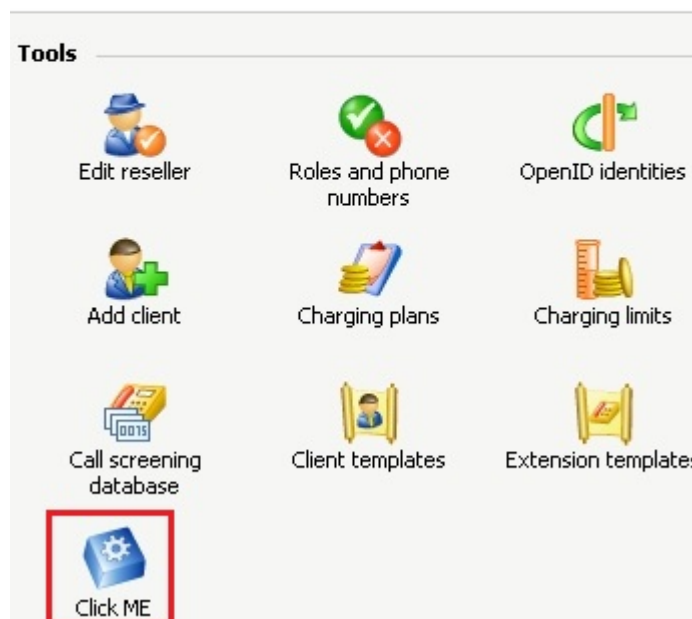
> **Note**
>
> In the pictured example, the default image is used for the custom button.

- Default image for all skins – When this option is enabled, VoipNow Professional displays a default icon for the button. If you deselect this check box, VoipNow Professional displays additional controls that allow you to load custom icons for the button:

    - Use the ⬚ button to locate a graphic file on your computer.

    - Select the check box corresponding to the skin where the icon will be used.

    - Select the All skins check box if you want to use the same icon for all the VoipNow Professional skins installed on the server.

    - You can use the ⊟ ⊞ buttons to add icons for different skins at the same time.

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

- Include reseller ID – When this option is selected, VoipNow Professional appends the id of the currently selected reseller to the URL linked with the button.

- Include client ID – When this option is selected, VoipNow Professional appends the id of the currently selected client to the URL linked with the button.

- Include extension ID – When this option is selected, VoipNow Professional appends the id of the currently selected extension to the URL linked with the button.

- Include extension internal number – When this option is selected, VoipNow Professional appends the internal number of the currently selected extension to the URL linked with the button.

- Include extension public number – When this option is selected, VoipNow Professional appends the public phone number of the currently selected extension to the URL linked with the button.

- Include charging plan – When this option is selected, VoipNow Professional appends the id of the currently selected reseller to the URL linked with the button.

- Priority – Use the available text box to specify that defines the order in which the buttons are displayed in the interface. A lower priority implies a higher position. For example, if there are two buttons, one with priority 50 and the other one with 35, then the second button will be displayed first.

◦ URL – Use this text box to fill in the URL that will opened when the button [label](#) is clicked from the interface.

◦ Tool tip – Use this text box to specify a short description of the button's purpose.

◦ Display method - You can choose one of the two methods by selecting the appropriate radio button:

▪ Inheritance level - Choose this method if you want the custom button to be visible to all the accounts up to and including the specified level.

▪ Level selection - Choose this method if you want the custom button to be visible ONLY to the accounts belonging to the specified level. In this case, the button will not be displayed in the upper level's interface.

◦ Inheritance level – Use this drop-down list to specify the button's visibility:

▪ 0 – The button is visible only to the client.

▪ 1 – The button is visible both to the client and the extension users.

◦ Display on level - Use this drop-down list to specify the button's visibility:

▪ EXTENSION - The button is visible only to the extension users.

◦ Also display on owner account - If selected, then the button will be visible in its owner's interface as well as for all the accounts belonging to the previously selected level.

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

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

◦ Action – Use the radio buttons to choose how the page whose [URL](#) you specified earlier will open:

▪ In the Current window.

▪ In a New window.

• Limits

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

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

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

Edit Custom Buttons

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

1. Choose the button you want to modify and click its name link.

2. The editable data is grouped into several fieldsets:

   - Settings

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

     ◦ Existing images - The currently used image and the skins where it is visible are displayed (e.g.: 🔧 [All skins]).

     ◦ Keep existing images - If you deselect this check box, then you will be able to choose other images for the custom button using the controls available at the Skin specific image option.

   - Limits

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

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

Chapter 4
Manage Your Account

This chapter offers you detailed information about your account's features that can be customized to meet specific requirements like the outgoing routing rules for your extensions' external calls, the screening numbers, your SIP devices or the OpenID identities. All these options can be accessed by clicking the corresponding icon available in your account's <u>home page</u> :

- <u>Call screening database</u>
- <u>Outgoing routing groups</u>
- <u>OpenID identities</u>
- <u>Manage SIP devices</u>

> ⚠ Caution
>
> You are not able to manage the SIP devices if the system administrator or the reseller you belong to set your **Allow to provision devices** option to `None` AND if all your extension accounts have the same permission level, `None`. This statement is true even if there are provisioned SIP devices assigned to your extensions.

Have in mind that your ability to add, edit or just to view the existing SIP devices depends on the permission level of your extensions because the parent account inherits the permission level of its children.

For example:

Let us assume that the system administrator or the reseller you belong to has granted your account the `View` permission. Two scenarios are available:

◦ If ALL your child accounts have the **Allow to provision devices** option set either to `View` or to `None`, then you can only visualize the devices provisioned and assigned to them. You are not allowed to add a new SIP device as the corresponding icon is unavailable: 🖳. Also, you cannot edit the provisioned devices' information as all the fields are read-only.

◦ If one of your extensions has the permission set to `Modify`, then you can both visualize the existing devices and provision new ones by clicking the appropriate 🖳 **Add new device** icon. The new equipment can be assigned to that extension only. You still cannot edit the provisioned devices' information.

- 🔧 SystemAPI

Manage the Call Screening Database

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

The Call Screening Database management page allows you to:

- Visualize the list of the existing screening numbers.
- Define other screening numbers by clicking the 📇 Add phone number icon.

> ⚠ Caution
>
> When there is no category defined, the icon is grayed out: 📇 and you are not able to add anything.
>
> You cannot add a new number to a category defined for other users!
>
> For more information, see the Add a New Database Category section.

- Manage the 📇 Database categories .
- Search for certain phone numbers.

- Edit one of the existing numbers.

- Remove unused screening 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 corresponding [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 both the current user and the provider (system administrator).

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

- **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

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:
    - `Client level` – The database category is visible to your account only.
    - `Extension level` - The database category is visible to you and to all your extension accounts.
  - Description - Use this text area to associate a note about the purpose and content of the database category.

You can add/remove several categories by using the ⊞ ⊟ icons.

Click Ok to add the new category(ies). Click Cancel to 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 <u>Add a New Database Category</u> section.

3. Click Ok to save the changes. Click Cancel to go back to the previous page without modifying anything.

Manage Your Outgoing Routing Rules

VoipNow Professional allows clients to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that dialed the number.

The Outgoing Routing Groups Management page allows you to:

- Visualize the list of the existing routing groups.

- Define new groups by clicking the <u>Add new routing groups</u> icon available in the Tools section.

- Search for certain groups.

- Edit one of the existing routing groups.

- Remove unused groups.

- Save all the groups currently available in your database by clicking the <u>Save rules</u> link.

VoipNow Professional displays the following information about each group:

- Name – The descriptive name of the outgoing routing rule group. Click this link to edit the group's <u>details</u> .

- Rules – The number of rules inside the rule group.

- Updated – The date the group was last modified.

> **Note**
>
> You cannot remove routing rule groups that are used in your charging plans.

Add an Outgoing Routing Rules Group

To add a new outgoing routing rule to the system, fill in the information required in the available fieldsets:

- Routing Group Management
  - Name – Use this text box to give a descriptive name to your group.
- Add Outgoing Routing Rules – Use the available controls to define one or more routing rules for outgoing calls:

  The first drop-down list displays the available actions. On this level, VoipNow Professional blocks the call to that number if the number is matched. If you select this action, the following routing rule will be displayed:

  Block number {number_1} if in time interval {time_int} coming from {number_2}

  where:

  - {number_1} - Use this text box to specify the number dialed by the extension user.
  - {time_int} - Use this drop-down list to select the time interval when this rule will be applied.
  - {number_2} - Use this text box to specify the number of the extension where the call originates.

  > **Note**
  >
  > You can specify any combination of the digits 0-9 and the characters '.' , '*'.
  >
  > The number entry supports the Asterisk number matching. You can enter a basic regular expression containing:
  >
  > - X - matches any digit from 0-9.
  > - Z - matches any digit form 1-9.
  > - N - matches any digit from 2-9.
  > - [] - matches any digit or letter in the brackets.
  > - * - matches 0, 1 or any number of the previous expression.
  > - . - matches one or more characters.

For example:

- Number 0. will match any number starting with 0.

- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9.

⚠ Caution

The **Block** rule is final. This means that when the rule is matched, other rules are no longer checked.

Click Ok to add the new routing group to the system. Click Cancel to go back to the previous page without adding anything.

Edit an Outgoing Routing Rule Group

The Edit Information on Outgoing Routing Rules Group {group_name} allows you to manage the following features:

- Routing Group Management – Use this section to rename the group or to replace the existing routing rules:

  ◦ Name – If required, you can modify the group's descriptive name.

  ◦ Agree to replace existing routing rules – Select this check box if you want to upload an XML file that was previously saved with the 💾 Save rules option.

  ⚠ Caution

  VoipNow Professional will delete from the database the selected group of rules and replace it with the uploaded rules.

  The group of rules in the XML file must have the **same name** as the group in the interface. Otherwise, VoipNow Professional will not delete the current rules and ignore the uploaded file.

  ◦ Upload rules – When the Agree to replace existing routing rules check box is selected, you can use the ⬚ button to locate the file containing the group of routing rules that you want to upload.

- Add Outgoing Routing Rules – If you want, you can use this section to add new rules to the group.

> **Note**
>
> For more details, see [this] section.

- Existing Outgoing Call Rules – Use this section to review the existing rules, change their order in the group or remove rules from the group.

The 'Existing Outgoing Call Rules' table

VoipNow Professional displays the following information about each routing rule:

- S – The rule's status:

  - ☑ Enabled

  - ☒ Disabled

  Click the icon to change the rule's status.

- Action – The action performed when VoipNow Professional matches the number dialed by the user.

- Number – The number dialed by the extension user that has to be matched to trigger the specific action.

- In Time Interval – The time interval when the rule is executed.

- Coming from – The number of the extension that placed the call.

> **Note**
>
> VoipNow Professional gives you the possibility to back-up and restore your routing rules. You can export routing rules to XML files and download them to your computer. You can later upload these files to the VoipNow Professional rules database. To save this specific outgoing routing rule group, click the 🖫 Save rules link.

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 Your OpenID Identities

> ⚠ Caution
>
> The 🔲 **OpenID identities** icon that allows you to access this page is available only if the system administrator has enabled OpenID infrastructure wide.

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

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

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

Below you can check the OpenID diagram that puts you through the OpenID flow:
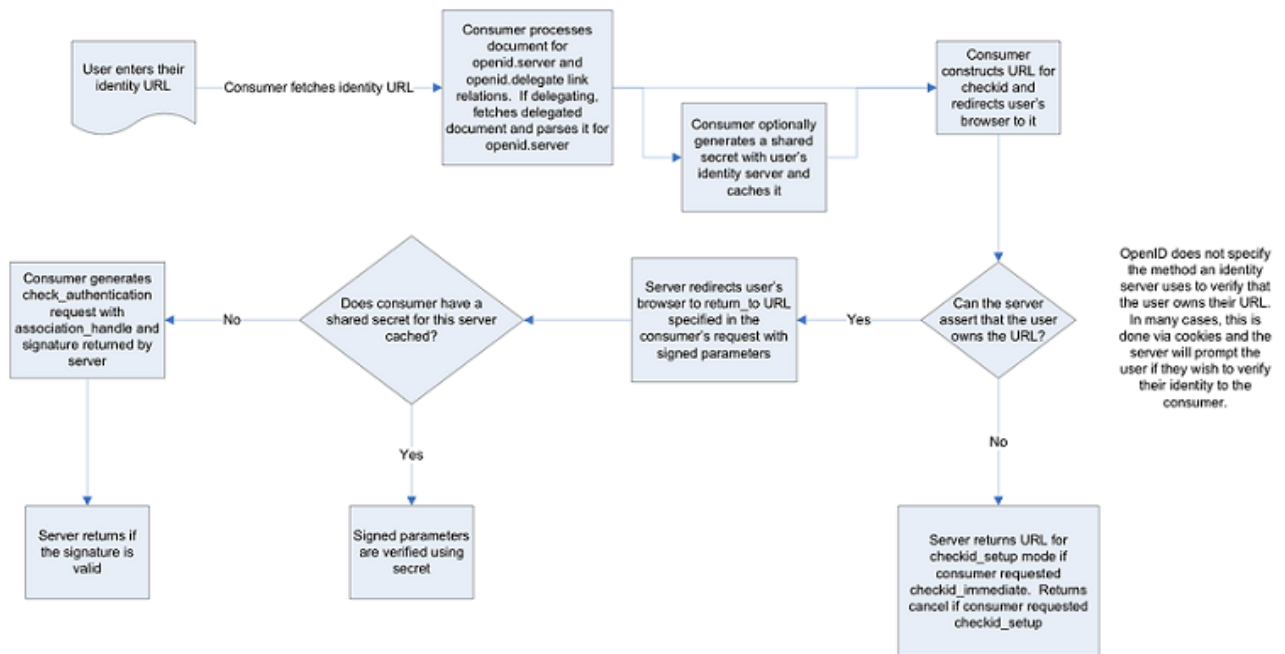
The OpenID 1.1 Protocol Flow

The **OpenID Identities for Client {client_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 the application either as a client or as one of your extensions the same identity is linked to. 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.
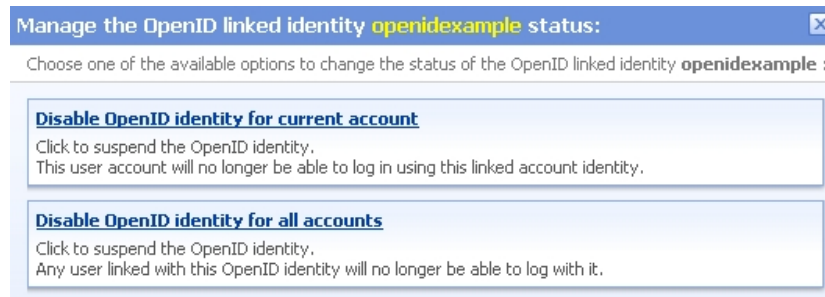
Disabling an OpenID identity used by multiple accounts

▪ ❌ 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=AItOawkBHKw8XPgiSmJZDb8GoLr_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:

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 client 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:
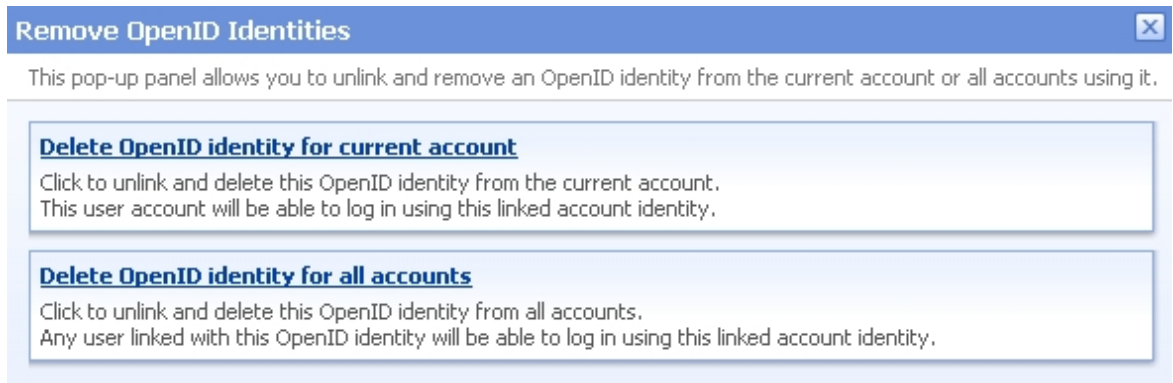
Removing the OpenID identity for multiple accounts

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 client 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` .

Adding your OpenID identity for the Google Profile account

Click Ok to confirm the settings.

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

- If you are not logged in:

   ◦ Google Profile will ask you to connect in order to see if you actually are `openidexample`.

Verifying your identity

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

Fill in your password and click the Sign in button.

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

Logging in to your Google Profile account

Click Log in.

- ◦ Your identity has now been successfully verified with Google Profile. Click Finish to add the identifier.

  The provider knows now that when it receives an OpenID login request from VoipNow Professional for your account, it must allow you to connect with your `openidexample` OpenID.

- If you are logged in, the verification is done automatically and the OpenID provider will not ask you to confirm your identity.

d. Your OpenID identity is now available. You will be able to log in to your VoipNow Professional account using the `openidexample` OpenID.

Your OpenID identity

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.

Google accounts

Sign in to **192.168.14.39** with your Google Account. Learn more

Sign in with your
Google **Account**

Email: openidexample
ex: pat@example.com

Password: ••••••••

☑ Stay signed in

Sign in

Can't access your account?

Don't have a Google Account?
Create an account now

©2010 Google - Google Home - Terms of Service - Privacy Policy - Help

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.

Selecting the account to be logged in to

Manage the SIP Devices

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

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

The Manage SIP Devices page allows you, depending on the permission level set by your parent and child accounts for the Allow to provision devices option, to:

- Provision a new equipment by clicking the 🐾 <u>Add new device</u> icon available in the Tools section.
- Manage the provisioned devices.
- Regenerate the configuration files of the provisioned devices.
- Search for specific provisioned devices.
- Remove unused equipment.
- Export the available data to a `.csv` file.

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

SIP Devices Inventory								
S	Friendly Name	Serial	MAC	Manufacturer	Model	Owner	Assigned Client	Assigned Extensions
✅	Aastra 480i	c66184085211	00:15:65:00:15:65	Aastra	480i	Mike Norton	Cris Evens	Mike Norton (0045*002)
✅	Joe's Snom 360	32783dad2	00:04:13:00:00:00	Snom	360	admin	Cris Evens	Joe Doe (0045*001)

2 provisioned device(s) Number of entries per page: 10 25 100

> **Note**
>
> You can see only the devices provisioned for your extension accounts by you and by your extensions. The devices provisioned for the extension accounts belonging to other clients in the system are not visible.

VoipNow Professional displays the following information about each provisioned device:

- S - The device's provisioning status:
  ◦ ✅ Enabled. The device is provisioned.
  ◦ ❌ Disabled. The device is not provisioned.

  Click the icon to change the provisioning status.

  > **Note**
  >
  > When disabling a device, the corresponding provisioning file is deleted from the disk.
  >
  > When enabling a device, the file is regenerated.

- **Friendly Name** - The descriptive name given to the provisioned device. Click the link to edit the device's provisioning settings. For more details about the controls available in the displayed pop-up window, see the <u>Add a New SIP Device</u> section.

> **Note**
>
> You can edit the device's provisioning settings only if you or one of your child accounts has the **Allow to provision devices** option set to `Modify`.

- Serial - The unique serial number assigned to the device.
- MAC - The provisioned device's MAC address.

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

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

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

- Model - The provisioned device's model (e.g.: `360`, `SIP-T22P`).
- Owner - The name of the user that provisioned the device. On click, the owner's (either your reseller or you) management page opens. If the user that provisioned the device is the system administrator, then you are not able to click on his name.
- Assigned Client - Your account's Contact name. On click, your management page opens.

  When the device is not assigned, the '-' is displayed.

- Assigned Extension(s) - The list of all the `Phone terminal` extension accounts assigned to the equipment, separated by comma. Both the extension name and number are displayed (e.g.: `Joe Doe (0028*001)`).

  When there are no extensions assigned to the device, the '-' is displayed.

> **Note**
>
> A very useful search tool is that you can choose the devices to be displayed:
>
> - **All devices** - The list will display all the provisioned devices, regardless who the owner is.
> - **Owned by me** - Only the devices provisioned by you will be displayed.

> ⚠ Caution
>
> If your **Allow to provision devices** permission level is set to `View` or to `None`, then you are not able to remove assigned devices from the list.

Export

VoipNow Professional allows you to export the information available in the SIP Devices Inventory table to a `.csv` file.

To do so, click the 📑 Export to CSV link, then save the file to the desired location.

Clear assignments

> ⚠ Caution
>
> If your **Allow to provision devices** permission level is set to `View` or to `None`, then you are not able to clear the device assignments.

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

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

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

Regenerate files

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

1. Select the check box(es) corresponding to the device(s) you want to re-provision.
2. Click the 📘 Regenerate files link.

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

Provisioning a New Device

> ⚠ Caution
>
> You can provision a new device only if you or one of your child accounts has the **Allow to provision devices** option set to `Modify`.

To provision a new equipment and to choose the `Phone  terminal` extensions that will be connected to the device's lines, follow the next steps:

1. Click the ![icon] Add new device icon available in the Tools section.

2. A pop-up window will be displayed, allowing you to set up the device you want to provision.

   - Use the controls available in the Device Information section to choose the device and personalize it:

     ◦ Fill in an unique identification number that will be used to recognize the device system wide in the Serial number text box (e.g.: `32783dad2`). The value must be alphanumerical and must have between 3 and 32 characters in length.

     ◦ Choose a Friendly name that will differentiate the provisioned device (e.g.: `Joe's  Snom  360`). This is especially useful when you have the same equipment provisioned several times with different configurations. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.

     ◦ Use the first drop-down list to choose the Manufacturer that produces the device you want to provision (e.g.: `Snom`). The list contains all the supported brands.

     ◦ The next list is dynamically populated with all the available models for the selected manufacturer. Choose the desired Model (e.g.: `360`).

     ◦ Choose the corresponding Firmware/Version (e.g.: `6.2`). This is important because the configuration file is different for each one of the supported firmware versions and, therefore, the provisioning settings differ.

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

     ◦ Use the Application version text box if you want to provide the device's specific firmware version (e.g.: `POS3-08-11-00`). This value will be retained in the data base and used in the configuration file generated for the selected device.

       > **Note**
       >
       > For the majority of devices, you do not have to fill in this text box. Anyhow, there are certain cases (e.g.: `Cisco`) when the device requires

the presence of the exact application version in the configuration file in order to be provisioned.

Check the supplied user guide for clarifications.

◦ Fill in the device's MAC address. The text box is auto-populated with the first three segments according to the chosen manufacturer (e.g.: `00:04:13` for `Snom`). The value must have the standard format: `XX:XX:XX:XX:XX:XX`.

◦ Use MAC based provisioning - If the system administrator enabled the Allow MAC based provisioning on HTTP(S) - [ ] (less secure) option and if the Update protocol is either `HTTP` or `HTTPS`, then, if you select this check box, the provisioning link will be generated based on the device's MAC address.

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

- If the Use MAC based provisioning check box is selected and the Update protocol is set to `HTTP`: http://192.168.14.39/pro/p/000413000001.

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

> **Note**
>
> For some manufacturers, like `Polycom`, the provisioning links may look different:
>
> *http://192.168.14.71/pro/p/id/359186572711/0004f204eaa6.cfg*

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

◦ If you just want to define and assign the device, without provisioning it, then you can use the Status drop-down list to select `Disable`. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select `Enable`.

◦ Use the Notes text box if you have to add some additional information.

• Now you have to choose the Device Settings:

◦ Use the Administrator username text box if you want to define the username for logging in to the device's browser based configuration interface.

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

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

◦ Choose the Administrator password:

  ▪ `None` - No password will be required to connect to the device's browser based configuration interface.

  ▪ `Automatically generated` - VoipNow Professional will randomly generate a password for you.

  ▪ `Manually set` - If you like, you can manually set and confirm the Password using the two additional fields displayed.

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

◦ Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in the Phone update interval text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's settings. The default value is 10 minutes.

◦ The Update protocol list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server. The possible options are:

  ▪ `HTTP` - This is the preferred method, if available.

  ▪ `HTTPS` - While it is more secure, this method requires the installation of a CA signed certificate on the web server.

  ▪ `TFTP` - Choose this legacy provisioning method only if `HTTP` is not available.

◦ The most important step when adding a device is to select the appropriate Provisioning template. The drop-down list displays only those templates that have configuration files defined for the selected equipment plus the Server default template that includes the standard configuration files of all the devices supported by VoipNow Professional.

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

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

> **Note**
>
> You can choose only from your own templates, from those defined by the system administrator or by the reseller your account belongs to, if the appropriate **Visibility** was selected. The provisioning templates created by the other users are not available.

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

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

• Additionally, you can manage the device's Line Assignments (`{x}`). Note that the value between parenthesis displays the number of lines that can be assigned for that particular device (e.g.: for `Snom 360`, a total number of 12 lines can be allocated to extensions):

◦ To assign the device's line(s) to your `Phone terminal` extensions, click the ✎ icon and choose the desired account from the displayed pop-up

window or manually fill in its number using the available text box (e.g.: `0045*001`).

Note

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

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

Note

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

---

3. Click Ok to provision the device.

4. A confirmation message that includes the link of the provisioning file is displayed:

Caution

The provisioning files are NOT generated when the device is not assigned to an extension!

Manage API Authentication

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

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

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

    Note

    This feature is available for all the existing account types.

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

    Note

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

- CallAPI Events - This is the event triggering mechanism (RemotePBX without XML control). For more details, see the CallAPI Events section.

    Note

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

- CallAPI Interactive - This feature is used for the `IVR` extensions (RemotePBX with XML control, the ability to control the call flow).

- CallAPI Email - This feature is still under development and will be extended in the feature. For now, it is only possible to pre-authenticate the fax messages.

SystemAPI Control

> **Note**
>
> This feature is available for all your extensions as well.

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

The SystemAPI Control Settings page has two sections:

- 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 required to add the third party application to the system!

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

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

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

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

The following details are displayed for each existing application:

◦ S - The application's status:

  ▪ 🔧 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.

Editing an authorized application

◦ **Description** - The brief description provided for the third party application. If it is too long, on mouse over, a hint with the complete text is displayed.

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

The table displaying the available authorized application

Add a New Authorized Application

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

1. Click the 🐾 [Add new application](#) link available on top of the Authorized Applications table.

2. A pop-up window will be displayed, allowing you to configure the new application that will be able to access information from VoipNow Professional using SOAP API:

   - Application Info - This section allows you to set up generic details about the application.

     ◦ Name - Use the available text box to fill in the application's descriptive name, for example `Google Apps`.

     ◦ Description - Use this text box to specify some brief details about the application.

     ◦ Homepage - It is mandatory to fill in the application's home page that can be afterwards accessed by clicking the 🌐 icon.

   - Contact Info - This section allows you to define the application administrator's contact email address and phone number.

     ◦ Admin email - Filling in a contact email address for the administrator is mandatory.

     ◦ Admin phone

   - User Agreement - Here you can see the consumer key and the consumer secret that will be used by the third party application to authenticate to VoipNow Professional.

     ◦ Allow 2 legged - This is the authentication method that will be used by the new application and cannot be changed. The `2 legged` method uses only the consumer key and the consumer secret to authenticate, without requiring an access token and key, because the access is granted directly to the Consumer, in our case, the third party application. The Consumer will be accessing the resources on behalf of itself, making the Consumer and the User the same entity.

     ◦ Consumer key - This is the 32 chars long string used by the Consumer to identify itself to the Service Provider.

     ◦ Consumer secret - This is the 32 chars long secret used by the Consumer to establish ownership of the Consumer key. Based on this pair, VoipNow Professional , as the Service Provider, will recognize the new application (the Consumer) and will allow it to use the requested resources.

       You can generate another secret by clicking the [Regenerate](#) link.

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

CallAPI Control

> ⚠ Caution
>
> This section is available only if:
>
> - The **CallAPI management** was enabled by the system administrator for your client account and
>
> - You or the system administrator have enabled the same option for your `Phone terminal`, `Queue`, `IVR` and `Conference` extension accounts.

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

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

Below you can check the OAuth diagram that puts you through the entire authentication flow:
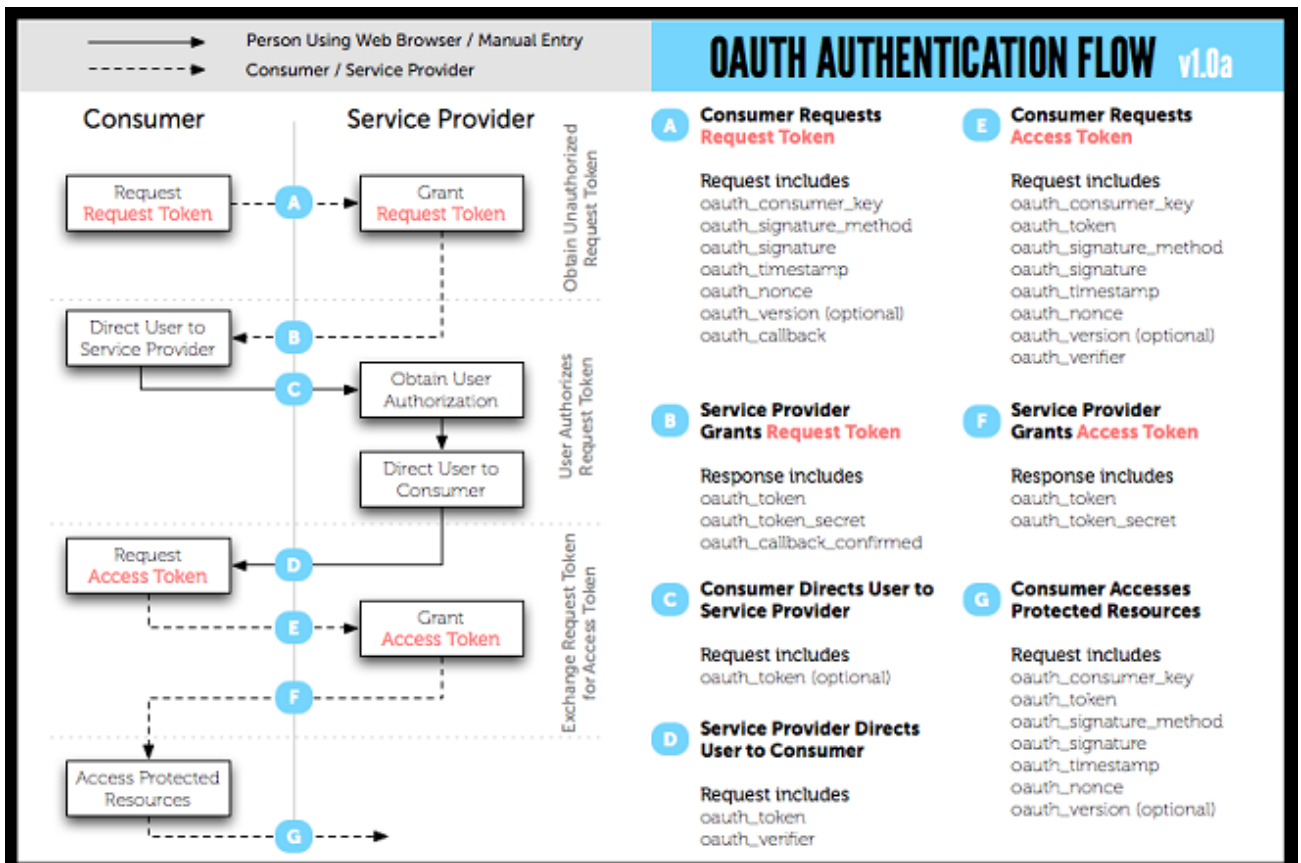
The OAuth 1.0 Protocol Flow

The OAuth based authentication is made using two credentials sets:

1. The Consumer (the third party application that require CallAPI access) identifies itself to VoipNow Professional using the consumer key and the consumer secret.

2. The User (client or extension) is identified by a token key and a token secret. The token's purpose is to make it unnecessary for the resource owner, the User, to share its credentials with the Consumer.

OAuth includes two types of tokens:

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

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

The login page

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

◦ **Use OpenID** - Select this check box if there is an OpenID defined for your account and you want to authenticate using it. The next two fields will change to:

  ▪ **OpenID provider** - Use the drop-down list to select your provider.

  ▪ **Username** - Your OpenID associated to the chosen existing OpenID provider that it is used to connect to your VoipNow Professional account.

◦ **Login** - The username associated to your account, used for logging in.

◦ **Password** - The password for your account.

◦ **Request token** - Use the available text box to fill in the **Request Token** generated for your third party application and that will have to be authorized before the remote application will have full rights to access your account's resources.

◦ **Access duration** - You can choose if you want the remote application to be granted an **Access Token** that can be used to log in to your VoipNow Professional account Once or Until revoked.

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

• Access Token - A value used by the Consumer (the third party application) to gain access to the Protected Resources (the extensions in the system, via CallAPI) on behalf of the User (client or extension), instead of using the User's Service Provider (VoipNow Professional) credentials.

The entire authentication flow can be seen in the above diagram, but you must remember, when writing the remote application code, to specify both these important URL addresses:

- Request Token URL - The URL used to obtain an unauthorized Request Token. You must use: `https://{server_ip}/oauth/request.php` .

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

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

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

The CallAPI Control Settings page has three sections:

- Access

  ◦ Enable - Select this check box to allow the users to access the CallAPI and to define new third party applications that will fetch data from the VoipNow Professional CallAPI.

  ◦ Allow legacy authentication - Select this check box if you want to allow users to log in to the CallAPI using their VoipNow Professional username and password. This is the old authentication method that was available in the previous versions. For more details about this method, see the VoipNow Professional CallAPI Guide.

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

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

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

- Legacy Authentication - You may set up the CallAPI password only if the **Allow legacy authentication** check box is selected.

  ◦ Old CallAPI password - This line is displayed only if a CallAPI was previously defined.

  ◦ CallAPI password - Use the available text box to specify the password that will have to be provided when connecting to the VoipNow Professional CallAPI.

  > 📝 **Note**
  >
  > The password must be at least 5 characters long.

  ◦ Confirm CallAPI password - Fill in the same password again to confirm it.

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

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

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

  The following details are displayed for each existing application:

The table displaying the available authorized application

◦ S - The application's status:

- ▪ 🧩 Enabled

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

- ▪ 🧩 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 OAuth Authorized Application section.

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

Edit Authorized Application Local calls manager Details	❌
Application Info	
Name *	Local calls manager
Description	Test third-party application.
Homepage *	http://www.foo.com/lcm/
Contact Info	
Admin email *	ralucac@intern.pch
Admin phone	430588931756
OAuth User Agreement	
Allow 2 legged	☐
OAuth redirect URL	http://www.foo.com/lcm/home/
Consumer key	h-xwPqXkVw.E5jJnJv7~D29rUCfD_v1z
Consumer secret	J_cGPXs7RP~BtpLfXA3_BnSr9GT5~fWG Regenerate
* Required fields	✔ Ok 🚫 Cancel

Editing an authorized application

◦ **Description** - The brief description provided for the third party application. If it is too long, on mouse over, a hint with the complete text is displayed.

◦ **Access Tokens** - The number of access tokens currently associated with the application and with the current user. When at least one token is defined, if you click the link, a pop-up window is displayed, allowing you to visualize its details and to revoke it, canceling the third party application's access to VoipNow Professional .
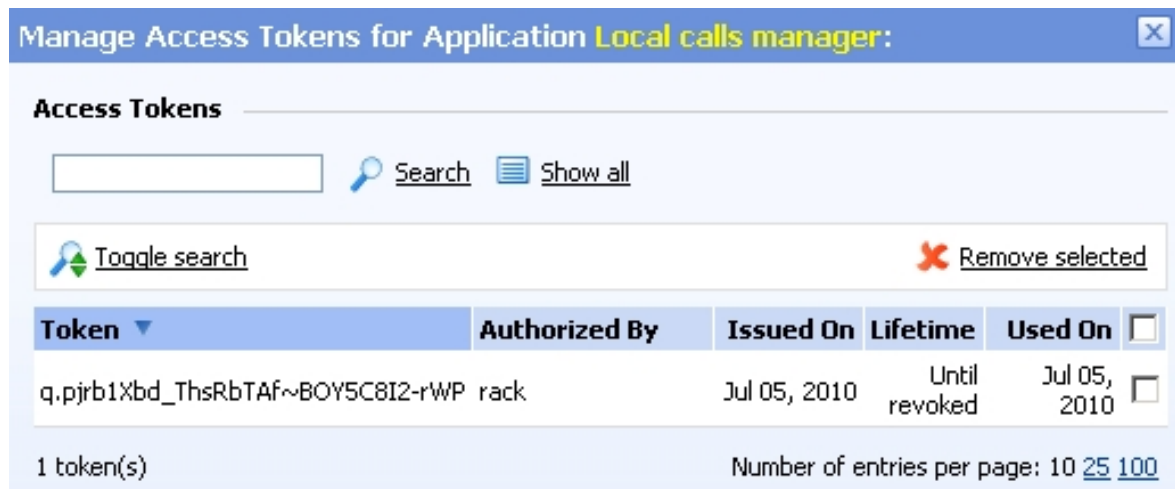
The access tokens management window

The following information is available for each access token:

▪ **Token** - The access token.

▪ **Authorized By** - The name of the entity that authorized the access token.

▪ **Issued On** - The date the access token was created.

▪ **Lifetime** - The access token's lifetime:

  • `Once` - The third party application can use only once the access token. Afterwards, in order to log in to the VoipNow Professional CallAPI again, another token must be issued.

  • `Until revoked` - The access token can be used as many times as desired, until you will revoke it from the system, forbidding the application to log in to the VoipNow Professional CallAPI.

▪ **Used On** - The date the token was last used by the third party application to authenticate to VoipNow Professional .

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

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

Add a New OAuth Authorized Application

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

1. Click the 🧩 Add new application link available on top of the Authorized Applications (OAuth) table.

2. A pop-up window will be displayed, allowing you to configure the new application that will be able to place and receive calls using the VoipNow Professional CallAPI:

   - **Application 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

   - **OAuth User Agreement** - This section allows you to choose the authentication method that will be used by the third party application, including the redirect URL. Also, here you can see the consumer key and the consumer secret associated to this new application.

     ◦ Allow 2 legged - By default, the OAuth authentication method that will be used by the new application is `3 legged` . This method requires an Access Token used by the Consumer (the third party application) to gain access to the Protected Resources (the extensions in the system, via CallAPI) on behalf of the User (client or extension). Basically, this

process implies 3 parties, the User, authenticated by the tokens, the Consumer , authenticated by the consumer key and secret and the Service Provider , VoipNow Professional.
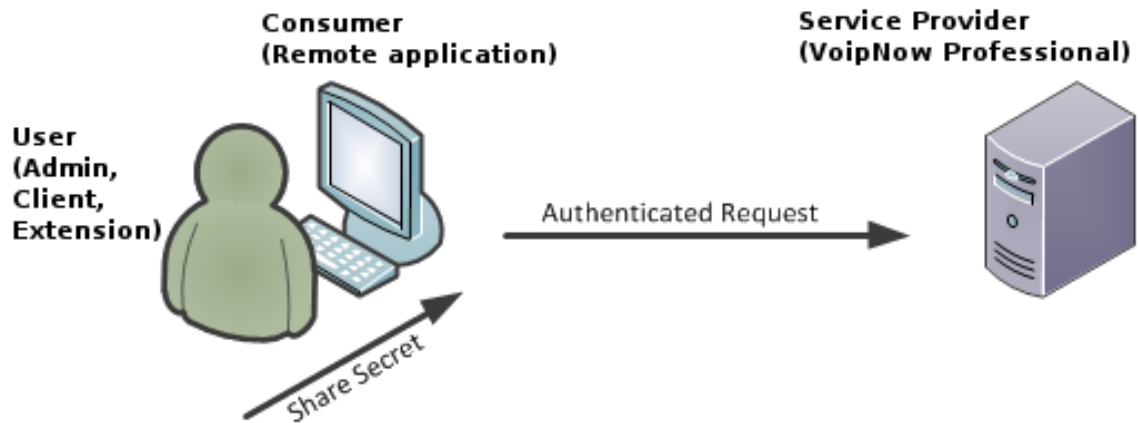
The 3 legged authentication method

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

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

◦ OAuth redirect URL - Use the available text box to specify the URL address of the third party application where the user will be redirected after access is granted. If no address is defined, then after the authentication, the user will remain in the VoipNow Professional page.

◦ Consumer key - This is the 32 chars long string used by the Consumer to identify itself to the Service Provider.

◦ Consumer secret - This is the 32 chars long string used by the Consumer to establish ownership of the Consumer key. Based on this pair, VoipNow Professional , as the Service Provider, will recognize the new application (the Consumer) and will allow it to use the requested resources.

You can generate another secret by clicking the Regenerate link.

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

Chapter 5
Manage Unified Communications Features

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

As a client 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

  - Time intervals

  - Sounds

> **Note**
>
> You can manage the sounds only if the system administrator or the reseller your account belongs to granted you the **Sound management** permission.

- ◦ Custom buttons
- ◦ Public phone numbers
- ◦ Sessions
- System Templates - The customization templates can be managed from this section.

Manage the Time Intervals

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

The Time Intervals Management management page allows you to:

- Visualize the existing 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 added to the system.

Add a New Time Interval

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

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

1. The **Add New Time Interval(s)** page allows you to fill in the information required to define the time interval(s). The customizable parameters are grouped into several sections::

   - The **Time Interval Definition** area has two fields which represent the generic description of the time interval:

     - Name – Use the text box to fill in a descriptive name which will help identifying the time interval.

     - Matching algorithm – The calls can be matched to an existing time interval depending on the algorithm:

       ▪ **Individual days** – The calls are matched to this time interval if they are made or received in different days, within the time frame set in the **Matching Intervals** section.

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

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

[+] [−]

* Required fields   ✔ Ok   ⊘ Cancel

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

+ −

* Required fields   ✓ Ok   ⊘ Cancel

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 go back to the previous page without adding anything.

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

Edit a Time Interval

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

- Time Interval Definition
- Matching Intervals

> **Note**
>
> For more information, see the Add Time Intervals section.

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

Manage Sounds

There are two sound types in VoipNow Professional:

- Music on hold

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

- Announcements

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

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

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

The Sound Management page allows you to:

- Visualize the existing Sounds.
- 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 the available sound files:

- S – The sound's status:

- ◦ ☑ Enabled

- ◦ ❌ Disabled

  Click the icon to change the sound's status.

- T – The sound's type:

  - ◦ 🗒 specifies a `Shared sound` (available to all accounts belonging to the same user).

  - ◦ 🗒 specifies a `User sound` (available to the user who created it only).

- M – The file's purpose:

  - ◦ 🔘 specifies an `Announcement` sound.

  - ◦ 🔘 specifies a `Music on hold` sound.

- 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!

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.

  ◦ This is a system sound – When this option is enabled, all the users in the system can see and use this sound file.

    > **Note**
    >
    > This field is available only when you are adding sound files from the [Unified Communications](#) >> **Sound management** page.

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

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

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

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

  ◦ Folder – Use this drop-down list to select the folder where the sound will be stored.

- Record Over the Phone

  ◦ I want to record sound over the phone – When this option is enabled, VoipNow Professional gives you the possibility to record the sound file over the phone rather than uploading it.

- Upload Sound Files

  ◦ Filename – Click the ⊞ button to locate the sound file on your computer and upload it.

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

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

- Language – Use this drop-down list to specify the language of the sound file uploaded in the system.

- Default sound file – When this option is enabled, this file is set as default for the sound. The default file is played for the callers with a phone language that is unavailable for the sound.

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

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

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

Edit Sound Information

The Edit Sound Information page allows you to both upload a new sound file for any of the available languages or to 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 then one is available.

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

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

- Existing Sounds

  VoipNow Professional displays the following information about each uploaded file:

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

    If you want download the file on your hard drive, click the ⬇ icon and confirm your choice.

  - ◦ Filename – The name of the sound file.

  - ◦ Sound File Size – The file's size in Kb.

  - ◦ Folder – The folder where the file is located.

  - ◦ Language – The language associated with the sound file.

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

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

Removal Confirmation

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

Manage Sound Folders

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

- Visualize the existing Sound Folders.
- Add a new sound folder by clicking the   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.

Public Phone Numbers

In the Public Phone Numbers Report page you can view a list of all the public phone numbers and the extensions they were assigned to. Also, using the available controls, you can export the numbers either to an Excel or to a `.csv` file and to assign the existing numbers to other accounts.

VoipNow Professional displays the following information about each public phone number:

- T - The public phone number type:
  - ◦ 🧑 Exclusive
  - ◦ 🧑 Stacked
- Public phone number - The public phone number.
- DID - The DID (Direct Inward Dialing) number associated with the public phone number. This is the code used by the remote party to contact the server when the corresponding phone number is called. By default, the two numbers are identical.
- Extension - The extension the public phone number has been assigned to. Click the link to navigate to the extension's management page.

  If you want to remove the number from the extension's Assigned public phone numbers pool, click the ✖ icon.

  > 📝 **Note**
  >
  > When the number is not assigned to any extension, VoipNow Professional displays '-'.

- Date added - The date when the public phone number was added to the system.

  Export

  You can export the public phone numbers' list to one of the two available file formats:

  - 📊 Export to Excel
  - 📊 Export to CSV

Searching the Public Phone Numbers List

When the public phone numbers list is too long and you are searching for a specific one, you can fill in the public phone number you are looking for in the Search number {number} text box and click the 🔍 Search link to display only the numbers that match your search criteria.

Assign Public Phone Numbers

The public phone numbers can be assigned to an extension account directly from this page. To do so, follow the next steps:

1. Choose the public phone numbers you want to assign to an account by selecting their corresponding check boxes.

2. Click the 👤 Assign to account link located above the table.

3. The Assign Public Phone Numbers page will open, allowing you to choose the account the number(s) will be assigned to:

   - Use the Assign public phone numbers to account drop-down list to choose the account type you want to assign the number(s) to:

     ◦ Extension

   - To select one of the extension accounts available in the system, click the corresponding icon displayed in the Name of the new assignee field:

     ◦ 🗒 Extensions

       The Extensions list pop-up window will be displayed, listing all the extensions available in the system. The following details are available:

       ▪ T - The extension type is displayed using the appropriate icon.

       ▪ S - The extension's status: Enabled or Disabled.

       > 📝 **Note**
       >
       > The status cannot be changed.

       ▪ Extension - The extension's name. Click the link to select the desired account to which you want to assign the public phone number(s).

       ▪ Extension number - The extension's full number.

       You can search for a specific account and navigate through the list by using the available controls.

   - Click Ok to assign the public phone number(s) to the chosen account.

Chapter 6
Manage Charging Plans

⚠️ **Caution**

 This feature is available only if the system administrator enabled charging on the VoipNow Professional server.

Charging has an utmost importance for any enterprise. Depending on the costs set by the reseller and on your business requirements, you have to set up specific charging plans that define the incoming and outgoing calls related permissions and, most important, the fees that your extension accounts will be charged for using your services. Therefore, VoipNow Professional puts great accent on providing the customers a state-of-the-art charging system that allows you to customize the fees, charging intervals, call limits and many more.

The Charging Plan Management page allows you to:

- Visualize the existing Charging Plans.

📝 **Note**

Only the plans defined by you are displayed here.

- Create a new charging plan by clicking the ![icon] [Add charging plan](#) icon available in the Tools section.

- Consult the limitations and fees the system administrator set for your account by clicking the ![icon] My charging plan icon.

- Manage the ![icon] charging [Destination exceptions](#) .

- Search for certain charging plans.

- Edit one of the existing charging plan's details.

- Remove unused charging plans.

VoipNow Professional displays the following information about the available charging plans:

- S – The charging plan's status:
  - ![icon] Enabled
  - ![icon] Disabled

  Click this icon to change the charging plan's status.

  > ![Note icon] Note
  >
  > You can change a charging plan's status only if it is not currently in use!

- I – The permission to receive incoming calls:
  - ![icon] Allowed and free
  - ![icon] Allowed and charged
  - ![icon] Not allowed

- O – The permission to make outgoing public calls:
  - ![icon] Allowed
  - ![icon] Not allowed

- L – The permission to make local calls:
  - ![icon] Allowed
  - ![icon] Not allowed

- E – The permission to make extended local calls:
  - ![icon] Allowed
  - ![icon] Not allowed

- ID - The automatically generated ID of the charging plan.

- Name – The charging plan's descriptive name. Click the link to edit its details.
- Type – The charging plan's type: `Prepaid` or `postpaid`.
- Outgoing – The credit or the maximum limit set for the external outgoing calls. It depends on the charging plan type:
  - Postpaid - In this case, the following information is displayed: `Monthly limit: {amount} {currency}`.
  - Prepaid - In this case, the following information is displayed: `Initial credit: {amount} {currency}`.

  > **Note**
  >
  > In both cases, if no limit has been set up in the charging plan, **Unlimited** is displayed.

- Incoming – The credit or the maximum limit set for the external incoming calls. It depends on the charging plan type:
  - Postpaid - In this case, the following information is displayed: `Monthly limit: {amount} {currency}`.
  - Prepaid - In this case, the following information is displayed: `Initial credit: {amount} {currency}`.

  > **Note**
  >
  > In both cases, if no limit has been set up in the charging plan, **Unlimited** is displayed.

- Extensions – The number of extensions belonging to your client account currently using the charging plan.
- Created – The date the charging plan was added to the system.
- D - The 🛠 icon offers access to the Charging Destination Exceptions page, where you can configure special cost rules for certain destinations. For more details, see the [Manage destination charging exceptions](#) section.

> **Note**
>
> The default charging plan is displayed using **bold** characters.

> **Note**
>
> You cannot remove charging plans that are currently used by extensions. VoipNow Professional automatically disables their corresponding check boxes.

Add a New Charging Plan

⚠ **Caution**

This feature is available only if the system administrator enabled charging on the VoipNow Professional server.

VoipNow Professional offers all the tools required to easily define a new charging plan for your extension accounts. To do so, you have to follow the next steps:

1. The **Charging Plan Description** section allows you to name the charging plan, to choose the call types the extension will have access to and, depending on your option, to select the rules that will be used for routing the outgoing calls:

   Note

   Some of the options described may not be present if the charging plan associated with your account does not permit them.

   - Name – Use the available text box to fill in a descriptive name to identify the charging plan.

     Select the Set as default charging plan check box if you want this plan to be considered the default one for all the new extension accounts that will be added to the system.

     Note

     An extension account can have only one default charging plan!

     Therefore, have in mind that the existing default charging plan will no longer be considered the default one.

   - If you chose to Allow calls to public network, then you can use the Outgoing routing rules group drop-down list to select one of the available groups. These rule groups contain guidelines that VoipNow Professional follows when choosing the route of an outgoing call.

     Note

     This line is not displayed if there are no outgoing routing rule group defined for your account.

> **Note**
>
> Automatically, VoipNow Professional selects the default **Outgoing routing rules group**, if available.

- Allow incoming calls [] from any network – Select this check box if you want to allow the extension to receive calls from extensions registered in the system, as well as from extensions outside the system, regardless their network.

- Allow calls to public network – Select this check box if you want to allow the extension to place outgoing calls to numbers outside the system, in the public network.

- Allow local calls to extensions [] owned by the same client like caller – When this check box is selected, the extension is allowed to call only other extensions belonging to the same client account.

- Allow extended local calls to extensions [] owned by other clients in the infrastructure – When this check box is selected, the extension is able to call all the other extensions in the system, regardless the client they belong to.

2. Next, you have to choose one of the available two charging plan types. The controls available in the Charging Policy section depend on your selection:

- Charging plan type – VoipNow Professional offers two charging plan types:

  a. `Prepaid` - The extension will be granted a limited credit. Once the credit is consumed, the extension will no longer be allowed to place or receive calls.

  b. `Postpaid` - The extension will pay a monthly fee which will include a predefined number of minutes. What exceeds that limit will be charged based on the specific rates defined in the [Fees](#) section.

  For this charging plan type, the following options are available:

  ◦ Limit calls to public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month) – In order to prevent abuse, you can assign a money limit for the total costs of the calls placed to extensions outside the system. When this limit is reached, the extension is no longer able to make calls to external destinations. If you do not want to limit the extension, select the Unlimited check box.

◦ Limit calls from public network to amount {value} {currency} [] Unlimited (monthly, resets on first day of the month) – In order to prevent abuse, you can assign a money limit for the total costs of the calls received from extensions outside the system. When this limit is reached, the extension is no longer able to receive calls from external numbers. If you do not want to limit the client, select the Unlimited check box.

◦ Limit calls to public network to minutes {m} in time interval {T} (monthly, resets on first day of the month) - If you want to limit the number of minutes that can be used in a certain time interval for external outgoing calls, then you can use the available text box to do so. To select the time interval, use the drop-down list. Always, even when there are no time intervals defined, you can select the Anytime option to make these minutes available at any moment, without any time constraint.

You can use the ➖ ➕ buttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.

> **Note**
>
> You can add as many outgoing minutes blocks as the number of the available time intervals. For example, if there are three time intervals, then three blocks may be added, one for each time interval.

> **Note**
>
> The amount you decide to limit the calls to is applied to a full month and it is reset on the first day of the next month.

> ⚠ **Caution**
>
> This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

> **Note**
>
> The **{currency}** is the system default one, set up by the system administrator.

> **Note**
>
> When the charging plan is used by an extension account, the modifications you will make to the amounts set here (including **Unlimited**) will NOT be reflected in the extension's plan.
>
> For example, if you initially set the calls to public network limit to **Unlimited** and you later decide to decrease it to `100 USD`, the change will not be applied to the extension accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.

> **Note**
>
> If you want to modify an extension account's constraints, then you can either increase/decrease its charging limits or change its charging plan with one that meets your new requirements.

3. After deciding the charging plan type, you can set the Charging Segments used to determine how the taxation is made:

   - Charge outgoing calls indivisible for the first {x} seconds (applies to internal and public network calls) – In VoipNow Professional , the

incoming call fees are set as a certain amount per second. Therefore, you can define a time interval for which the extension will be charged an indivisible amount, computed as the {x} seconds set here multiplied with the fee set for the Charge outgoing calls option.

In other words, if an outgoing call lasts less than {x} seconds, the client will be charged the price corresponding to a {x} seconds call.

For example, for a 40 seconds outgoing call, if the indivisible time interval is set to 60 seconds and the Charge outgoing calls fee is 0.02/second, the client is charged 60 * 0.02 = 1.2 and NOT 40 * 0.02 = 0.8.

> ⚠ Caution
>
> This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- After the first segment charge every {y} seconds – VoipNow Professional computes the cost of an outgoing call every {y} seconds, if a call lasts more than the indivisible interval {x} set above.

  Expanding the previous example, for a 67 seconds outgoing call, if the cost is computed every 5 seconds after the first indivisible interval, the extension is charged as follows:

  ◦ 60 * 0.02 = 1.2 for the indivisible interval.

  ◦ The cost for every 5 seconds over the indivisible interval is 5 * 0.02 = 0.1. In other words, the extension is charged with 0.1 at every 5 seconds. This interval is indivisible as well.

    For the remaining 7 seconds, the extension is charged with 0.1 + 0.1 = 0.2.

  ◦ The total cost is: 1.2 + 0.2 = 1.4

  > ⚠ Caution
  >
  > This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- Charge incoming calls indivisible for the first {x} seconds (applies to internal and public network calls) – In VoipNow Professional , the incoming call fees are set as a certain amount per second. Therefore, you can define a time interval for which the extension will be charged an indivisible amount, computed as the {w} seconds set here multiplied with the fee set for the Charge incoming calls option.

In other words, if an external incoming call lasts less than {w} seconds, the extension will be charged the price corresponding to a {w} seconds call.

⚠ Caution

> This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

- After the first segment charge every {z} seconds – VoipNow Professional computes the cost of an external incoming call every {z} seconds, if a call lasts more than the indivisible interval {w} set above.

⚠ Caution

> This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

4. The charging Fees allow you to set the amounts the extension will have to pay for each of his incoming and outgoing calls. Also, for Prepaid charging plans, you can set the initial credit available to the extension:

- Initial credit available for outgoing calls {value} {currency} [] Unlimited (to any destination local or in public network) – The credit offered to the extension on account creation to be used only for outgoing calls, both local and external. If you do not want to limit the extension, select the Unlimited check box.

⚠ Caution

> This option is available for the Prepaid charging plans only!

📝 Note

> When the charging plan is used by an extension account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the extension's plan.
>
> For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to 100 USD, the change will not be applied to the extension accounts using this charging plan. They will still be able to place unlimited calls to destinations outside the system.

> **Note**
>
> If you want to modify an extension account's constraints, then you can either add/remove charging credits or change its charging plan with one that meets your new requirements.

- Initial credit available for incoming calls {value} {currency} [] Unlimited (for calls coming from local or public network) — The credit offered to the extension on account creation to be used only for incoming calls, received both from destinations inside and outside the system. If you do not want to limit the extension, select the Unlimited check box.

> **⚠ Caution**
>
> This option is available for the `Prepaid` charging plans only!

> **Note**
>
> When the charging plan is used by an extension account, the modifications you will make to the amount set here (including **Unlimited**) will NOT be reflected in the extension's plan.
>
> For example, if you set the initial credit to **Unlimited** and you later decide to decrease it to `100 USD`, the change will not be applied to the extension accounts using this charging plan. They will still be able to receive unlimited calls from external numbers.

> **Note**
>
> If you want to modify an extension account's constraints, then you can either add/remove charging credits or change its charging plan with one that meets your new requirements.

-
    Charging method — When choosing the appropriate charging method you must know that they are mutually exclusive and they must be used based on the system application. VoipNow Professional provides two methods for charging the calls:

    a. `Fixed prices` - This method charges the same price for all the calls made in the same time interval. It does not take into consideration the real cost of the calls (i.e. the price charged by the channel provider

or the call destination). For this selection, the following fields are displayed:

◦ Charge incoming calls {amount} {currency}/second (coming from public network) - Use the available text box to fill in the fee applied per second to all the incoming calls received from outside the system.

> ⚠ Caution
>
> This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

◦ Minimum charge per outgoing call {amount} {currency} - This feature helps you set a minimum price for all the outgoing calls that will be charged regardless the calls' length. In this way, you can be sure that the call cost is not lower than the amount set here.

The algorithm is simple: at the end of each outgoing call, the cost is computed according to the rules set up in the charging plan. If the total amount is smaller the the te minimum fee defined here, then the user (one of your extensions) will be charged this value and not the call cost. For example, if the total call cost is `0.46 USD` and the Minimum charge per call is set to `0.6 USD`, then VoipNow Professional will charge the user `0.6 USD`.

> 🗒 Note
>
> This option applies to both charging methods (`Fixed prices` or `Relative to call cost`).

◦ Charge outgoing calls {amount) {currency}/second in time interval - {time_interval} (destination is in public network) - Use the available text box to specify the fee applied per second to all the calls made to destinations outside the system within a certain time interval. Use the {time_interval} drop-down list to select the time interval(s) to which this charge will apply. Always, even when there are no time intervals defined, you can select the `Anytime` option to set this cost for all the external outgoing calls, without any time constraint.

You can use the ⊟ ⊞ buttons to remove/add available minutes for different time intervals. When there are no time intervals defined, these buttons are grayed out.

> ⚠️ Caution
>
> This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- ◦ Charge local calls to extensions `{amount} {currency}/` second (destination is owned by the same client like caller) — Use the available text box to specify the fee charged per second for the calls made to extensions belonging to the same client account. The default cost is free of charge.

> ⚠️ Caution
>
> This field can be used only if the **Allow local calls to extensions [] owned by the same client like caller** option was previously enabled from the **Charging Plan Description** section.

- ◦ Charge extended local calls to extensions `{amount}` `{currency}/` second (destination is owned by other clients in the infrastructure) - Use the available text box to fill in the fee charged per second for the calls made to extensions that do not belong to the same client account.

> ⚠️ Caution
>
> This field can be used only if the **Allow extended local calls to extensions [] owned by other clients in the infrastructure** option was previously enabled from the **Charging Plan Description** section.

> ⚠️ Caution
>
> The `Fixed prices` method does not take advantage of VoipNow Professional's capabilities to route calls through channels that offer the best cost. The fixed prices policy is risky especially for telephony resellers. If the fixed price is not carefully chosen, the reseller could end up paying to his provider a higher price than his clients pay him.

b. `Relative to call cost` — This method calculates the call costs by using the real amount charged by the channel provider, based on call destination. It uses the following cost function:

```
n*call cost + adjustment
```

where:

- ◦ `n` and `adjustment` are parameters that can be set.
- ◦ The `call cost` variable depends on the user's level in the system hierarchy (e.g.: system administrator, reseller account owner, client account owner, extension account owner):

  - ▪ If the charging plan is applied to a reseller, the call cost is the amount charged by the telephony channel.

  - ▪ If the charging plan is applied to a client, the call cost is the price paid by the reseller that owns the client account.

  - ▪ If the charging plan is applied to an extension, the call cost is the price paid by the client that owns the extension account.

For the `Relative to call costs` charging method, the following fields are displayed:

- ◦ Charge incoming calls {amount_1} x call cost + {amount_2} {currency}/second (coming from public network)

  > **Note**
  >
  > This field can be used only if the **Allow incoming calls [] from any network** option was previously enabled from the **Charging Plan Description** section.

- ◦ Minimum charge per outgoing call {amount} {currency}

  > **Note**
  >
  > This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- ◦ Charge outgoing calls {amount_1} x call cost + {amount_2} {currency}/second (destination is in public network)

  > **Note**
  >
  > This field can be used only if the **Allow calls to public network** option was previously enabled from the **Charging Plan Description** section.

- ◦ Charge local calls to extensions {amount_1} x call cost + {amount_2} {currency}/second (destination is owned by the same client like caller)

> **Note**
>
> This field can be used only if the **Allow local calls to extensions []
> owned by the same client like caller** option was previously enabled
> from the **Charging Plan Description** section.

◦ Charge extended local calls to extensions {amount_1} x call
cost + {amount_2} {currency}/second (destination is owned
by other clients in the infrastructure)

> **Note**
>
> This field can be used only if the **Allow extended local calls to
> extensions [] owned by other clients in the infrastructure** option
> was previously enabled from the **Charging Plan Description** section.

> **Note**
>
> The **{currency}** is the system default one, set up by the system
> administrator.

> **Note**
>
> VoipNow Professional allows you to customize prices only for calls made
> to certain area codes. For more information, see the Edit a Charging
> Plan section.

5. If you want, you can choose the Sound Files to be played to the extension
   when his outgoing calls cannot be initiated due to lack of funds:

   • Play custom sound file when outgoing access is blocked – Select
   the folder and the sound file to be played to the extension when his
   external calls are blocked due to charging constraints. Use the ⬛ icon to
   view the available sound files or manually fill in the file's location. A pop-
   up window listing all the sounds matching the name specified in the text
   box is displayed.

Selecting a sound file

The following information is provided:

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

If you want download the sound on your hard drive, click the ⬇ 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.

6. Click Ok to add the new charging plan. Click Cancel to return to the previous page without adding anything.

Edit a Charging Plan

⚠ **Caution**

This section is displayed only if charging is enabled on the VoipNow Professional server.

The Edit Charging Plan Information page allows you to modify all the specific preferences grouped into the following sections:

- Charging Plan Description — This section allows you to modify general information about the charging plan, including the name, the outgoing routing rules group in use and the specific permissions.

- Charging Policy — Change the number of outgoing minutes available in the time intervals as well as the over-usage minutes.

- Charging Segments — Use this section to define when the call are charged.

- Fees — Use this section to choose a different charging method and set the costs for local, extended local, external incoming and outgoing calls.

- Sound Files — If you want to change the sound file played when the call is blocked by the system.

My Charging Plan

VoipNow Professional allows you to view detailed information about your account's current charging plan.

Depending on the charging plan type (`Prepaid` or `Postpaid`) and its settings, you can view one or more of the following sections:

- Charging Plan Description - This section displays basic information about the charging plan, including the call permissions and the available credit limits.

  ◦ Charging plan name — The charging plan's descriptive name.

  ◦ Charging plan type — The charging plan type: `Prepaid` or `Postpaid`.

  ◦ Allow incoming calls - Yes (from any network) — VoipNow Professional displays this information only if your extensions can receive calls both from the extensions inside and outside the system.

- Allow calls to public network - Yes – VoipNow Professional displays this information only if your extensions can make calls to destinations outside the system.

- Allow local calls to extensions - Yes (owned by the same client like caller) – VoipNow Professional displays this information only if your extensions can call the other extensions belonging to the same client account.

- Allow extended local calls to extensions - Yes (owned by other clients in the infrastructure) – VoipNow Professional displays this information only if your extensions can call other extensions in the system (that do not belong to the same client account).

- Limit for calls from public network {amount} {currency} (Remaining: {available_amount} {currency}) – The amount currently available for incoming calls and the total amount initially available to the client.

  > **Note**
  >
  > This information is available for `Postpaid` charging plans only.

- Limit for calls to public network {amount} {currency} (Remaining: {available_amount} {currency}) – The amount currently available for outgoing calls and the total amount initially available to the client.

  > **Note**
  >
  > This information is available for `Postpaid` charging plans only.

- Remaining incoming calls credit {amount} {currency} (Remaining: {available_amount} {currency}) – The total amount initially available for external incoming calls and the amount currently available to the client.

  > **Note**
  >
  > This information is available for `Prepaid` charging plans only.

- Remaining outgoing calls credit {amount} {currency} (Remaining: {available_amount} {currency}) – The total amount initially available for external outgoing calls and the amount currently available to the client.

  - ◦ Number of recharges - This line is available only if the the your credit was supplemented and it shows for how many time extra credit was added to your account.
- 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 you.
- Limits for Calls to Public Network – The number of outgoing minutes included in the charging plan, per time interval.

  - ◦ {m} minutes limit Anytime - The number of minutes included in the your charging plan that can be used for outgoing calls Anytime (the system default time interval).

  - ◦ {m} minutes limit in time interval {T} - The number of minutes included in the your charging plan that can be used for the outgoing calls initiated within the time interval {T}.

  - ◦ {m} minutes and {s} seconds remaining in {current_month}/ {year} - The number of remaining minutes that can still be used for the outgoing calls initiated within the time interval {T}, in the current month.
- Charges for Outgoing Calls – These are the charges applied to conversations after the user has exceeded the number of available minutes.

  - ◦ Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls. - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.

◦ Local calls are charged `{amount}{currency}/second` – The fee charged for calls between extensions belonging to the same client account.

> **Note**
>
> VoipNow Professional displays this information only if your extensions can call locally.

◦ Extended local calls are charged `{amount}{currency}/second` – The fee charged for calls between extensions belonging to different client accounts from the system.

> **Note**
>
> VoipNow Professional displays this information only if your extensions can call locally extensions on different client accounts.

◦ Public calls made in time interval `{T}` are charged `{amount}{currency}/ second` – The price charged for the external calls made within the predefined time interval `{T}`.

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

◦ Public calls made outside any predefined time intervals are charged `{amount} {currency}/second` - The price charged for the external calls made outside any predefined time interval `{T}`. Basically, this is the price charged for the external calls made in the default Anytime time interval.

> **Note**
>
> 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**
>
> VoipNow Professional displays this information only if your extensions are allowed to receive external calls.

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

Manage Destination Charging Exceptions

VoipNow Professional allows the definition of charging exceptions for certain area codes that override the costs set up in the charging plan. This option is available only if the Charging plan management permission is enabled for your account and only for charging plans that have permission for local, external or extended local calls.

> **Note**
>
> The custom charging exceptions are applied only to the current charging plan!

The Charging Destination Exceptions for {charging_plan} page allows you to:

- Visualize the existing cost exceptions.
- Define new free minutes packages by clicking the 🎁 [Manage packages](#) icon available in the Tools section.
- Add new charging exceptions.
- Edit the existing cost exceptions.
- Export all the exceptions to a `.csv` file.
- Remove the unused destination charging exceptions.

VoipNow Professional displays the following information in the Current Cost Exceptions table:

- Area code - The area code for which the destination charging exception applies. Click the link to [edit](#) the exception.

- Cost - This charging rule used for the specified area code.
- Free Minutes - The free minutes provided to the reseller for calls to the specified area code.
- Description - The additional information provided about the destination charging exception.
- Created - The date when the destination charging exception was added to the database.

Export

You can export the call cost exceptions into a .csv file for sharing them among the VoipNow Professional servers or for backup purposes.

To do so, click the 🖭 Export all exceptions link placed above the cost exceptions table. Then, save the .csv file to the desired location.

Add a New Destination Charging Cost Exception

VoipNow Professional offers you two distinct methods for setting up the cost exceptions:

- Upload a cost file in .csv format.
- Manually add the costs using the interface.

Depending on your choice, you have to use the controls available in one of the next sections:

- Upload Cost File

  To upload the desired file, follow the next steps:

  1. Select the Agree to replace ALL destination costs check box. The costs from the uploaded file will replace all the exception costs currently associated with the charging plan.

  2. Use the Upload cost file and the ⬚ button to locate the .csv file.

  3. Set the Field separator. This is the character used to separate the values from the .csv file.

  > 💛 Note
  >
  > This field is not required. If you leave the text box empty, VoipNow Professional assumes that the field separator is ',' (comma).

  4. Click Ok to upload the file and replace the current exception costs.

The Charging method chose for the current charging plan is displayed as well:

◦ `Fixed prices`

◦ `Relative to call costs`

The cost file entries must be in the following format, depending on the Charging method:

◦ For `Fixed prices`:

  ▪ `{Area code},{Indivisible cost},{Indivisible interval}, {Cost},{Charging interval}`

  ▪ `{Area code},{Indivisible cost},{Indivisible interval}, {Cost},{Charging interval},{Description}`

  Example of a valid entry: `021,1,60,0.20,10,Metropolitan`

◦ For `Relative to call cost`:

  ▪ `{Area code},{n},{adjustment},{Charging interval}`

  ▪ `{Area code},{n},{adjustment},{Charging interval}, {Description}`

  Example of a valid entry: `021,1,0.20,60,Metropolitan`

• Add Costs

When you want to manually define exception costs for various destinations, you can use the controls available in this section. Creating a destination exception cost depends on the Charging method chose for the current charging plan:

◦ For the `Fixed prices` charging method, VoipNow Professional displays the following controls:

  ▪ For calls to {area_code}, description {description}, where:

    • {area_code} - Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.

    • {description} - Use this text box to associate a maximum 128 characters description to the destination charging cost exception.

  ▪ Cost {indivisible_cost} {currency} for the first {indivisible_interval} seconds, then charge {cost} {currency} every {charging_interval} seconds - Select the check box if you wish to define an exception cost for the calls initiated to the chosen area code:

- {indivisible_cost} — Use this text box to set up a fixed cost that will be charged even if the call duration is less than {indivisible_interval}.

- {currency} — This is the system currency, as set up by the system administrator.

- {indivisible_interval} - Use the available text box to specify the number of seconds for which the {indivisible_cost} is charged. The reseller will have to pay the same amount even if an outgoing call lasts less than the {indivisible_interval} specified here.

- {cost} — Use this text box to set up the fee that will be charged for every {charging_interval} of an outgoing call.

- {charging_interval} - If an outgoing call lasts more than the {indivisible_interval} previously defined, then VoipNow Professional charges the reseller the {cost} set above for every {charging_interval}. Use the text box to specify this time interval.

▪ Free minutes every month from package {free minutes package} - Select the text box if you wish to grant a free minutes package for the chosen area code:

- {free minutes package} - Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code 021 will be charged with 0.05 USD for the first 30 seconds, regardless if the call is shorter then this time interval, and with 0.025 USD for every 15 seconds over this period. Also, the Bucharest minutes package is offered with this rule, providing the reseller 500 free minutes.

Destination charging cost exception example

◦ For the Relative to call costs charging method, VoipNow Professional displays the following controls:

▪ For calls to {area_code}, description {description}, where:

- {area_code} - Use this text box to specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.

- {description} - Use this text box to associate a maximum 128 characters description to the destination charging cost exception.

- Cost {n} x call cost + {adjustment} {currency}/ {charging_interval} seconds for call to {area_code} - Select this check box if you wish to define an exception cost for the calls initiated to the chosen area code:

  - {n} - Use this text box to specify the call cost's multiplier based on the real cost charged by the channel provider. Usually, this parameter should be greater than 1.

  - {adjustment} - Use this text box to specify the amount that will be added to the call cost every {charging_interval} seconds.

  - {currency} – This is the system currency, as set up by the system administrator.

  - {charging_interval} - Use this text box to specify the number of seconds after which the {adjustment} will be added to the call cost.

- Free minutes every month from package {free minutes package} - Select the text box if you wish to grant a free minutes package for the chosen area code:

  - {free minutes package} - Use the available drop-down list to select a free minutes package (if defined).

In the below example, all the calls to area code 021 will be charged with the channel cost multiplied with 1.2 (if the price charged by the channel provider for calls to this destination is, for example, 0.01 USD/30 seconds, then the reseller will have to pay 1.2 * 0.01 = 0.012 USD/30 seconds). To this amount, the reseller is charged an extra 0.003 USD for every 30 seconds. If we consider a 1 minute call, then the total fee charged is 2 * 0.012 + 2 * 0.003 = 0.03 USD.

Also, the Bucharest minutes package is offered with this rule, providing the reseller 500 free minutes.

Destination charging cost exception example

You can use the ⊟ ⊞ buttons to add/remove several destination cost exceptions at the same time.

> **Note**
>
> You cannot add different costs for the same area code. VoipNow Professional displays an error message if you try to override an area code that is already in the exceptions list.

Edit a Destination Charging Cost Exception

When manually editing an existing cost, the Upload Cost File and Add Costs sections are replaced by the Edit Cost area that displays the destination exception rule. Use the available controls to update it according to your requirements.

> **Note**
>
> For more details, see the [Add a New Destination Charging Cost Exceptions](#) section.

Manage Free Minutes Packages

As a client, you can provide the extensions using the charging plan a predefined number of free minutes to be used for calls to certain destinations (area codes). These minutes are allocated every month and can be canceled at any time by modifying the corresponding [cost exception](#) .

VoipNow Professional displays the following information about the existing Free Minutes Packages:

- Package Name - The identification name given to the package.
- Free Minutes - The number of free minutes included in the package.
- Created - The date the package was set up.

Add a New Free Minutes Package

To set up a free minutes package, simply define the two required parameters from the Add Package section:

- Package name - Use the available text box to fill in a descriptive name to identify the package.
- Included minutes - Specify the number of free minutes you want to include in the package.

Removal Confirmation

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

View Your Charging Limits History

⚠ **Caution**

This feature is available only if the system administrator enabled charging on the VoipNow Professional server.

If your account has been added without an associated charging plan, you will not be able to view the **Charging Limits** section.

📝 **Note**

This page is available only if your charging plan is `Postpaid`.

VoipNow Professional offers you detailed information about your charging limits, including the extra money or minutes offered by your parent account.

The Charging Limits Left section displays the remaining amounts that you can still use for external calls:

- Limit for calls to public network
- Limit for calls from public network

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 account.
- Increase monthly – Displays when the extra charging limits will be used:
  - Yes - The charging limit will be automatically applied monthly.
  - No - The charging limit will be applied only once, in the current month.

- Order number – Displays the number of the request made to allocate the new charging limits.

- Date added – Displays the date when the charging limits were enforced.

Charging Limits Left

| Limit for calls to public network | 28,786 USD |
| Limit for calls from public network | 24,303.800 USD |

Limits History

Incoming money limit	Outgoing money limit	Included minutes	Increase monthly	Order number	Date added
2 USD	1 USD	3 minutes	No	-	Jul 29, 2010 09:42:32
75 USD	30 USD	28 minutes	Yes	3	Jul 29, 2010 09:08:40
-5,800 USD	-1,000 USD	180 minutes	No	2	Jul 29, 2010 09:07:57
120 USD	100 USD	45 minutes	No	1	Jul 29, 2010 09:07:36

4 recharge(s)   Number of entries per page: 10 25 100

The client's charging limits

View Your Charging Credits History

⚠️ Caution

This feature is available only if the system administrator enabled charging on the VoipNow Professional server.

If your account has been added without an associated charging plan, you will not be able to view the **Charging Credits** section.

📝 Note

This page is available only if your charging plan is `Prepaid`.

VoipNow Professional allows you to view detailed information about the recharges made by your parent account to supplement the charging credits enforced by your charging plan.

The Charging Credits Left section displays the remaining credit that you can still use for external calls:

- Credit for all incoming calls

- Credit for all outgoing calls

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.

Charging Credits Left

Credit for all incoming calls	45 USD

Credit History

Incoming calls credit	Outgoing calls credit	Order number	Date added
-	-20 USD	-	Jul 29, 2010 03:15:05
45 USD	125 USD	-	Jul 29, 2010 03:05:49

2 recharge(s)   Number of entries per page: 10 25 100

The client's charging credits

Chapter 7
Manage System Templates

The system templates are collections of predefined settings that can be used to easily configure customer accounts, email messages or various equipments.

VoipNow Professional offers three template types that can be accessed from the designated section of the Unified Communications page:

- Extension templates
- Email templates
- Provisioning templates

Manage Extension Templates

Extension templates are useful when adding new extension accounts that use similar settings. Instead of configuring each time the extension's permissions and phone numbers, you can choose one of the templates available in the system. However, if some of the parameters do not meet the requirements, then you can edit the template or create a new one from the ground.

The Extension Templates management page allows you to:

- Visualize the existing Extension Templates.

- Create a new template by clicking the 🐸 [Add extension template](#) icon available in the Tools section.

- Search for certain templates.

- Edit one of the existing extension template.

- Remove unused templates.

VoipNow Professional displays the following information about the available templates:

- S — The extension template's status:

  ◦ ✅ Enabled

  ◦ ❌ Disabled

  Click this icon to change the extension template's status.

- Template ID - The automatically generated ID of the template.

- Template Name — The name that identifies the template.

- Extension Type — The type of extension that it is created using this template. The possible values are:

  ◦ `Phone terminal`

  ◦ `Queue`

  ◦ `Voicemail center`

  ◦ `Queue login center`

  ◦ `Conference`

  ◦ `IVR`

- Extensions — The number of extensions created using this template. Click the available link to view a list of all these extensions.

- Updated — The date the extension template was last modified.

⚠️ Caution

When you delete a template, the accounts created with it will not be affected!

Add a New Extension Template

The Add New Extension Template page allows you to fill in the information required to define the template. The customizable parameters are grouped into several fieldsets:

- Extension Template Form
  - Name – Use this text box to provide a descriptive name for the extension template.
- Permissions – Use this fieldset to control the behavior of the extension account created using this template.
  - Extension is multiuser aware
  - Sound management
  - Phone extension SIP management
  - IM management
  - CallAPI management
  - CallerID management
  - Allow to provision devices
    - None
    - View
    - Modify

> **Note**
>
> You may choose your extension's access level only if the system administrator or the reseller you belong to has not set your **Allow to provision devices** permission to `None`.

> **Note**
>
> This permission is available for `Phone terminal` extensions only!

> **Note**
>
> For comprehensive details about these permissions, read [this](#) section.

- Limits – Use this fieldset to define limitations for the extension created using this template.

◦ Maximum disk space for sound files

◦ Maximum disk space for music on hold files

◦ Maximum public concurrent calls

◦ Maximum internal concurrent calls

◦ Maximum concurrent text to speech

> **Note**
>
> This line is available only if the **Allow text to speech** option was enabled from the 💬 Unified Communications >> **System Preferences** page.
>
> In order to use the text to speech functions, you must make sure that:
>
> - There is at least one Cepstral voice engine installed on your server.
>
> - There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store) .
>
> More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

◦ Maximum number of queue members

◦ Account expires in {x} Days - Use the available text box to specify the number of days the extension account will be valid, starting with the creation date.

> **Note**
>
> For comprehensive details about these limits, read this section.

• MyVoipNow Preferences - This fieldset allows you to configure the MyVoipNow features that will be available to the extension accounts.

◦ Level

▪ None

▪ Standard

▪ Premium

◦ Show browser chat

◦ Show active calls

▪ Own

▪ Group

- All
- ○ Perform operations on calls
  - Own
  - Group
  - All
- ○ Record calls
  - Own
  - Group
  - All
- ○ Whisper/Barge-In calls
  - Own
  - Group
  - All

> **Note**
>
> **Call whisper** is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).

> **Note**
>
> **Barge-in** is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- ○ Unpark calls
  - Parked by me
  - Parked by anyone
- ○ Pickup calls
  - Own
  - Group
  - All

> **Note**
>
> **Call pick-up** is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled `Pick-Up`) or by pressing a special sequence of buttons on the telephone key pad.

> **Note**
>
> Selecting the `Group` option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.

> **Note**
>
> For comprehensive details about this feature, read this section.

- **Extension Type Selection** – Use the available radio buttons to choose the type of the new extensions that will be created with this template.

> **Note**
>
> Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.
>
> For comprehensive details about the settings specific to each supported extension type, check the corresponding section:
>
> ◦ **Phone Terminal Setup**
>
> ◦ **Queue Setup**
>
> ◦ **Voicemail Center Setup**
>
> ◦ **Queue Login Center Setup**
>
> ◦ **Conference Center Setup**
>
> ◦ **Interactive Voice Response (IVR) Setup**

Click Ok to add the new extension template. Click Cancel to go back to the previous page without saving the changes.

Edit an Extension Template

VoipNow Professional allows you to edit the existing extension templates. The extension accounts created after the template was edited will have the new features, while the ones already in the system, created using the original extension template, will keep the old permissions and phone numbers.

To edit an extension template, follow the next steps:

1. Choose the template you want to modify and click its name link.

2. The data that can be edited is grouped into several fieldsets:

   - Extension Template Form

   - Permissions

   - Limits

   - Extension Type Selection

   > **Note**
   >
   > Based on the extension type you have selected, one or more additional fieldsets become visible, allowing you to configure the extension's settings.

   - Sharing Policies

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

> **Note**
>
> For more details on the available fieldsets, see the previous section.

Manage Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only some notifications and only to certain users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates Management page. The users interested in receiving these emails are:

- The client account owner – You could be interested in the events targeting your extension accounts.

- The extension account owners – These users could be interested in the events targeting their voice mailboxes.

Note

If you want all the email notifications from a specific category to be sent to a certain user, select the check box from the user's column header.

If you want to manage the users that will receive certain notifications, follow the next steps:

1. From the available check boxes, select the ones corresponding to the users you want to notify.

2. Click **Ok** to save your preferences. Click **Cancel** to return to the previous page without saving anything.

Therefore, you can enable email notifications for the extension account owners as well as for your own account. However, these settings are available until the user targeted by the notification (extension) changes them. When a new account is created, it inherits the upper level account email notification options. Afterwards, the account owner can change these options in the same way from the Email Template Management page.

When an account is created, the new owner can receive an email message notifying him that the account was registered. This notification is made only if the upper level account owner has the notification enabled.

Note

The email notification will be sent to the email address specified in the account information.

The notification emails can also be sent to an email address specified in the Email Address column. This email address can be different for each selected event.

If you want to customize the requirements for sending the account and charging related warning emails, then you can use the controls available in the Preferences section:

- Send expiration notices {x} days in advance – Use this text box to specify how many days before the account expiration a notifications is dispatched to the users.

- Send charging limit warnings when the account is below {y} minutes or {credit_limit} {currency} — A charging limit warning is generated in one of the following cases:

  ◦ The minutes remaining from the total amount specified for the Available external outgoing minutes option go below a certain limit.

    Use the first text box to specify this time limit.

  ◦ The credit remaining in Limit for external outgoing calls goes below a certain limit.

    Use the second text box to specify this money limit.

  ◦ The credit remaining in Limit for external incoming calls goes below a certain limit.

    The money limit you specified for external outgoing calls in the above text box, includes the external incoming calls money limit.

To customize the subject or the content of an email notification, follow the next steps:

1. Click the 🖉 icon corresponding to the chosen event.

2. A new page, allowing you to edit the email subject and email body, opens. Modify the text, keeping in mind the following rules:

   - You may use only plain text when writing the email subject and content. The email is also sent in plain text format.

   - You can include tags that will be automatically replaced by the system with the appropriate content.

     Examples:

     [recipient_name] is replaced with the name of the person receiving the notification.

3. Click Ok to save the changes. 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 Client Email Templates

VoipNow Professional can email these notifications to you and/or to a custom email address.

The 'Client Account Expiration Warning' Email Template

The email notification triggered by this event is sent {x} days in advance, as specified in the Send expiration notices field available in the Email Template Management page.

The default tags used by this notification are listed below:

- [contact_name] - The name of the client whose account is set to expire. This is the name specified in the provided client information.
- [recipient_name] - The name of the person who receives the email.
- [company_name] - The name of the company, as it was specified in the provided client information.
- [login] - The username used to connect to the client account, as it was specified in the provided client information.
- [expire_date] - The date when the user's account expires.

The 'Client Account Expired' Email Template

The email notification triggered by this event is sent after the client account has expired.

The default tags used by this notification are listed below:

- [contact_name] - The name of the client whose account has just expired. This is the name specified in the provided client information.
- [recipient_name] - The name of the person who receives the email.
- [company_name] - The name of the company, as it was specified in the provided client information.
- [login] - The username used to connect to the client account, as it was specified in the provided client information.
- [expire_date] - The date when the user's account expired.

The 'Client Charging Limit Warning' Email Template

The email notification triggered by this event is sent when the available number of minutes is below {y} minutes or when the credit is below the {credit_limit}, as specified in the Send charging limit warnings when the account is below field available in the Email Template Management page.

The default tags used by this notification are listed below:

- [contact_name] - The name of the client whose credit/number of minutes is below the customized limit. This is the name specified in the provided client information.

- [recipient_name] - The name of the person who receives the email.
- [company_name] - The name of the company, as it was specified in the provided client information.
- [login] - The username used to connect to the client account, as it was specified in the provided client information.
- [minutes_out] - The number of outgoing minutes left for this user.
- [money_left] - The credit for outgoing calls currently available to this user.
- [money] - The currency used in the system.
- [money_left_incoming] - The credit for incoming calls currently available to this user.
- [month] - The month when the notification is sent.
- [minutes_limit] - The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] - The credit limit specified in the Send charging limit warnings when the account is below field.

The 'Client Charging Limit Exceeded' Email Template

The email notification triggered by this event is sent after the charging limit specified in the Send charging limit warnings when the account is below field available in the Email Template Management page is exceeded.

The default tags used by this notification are listed below:

- [contact_name] - The name of the client whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided client information.
- [recipient_name] - The name of the person who receives the email.
- [company_name] - The name of the company, as it was specified in the provided client information.
- [login] - The username used to connect to the client account, as it was specified in the provided client information.
- [minutes_out] - The number of outgoing minutes left for this user.
- [money_left] - The credit for outgoing calls currently available to this user.
- [money] - The currency used in the system.
- [month] - The month when the notification is sent.
- [minutes_limit] - The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money_limit] - The credit limit specified in the Send charging limit warnings when the account is below field.

The Extension Email Templates

VoipNow Professional can email these notifications to you, to the extension owner and/or to a custom email address.

The 'Extension Account Creation' Email Template

This email notification is triggered by the creation of a new extension account.

The default tags used by this notification are listed below:

- `[ext_type]` - The type of the extension account that has just been created.
- `[ext_number]` - The telephone number assigned to the newly created extension account.
- `[recipient_name]` - The name of the person who receives the email.
- `[login]` - The username that will be used to connect to the extension account, as it was specified in the provided extension information.
- `[password]` - The password that will be used to connect to the extension account, as it was specified in the provided extension information.
- `[billing_plan]` - The name of the billing plan employed for this particular account.
- `[template]` - The name of the extension template used to create this account.
- `[interface_language]` - The language used by the VoipNow Professional interface when this user is logged in.
- `[phone_login]` - The password used when the user registers and/or makes calls using a SIP phone.
- `[public_number]` - The number used on the public phone network for this extension.
- `[phone_lang]` - The language the phone interface is displayed in.
- `[company_name]` - The name of the company, as it was specified in the provided extension information.
- `[contact_name]` - The name of the contact person specified in the provided extension information.
- `[phone]` - The user's telephone number, as it was specified in the provided extension information.
- `[fax]` - The user's fax number, as it was specified in the provided extension information.

- [address] - The user's address, as it was specified in the provided extension information.

- [email] - The user's email address, as it was specified in the provided extension information.

- [city] - The user's city of residence, as it was specified in the provided extension information.

- [state] - The user's state of residence, as it was specified in the provided extension information.

- [country] - The user's country of residence, as it was specified in the provided extension information.

- [zip] - The user's postal/zip code, as it was specified in the provided extension information.

- [notes] - The notes/comments that were filled in the provided extension information.

The 'Extension Account Expiration Warning' Email Template

The email notification triggered by this event is sent {x} days in advance, as specified in the Send expiration notices field available in the 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 Unified Communication Email Templates

VoipNow Professional can email these notifications to the extension owner and/or to a custom email address only.

The 'Voicemail Message Notification' Email Template

The email notification triggered by this event is sent after a voicemail message is received by an extension account.

The default tags used by this notification are listed below:

- [VM_CALLERID] - The callerID of the person who left the voicemail message.
- [VM_NAME] - The name of the contact person specified for the extension account that receives this notification. This is the name specified in the provided extension information.
- [VM_MSGNUM] - The received voicemail message identification number.
- [VM_MAILBOX] - The short extension number of the extension who receives the email.
- [VM_DATE] - The date when the message was recorded.
- [VM_DUR] - The recorded message length.

The 'Fax Message Received' Email Template

> **Note**
>
> If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.
>
> **Example:**
>
> Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.
>
> If joed@example.com receives a new fax message, than the email notification is sent to his address and not to the extension owner's, johns@example.com.

The email notification triggered by this event is sent after a fax message is received by an extension account.

The default tags used by this notification are listed below:

- [FAX_CSID] - The callerID of the person who sent the fax.
- [FAX_FILENAME] - The name of the sent fax message.
- [FAX_FILESIZE] - The size of the sent fax message.

- `[FAX_DATE]` - The date when the fax was sent.
- `[FAX_PAGES]` - The number of pages sent by fax.

The 'Sent Fax Accepted' Email Template

> **Note**
>
> If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.
>
> **Example:**
>
> Extension **001*003** is registered to `johns@example.com` and can handle fax messages. Other three email addresses, `joed@example.com`, `paulh@example.com` and `georgef@example.com`, use the extension's fax function as well.
>
> If the fax message sent by `joed@example.com` is accepted, than the email notification is sent to his address and not to the extension owner's, `johns@example.com`.

The email notification triggered by this event is sent after a fax message has been accepted by the receiver.

The default tags used by this notification are listed below:

- `[recipient_name]` - The name of the person who sent the fax message.
- `[fax_numbers]` - The receiver's phone number(s) the fax message was sent to.
- `[voipnowurl]` - The VoipNow Professional server URL that has to be clicked in order to schedule the sending of the accepted fax message.
- `[fax_id]`/`[fax_uniqueid]` - The identification numbers used for the fax message.

The 'Sent Fax Not Accepted' Email Template

> **Note**
>
> If several email addresses use the same extension for handling fax messages, than the notification is received by the particular email address targeted by the event and not by the extension owner.
>
> **Example:**

Extension **001*003** is registered to `johns@example.com` and can handle fax messages. Other three email addresses, `joed@example.com`, `paulh@example.com` and `georgef@example.com`, use the extension's fax function as well.

If the fax message sent by `joed@example.com` is not accepted, than the email notification is sent to his address and not to the extension owner's, `johns@example.com`.

The email notification triggered by this event is sent if the receiver did not accept the fax message.

The default tags used by this notification are listed below:

- `[recipient_name]` - The name of the person who sent the fax message.
- `[fax_numbers]` - The receiver's phone number(s) the fax message was sent to.
- `[cause]` - The reason for which the fax was rejected.

The 'Fax Delivery Report' Email Template

VoipNow Professional can provide a delivery report for all the fax messages that were successfully sent.

The default tags used by this notification are listed below:

- `[fax_numbers]` - The phone number(s) from where the fax message was sent.
- `[recipient_name]` - The name of the person who receives the email.
- Sent faxes
  - `[fax_sent_numbers]` - The receiver's phone number(s) the fax message was sent to.
  - `[datetime]` - The date and time when the fax was sent.
- Faxes which were not sent
  - `[fax_failed_numbers]` - The receiver's phone number(s) the fax message could not be sent to.
- `[voipnowurl]` - The VoipNow Professional server URL that has to be clicked in order to resend the fax message.
- `[fax_id]`/`[fax_uniqueid]` - The identification numbers used for the fax message.

The 'Pre-Approved Fax Accepted' Email Template

The Pre-Approved Fax mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow Professional. Also, it will no longer be required to click a link in order to accept sending the fax message.

The default tags used by this notification are listed below:

- [recipient_name] - The name of the person who receives the email.

- [fax_numbers] - The phone number(s) the fax message must be sent to.

The Security Email Templates

VoipNow Professional can email these notifications in case of security issues and only to a custom email address.

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 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.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default icon.

> **Note**
>
> When you click the **Default** button, VoipNow Professional will not overwrite the other email address destination.

Manage Provisioning Templates

> **Caution**
>
> This section is not available if your account's **Allow to provision devices** permission was set either by the system administrator or by your reseller to `None`.

Using VoipNow Professional, the SIP equipments that have `Phone terminal` extensions assigned to their line(s) and that are owned by you can be automatically configured. This feature is called provisioning and it helps setting and maintaining identical configurations for a large number of remote devices.

The VoipNow Professional provisioning system is based on templates. There is a default template that includes the configuration settings for all the supported equipment brands, models and versions that can be used when provisioning new devices and associating them to extension accounts, but if you want to customize a device according to your requirements, then you can define new templates.

The Provisioning Templates management page allows you to:

- Visualize the existing Provisioning Templates.
- Create a new template by clicking the [Add provisioning template](#) icon available in the Tools section.
- Search for certain templates.
- Edit one of the existing provisioning templates to change the equipments' configuration files.
- Modify a template's name and the visibility.
- Remove unused templates.
- Regenerate the provisioning files.

VoipNow Professional displays the following information about the available templates:

- Name - The template's descriptive name. On click, a pop-up window is displayed, allowing you to modify it.
- Used - The number of provisioned equipments currently using this template.

- Creation Date - The date and time when the template was defined.

- E - Clicking the ✎ icon will redirect you to the Template {tpl_name} Equipments page, where you can manage the configuration files of the existing equipments or add new devices. For more details, see the [Equipment Management](#) section.

> **Note**
>
> The **Server Default** template can be modified only by the system administrator.

> **Note**
>
> Only the provisioning template(s) added by the current user are displayed. The templates created by your parent accounts are not available.

Regenerate provisioning files

When you want to regenerate the provisioning files for all the devices linked to a template, follow the next steps:

1. Choose the desired template(s) by selecting their corresponding check boxes available at the end of the table.

2. Click the ⚙ [Regenerate files](#) link. A confirmation message will be displayed, informing you about the outcome of the operation.
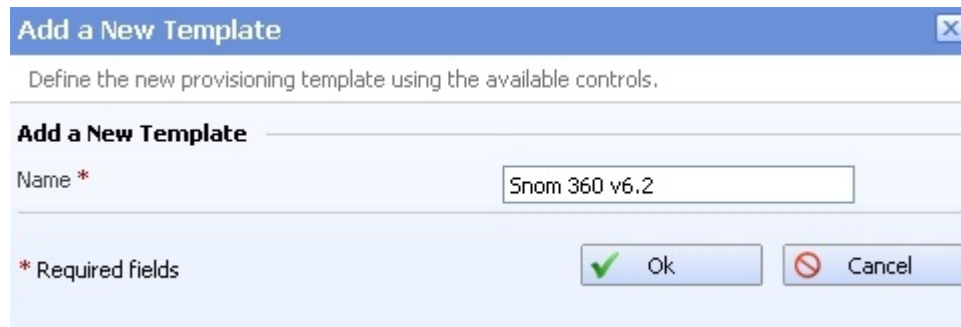
> **⚠ Caution**
>
> The **Server Default** template and the templates currently used by devices CANNOT be removed!

Add a New Provisioning Template

When you want to customize the provisioning settings for one or more of the devices supported by VoipNow Professional, you have to define a new template and modify the provisioning files as per your requirements. To do so, follow the next steps:

1. Click the 🔧 Add provisioning template icon and fill in the template's descriptive name (e.g.: `Snom 360 v6.2`).

Adding the 'Snom 360 v6.2' custom provisioning template

Click Ok to add the new provisioning template.

2. The template is saved in the database and it is displayed in the Provisioning Templates table, but it cannot be used at provisioning new devices because no equipment was defined for it.

The Snom 360 device must be added to the custom template

Click the 🖉 icon to navigate to the Template {tpl_name} Equipments page. For a detailed overview of the page's functionalities, see the Equipment Management section.

3. Next, you have to select the device(s) that will be provisioned using this template. To do so, click the 🐸 Add equipment icon.

The Add Equipment Configuration File to Template {tpl_name} page offers you all the required tools to choose the device and to modify its configuration files according to your needs. For more details on how to use the available controls, see the Customizing the Equipment's Configuration File section.

The Snom 360 device was successfully configured

After properly completing all these steps, your custom template will be functional and you will be able to use it to provision the SIP devices for which it was designed. For more information on how to provision new devices, see the [Add a New SIP Device](#) section.

Equipment Management

VoipNow Professional 2.5.2 supports 39 SIP devices and firmware versions that can be automatically provisioned using specific configuration files. New equipment is constantly added to the list, but for the moment, the supported manufacturers are:

- Aastra
- Cisco
- Grandstream
- Linksys
- Polycom
- Snom
- Thomson
- Tiptel
- Yealink

Depending on your business requirements, VoipNow Professional can support multiple configuration files per device, but only one file per provisioning template. For example, if you have to define two different configurations for the same `Snom (300)` telephone, then you will have to create two provisioning templates, one for each configuration file. In this way, when provisioning the device, you will be able to choose the appropriate file.

The Template {tpl_name} Equipments page allows you to manage the equipments whose configuration files can be or are already customized to meet specific requirements. The information is structured into the following sections:

- Tools

    Click the ⬛ Add equipment icon and use the controls available in the Add Equipment Configuration File in Template {tpl_name} page to add a new equipment and customize its configuration file.

    When all the equipments have at least one of their configuration files customized in this template, the icon is grayed out: ⬛.

- Equipments

    This table can display, depending on the chosen search criteria:

    ◦ For Show All: All the supported devices' configuration files that can be added to the current template, even if they are not customized.

    > 📋 Note
    >
    > The **Server Default** template does not offer this filter as it includes all the default configuration files. All 39 are displayed.

    ◦ For Customized: The device(s) whose configuration files were modified.

    VoipNow Professional displays the following information about the available equipments:

- M - This column displays whether the device's configuration file has been modified or not:

    ◦ When the configuration file is the default one and no modifications were made, '-' is displayed.

    ◦ If the file was modified, then the Diff link is displayed. On click, a pop-up window showing the differences between the custom file and the default one, as defined in the Server Default template, is displayed.

Differences for Cisco (7960) – 8.x from Template Cisco 7960 8.x ☒

View the differences between the equipment's configuration file and the equipment's default one, as defined in the 'Server Default' template.

Device Configuration File #1

```
@@ -13,9 +13,9 @@

# Line 2 Settings

-line2_name: "" ; Line 2 Extension\User ID
+line2_name: "TEST DEVICE" ; Line 2 Extension\User ID

line2_displayname: "" ; Line 2 Display Name

line2_authname: "UNPROVISIONED" ; Line 2 Registration Authentication
```

The following information is available:

- The lines that were modified, @@ - line_no + line_no @@, where - line_no represents the location of the line(s) that were edited or removed and + line_no of those that were edited or added. Both values can be identical if the changes were made inside a line.

  In the pictured example, line `@@ -13,9 +13,9 @@` was edited and no other line was removed or added.

- The original content of the modified or removed line is displayed with a - sign in front and on red background.

  In this case, the original syntax was `-line2_name: "" ; Line 2 Extension\User ID`.

- The new customized content is displayed with a + sign in front and on white background.

  In this case, the new syntax is `+line2_name: "TEST DEVICE" ; Line 2 Extension\User ID`.

- Manufacturer/Model - The equipment's manufacturer and, between parenthesis, the model (e.g.: Snom (360)). Clicking the link will open the Edit Equipment Configuration File from Template {tpl_name} page, allowing you to modify the configuration file.

- Firmware/Version - The equipment's firmware version for which the configuration file is designed.

- Updated - The date and time the configuration file was last modified.

- Customized - Depending on if the configuration file was edited or not, this column can display:

  ◦ Yes

  ◦ No

> **Note**
>
> The default configuration files CANNOT be removed and therefore their corresponding check boxes are grayed out.
>
> For all the other modified files, selecting the check boxes and clicking ✖ Remove selected link will revert their content to the default one, as available in the **Server Default** template.

Customizing the Equipment's Configuration File

The custom provisioning templates are designed to meet certain configuration requirements for specific devices. Therefore, every time you create one, you must customize the configuration file(s) of the device(s) you are interested in from the Add Equipment Configuration File to Template {tpl_name} page. Based on these modified files, the devices can be later provisioned and linked to your `Phone terminal` extensions, satisfying your requirements.

To add an equipment configuration file to your template follow the next steps:

1. Use the controls available in the Manufacturer/Model section to select the device and the corresponding firmware:

   a. Select from the Manufacturer/Model drop-down list the manufacturer and the model of the equipment you want to include in your template (e.g.: `Snom (360)`).

   b. The configuration file may be different depending on the device's Firmware/Version. Use the available drop-down list to select the desired version.

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

   c. Select the Regenerate provisioning [] for devices using this template check box if you want VoipNow Professional to regenerate all the existing configuration files based on the new preferences. Leave it unchecked if you do not want to modify the settings of the existing devices and if you wish to use the custom configuration file only for the devices that will be provisioned with this template from now onwards.

2. Customize the equipment's configuration file(s). The number of configuration files depends on the device type and model, ranging from one to three. Each file contains specific settings which you can fully manage for increased scalability:

Device Configuration File #{x}

> **Note**
>
> Depending on the manufacturer and its type, a device can have up to three configuration files. Each one of the **Device Configuration File #{x}** fieldsets offers the same controls. Note that the **Content** differs from device to device.
>
> For example, the `Polycom` devices support 3 configuration files.

a. Choose if you want to use in the template the default configuration file or if you want to edit the content according to your requirements. To do so, select from the Use default drop-down list the appropriate option:

- `Yes` - The provisioning template will use the default configuration file. You will not be able to modify the Content. This is the default value.

- `No` - You can modify the configuration file's Content according to your requirements and save it for your custom provisioning template.

- `Yes - Return to default` - This option is useful when editing a modified configuration file and you want to revert to the default Content, as specified in the Server Default template.

b. If you have previously selected `No`, then you can start editing the configuration file's Content. Regardless the equipment manufacturer or model, there are certain common variables that are replaced with their values when the file is generated. Also, there are variables specific to each manufacturer or model. All these variables have the `<!VARIABLENAME!>` format.

You can find all the variables grouped by manufacturer and device in the following sections:

- [Aastra](#)
- [Cisco](#)
- [Grandstream](#)
- [Linksys](#)
- [Polycom](#)
- [Snom](#)

- [Thomson](#)

- [Tiptel](#)

- [Yealink](#)

3. Click Ok to add the custom equipment configuration file to the { tpl_name} template. Click Cancel to go back to the previous page without saving your changes.

In the example below you can see the customization page for the Snom (360) device added to the Snom 360 v6.2 provisioning template:

Add Equipment Configuration File to Template Snom 360 v6.2   Open menu ▼   Help   ↑ L

Manufacturer/Model

Manufacturer/Model *   Snom (360)   ▼

Firmware/Version *   6.2 and above   ▼

Regenerate provisioning   ☐ for devices using this template

Device Configuration File #1

Use default   No   ▼

Content
```
language!: French
web_language!: English
timezone!: <!TIMEZONE!>
date_us_format!: on
time_24_format!: on
user_pname1$:<!EXTENSIONUSER!>
user_pass1$:<!EXTENSIONPASS!>
user_name1$:<!EXTENSIONUSER!>
user_realname1$:<!CLIENTNAME!>
user_outbound1$:<!VOIPNOW_SERVER_IP!>
user_host1$:<!VOIPNOW_SERVER_IP!>
user_srtp1$: off
user_auto_connect1: off
setting_server$: <!PRO_URL!>
active_line$: 2
```

* Required fields   ✓ Ok   ⊘

In this example, the default 'language!', 'English', is replaced with 'French'

📒 Note

To learn about all the parameters defined in the configuration files, please verify the equipment's documentation.

Editing the Equipment's Configuration File

The Edit Equipment Configuration File from Template {tpl_name} page allows you to edit the selected device's configuration file. The available information is grouped into the following sections:

- Manufacturer/Model - The basic information about the equipment is displayed here:
  - Manufacturer/Model - The equipment's manufacturer and, between parenthesis, the model (e.g.: Cisco (7960)).
  - Firmware/Version - The equipment's firmware version the configuration file is intended for.
  - Select the Regenerate provisioning [] for devices using this template check box if you want VoipNow Professional to regenerate all the existing configuration files based on the modified file. Leave it unchecked if you do not want to change the settings of the existing devices and if you wish to use the custom configuration file only for the devices that will be provisioned with this template from now onwards.
- Device Configuration File #{x}

> **Note**
>
> All the next sections allow you to edit the configuration files specific to each device brand and model.

> **Note**
>
> For more information, see the Customizing the Equipment's Configuration File section.

Configuration Files Variables

All the variables included in the configuration files of the devices supported by VoipNow Professional are documented in this section, based on the equipment manufacturer. In general, there are small differences between the configuration files of different devices belonging to the same manufacturer and therefore only the particular variables will be highlighted in separate sections.

Aastra

The Aastra devices supported by VoipNow Professional are:

- 9112i

- 480i CT
- [480i](#)
- [9133i](#)
- [51i](#)

The replaceable variables common to the configuration files of all the Aastra devices are:

- `<!TFTP_PRO_URL!>` - Replaced with the FTP provisioning URL.
- `<!PROTOCOL!>` - Replaced with the download protocol.
- `<!PRO_SERVER_IP!>` - Replaced with the HTTP provisioning server URL.
- `<!PRO_PATH!>` - Replaced with the HTTP provisioning server path.
- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.
- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: `{client_id}*{extension_id}` of the extension connected to the device's line `{x}`.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line `{x}`.
- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line `{x}`. This name will be displayed on the device's screen.
- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.
- `<!VOIPNOW_SERVER_PORT!>` - Replaced with the port of the VoipNow Professional server.

Aastra 9112i, 9133i, 51i and 480i

The supplementary variables that can be found in the devices' configuration files are:

- `<!AASTRA_TZ_NAME!>` - Replaced with the time zone name used by the Aastra devices.

- `<!AASTRA_TZ_CODE!>` - Replaced with the time zone code used by the Aastra devices.

- `<!AASTRA_TZ_MINUTES!>` - Replaced with the time zone minutes used by the Aastra devices.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

Cisco

The Cisco devices supported by VoipNow Professional are:

- 7940

- 7960

The replaceable variables common to the configuration files of all the Cisco devices are:

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: `{client_id}*{extension_id}` of the extension connected to the device's line `{x}`.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line `{x}`. This name will be displayed on the device's screen.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line `{x}`.

- `<!COMPANYNAME!>` - Replaced with the Company name as defined in the extension's contact information. It will be displayed on screen on the top right corner.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!VOIPNOW_SERVER_PORT!>` - Replaced with the port of the VoipNow Professional server.

- `<!TIMEZONE!>` - Replaced with the time zone the device is in.

- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.

- `<!FIRMWARE!>` - Replaced with the device's firmware version.

Grandstream

The Grandstream devices supported by VoipNow Professional are:

- [gxp 2000](#)
- [gxp 2020](#)
- Handy Tone 286
- Handy Tone 486
- [Handy Tone 488](#)

The replaceable variables common to the configuration files of all the Grandstream devices are:

- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.

- `<!GS_FIRMWARE_UPGRADE!>` - Variable used only with Grandstream devices to specify the protocol used in firmware and configuration provisioning.

- `<!PRO_URL!>` - Replaced with the provisioning URL based on the provisioning protocol used by the device.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!EXTENSIONUSER#!>` - Replaced with the extended number (e.g.: `{client_id}*{extension_id}` of the extension connected to the device's line.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#!>` - Replaced with the password of the extension connected to the device's line.

- `<!CLIENTNAME#!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line. This name will be displayed on the device's screen.

- `<!TIMEZONE!>` - Replaced with the time zone the device is in. Displayed as offset in minutes to GMT.

Grandstream GXP 2000, 2020 and Handy Tone 488

The supplementary variables that can be found in the devices' configuration files are:

- `<!ENABLE_LINE_01#{x}!>` - Replaced with the status (enabled or disabled) of the extension connected to the device's line {x}.

- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line {x}.

- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line {x}. This name will be displayed on the device's screen.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line {x}.

Linksys

The Linksys devices supported by VoipNow Professional are:

- [SPA-901](#)
- [SPA-921](#)
- SPA-922
- SPA-941
- [SPA-942](#)
- [SPA-962](#)
- SPA2102
- SPA8000
- PAP-2T

The replaceable variables common to the configuration files of all the Linksys devices are:

- `<!KAMAILIO_SERVER_IP!>` - Replaced with the IP address of the Kamailio server handling the voicemail messages.

- `<!KAMAILIO_SERVER_PORT!>` - Replaced with the port of the Kamailio server handling the voicemail messages.

- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line `{x}`. This name will be displayed on the device's screen.

- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: `{client_id}*{extension_id}` of the extension connected to the device's line `{x}`.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line `{x}`.

- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!UPDATE_INTERVAL!>` - Replaced with the time interval after which the device is resynchronized with the provisioning server to search for available configuration file updates.

- `<!PRO_URL!>` - Replaced with the provisioning URL based on the provisioning protocol used by the device.

- `<!EXTENSION_LENGTH!>` - Variable used when defining phone dial plans to fill the proper number of `x` characters.

- `<!TIMEZONE!>` - Replaced with the time zone the device is in. Displayed as a GMT offset.

Linksys SPA-901 to 962

The supplementary variables that can be found in the devices' configuration files are:

- `<!COMPANYNAME!>` - Replaced with the Company name as defined in the extension's contact information. It will be displayed on screen on the top right corner.

- `<!ENABLE_LINE_YESNO#{x}!>` - Replaced if the line {x} should be enabled or disabled.

Polycom

The Polycom devices supported by VoipNow Professional are:

- IP 501
- IP 550
- IP 650
- Soundpoint 300/301
- Soundpoint 330/320

The replaceable variables common to the configuration files of all the Polycom devices are:

1. For the Device Configuration File #1:

   - `<!PHONE_LMAC!>` - Replaced with the device's MAC address.

   - `<!UNIQUEID!>` - Replaced with the device's unique identification number.

   > **Note**
   >
   > Both variables are used for the device's `.cfg` file name, obtained through a FTP request.

2. For the Device Configuration File #2:

   - `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line {x}. This name will be displayed on the device's screen.

   - `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line {x}.

   > **Note**
   >
   > This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line {x}.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

3. For the Device Configuration File #3:

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!VOIPNOW_SERVER_PORT!>` - Replaced with the port of the VoipNow Professional server.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!TIMEZONE!>` - Replaced with the time zone the device is in. Displayed as a GMT offset.

Snom

The Snom devices supported by VoipNow Professional are:

- 300

- 320

- 360

The replaceable variables common to the configuration files of all the Snom devices are:

- `<!TIMEZONE!>` - Replaced with the time zone the device is in.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line {x}.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line {x}.

- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line `{x}`. This name will be displayed on the device's screen.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!PRO_URL!>` - Replaced with the provisioning URL based on the provisioning protocol used by the device.

- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.

- `<!UPDATE_INTERVAL!>` - Replaced with the time interval after which the device is resynchronized with the provisioning server to search for available configuration file updates.

Thomson

The replaceable variables that can be found in the Thomson ST2030S configuration files are:

1. For the Device Configuration File #1:

   - `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

   - `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: `{client_id}*{extension_id}` of the extension connected to the device's line `{x}`.

     > **Note**
     >
     > This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

   - `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line `{x}`. This name will be displayed on the device's screen.

   - `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line `{x}`.

   - `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the [Provisioning](#) page.

   - `<!TIMEZONE!>` - Replaced with the time zone the device is in.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

2. For the Device Configuration File #2:

- `<!UNIQUEID!>` - Replaced with the device's unique identification number.

> **Note**
>
> The variable is used in the device's `.cfg` file name, obtained through a FTP request.

3. There are no replaceable variables the Device Configuration File #3.

Tiptel

The Tiptel devices supported by VoipNow Professional are:

- IP280
- IP284
- IP286

The replaceable variables common to the configuration files of all the Tiptel devices are:

1. For the Device Configuration File #1:

- `<!ENABLE_LINE_01#{x}!>` - Replaced with the status (enabled or disabled) of the extension connected to the device's line {x}.

- `<!CLIENTNAME#{x}!>` - Replaced with the Contact name as defined in the contact information of the extension connected to the device's line {x}. This name will be displayed on the device's screen.

- `<!EXTENSIONUSER#{x}!>` - Replaced with the extended number (e.g.: {client_id}*{extension_id} of the extension connected to the device's line {x}.

> **Note**
>
> This tag is useful when creating a provisioning template for a device that cannot display the full `<!EXTENSIONUSER!>`.

- `<!EXTENSIONPASS#{x}!>` - Replaced with the password of the extension connected to the device's line {x}.

- `<!VOIPNOW_SERVER_IP!>` - Replaced with the IP address of the VoipNow Professional server.

- `<!TIMEZONE!>` - Replaced with the time zone the device is in.

- `<!NTPSERVERIP!>` - Replaced with the IP address of the NTP Server (as defined by the system administrator.

- `<!ADMINPASS!>` - Replaced with the password of the administrator account for the phone web interface. The password is defined in the <u>Provisioning</u> page.

2. For the Device Configuration File #2:

- `<!UPDATE_INTERVAL!>` - Replaced with the time interval after which the device is resynchronized with the provisioning server to search for available configuration file updates.

- `<!PRO_URL!>` - Replaced with the provisioning URL based on the provisioning protocol used by the device.

Yealink

The Yealink devices supported by VoipNow Professional are:

- SIP-T20P
- SIP-T22P
- SIP-T26P
- SIP-T28P

Yealink and <u>Tiptel</u> devices share the same replaceable variables.

Chapter 8
Manage Customer Accounts

VoipNow Professional allows you to manage your Extensions .

Manage Your Extensions

The home page displays all your extension accounts. To access the list, click the ⬦ Extensions link available in the left navigation panel.

Express License Restriction

Express license allows access and management to Phone terminal extensions only. All other extension types already existent in the system maintain their functions unchanged and can therefor be used. For example, the system allows you to define routing rules with transfer to an existent queue.

Your Home Page

> ⓘ **Information:** Extension Mike Norton (0045*002) has been successfully added.
> Click here if you want to provision this extension now. If you want to provision every newly added extension, click here.

The confirmation message

For more details on how to provision your extensions, see this section.

Your home page allows you to manage all your account related features and to control the extension accounts. Two distinct areas are available:

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

  ◦ 🧑 Edit client

  ◦ Ⓒ OpenID identities

  ◦ 🗘 Outgoing routing groups

  ◦ 🚪 Manage SIP devices

  ◦ 🍀 Add extension

  ◦ 📝 Charging plans

    > 📝 Note
    >
    > Another way to access this page is to click the 💲 Charging plans link available in the left navigation panel.

    > 📝 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`.

- ◦ 📇 [Call screening database](#)
- ◦ 🔧 [SystemAPI & CallAPI](#)
- ◦ 📒 [Extension groups](#)

- • Extensions - VoipNow Professional displays a list with all your extensions. To view a certain extension account, click its name link.

VoipNow Professional displays the following information about each extension:

- • S — The extension account's status:
  - ◦ ✅ Enabled
  - ◦ 🏠 All local calls are permitted
  - ◦ 📥 Only incoming call are permitted
  - ◦ 🚫 No calls are permitted
  - ◦ ❌ Disabled

Click this icon to change the extension account's status using the Global and Phone Account Status pop-up panel:

- ◦ Global Account Status Settings - From this area you can choose to enable or disable an extension. There are two options:
  - ▪ User is fully enabled - The user can access all the extension's defined system functions, having in mind that the phone access permissions may apply.
  - ▪ User is disabled - The user cannot access any of the extension's system function and cannot use the phone service.

- Phone Account Status Settings - From this area you can manage the phone permissions for an enabled extension. The following options are available:

  - User can dial out and receive calls - The user has no phone restrictions.

  - User can be called and can call internally - Only local outgoing calls are permitted. Incoming calls are not restricted.

  - User can be called only - No outgoing calls are allowed, but all incoming calls are permitted.

  - User cannot use phone service - The user can neither make, nor receive calls.

  > **Note**
  >
  > If you select any of these options, the restrictions will apply to all the child accounts of the current account.
  >
  > If a parent account has set a restriction for a child account, than that child account cannot remove that restriction for any of the accounts under it, but it can set more restrictions. For example: if the administrator has set for a reseller the **Customer can be called and can call internally** restriction, than the reseller cannot set for his clients full access to the phone service, but that reseller can decide to set for any or all of his clients the **Customer can be called only** restriction.

- A – The extension's permission to log in and use the VoipNow Professional interface:

  - ❇ Enabled

  - ❇ Disabled

  Click this icon to enable/disable the control panel access.

- T – The extension type:

  - ✆ Phone terminal

  - 👥 Queue

  - 📞 Interactive Voice Response (IVR)

  - ✉ Voicemail center

  - ⟳ Conference

  - ↪ Callback

  - 🖼 Calling card

- ◦ 🎺 Intercom/Paging

- ◦ 👥 Queue login center

- **Extension** – The extension contact name and number displayed in the format `Contact_Name(Client_ID*Local_Extension_Number)`. Click this link to go to the extension context.

- **Client** - The name of the client to whom the extension belongs.

- **State** – This field specifies if the extension has a phone terminal connected:

  - ◦ `Registered/Online` - A phone terminal is connected to the extension and it is online.

  - ◦ `Registration expired at {date_time}` - A phone terminal was connected to the extension, but its registration to the system expired at `{date_time}`.

  - ◦ `No registration necessary` - This text is displayed if the extension type is phone terminal and if the user has provided a valid IP/port in the Phone does not register and is located on IP field from the Phone Terminal Provisioning page.

  - ◦ If there is no phone terminal connected to the extension, VoipNow Professional displays '-'.

- **Groups** - This column displays the number of groups the extension belongs to. Click the Change link to manage the extension's group membership, using the controls from the displayed pop-up panel.

The extension groups

The Extension Groups table can display, depending on your selection:

1. All the groups defined for the client account, no matter if the extension is assigned to them or not.

2. All the groups the extension is assigned to.

3. All the groups the extension is not assigned to.

The following details are displayed for each group:

◦ S - The group's status:

  ▪ ✅ Enabled

  ▪ ❌ Disabled

  The status can be changed only from the client's Extension Groups management page by clicking the corresponding icon. A disabled group will not be displayed in the Extension Groups table and the extension will no longer be assigned to it.

  In case the group will be enabled again, the extension will be automatically reassigned to it.

◦ Name - The extensions group's name.

◦ Code - The identification code assigned to the group.

◦ Assigned - This column displays whether the extension is assigned to a group or not.

To assign the extension to one of the existing groups, select the group's corresponding check box and click the 👥 Assign groups link.

When you are searching for a particular group, you can use one or more of the available filters:

Find groups {name} where {extension_status}, where:

◦ {name} - Use the available text box to specify the name of the extension group you are looking for.

◦ {extension_status} - Use this drop-down list to select which extension groups to be displayed:

  ▪ `Does not matter` - All the groups defined for the client account will be displayed, no matter if it is assigned to them or not.

  ▪ `I am not member` - Only the groups the extension is not assigned to will be displayed.

  ▪ `I am member` - Only the groups the extension is assigned to will be displayed.

After you have decided on the filters you want to use, click the 🔍 Search link to display only the extension groups that match your search criteria.

- CallerID – The public phone number assigned to the extension. If the extension has several phone numbers associated, then VoipNow Professional displays the default number set for the Currently using CallerID numbers option. For more information, see the Phone Terminal Setup section. If there are no public phone numbers assigned, then VoipNow Professional displays '-'.

> **Note**
> The **CallerID** feature is available for `Phone terminal` extensions only.

- Created – The date when the extension was added to the system.

Searching the Extensions List

When you are searching for specific extension accounts, you can use one or more of the available filters:

{extension_type_filter} {name} in group {groups_list}, where:

- {extension_type_filter} – Use this drop-down list if you want only the extensions belonging to a certain type to be displayed. By default, this filter displays `All extensions`.
- {name} - Use the available text box to specify the name of the extension account you are looking for.
- {groups_list} - Use this drop-down list if you want to sort the extensions by the groups they belong to. By default, this filter displays the extensions belonging to `All` groups.

Extension's Management Page

The Extension {extension_name} page has two distinct sections, one with all the controls needed to manage the account and the other one with general statistics about the extension:

- Tools - Here you can find all the features that can be customized for the current extension. To access the desired area, simply click its corresponding icon:
  - 🖊 Edit extension
  - 🌐 Roles and phone numbers

- ◦ 📱 **OpenID identities**

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

- ◦ 📋 **Incoming call rules**

> 📝 Note
>
> This option is available for all the extension types except for `Callback` and `Queue login center`.

- ◦ 📧 **Outgoing call rules**

> 📝 Note
>
> This option is available for all the extension types except for `Voicemail` and `Queue login center`.

- ◦ 🔔 **CallNow**

> 📝 Note
>
> This option is available for the `Phone terminal` extension type only.

- ◦ 📞 **Phone terminal setup**

> 📝 Note
>
> This option is available for the `Phone terminal` extension type only.

- ◦ 👥 **Queue setup**

> 📝 Note
>
> This option is available for the `Queue` extension type only.

- ◦ 🔧 **IVR setup**

> 📝 Note
>
> This option is available for the `IVR` extension type only.

- ◦ 📨 **Voicemail setup**

> **Note**
>
> This option is available for the `Voicemail center` extension type only.

◦   [Conference setup](#)

> **Note**
>
> This option is available for the `Conference center` extension type only.

◦   [Callback setup](#)

> **Note**
>
> This option is available for the `Callback` extension type only.

◦   [Calling card setup](#)

> **Note**
>
> This option is available for the `Calling card` extension type only.

◦   [Intercom/paging setup](#)

> **Note**
>
> This option is available for the `Intercom/paging` extension type only.

◦   [Queue login center setup](#)

> **Note**
>
> This option is available for the `Queue login center` extension type only.

◦   [Provisioning and SIP](#)

> **Note**
>
> This option is available for the `Phone terminal` extension type only.

◦   [Extension charging plan](#)

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

- ◦ 📊 [Charging limits](#)

> **Note**
>
> If you have added an extension without an associated charging plan, then you will not be able to set any **Charging limits** for it and the icon will not be displayed.

> **Note**
>
> This option is available only if the system administrator enabled **Charging** on the VoipNow Professional server and the extension's charging plan is `Postpaid`.

- ◦ 📕 [Charging credits](#)

> **Note**
>
> This option is available only if the system administrator enabled **Charging** on the VoipNow Professional server and the extension's charging plan is `Prepaid`.

- ◦ 🕐 [Time intervals](#)
- ◦ 🔊 [Sounds](#)

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

- ◦ 🔧 [SystemAPI & CallAPI](#)

> **Note**
>
> Only the `Phone terminal`, `Queue`, `IVR` and `Conference` extensions support both **SystemAPI** and **CallAPI**. All the other extension types offer support for **SystemAPI** only.

- ◦ ✉ [Email templates](#)

- ◦ 🔧 [Queue agent](#)

  > 📝 **Note**
  >
  > This option is available for the `Phone terminal` extension type only.

- ◦ ✉ [Mailbox](#)

  > 📝 **Note**
  >
  > This option is available only if the extension's type is `Phone terminal` and the voicemail feature is enabled.

- ◦ 🔴 [Recorded calls](#)

- ◦ 📠 [Fax center](#)

  > 📝 **Note**
  >
  > This option is available only if the extension's type is `Phone terminal` and the fax feature is enabled.

- ◦ 📒 [Call reports](#)

- ◦ 📇 [Call screening](#)

- ◦ 🗂 [Database categories](#)

- ◦ 👥 [Queue agents](#)

  > 📝 **Note**
  >
  > This option is available for the `Queue` extension type only.

- ◦ 📊 [Queue report](#)

  > 📝 **Note**
  >
  > This option is available for the `Queue` extension type only.

- ◦ 🔑 [Scheduled conferences](#)

  > 📝 **Note**
  >
  > This option is available for the `Conference` extension type only.

- ◦ 📇 [Authorized callerIDs](#)

> **Note**
>
> This option is available for the `Callback` extension type only.

- ◦ 📇 [Card codes](#)

> **Note**
>
> This option is available for the `Calling card` extension type only.

- **Extension Overview** - VoipNow Professional provides statistics about the extension like its type, the used and available disk space for messages, recordings, faxes and sound files, the call costs and other particular details, depending on the extension's type.

  You can find details about each extension type accessing this sections:

  - ◦ [Phone Terminal Overview](#)
  - ◦ [Queue Overview](#)
  - ◦ [Queue Login Center](#)
  - ◦ [Interactive Voice Response (IVR) Overview](#)
  - ◦ [Voicemail Center Overview](#)
  - ◦ [Conference Overview](#)
  - ◦ [Callback Overview](#)
  - ◦ [Calling Card Overview](#)
  - ◦ [Intercom/Paging Overview](#)

  Quick report

  VoipNow Professional helps you visualize a quick report about the extension's call costs and the time spent on local and external calls:

The extension's quick call report

> **Note**
>
> If you want to fold the panel, click the » icon.

The following information is available:

- Call Costs

  ◦ To public network - The extension's outgoing external calls cost, in the default currency (e.g.: `17.25 USD`).

  ◦ From public network - The extension's incoming external calls cost, in the default currency (e.g.: `17.25 USD`).

  ◦ Local calls - The extension's internal calls cost, in the default currency (e.g.: `17.25 USD`).

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

> **Note**
>
> The displayed values are for the current month.

- Minutes Used

  ○ To public network - The total duration and the number of outgoing external calls placed in the current month (e.g.: `14:29:46 in 138 phone calls`).

  ○ From public network - The total duration and the number of incoming external calls received in the current month (e.g.: `14:29:46 in 138 phone calls`).

  ○ Local calls - The total duration and the number of internal calls placed and received in the current month (e.g.: `14:29:46 in 138 phone calls`).

  > **Note**
  >
  > The displayed values are for the current month.

> **Note**
>
> The displayed values are the ones that were available when the statistics were last fetched and they are not updated in real-time. To refresh the data, click the 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.

Phone Terminal Overview

- Extension type – The extension type, in this case `Phone terminal`.

- Your phone terminal login – The login that you must use on your phone terminal in order to login to the server. The password is either identical with the extension account password, either it is set up in the Phone authentication section of the extension features page.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoipNow Professional displays '-'.

- Extension internal number – The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, then VoipNow Professional displays '-'.

- Extension terminal – If the extension is registered to the system, then this line displays the terminal brand and model.

- Extension state – The state of the extension, from the network connection perspective.

- Extension IP address – The extension's IP address registered in the system.

- Extension's registration expires on – The date and time the extension's registration expires.

- Last registration - The date and time the extension was last registered on the phone terminal.

- Provisioned on device - The SIP device provisioned and assigned to the extension's line(s), for example Joe's Snom 360 on line 1. If the extension has no provisioned devices, then VoipNow Professional displays '-'.

- Password protected phone access status - The message displayed here informs you if the phone terminal access is restricted or not using the Password Protection feature:

  ◦ Currently access to phone is blocked - The phone terminal cannot be used for dialing or receiving calls.

  ◦ Currently access to phone is unrestricted - The user can place and receive calls.

  > **Note**
  >
  > To block/unblock the phone terminal, click the 🖊 **Phone terminal setup** icon and configure the **Password Protection** section, as described here .

- IM login - The username required to log in to IM, in the following format: extension_number@server_ip (e.g.: 0003*003@192.168.14.39).

- Number of voicemail messages – The total number of voicemail messages, the disk space used and the percent of available disk space.

- Number of fax messages – The total number of fax messages, the disk space used and the percent of available disk space.

- Number of recorded conversations – The total number of recorded conversations, the disk space used and the percent of available disk space.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Overview

- Extension type – The extension type, in this case `Queue`.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoipNow Professional displays '-'.

- Extension internal number – The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: `{group_name (group_code)}`. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of recorded conversations – The total number of recorded conversations, the disk space used and the percent of available disk space.

- Total agents – The total number of `Phone terminal` extensions and remote users assigned to the queue. Between parenthesis, VoipNow Professional displays the number of online, paused and logged off agents (e.g.: `(1 online, 3 paused, 1 logged off)`).

- Queue supervisors – The total number of `Phone terminal` extensions registered as queue supervisors.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Queue Login Center Overview

This extension type allows the remote agents to connect to the queue(s) where they have been assigned to.

- Extension type – The extension type, in this case `Queue login center`.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: `49932040495 (10.1 USD)`). Otherwise, VoipNow Professional displays '-'.

- Extension internal number – The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Interactive Voice Response (IVR) Overview

This extension type allows the creation of an interactive menu that can be used by callers to get information without having to connect to a human operator.

- Extension type – The type of the extension, in this case IVR.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Voicemail Center Overview

This type of extension is similar to the voicemail function of the phone terminal extension. However, the voicemail center allows callers to verify their messages by using a terminal located outside the system.

- Extension type – The extension type, in this case Voicemail center.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number – The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Conference Overview

This type of extension allows the creation of conferences that can be accessed by system users, as well as by external callers.

- Extension type – The extension type, in this case Conference.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Callback Overview

This type of extension allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoipNow Professional server.

- Extension type – The extension type, in this case Callback.

- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files — The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Calling Card Overview

This type of extension allows the implementation of a calling card system on the VoipNow Professional server.

- Extension type - The extension type, in this case Calling card.

- Public phone number(s) — If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group_name (group_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files — The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Intercom/Paging Overview

This type of extension allows the user to call several or all the available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

- Extension type - The extension type, in this case Intercom/paging.

- Public phone number(s) — If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional displays '-'.

- Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {`group_name (group_code)`}. If the extension is not part of any groups, VoipNow Professional displays '-'.

- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.

- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

Extension's Call Reports

The extension's report provides detailed statistics about the selected extension's incoming and outgoing calls, offering advanced search and export options. Using the real time information, you can easily keep track of the extension's costs and most called destinations.

The Call Reports of Extension {extension_name} management page groups the available controls into the following three fieldsets:

- Search Calls

  You can search through the extension's calls using a wide range of filters designed to provide you accurate and comprehensive results.

- Export Columns

  VoipNow Professional allows you to choose the details to be exported to a `.csv` or to an Excel file.

- Call List

  VoipNow Professional displays all the extension's calls registered in the current month. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the extension's calls to be displayed.

  The following information is provided:

  ◦ T – The call type:
    ▪ 🏠 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**
>
>

> 📝 **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 ⊞ <u>Show columns</u> panel.

◦ Ringing Started – The date and time the called extension started ringing.

> **Note**
>
> The **Initiated** and **Ringing Started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- Answered – The date and time the call was answered.
- Call Duration – The total length of the call, displayed in the `hh:mm:ss` format.
- CallID – The unique number generated by Asterisk to identify the call.

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

- Call Cost – The total amount that has to be paid for the call by the extension owner.

Export

You can export the extension's calls list to one of the two available file formats:

- 📄 Export to Excel
- 📄 Export to CSV

Searching the Extensions List Call Reports

VoipNow Professional automatically displays all the current month's calls. To search for specific calls, you have to define particular search criteria using the controls available in the Search Calls fieldset:

- Show call history for - Use the drop-down list to choose whose call history to be displayed:
  - `Personal` - Only the current extension's call history is displayed.

> **Note**
>
> This is the default value.

- ◦ {extension_no} - Depending on how many extensions in the group(s) have the call history Sharing Policy enabled, you can choose from the list the {extension_no} whose traffic you want to see.

> **Note**
>
> For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their call history with the Phone Terminals group. Therefore, Extension 1 will be able to see the call history both of Extension 2 and Extension 3.

- ◦ All - The call histories of both the current extension and of the all extensions in the group(s) that have the call history Sharing Policy enabled are displayed.

- From number - If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:

  - ◦ Starting with - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.

  - ◦ Ending with - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.

  - ◦ Exact match - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.

- To number - If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:

  - ◦ Starting with - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.

  - ◦ Ending with - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.

  - ◦ Exact match - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.

- CallI D – If you want only the calls matching a certain CallID to be displayed, use this text box to fill in the unique number that Asterisk generated to identify the call.

- Through channel - Use this drop-down list to search only for the calls that were directed through a specific channel.

- With network code - Fill in the text box with the code of the network whose calls you want to search for.

- Selected channel prefix - Use this text box to fill in the prefix of the previously selected channel.

- PRI channel - Use this text box to fill in the identification number of the PRI card that contains the channel through which the calls you are looking for were made.

- Call duration – Use this section to specify the call duration limitations by filling in the fields from the next rule:

  `Bigger than {x} seconds and/or smaller than {y} seconds`

- Call cost – Use this section to specify call cost limitations by filling in the fields from the next rule:

  `Bigger than {x} and/or smaller than {y}`

- Call ended with – Use the drop-down list to filter the calls based on their resolution:

  ◦ `Answered` - Displays only the calls that were answered.

  ◦ `No answer` - Displays only the calls that were not answered.

  ◦ `Busy` - Displays only the calls that could not be answered because the callee was involved in another call.

  ◦ `Failed` - Displays only the calls that could not reach their destination.

  ◦ `Unknown` - Displays only the calls whose resolution is unknown.

  ◦ `Not allowed` - Displays only the calls that were not authorized to reach their destination.

- Start search on {x} and end search on {y} - Use the text boxes or click the corresponding ▦ calendar icon to specify the period you are searching for.

- Hangup cause - Use the available drop-down list to choose a certain hangup cause to be used as search criteria. For more information, see this section.

  > **Note**
  >
  > By default, `Any` is selected.

- Display - Use these radio buttons to filter the search results:

  ◦ All – Select this option to display both the incoming and the outgoing calls matching your other filters.

  ◦ Incoming calls – Select this option to display only the received calls matching your other filters.

- ◦ Outgoing calls – Select this option to display only the placed calls matching your other filters.

- • Limit search by call context – Use these radio buttons to filter the search results:

  - ◦ All – Select this option to display all the calls.

  - ◦ Local calls – Select this option to display only the calls made to local numbers (between extensions belonging to the same client).

  - ◦ Extended local calls – Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).

  - ◦ External calls – Select this option to display only the calls received from outside the system or sent to external destinations.

- • Limit search by application – Use these check boxes to filter the search results by the application used by Asterisk to handle the call:

  - ◦ Dial – Select this option to display the calls between two phone terminals.

  - ◦ Queue – Select this option to display the calls targeted at a queue extensions.

  - ◦ Conference – Select this option to display the conference calls.

  - ◦ Voicemail – Select this option to display the calls that ended in the voice mailbox.

  - ◦ Voicemail center – Select this option to display the calls to a voicemail center extension type.

  - ◦ IVR – Select this option to display the calls targeted at an IVR extensions.

  - ◦ Park – Select this option to display the calls that were parked.

  - ◦ Unpark – Select this option to display the calls that were picked up form the parking lot.

  - ◦ Calling card - Select this option to display the calls that were made using a calling card extension type.

  - ◦ Intercom/Paging - Select this option to display the calls made through an `Intercom/paging` extension type.

  - ◦ Callback - Select this option to display the calls that were made using a callback extension type.

  - ◦ Fax - Select this option to display the fax messages.

  - ◦ Supervising - Select this option to display the supervised calls.

Click Ok to display only the records that fit your search criteria. Click Show all to display all the records from the data base.

Export to an Easy-to-Edit Format

You have the possibility to customize the exported data by choosing the columns you want to include in your report. The relevant columns can be selected from the Export Columns fieldset.

This is the list of all possible columns you can export in your customized report:

- Call flow - The call direction:
  - ◦ Incoming
  - ◦ Outgoing
- Call type - The received call type.
- Application - The application that answered the call. Any of the applications listed under Limit search by application (see above) can answer the call.
- To number – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who answered the call.
- From number – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001*007) of the person who made the call.
- Call initiated - The date and time the caller dialed the callee's number, initiating the call.
- Ringing started – The date and time the called extension started ringing.
- Call answered - The date and time the call was answered. If the call was not answered, VoipNow Professional records the 0000-00-00 00:00:00 value.
- Call duration - The total length of the received call, in seconds.
- Call disposition - The way the call was terminated: answered, not answered, failed, etc.
- Charging plan - The charging plan that generated the call cost.
- Call cost - The cost of the call as charged by the channel.
- Money unit - The currency currently used for charging.
- CallID - The unique number generated by Asterisk to identify the call.
- Transfer source - If the call was transferred from another extension, then this column will list the source extension.

- Transfer destination - If the call was transferred to another extension, then this column displays the destination extension.

- Initially called extension - If the call was picked up from another extension, then this column displays the extension that was originally called.

- Callback CallerID - If the caller used a callback extension to route its call to a remote destination, then this column displays the authorized CallerID (the number from which the user dialed the system).

- Calling card code - If the caller used a calling card to call a destination number, then this column displays the code introduced to authenticate and charge the call.

- Flow reference extension - The extension that initiated an outgoing call or the extension that received an incoming call.

Enable/Disable an Extension

If you want to enable/disable an extension account, then you have to click the Disable/Enable extension link available under the page title. A pop-up window will ask you to confirm this action.

Clients Management>Cris Evens>

Extension Joe Doe (0045*001) of Client Cris Evens

Disable extension | Impersonate

Disabling an extension account

Impersonate an Extension Account

VoipNow Professional offers you the possibility to impersonate as any of your extension accounts, allowing management access to all their features. This option is useful especially when you want to modify the child account's settings.

If you impersonate, then you will be able to view the interface from a extension's perspective. To do so, click the Impersonate link located under the page title.

> **Note**
>
> The **Impersonate** feature can only be used for enabled users with control panel access. Any attempt to use this feature for a disabled account or an account without control panel access will trigger the following error message:

> You cannot use impersonate an user that is disabled or doesn't
> have control panel access.

> **Note**
>
> When you impersonate a child account, the application will change the skin to the one used by the chosen account, if different from the one you are currently using.

To return to normal view mode, click the 🖼 Return to my account link link available next to the 🍬 Help icon.

Add a New Extension

Starting VoipNow Professional 2, the extension accounts can be created without an associated charging plan.

When you want to set up an extension account with an associated charging plan, you have to check if the system administrator enabled Charging option system wide.

If Charging is enabled, but there is no charging plan in the system, then you must create one:

1. First, make sure that the time intervals you want to use for the charging plan are defined at client level.

2. If you want to use another time interval, then:

   a. Navigate to the 🖼 Unified Communications page.

   b. Next, click the 🕐 Time intervals icon.

   c. To complete the process, follow the steps described in the Add a New Time Interval section.

3. After all the desired time intervals have been created, click the 🪙 Charging plans icon available in the left navigation menu and create a new plan .

The steps you have to follow to set up a new extension account are:

1. Fill in the information available in the Add New Extension page:

   • Extension Setup

     This section allows you to set the extension's three digits number.

     ◦ Number – The value in this field is automatically generated and it represents the lowest extension number in your account that is not

currently used. To specify a different extension number, use the text box to enter the desired one.

> **Note**
>
> The length of the extension number is based on the administrator's preference. This number is the so-called `local extension number`. It can be used to access extensions on the same client account.

> ⚠ **Caution**
>
> VoipNow Professional displays an error message if you try to assign a number defined as a **forbidden extension**.

- Extension Owner

  Fill in details about the person that will be using the extension and define the credentials.

  ◦ Create using template – Use the drop-down list to choose one of the available templates as a starting point for the new extension account. The list contains all the templates designed by the reseller and by the client this extension will belong to. If you do not want to create the account based on a template, then make sure the '――' option is selected.

  > **Note**
  >
  > A template contains default settings that will be used to create the extension. For more information on extension templates, see the [Manage Extension Templates](#) section.

  ◦ Company name
  ◦ Contact name
  ◦ Login

  > **Note**
  >
  > The username must contain only the following character types:
  >
  > ▪ Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
  >
  > ▪ Any combination of the **10 decimals [0-9]**, also included in the ASCII.

- Special characters like: **_.-@**.

◦ **Password auto generation** – When this option is enabled, a password matching the chosen strength is automatically computed. Also, you will not be required to fill in the next two fields.

> **Note**
>
> The password strength can be changed by the system administrator only.

◦ **Password** – In order to be valid, the password must be at least five characters long and must comply with the setup strength level.

While you type in your password, a colored bar will inform you about the strength of the chosen combination.

> **Note**
>
> The password strength can be changed by the system administrator only.

> **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**

◦ **Address**

◦ **City**

◦ **Postal/ZIP code**

◦ **Country**

◦ **Region** - This field is dynamically populated with all the regions of the selected country. The displayed region is the first one from the list.

◦ Time zone -Use the drop-down list to select the timezone specific for the extension's location. By default, the timezone of the chosen location is selected.

◦ Interface language – Use this drop-down list to choose the interface language for the extension account. The list contains all the available languages for the interface.

> **Note**
>
> If you choose the `Default` option, then the language that will be used for the client account interface is the one specified by the administrator.

◦ Phone language – Use this drop-down list to select the language of the sound files that will be played over the phone. The default is the one specified by the administrator.

◦ Client notes – Use this text box to provide additional information about the extension account.

- Extension Type

  This section groups all the extension types supported by VoipNow Professional .

  ◦ Extension type - Use the available radio buttons to choose the type of the new extension:

    - `Phone terminal`

    - `Queue`

    - `IVR`

    - `Voicemail center`

    - `Conference`

    - `Callback`

    - `Calling card`

    - `Intercom/paging`

    - `Queue login center`

- Charging and Outgoing Call Filtering

  This sections allows you to choose the charging plan the extension will use or the filters that will be applied to its outgoing calls.

  ◦ Charging plan – Use this drop-down list to choose one of the available charging plans the new extension account will use for its calls.

◦ Outgoing routing group – Use this drop-down list to choose one of the available outgoing routing rule groups that will filter the new extension account's calls.

2. Select the Choose extension roles and phone numbers check box if you want to define the extension's behavior:

- Click Ok to be redirected to the Extension Permissions page that allows you to set the extension's parameters.

> **Note**
>
> The information on the new created account will be sent by email to the account owner (contact person) after clicking the **Ok** button if the client had enabled the **Extension creation** option from his ✉ **Email Templates** page.

- If you want to add the new extension account without configuring its permissions, then deselect the check box and click Ok. If you choose to set the limitations later, then skip steps 4 and 5.

> **Note**
>
> An extension that does not have his limitations and permissions set has all the **Permissions** disabled and all the limits set to 0. The account expiration date is set to `unlimited`.

- Click Cancel to return to the previous page without adding the extension or click Ok to go further.

3. The the account's configurable roles and phone numbers are:

- Permissions

  This section allows you to enable or disable permissions such as sound management, SIP management, etc.

  ◦ Extension is multi user aware – This option allows the extension to communicate with the other extensions available on the same client account and to use them when setting up features involving call redirection such as: `Ring all`, `Call forward`, `Call cascade`, etc.

  Selecting this check box will enable the Sharing Policies section, where you will be able to allow the extension to share its call records, voicemails, fax messages and call history with other extensions in the same group or company.

> **Note**
>
> When you add a new extension, you will be able to manage only the call history sharing as the others options will be available only if they will be enabled during the extension's configuration process.

> **Note**
>
> The **Extension is multi user aware** option may be deselected only for the `Phone terminal` extensions type. The other extension types MUST be multi-user aware by design because otherwise they cannot serve their purpose.

> **Note**
>
> A `Phone terminal` extension that it is not multi-user aware cannot see the CallerIDs associated with DIDs from its client pool, but it can choose CallerIDs from the DIDs associated with its own extension pool.

- ◦ Phone extension SIP management – When this option is enabled, the extension account owner is allowed to use the provisioning features on his `Phone terminal` extensions. Additionally, he can choose the Allowed codecs option for his extension. For more information on this topic, see the [Provisioning](#) section.

> **Note**
>
> The **Phone extension SIP management** option is available for the `Phone terminal` extensions type only.

- ◦ IM management - When this option is enabled, the extension account owner is able to manage the chat application.

- ◦ CallAPI management - Select this check box to allow the extension to use CallAPI and to manage third party applications that will be allowed to access the system resources on its behalf, as resource owner. The remote applications will be able to handle local and external calls using this extension and they will be authenticated with the OAuth protocol.

> ⚠ **Caution**
>
> This line is displayed only if the client the extension will belong to has **CallAPI management** enabled.

> **Note**
>
> If you do not enable this option, the extension will still be able to manage the **SystemAPI Control**.

> **Note**
>
> When this option is disabled, the **CallAPI Events** feature is disabled as well.

◦ `CallerID management` - Select this check box to allow the extension account owner to edit the CallerID of his extension.

◦ `Sound management` – When this option is enabled, the extension account owner is able to manage, add, remove or edit sound and music on hold files, folders and languages.

> **Note**
>
> This option is available only if the extension's parent accounts have the **Sound management** permission enabled.

◦ `Allow to provision devices` - Use the available drop-down list to choose the provisioning permission level that will be granted to the extension account. Depending on your selection, the extension will be able to add new SIP devices or not:

▪ `Modify` - If you select this permission, then the extension account owner will have access to the Provisioning fieldset from the Provisioning and SIP Preferences page that will allow him to enable the controls required to add and provision new SIP devices.

> ⚠ **Caution**
>
> This permission is available only if the system administrator has granted you `Modify` rights.
>
> You can assign this permission level to the extension account regardless the level set for the client it will belong to, as long as your permission is set to `Modify`.

▪ `View` - If you select this permission, then the extension owner will be able to see the Provisioning fieldset, but he will not be allowed to change anything or to add new SIP devices.

> ⚠ **Caution**
>
> This permission is available only if the system administrator has granted you `Modify` or `View` rights.
>
> You can assign this permission level to the extension account regardless the level set for the client it will belong to, as long as your permission is set to `Modify` or to `View`.

- `None` - With this permission selected, the Provisioning fieldset is not even displayed. The extension owner will only be allowed to mange the other SIP and, if the Enable chat server access feature is enabled, IM related preferences.

> ⚠ **Caution**
>
> This permission is the only one available if the system administrator has granted you no **Allow to provision devices** access (`None`), regardless the level set for the client the extension will belong to.

> 📝 **Note**
>
> This option is available for `Phone terminal` extensions only!

> 📝 **Note**
>
> Have in mind that if you have assigned a provisioned device to the extension account, then the owner will not be able to modify it or to add a new one regardless the permission level selected here.

- **Limits**

This section allows you to impose certain limitations to the various functionalities available for the extension.

> ⚠ **Caution**
>
> The maximum available disk space and the other limitations depend on the values set for your account.
>
> If you try to enter for the **Extension** a maximum disk space bigger than the one previously set for your account, then an error message will pop up, informing you that the chosen value must be at most the value set for the **Client**.

> Therefore, the `Unlimited` check box might be disabled for certain options for which the **Client** has some limitations defined in his account.

> **Note**
>
> Where available, you can select the `Unlimited` check box if you do not want to restrict the extension.

- ◦ Maximum disk space for sound files – Use the available text box to limit the maximum storage space reserved for sound files.
- ◦ Maximum disk space for music on hold files – Use the available text box to limit the maximum storage space reserved for the music on hold files.
- ◦ Maximum public concurrent calls – Use the available text box to limit the number of active simultaneous calls between the extension and any other public network destination. The maximum value depends on the ones set for the extension's parent accounts and cannot exceed the license limitation.

> **Note**
>
> Both incoming and outgoing calls are counted!

> **Note**
>
> By default, when adding a new account, the **Maximum public concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

> **Note**
>
> Starting VoipNow Professional 2.5.1, the **Maximum public concurrent calls** depends on the license type, as the sum of values given to this parameter for all the `Phone terminal` extensions in the system determine the total number of SIP trunking channels, which is limited according to your license.
>
> Have in mind that if you set this parameter to `Unlimited`, then SIP trunking cannot be enabled from the extension's [Provisioning and SIP Preferences] page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value

smaller or equal to the limit imposed by your license and by the parent accounts.

Note

The maximum value that can be set for each extension to the **Maximum public concurrent calls** parameter is the one set for the client it belongs to.

For example, if the value set for the client is `100` and `5` extensions are added to his account, then, for each of them, the **Maximum public concurrent calls** value can be set to `100`.

In case the total active concurrent calls of all the client's extensions reaches the limit imposed to the client account, VoipNow Professional will play a busy tone to all the other calls over this limit. In other words, for the above example, only `100` concurrent calls are allowed on the channel for that client, and the rest, up to `500`, the maximum value for all the `5` extensions, is rejected.

Note

On upgrade to VoipNow Professional 2.5.1 or 2.5.2, if **Maximum public concurrent calls** was set to `Unlimited` and if the **A PBX is connected to this extension** option was enabled from the `Phone terminal` extension's [Provisioning and SIP Preferences](#) page, then the new **Maximum public concurrent calls** value is limited to `100`. This value might be bigger than the license limit, but only the customers with **Leased** and **Evaluation** licenses that have a maximum number of extensions smaller than or equal to 100 will be affected.

◦ Maximum internal concurrent calls – Use the available text box to limit the number of active simultaneous calls between the extension and any other internal network destination.

Note

Both incoming and outgoing calls are counted!

Note

By default, when adding a new account, the **Maximum internal concurrent calls** value is set to **1** as it is mandatory to allow at least one active call.

◦ Maximum concurrent text to speech – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time.

> **Note**
>
> This line is available only if the **Allow text to speech+** option was enabled from the 📧 Unified Communications >> **System Preferences** page.
>
> In order to use the text to speech functions, you must make sure that:
>
> - There is at least one Cepstral voice engine installed on your server.
>
> - There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store) .
>
> More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

◦ Maximum number of queue members – Use the available text box to limit the number of agents that can be added to the queue.

> **Note**
>
> The **Maximum number of queue members** option is displayed for Queue extensions only.

◦ Account expiration date – If you want to set an expiration date for the extension account, then deselect the Unlimited check box and use the available text box or the 📅 calendar button to specify the desired date.

• MyVoipNow Preferences

This section allows you to configure the MyVoipNow features that will be available to the Phone terminal extension account.

> **Note**
>
> You can configure the extension's **MyVoipNow** features only if the reseller owning the your account has the **MyVoipNow management** permission set to either Standard or Premium.

◦ Level - Use the available drop-down list to choose the access type the extension will be granted to MyVoipNow :

- **None** - This is the default value that does not allow the extension to access MyVoipNow . When selected, all the other fields are grayed out.

- **Standard** - Selecting this option will offer the extension free access to the MyVoipNow service, usually offered with included advertising.

- **Premium** - Selecting this option will offer the extension paid access to the MyVoipNow service, offered with extra functions and without advertising.

◦ **Advertising** - Select this check box if you want to grant the extension the possibility to manage the advertising related options.

◦ **Show browser chat** - Select this check box to enable the browser chat feature. The chat allows fast and straightforward communications between extensions directly from the MyVoipNow interface.

◦ **Show active calls** - Choose whose active calls will be visible to the extension account user in the MyVoipNow interface:

- **Own** - Only the extension's calls will be displayed.

- **Group** - If the extension is part of a group, then the active calls of all the group's extensions will be available.

- **All** - The active calls of all the extensions belonging to the same client account will be displayed.

◦ **Perform operations on calls** - Depending on your choice, the extension account user will be able to perform various operations on the active calls:

- **Own** - Only on his own calls.

- **Group** - On all the extensions in the group(s) the account is part of.

- **All** - On all the extensions belonging to the same client account.

◦ **Record calls** - Choose whose calls the extension account user will be able to record:

- **Own** - His own.

- **Group** - Of all the extensions in the group(s) the account is part of.

- **All** - Of all the extensions belonging to the same client account.

◦ **Whisper/Bargain on call** - Choose for whose calls these two features will be available:

- **Own** - Only for his own calls.

- **Group** - For the calls of all the extensions in the group(s) the account is part of.
- **All** - For all the calls of the extensions belonging to the same client account.

> **Note**
>
> **Call whisper** is a calling feature that involves the playing of a message to the called party when they have answered a call, during which time the calling party continues to hear ringing. The called party can then decide whether to accept the call (usually by pressing a particular key) or to reject it (either by pressing a key or simply by hanging up).

> **Note**
>
> **Barge-in** is a calling feature that adds an user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone (if configured). Barge supports built-in conference and shared conference bridges.

- **Unpack calls** - Choose which parked calls the extension account user will be able to unpack:
  - **Parked by me** - Only the calls parked by him.
  - **Parked by anyone** - The extension user will be able to unpack all the calls.
- **Pickup calls** - Depending on your selection, the extension user will be able to answer:
  - **Own** - Only the calls targeted to his extension.
  - **Group** - The calls targeted to all the extensions in the group(s) the account is part of.
  - **All** - The calls targeted to all the extensions belonging to the same client account.

> **Note**
>
> **Call pick-up** is a feature that allows one to answer someone else's telephone call. This option can be accessed by pressing a preprogrammed button (usually labeled Pick-Up) or by pressing a special sequence of buttons on the telephone key pad.

> **Note**
>
> Selecting the `Group` option will allow the extension user to perform the selected operation on all the extensions in the same group(s). It is not required to specify a particular group association because anytime an extension wants to perform an operation on another extension, the application checks if there is a group that both extensions share.

- **Incoming Phone Number Selection**

  This section allows you to assign/unassign public phone numbers to the extension account from the client's pool.

  > **Note**
  >
  > This section is displayed only if one of the following conditions are fulfilled:
  >
  > ◦ The system administrator has defined at least one public phone number for one of the available channels.
  >
  > ◦ The client account this extension belongs to has at least one public phone number that has not been assigned to another extension account.
  >
  > ◦ The reseller and the client the extension belongs to have the **See stacked phone numbers** permission enabled.

  > **Note**
  >
  > When you assign a public phone number to an extension, the number becomes exclusive to that account. No other extension will be able use it. From that moment on, the callers from outside the VoipNow Professional system will be able to reach the extension by dialing the assigned public phone number.

  ◦ **Available public phone numbers** – The list contains all the client's unassigned public phone numbers. To assign a public phone number to the extension, click the desired number and it will be automatically moved into the `Assigned public phone numbers` pool.

    > **Note**
    >
    > These public phone numbers can be used by the `Phone terminal` extensions as CallerIDs for outgoing calls.

◦ Assigned public phone numbers – This list contains all the public phone numbers assigned to the extension. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the `Available public phone numbers` list.

> **Note**
>
> When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension will be able use it. From that moment on, the callers from outside the VoipNow Professional system will be able to reach that extension by dialing the assigned public phone number.

- Sharing Policies

Using the available controls, you can allow the extension to share its call history with other extensions in the same group(s) or in the same company. The extension user will be able to read the shared information from his own interface, but he will not be able to delete anything.

> **Note**
>
> You may control the extension's sharing policies only if its **Extension is multi user aware** permission is enabled.

◦ Share my call history with

> **Note**
>
> This sharing option is the only one available for all the extension types. Also, it is the only one that can be customized when adding a new extension. The voicemail, fax message and call recording sharing options can be customized after the required permissions, specific to each extension type, have been granted from the next configuration page, as described in the following sections, starting with Phone Terminal Setup .

> **Note**
>
> From the **Available groups** lists you may choose with whom the extension will share its call history:
>
> ◦ `EVERYBODY` - If you select this option, then the extension will share its data with all the extensions from all the groups it is part of.
>
> ◦ `NOBODY` - The extension will not share anything with anyone.

◦ `{group_name}` - The list displays all the groups created by client where the extension is member. You can choose the group(s) the extension will share data with by clicking the corresponding name. You may select as many groups as you want.

To unassign a group, simply click on its name in the **Assigned groups** list. Also, if you want to unassign all the groups, click `NOBODY`.

Note

Inside a group, it is not necessary for an extension to have any sharing option enabled in order to be able to see another extension's call history.

For example, *Extension 1* shares its call history with `NOBODY` and it is member of *Group A*. *Extension 2* is part of the same *Group A* and shares its call history with all the group members (it has the **{group_name}** option selected. Than, *Extension 1* will be able to see the call history for *Extension 2*.

---

4. Choose if you want to configure the extension's core features or not:

- Select the Select extension type parameters check box and click Ok to save the extension's permissions and to go to the next step.

- Deselect the Select extension type parameters check box and click Ok to save the extension's permissions and add the extension with the default features.

- Click Cancel to exit without saving the extension permissions and phone numbers.

5. The features available in the newly opened page depend on the extension type previously selected. For detailed information, see the next sections.

Phone Terminal Setup

If the extension type is `Phone terminal`, then VoipNow Professional displays the following options:

- Basic Settings

  ◦ Default music on hold folder – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the 🖼 icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.

Select a music on hold file

The following information is provided:

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

- Sounds inside folder {path} - The sound files available in the chosen folder.

> 📝 **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.

- CallerID name in public calls — This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:

  - `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.

  - `Set by equipment` - The callee's phone terminal will display, if it supports the CallerID function, the caller's name as it is set up from the phone terminal apparatus.

  - `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

    By default, the text box contains the extension's Contact name .

◦ **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 three available options:

- `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.

- `Set by equipment` - The callee's phone terminal will display, if it supports the CallerID function, the phone number of that particular phone terminal apparatus.

- `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

  By default, the text box contains the extension's phone number.

Customizing the CallerID name and the CallerID number

> **Note**
>
> The system can send the **CallerID name** *set by server* and the **CallerID number** *set by user* or vice-versa.

> **Note**
>
> If you choose either the *Set by equipment* or the *Set by user* options, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

◦ **Currently using CallerID numbers** - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the Change link. A pop-up window 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	☐
1111	-	Resource #1	-	☐
36534	Joe Doe (001)	Resource #1	Yes	☐

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

The CallerIDs 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 system administrator can define the public phone numbers for a certain channel.

- Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

> **Note**
>
> The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page. For more details, see [this](#) section.

- Resource - The ID of the channel the public phone number was defined for.

- Default - The CallerID's status:

  - `Set as default` - A CallerID can be set as default if:

    ◦ it is associated with the extension

    > **Note**
    >
    > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    ◦ it is not the default CallerID

  - `Yes` - The CallerID is associated with the extension and it is the default one.

  - `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).

    2. Click the 👤 Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

    1. Select the corresponding check box(es).

    2. Click the ✖ Remove selected link. You will be asked to confirm the action.

> ⚠ **Caution**
>
> When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1`, for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- Send public CallerID on internal calls [] (if public CallerID is available) — Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

> **Note**
>
> When this option is enabled, the association between the `Phone terminal` user's CallerID and an existing card code defined for the same CallerID is made. For more details, see the [Add a Card Code](#) section.

- Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

- Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

- Hangup when extension does not answer in {x} seconds – Use this text box to define the time interval a call is allowed to ring before being terminated by the VoipNow Professional server. The default value is 30 seconds.

- Do not keep calls in parking lots for more than {x} seconds – Use this text box to define the time interval a call is allowed to remain in the parking lot before being transferred back to the extension that parked the call. The default value is 180 seconds.

- **Instant Messaging**

  - Enable chat server access - Select this check box if you want to grant the extension access to the Instant Messaging server.

    This section is displayed only if the IM server was enabled and configured from the Unified Communications >> System preferences >> IM tab.

- **Calling Features**

  - Call waiting active – Calls are not rejected when the extension is busy. When this option is enabled, the user will be able to answer to multiple calls using the phone's call waiting features.

  - Do not disturb function active – When this option is enabled, calls are rejected and a custom sound file is played to the callers trying to contact the extension.

  - [] Play sound {file_name} when DND is activated – Select this check box if you want a sound to be played to the callers trying to contact the extension while the `Do not disturb` function is enabled. Click the icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

  If you want download the sound on your hard drive, click the ⬇ 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

- **Voicemail** – This feature allows callers to leave voice messages when the extension is unavailable or busy.
  - **Enable voicemail** – When this check box is selected, the extension is able to use the voicemail function.

Enabling the voicemail recording will allow you to manage the extension's voicemails sharing by editing its Roles and phone numbers. For more details, see the <u>Edit an Extension</u> section.

◦ Mailbox storage space — The space limit allowed for the mailbox. Use this text box to specify the number of Mb that the mailbox should not exceed. If you do not want to set a size limit, select the `Unlimited` check box.

◦ Auto delete messages older than {x} days - Use this text box to specify the number of days after which all the messages will be auto deleted. The accepted values range from 1 to 999.

◦ New message notification — Choose the action that will be performed by VoipNow Professional when the extension receives a new voicemail message:

- Send alert email — When this option is selected, the extension owner receives an email notifying him about a new voicemail message.

- Send message by email — When this option is selected, the extension owner receives the new voicemail message file by email.

◦ Voicemail password — The password requested when the mailbox is accessed over the phone.

> **Note**
>
> If you do not set a password for the voice mailbox, the extension owner will not be able to access his mailbox over the phone. However, he will still be able to manage the voice mailbox through the VoipNow Professional interface.

◦ [] Voicemail automatically answers after {x} seconds — When the check box is selected and the extension user does not answer in {x} seconds, than the call is transferred to `Voicemail`.

◦ Add extension to company directory — Select this check box if you want to add the extension to the list containing the company's extension numbers. The company directory has a functionality similar to a phone agenda and can be accessed either directly from the keypad by dialing *22 or by using a specially designed IVR action called <u>Play company directory</u> and can be used when you want to call a certain extension, but you do not know its number. You will be asked for the name you are looking for and all the numbers matching that key combination will be played.

> **Note**
>
> It is not mandatory to add the extension to the company directory. Therefore, have in mind that the extension's number will not be returned as a search result when someone is looking for it if you had not previously added it to the list.

- Conference Settings – This feature allows more than two extension owners to take part to the same phone conversation.

> **Note**
>
> The **Conference** function is available only for the extensions that have **Extension is multi-user aware** permission enabled.

- Conference function enabled – When this check box is selected, the extension is able to create and join conference calls.

- Conference room size – Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.

- Timeout on empty conference room {seconds} seconds – Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9,999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.

- Enable music on hold – When this option is selected, VoipNow Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.

- Prompt for PIN on conference creation – When this option is enabled, VoipNow Professional asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.

- Close the conference when all conference moderators exit – When this option is enabled, VoipNow Professional terminates all the calls when all the conference moderators exit the conference.

- Announce user count on joining conference – When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.

◦ Announce users joining/leaving – When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.

- Fax Center – This feature allows the extension to receive faxes and manage them by using the extension account.

  ◦ Enable fax center – If this check box is selected, than the extension will be able to receive faxes. When a fax message is received, VoipNow Professional will save it into a file on the server. The extension user will be able to later retrieve them.

    Enabling the fax center will allow you to manage the extension's fax messages sharing by editing its Roles and phone numbers. For more details, see the Edit an Extension section.

  ◦ Accept faxes sent by email to - If this option is enabled, the extension will accept faxes sent to the administrator's email address, defaulted at installation.

  ◦ Accept fax from email - Use the text box to specify the email addresses from which the extension should accept fax messages.

    Use the ⊟ ⊞ buttons to remove/add email addresses from the list:

    ⊟ removes the email address.

    ⊞ adds another email address.

    > **Note**
    >
    > This option is enabled only if the **Accept faxes sent by email to** check box has been previously selected.

  ◦ Play sound {sound} before sending fax - Select this check box if you want to choose a sound that will be played before a fax message is sent. Use the 🔊 icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

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.

| welcome | 🔍 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	⬇		dir-welcome	/
▶ ◻		00:01	⬇		welcome	/

1-2 sound(s) of 2 total

Selecting a sound file

The following information is provided:

▪ Listen - Use the available ▶ �III ◻ 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.

◦ Maximum disk space for received faxes – The space limit allowed for the storage of the received fax files. Use this text box to specify the number of Mb that the fax files should not exceed. If you do not want to set a size limit, select the `Unlimited` option.

- Auto delete received faxes older than {x} days - Use the this text box to specify the number of days after which all received faxes will be auto deleted. Values for this parameter range from 1 to 999.

- New received fax notification — Choose the action that will be performed by VoipNow Professional when the extension receives a new fax message:

  - send alert email — When this option is selected, the extension owner receives an email notifying him about a new fax message.

  - send fax by email — When this option is selected, the extension owner receives the new fax message file by email.

- Fax automatically answers after {x} seconds — If the extension user does not answer after {x} seconds, the server will try to answer in order to detect a fax.

- If not a fax, send to voicemail — When this option is enabled, the server will transfer the call to the extension's voicemail in case the call is not a fax. Otherwise the system will answer with fax tone.

> **Note**
>
> This option is available only if the **Enable Voicemail** check box is selected.

- Call Recording — This feature allows the user to record phone conversations.

  - Call recording function enabled — When this option is enabled, the user is able to use the call recording functions.

    Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the [Edit an Extension](#) section.

  - Call recording storage space — Use this text box to specify the number of Mb that the recorded calls should not exceed. If you do not want to set a size limit, select the `Unlimited` option.

  - Record triggered — Use the available options to specify when/how call recording will be triggered:

    - Never — Although the call recording feature is enabled, it is not used.

    - Only conferences — When this option is enabled, VoipNow Professional will record only conference conversations. This option is available only if `Conference` feature is enabled.

- When *1 is pressed – When this option is enabled, the user will be able to start the recording of a conversation by dialing *1 on his phone pad.

- All calls are recorded – When this option is enabled, VoipNow Professional will record all the conversations of the extension.

◦ Play sound {sound} when call recording starts – When this option is enable, VoipNow Professional plays the sound each time a recording operation starts. Use the 🔊 icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

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.

welcome	🔍 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	⬇	dir-welcome	/
▶ ■	00:01	⬇	welcome	/

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.

- Password Protection - This feature allows the extension user to block the access to the phone terminal for a certain period of time. The terminal can be blocked/activated from its key pad by dialing the password set in this section. A blocked phone terminal cannot be used for placing or receiving calls. If the Voicemail feature is enabled, than the incoming calls will be redirected to voicemail while the phone terminal is blocked.

  ◦ Protected phone access active - Select this check box if you want to enable the Password Protection feature for this extension.

  > **Note**
  >
  > After enabling this feature and defining the required password, the following message will be displayed next to the check box: **Currently access to phone is unrestricted** . Clicking the Block link will restrict the phone terminal usage.
  >
  > If the access is restricted, the **Currently access to phone is blocked** message is displayed. Click the Unblock link to allow the extension user to dial/receive calls normally.

  ◦ Old access password

  > **Note**
  >
  > This line is displayed only when editing the extension's settings, if a password was previously defined for the **Password Protection** feature.

  ◦ Password to access telephony - Use the available text box to specify the password the user will have to dial to block/activate the access to his phone terminal.

  > **Note**
  >
  > The password must be a number between 3 and 12 digits in length.

Provisioning and SIP

VoipNow Professional can automatically configure the SIP devices associated with a `Phone terminal` extension using either customized provisioning templates added by the extension's parent accounts (including the system administrator) or the default configuration files, specific to each device model. This feature is called provisioning and it helps you set and maintain identical configurations for a large number of equipments.

Starting VoipNow Professional 2.5.1, major changes were made to the provisioning process in order to improve the customization options and to reduce the workload when dealing with a large number of devices and extensions. The Provisioning and SIP Preferences for Extension { extension_name} page was updated as well and it is now offering extra features.

When adding a new `Phone terminal` extension, two scenarios are available:

1. After setting up the contact information, permissions, limits and all the other specific features, VoipNow Professional displays the following message:

> **Information:** Extension Mike Norton (0045*002) has been successfully added.
> Click here if you want to provision this extension now. If you want to provision every newly added extension, click here.

Clicking the first link will redirect you to this page while clicking the second link will ensure that the Provisioning and SIP Preferences for Extension {extension_name} page will be added as the last step when configuring a new extension account.

2. However, if you previously chose to perform provisioning each time you add a new `Phone terminal` extension, VoipNow Professional displays a different message while in the Provisioning and SIP Preferences for Extension {extension_name} page:

> **Information:** You have been directed to this page because you previously selected the option to provision every newly added phone terminal.
> If you do not want to provision and you do not want to be directed here on new phone terminal additions, click here.

In both cases, you can manage the extension's SIP preferences or provision a new device using the controls grouped into the following fieldsets:

- Provisioning

  ⚠ Caution

  This section is displayed only if there is no SIP device already provisioned for the extension!

  ◦ Use provisioning - Select this check box if you want to provision a new SIP device for the current `Phone terminal` extension. This will unlock the Device Information and the Device Settings fieldsets, allowing you to configure the equipment.

    By doing so, the extension will get all its setup parameters from the provisioning server. Otherwise, the extension user will have to manually set the device parameters.

    📝 Note

    You have access to this option regardless the **Allow to provision devices** permission level set for the extension, if:

- The system administrator granted you `Modify` permission.

- The system administrator granted you either `View` or `None` permission and the client the extension belongs to has `Modify`.

- Any of the above cases and there is no device provisioned for the current account.

> **Note**
>
> For more details on how to add a new SIP device, see this section.

- Device Information

You can use the available controls if you have previously selected the Use provisioning check box or if there is a device already provisioned for the extension. This fieldset provides the following customizable preferences if you want to define a new SIP device or to edit the details of the existing provisioned device:

◦ Friendly name - Fill in a custom name that will differentiate the provisioned device. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.

> **Note**
>
> You can also edit this parameter when a device is already provisioned for this account.

◦ Manufacturer - Use the drop-down list to choose the manufacturer that produces the device you want to provision. All the brands supported by the VoipNow Professional provisioning system are displayed.

> **Note**
>
> You can find all the manufacturers supported by the current VoipNow Professional version here.

◦ Model - Select one of the device models available for the chosen manufacturer.

◦ Firmware/Version - Use this drop-down list to select one of the firmware/ product versions corresponding to the selected brand and model. Have in mind that the configuration file may be different for the same device, depending on its firmware/version.

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

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

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

◦ MAC address – Fill in the device's MAC address. The text box is auto-populated with the first three segments specific to each manufacturer (e.g.: `00:04:13` for `Snom`). The value must have the standard format: `XX:XX:XX:XX:XX:XX`, where `X` is a hexadecimal digit (e.g.: 0-9, A-F or a-f).

> **Note**
>
> Check the equipment's manual to find its MAC address.

> **Note**
>
> You can also edit this parameter when a device is already provisioned for this account.

◦ Use MAC based provisioning - If the system administrator enabled the Allow MAC based provisioning on HTTP(S) - [ ] (less secure) option and if the Update protocol is either `HTTP` or `HTTPS`, then, if you select this check box, the provisioning link will be generated based on the device's MAC address.

The provisioning link could be, for `Aastra` devices:

▪ If this check box is selected and the Update protocol is set to `HTTP`: http://192.168.4.170/pro/p/00085D000000.

- If this check box is not selected and the Update protocol is set to `HTTP`: http://192.168.4.170/pro/p/0019/0020/001.

> **Note**
>
> For some manufacturers, like `Polycom`, the provisioning links may look different:
>
> *http://192.168.14.39/pro/p/0038/0039/001/0004f2111111.cfg*

> **Note**
>
> If a duplicate MAC address is found in the database, than the provisioning link will not be generated and an error message will be displayed.

> **Note**
>
> You can also manage this option when a device is already provisioned for this account.

○ Status - If you just want to define and assign the device without provisioning it, then you should select `Disable`. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select `Enable`.

○ Notes - Use this text box if you want to add supplementary information about the device.

> **Note**
>
> You can also edit this parameter when a device is already provisioned for this account.

If one of the extension's parent accounts, including the system administrator, has previously assigned a line from a device to the current account, then, regardless the extension's Allow to provision devices permission level, the layout of this fieldset is changed as in the example below. Also, VoipNow Professional displays an information message on top of the page, reminding you to set your phone update location to the configuration file generated for it. The example is for a `Snom 360` SIP device:

A Snom 360 SIP device is assigned to extension Joe Doe

- **Device Settings**

  ◦ **Administrator username** - Use the available text box if you want to define the username for logging in to the device's browser based configuration interface.

  > 📝 **Note**
  >
  > Not all the devices support configuration via a web browser. Check the documentation of the equipment you want to provision for additional information.

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

  ◦ **Password generation** - Choose the desired method for providing the password:

    ▪ `None` - No password will be required to connect to the device's browser based configuration interface.

    ▪ `Auto generated` - VoipNow Professional will randomly generate a password for you.

    ▪ `Manual` - If you like, you can manually set and confirm the Administrator password.

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

◦ Phone update interval - Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in this text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's settings. The default value is 10 minutes.

◦ Update protocol - The list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server (e.g.: `TFTP`, `HTTP`).

◦ The most important step when adding a device is to select the appropriate Provisioning template. The drop-down list displays only those templates that have configuration files defined for the selected equipment plus the Server default template that includes the standard configuration files of all the devices supported by VoipNow Professional.

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

For more details on how to add a certain equipment to a template and on how to customize its configuration file, see the [Equipment Management](#) section.

> 📝 **Note**
>
> You can choose only from your own templates and from those defined by the system administrator, if the appropriate **Visibility** was selected. The provisioning templates created by the other users are not available.

◦ Starting VoipNow Professional 2.5.2, you can set the time zone that will be used by the selected phone device. Basically, this option allows you to choose from the available drop-down list the time that will be displayed on the device's screen. This value may be different than the one used by the current `Phone terminal` extension account.

When provisioning a new device, the extension account's time zone (e.g.: `GMT + 3`) is automatically selected. You can choose to use it or select another one as you are not conditioned to keep the default value.

When editing the settings of an already provisioned device, the displayed time zone is the one of the device and not the one of the extension account (if different). If you modify it, the provisioned device's time settings will be updated accordingly.

- ◦ Regenerate provisioning files - Select this check box if you want the provisioning files available for the current extension to be regenerated with the new settings.

- SIP Preferences

> **Note**
>
> This section is called **SIP and IM Preferences** if the extension's **Enable chat server access** permission is enabled. More details can be found here .

> **Caution**
>
> You have complete access to the extension's **Provisioning** and **SIP Preferences** fieldsets only if the system administrator enabled your **Phone extension SIP management** permission. If not, then you have access only to the following features:
>
> - ◦ **Use the same password with interface**
> - ◦ **Phone password**
> - ◦ **Confirm phone password**
> - ◦ **Equipment description**

- ◦ Use the same password with interface – When this option is enabled, the extension user's phone will use the account login password to authenticate to the VoipNow Professional server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.

- ◦ Phone (and IM) password - The password used for logging in to the phone (and to the instant messaging client).

- ◦ Confirm phone (and IM) password - Use this text box to re-enter the password used for logging in to the phone (and to the instant messaging client).

- ◦ DTMF – Use this drop-down list to choose the DTMF mode. The default option is `rfc2833`. If you choose the auto option, Asterisk automatically detects whether the channel supports `rfc2833` or not. If not, Asterisk uses the `inband` mode.

◦ A PBX is connected to this extension [] Enable for SIP trunking service - This option allows the system to direct an incoming call made to a public phone number to a particular extension on the PBX server connected to the extension for which the current setting is enabled. When the call is sent to the PBX server, the public phone number that was called is saved and thus the call can be directed to the chosen extension on the PBX server.

> **Note**
>
> For this setting to be available, the license must support SIP trunking.

> **Note**
>
> This option can be enabled, if the license supports it, only if the extension's **Maximum public concurrent calls** value was not set to `Unlimited`. When the value is `Unlimited`, the line is still available, but you are not allowed to select the check box. A warning message is displayed next to it:
>
> A PBX is connected to this extension   ☐ Enable for SIP trunking service   ⚠ The SIP trunking limit allowed by the current license has been reach
>
> Anyhow, if after upgrading to VoipNow Professional 2.5.1/2.5.2 or when purchasing a different license then the current one, the total number of concurrent calls set for all the existing extensions is greater then the number supported by the license, then you will be able to deselect this check box to reduce the number of SIP trunking channels.

◦ Ping the extension to check its status – When enabled, the server sends ping SIP messages to the extension regularly. Usually, this option is used for extensions behind NAT.

◦ The extension is behind the same private network as the server - This option is available only if the system administrator set the Deployment Infrastructure to `NAT (Network Address Translation)` or to `Public/Private Networks Routing`.

Select this check box if your extension is located inside the private network of your SIP server, in order to prevent non necessary NAT processing.

◦ Allow re-invites from this extension - Select this check box to allow this extension to send re-INVITES.

◦ Extension publishes its own state - Select this check box if you do not want the server to send presence notifications to the phones that are watching this extension for presence. If this option is enabled, then the

server will no longer send any notification events unless this extension explicitly publishes its presence by sending PUBLISH messages to the SIP server.

◦ **Force enable of MWI** - Select this check box if you want to receive Message Waiting Indicator notifications, but your phone does not send explicit subscriptions for MWI. Most phones do not need this option.

◦ **Allowed codecs** – Use these check boxes to select the codecs supported by the phone device.

> **Note**
>
> The displayed codecs depend on the selection made by the system administrator.

◦ **Phone does not register, is located on IP { } Port { } and { has to/ does not have to} authenticate** - All the incoming calls from this IP/Port require/do not require authentication.

The drop-down list is disabled until an IP address is filled in.

> **Note**
>
> If the same IP is in use by another extension that `does not have to authenticate`, an error message is displayed, telling you that this configuration cannot be saved.

> ⚠ **Caution**
>
> For the moment, the `has to authenticate` option is not functional. Please avoid using it!

◦ **Allow extension SIP connection only from IP {IP_address} (maximum class C (/24)** - You can use this text box to limit the extension usage to an IP or a network. Only the IP(s) specified here will be allowed to receive and make calls from this extension. Registration on the phone is still needed in order to receive calls. You can add several IPs by using the ⊞ ⊟ buttons.

◦ **Equipment description** – Use this text box to briefly describe your device.

If one of the extension's parent accounts, including the system administrator, have previously assigned a line from a device to the current account, then, regardless the extension's Allow to provision devices permission level, details about that equipment are displayed in a special section:

- Provisioning Information
  - Device manufacturer - The brand that manufactures the provisioned equipment (e.g.: `Snom`, `Cisco`).
  - Model - The equipment type (e.g. `360` for `Snom`, `7960` for `Cisco`).
  - Firmware/Version - The device's firmware or version chose for provisioning. It is important because each model version/firmware may have a distinct configuration file.
  - MAC address - The device's Media Access Control address. The first three segments are unique for each device manufacturer (e.g.: `00:04:13` for `Snom`).
  - Device line - The line to which the current extension is assigned to.

Extensions Management>Joe Doe>

Provisioning and SIP Preferences for Extension Joe Doe (0045*001)   Open menu ▼   Help

Use this page to edit the phone terminal's provisioning details.

> ℹ **Information:** To be able to provision the phone system, set your phone update location to:
> HTTP protocol (preferred): https://192.168.14.39/pro/p/id/32783dad2/32783dad2_000413000000.html

Device Information

Friendly name *	Joe's Snom 360
Manufacturer *	Snom
Model *	360
Firmware/Version *	6.2 and above
Application version	None
MAC address *	00:04:13:00:00:00 (in format XX:XX:XX:XX:XX:XX)
Use MAC based provisioning	☐
Status	Enabled
Notes	This is a test device.

A Snom 360 SIP device is assigned to extension Joe Doe

Queue Setup

This extension type is used to implement call center functionality.

VoipNow Professional displays the following options:

- Queue General Preferences

  ○ Queue name – Use this text box to provide a descriptive name for the queue.

  ○ Queue size – The maximum number of callers waiting to talk to an operator. If you do not want to limit the queue size, select the `Unlimited` option. Otherwise, disable the `Unlimited` option and fill in a value in the available text box.

  ○ Call distribution algorithm – VoipNow Professional offers you several methods of assigning calls to queue operators:

    ▪ Ring all – All free operator extensions ring at the same time and the call is transferred to the first operator that answers.

    ▪ Least recently called – The call is transferred to the operator with the longest waiting time interval from the previous call.

    ▪ Fewest calls – The call is transferred to the operator who has answered the fewest calls. This method does not take into account the actual agent workloads; it ignores the time the agents spent on each call.

      For example, if Agent1 has had 3 calls each lasting for 10 minutes and Agent2 has had 5 calls each lasting 2 minutes, then VoipNow Professional will assign a new call to Agent1.

    ▪ Random with member penalty – The call is transferred to a randomly selected operator chosen from those with the smallest penalty level. If none is available, then the algorithm tries to select an agent from those with the next penalty level and so on.

      For example, let's assume you have a queue managed by 4 agents. Agent1 and Agent3 have the smallest penalty level, while Agent2 and Agent4 have a bigger penalty level. The first time a call is received, VoipNow Professional searches for the group with the smallest penalty level and tries to randomly assign the call either to Agent1 or to Agent3. If none is available, then the algorithm will search for the next penalty level and it will try to transfer the call to Agent2 or to Agent4.

    ▪ Random - The call is transferred to a random agent, taking into consideration the agent's penalty level when computing the Random algorithm. In this way, an agent with penalty 0 will have a metric somewhere between 0 and 1,000, an agent with penalty 1 will have a metric between 0 and 2,000, an agent with penalty 2 will have a metric between 0 and 3,000 and so on. The difference between this strategy and the Random with member penalty algorithm is that the calls are not distributed based on penalty levels.

- **Round robin with memory** – This method sequentially searches for available agents and uses the order of the agents list. Each time it tries to assign a call, it remembers the position of the agent that answered the call, `answered`; the next time a waiting call arrives, the search begins with the agent in position `answered+1`.

  For example, let's assume you have a queue served by 3 agents. The first time a call is received, VoipNow Professional searches for the first available operator using the order Agent1, Agent2, Agent3. Let's suppose Agent2 is available and answers the call. When the second call arrives, VoipNow Professional starts the search with Agent3 and uses the order Agent3, Agent1, Agent2.

- **Ring members in the adding order** - The call is transferred to the agents in the order they have logged in to the queue.

  For example, let's assume you have a queue managed by 3 agents. Agent2 logged in first, Agent3 second and Agent1 third. When a call is received, VoipNow Professional searches for the first available operator using the log in order: Agent2, Agent3, Agent1. If Agent2 is available, the call is transferred to him. If not, it will be transferred to Agent3. If he is not available as well, the call will be redirected to Agent1.

◦ **Wait for {x} seconds before retrying all agents again** – After ringing all operators according to the queue's call distribution algorithm, the application waits for {x} seconds before restarting the process. Values for this parameter range from 3 to 900 seconds. The default value is 20 seconds.

◦ **Service level agreement** – This parameter, useful for queue statistics, defines the percentage of answered calls from the total received calls within the SLA specified in this text box. Values for this parameter range from 3 to 9,999. This text box is empty by default.

> **Note**
>
> For example, if you set up SLA to **10 seconds** and 20 calls are answered in less than 10 seconds, than **SLA = 100%**. If only 10 calls were answered in less than 10 seconds and the other 10 in more, than **SLA = 50%** .

◦ **Record all queue conversations** – This option allows the recording of all the calls taken by the queue operators.

Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the [Edit an Extension](#) section.

◦ Call recording storage space – When the call recording option is enabled, you have the possibility to limit the storage space for the recordings. If you don't want to limit the space, select the `Unlimited` check box.

- Local Agents Behavior

  ◦ Ring an agent for a maximum of {x} seconds – The {x} value is the maximum time interval that an operator extension will ring. The default value is 20 seconds.

  ◦ Maintain a minimum of {x} seconds between calls – The {x} value specifies the minimum operator break between calls. The default value is 120 seconds.

  ◦ Delay for {x} seconds before connecting agent to caller – After an operator answers a call, the application will wait for {x} seconds before connecting the caller to the operator. Values for this delay range from 0 to 60 seconds. The default value is 0 seconds.

  ◦ Pickup announcement for agent – The sound that VoipNow Professional plays for queue agents before connecting them to a waiting call.

  A pop-up window listing all the sounds matching the name specified in the text box is displayed.

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.

> **Note**
>
> This feature is useful for agents that are simultaneously logged to several queues at the same time. Distinctive sounds can be assigned for every queue.

- Report how long the user waited in the queue – When this option is enabled, VoipNow Professional reports the time the user spent in queue before being connected to an agent.

- Restart timer if agent does not answer – When this option is enabled, the timer Maintain a minimum of {x} seconds between calls is reset every time the agent does not answer.

- Caller Behavior

  - [] Play welcome sound – Use the 🔊 icon to select the sound played to the caller before connecting him to the queue. A pop-up window listing all the available sounds matching the name filled in the text box is displayed.

Selecting a sound file

The following information is provided:

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

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

- Name - The name of the sound file. Click the link to select it.

- Folder - This column displays the file's folder location.

> **Note**
>
> The path will display the folder name and also its origin:
>
> //// placed before the name of a folder signals the admin's default folder.
>
> /// placed before the name of a folder signals the reseller's default folder.
>
> // placed before the name of a folder signals the client's default folder.
>
> / placed before the name of a folder signals the extension's default folder.

○ Announce [] position and/or [] hold time every {y} seconds – Choose the announcements you want to be made to the caller every {y} seconds:

- Select the first check box if you want the callers to be informed about their position in the queue.

> **Note**
>
> The caller will be announced of his position in the queue using the `There are` sound and `The elapsed queue hold time` sound set in the **Sound files setup** section.

- Select the second check box if you want the callers to be informed about the time they have been waiting in the current queue for their call to be answered by an agent. The sound played to the user when this option is enabled is the one entered in the 'The elapsed queue hold time' sound field.

> **Note**
>
> Both check boxes can be selected at the same time.

◦ Periodic announcements every {x} seconds – A periodic announcement is a message like `Thank you for holding, your call is important to us`. The value {x} specifies the frequency of these announcements. The default value is 30 seconds.

◦ Exit to extension on key pressed - When this option is enabled, the caller can exit the queue by pressing the O key on his phone pad. The call will be transferred to another extension belonging to the same client account. Use the text box to specify the extension's number. Also, you can click the 🖉 icon to see a list with all the extensions available for that client. A pop-up window will be displayed, allowing you to choose the extension number.

The Extensions List pop-up window displays the following details:

- T - The extension's type:
  - 📞 Phone terminal
  - 👥 Queue
  - 📢 Interactive Voice Response (IVR)
  - 📧 Voicemail center
  - ⚙ Conference
  - ⤵ Callback
  - 💳 Calling card

- 🖼️ Intercom/Paging

  ▪ S - The extension's status:

  - ✅ Enabled

  - ❌ Disabled

  ▪ Extension - The extension's name.

    Click the link to select the extension.

  ▪ Extension number - The extension's short number.

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

- Sound Files Setup

  ◦ Music on hold folder - This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Use the 🖼️ icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window listing all the available folders is displayed. Click on a folder name to view its content.

Select a music on hold file

The following information is provided:

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

  ▪ Sounds inside folder {path} - The sound files available in the selected folder.

  > 📝 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.

◦ 'There are' sound – The sound played to announce the position in the queue.

> 📝 **Note**
>
> This is disabled if the **Announce Position every {y} seconds** is also disabled.

◦ 'The elapsed queue hold time' sound – This is the sound played to the caller waiting in the queue for his/her call to be answered by an agent. It represents the amount of time for which the caller has been waiting in the current queue (the amount of time is not cumulative for callers that have been transferred from one queue to another).

◦ 'You are now first in line' sound – The sound played to the caller that is in the second position in the queue.

◦ 'Thank you for your patience' sound – The sound played to the caller that is first in the queue.

◦ 'Calls waiting' sound – The sound played to describe how many calls are waiting in the queue.

◦ 'Hold time' sound – This sound is played to the agent answering a call from a user waiting in the queue. This sound represents the amount of time for which the user has been waiting in the current queue.

◦ 'All reps busy/wait for next' sound – The sound played to announce the caller that, for the moment, all the agents are busy and that he has to wait a certain period until his call will be answered.

◦ 'Seconds' sound – The sound file that corresponds to the word 'seconds'.

◦ 'Minutes' sound – The sound file that corresponds to the word 'minutes'.

Use the 📄 icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

If you want download the sound on your hard drive, click the 🔽 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.

• Queue Behavior

> **Note**
>
> The options available in this section can be customized only if there is at least one other `Phone terminal` extension defined for the same client account.

- ○ [] If a caller has been waiting in queue for {x} seconds, transfer call to extension {extension} 🖊 – This feature allows the caller to be transferred to another extension after waiting in the queue for a certain number of seconds. Select the check box to fill in the two text boxes:

  - ▪ {x} - The maximum waiting interval. If exceeded, the call will be automatically transferred to the specified extension. The default value is 600 seconds.

  - ▪ {extension} - The extension belonging to the same client account the call will be transferred to.

- ○ Allow calls to enter queue when {agents_status} - When an incoming call is received, VoipNow Professional will allow it to enter the queue depending on the agents' availability set here:

  - ▪ There are agents on queue, even logged out - The calls will be allowed to enter the queue if there is at least on agent defined for it, no matter if it is logged in or not. Basically, the calls will be accepted regardless the agent(s) status. This is the most unrestrictive option available.

  - ▪ At least one agent is logged in and unpaused - VoipNow Professional will allow the calls to enter the queue only if at least one of the agents assigned to this queue is logged in and active (not on pause). This is the default option.

  - ▪ At least one agent is logged in, maybe paused - Unlike the previous option, this one allows VoipNow Professional to accept the calls when at least one of the agents assigned to this queue is logged in, regardless if it is on pause or not.

- ○ [] When calls are not allowed to enter queue, transfer them to extension {extension} (otherwise call is hanged up) 🖊 - If the condition for allowing the calls to enter the queue cannot be matched, instead of hanging up, you can choose to transfer them to another extension. Select this check box to define the extension number.

  For example, if you decided to Allow calls to enter queue when 'There are agents on queue, even logged out', but there are no agents assigned to this queue, you can enable this option and allow the calls to

be transferred to another extension on the same client account. In this way, the incoming calls will not be dropped.

◦ Drop existing calls from queue when {situation} - VoipNow Professional allows you to choose the when the calls already in the queue to be dropped:

▪ Never - The existing calls will not be dropped, no matter the agents' status. This will allow the caller to remain in the queue after all the agents log out or enter into pause. This is the default value.

▪ All agents enter into pause or log out - The existing calls will be dropped from the queue when all the assigned agents will log out or will enter into pause.

▪ All agents log out - The existing calls will be dropped from the queue only when all the assigned agents will log out and there will be nobody left to pick them up.

◦ [] When calls are dropped from queue, transfer them to extension {extension} (otherwise call is hanged up) 🔖 - You can choose to transfer the calls dropped from the queue to another extension instead of terminating them. Select this check box to define the extension number where the dropped calls will be transferred to.

◦ Play sound {sound} on disconnect due to queue full - Select this check box if you want to specify the sound that will be played to the caller on disconnection due to queue full. Use the 🔊 icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

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.

📝 **Note**

You can use the text boxes to specify the numbers of the extensions the calls will be transferred to or you can click the 📝 icon to see a list with all the

extensions available for the current client. A pop-up window will be displayed, allowing you to choose the extension number.

The **Extensions List** pop-up window displays the following details:

- **T** - The extension's type:
  - 📞 Phone terminal
  - 👥 Queue
  - 📲 Interactive Voice Response (IVR)
- **S** - The extension's status:
  - ✅ Enabled
  - ❌ Disabled
- **Extension** - The extension's name.

  Click the link to select the extension.
- **Extension number** - The extension's short number.

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

- 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:

The CallerIDs pool

> **Note**
>
> In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

> **Note**
>
> It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

- CallerID number - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  > **Note**
  >
  > The public phone numbers can be defined for a certain channel by the system administrator.

- Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

  > **Note**
  >
  > The public phone numbers can be assigned to the extension by its parent accounts.

- Resource - The ID of the channel the public phone number was defined for.

- Default - The CallerID's status:

  - Set as default - A CallerID can be set as default if:

    ◦ it is associated with the extension

      > **Note**
      >
      > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- ◦ it is not the default CallerID

- `Yes` - The CallerID is associated with the extension and it is the default one.

- `-` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

1. Select the corresponding check box(es).

2. Click the 🛃 Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

1. Select the corresponding check box(es).

2. Click the ✖ Remove selected link. You will be asked to confirm the action.

⚠️ Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1`, for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone

> numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- ◦ Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- ◦ Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

- ◦ Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

- ◦ Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

Interactive Voice Response (IVR) Setup

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an `IVR` extension, the customers can access and control the VoipNow Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using prerecorded or dynamically generated audio, directing them on how to proceed with their requests.

VoipNow Professional displays the following options:

- • IVR Management

  - ◦ Name – Use this text box to provide a descriptive name for your `IVR` extension.

  - ◦ Clone IVR settings from – In case you want to replicate all the settings of an existing IVR, use this drop-down list to select the IVR you want to copy.

  > **Note**
  >
  > Please check the **IVR Report** for structural errors after cloning another IVR.

> If you clone an `IVR` extension that belongs to another reseller, some problems may arise: in case of an option transferring the call to an extension number, the system will not copy that extension number. Similar, in the case of options implying transfers to extensions in certain time intervals, the time intervals will not be copied.
>
> For more information about the report, see the <u>View the IVR Structural Report</u> section.

◦ **Default music on hold folder** – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the 🔲 icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.

Select a music on hold file

The following information is provided:

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

▪ **Sounds inside folder {path}** - The sound files available in the chosen folder.

> 📝 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.

◦ Timeout – Use this text box to limit the time interval that an IVR caller can remain inactive when the IVR waits for his input. The accepted values range from 2 to 60 seconds. The default value is 8 seconds.

◦ IVR session lifetime – Use this text box to limit the total time interval that an IVR caller can spend in the IVR menu. The accepted values range from 10 to 86,400 seconds. The default value is 1,800 seconds.

◦ If lifetime expires - Choose the action that will occur when the IVR's lifetime will expire. The available options are:

  ▪ Hangup - The call will be terminated.

  ▪ Transfer to extension - The call will be transferred to another extension when the IVR's lifetime will expire. Clicking the 🖉 icon will open a pop-up window that displays a list of all the available extensions belonging to the same client. Use the controls to select the one you want the call to be transferred to. The following information is available:

    • T - This extension's type:

      ◦ 📞 Phone terminal

      ◦ 👥 Queue

      > **Note**
      >
      > Note that you can transfer the calls to extensions belonging to one of these two types only!

    • S - The extension's status:

      ◦ ☑ Enabled

      ◦ ❌ Disabled

    • Extension - The extension's descriptive name.

      Click the link to select an extension.

    • Extension number - The extension's short number.

  ▪ Play sound - Choose the sound that will be played to the caller when the IVR's lifetime will expire. Use the 🔊 icon to view available sound files or write the address of the file in the text box. A pop-up window listing all the available sounds matching the specified name is displayed.

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.

welcome   🔍 Search   ☰ Show all

The sound files matching the search criteria. Click the name link to select a sound. <u>Display all</u>

Listen	Name	Folder
▶ ◼ ▭▭▭ 00:02 ⬇	dir-welcome	/
▶ ◼ ▭▭▭ 00:01 ⬇	welcome	/

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.

◦ Description – Use this text area to associate some notes about the purpose and content of the IVR.

• 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:

The CallerIDs pool

> **Note**
>
> In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

> **Note**
>
> It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

- CallerID number - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

> **Note**
>
> The public phone numbers can be defined for a certain channel by the system administrator.

▪ **Rings back to** - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

> **Note**
>
> The public phone numbers can be assigned to the extension by its parent accounts.

▪ **Resource** - The ID of the channel the public phone number was defined for.

▪ **Default** - The CallerID's status:

  • `Set as default` - A CallerID can be set as default if:

    ◦ it is associated with the extension

    > **Note**
    >
    > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    ◦ it is not the default CallerID

  • `Yes` - The CallerID is associated with the extension and it is the default one.

  • `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).

    2. Click the 🔧 Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

    1. Select the corresponding check box(es).

    2. Click the ✖ Remove selected link. You will be asked to confirm the action.

> ⚠️ **Caution**
>
> When associating more than one CallerIDs to the extension, keep in mind the following:
>
> **1.** If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
>
> **2.** If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
>
> For example, let us assume that the outgoing calls are routed through `Resource #1` , for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.
>
> **3.** If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

- Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

◦ Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

> ⚠ Caution
>
> This page helps you create an `IVR` extension, but does not define its functionality. For more information about how to design the behavior of an IVR, see the [IVR Features](#) section.

Voicemail Center Setup

This extension type is similar to the `Phone terminal` extension's voicemail function. However, the `Voicemail center` allows users to verify their messages from a telephone located outside the system (e.g.: a public phone).

One option can be customized:

- Play sound {folder} {sound} before connecting to voicemail center – When the check box is selected, use the 🔊 icon to choose the sound that will be played to the caller before he is connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

If you want download the sound on your hard drive, click the ⬇ 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.

Conference Center Setup

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g. calling from a phone connected to the PSTN).

VoipNow Professional displays the following options:

• Conference Settings

◦ Play sound {folder} {sound} before connecting to conference center – When the check box is selected, use the 🔊 icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

  If you want download the sound on your hard drive, click the 🔽 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.

○ Conference room size - Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.

○ Record conference conversations - Three options are available:

- **Always** - When this option is enabled, VoipNow Professional will always record all the conversations in this conference.

- **User's choice** - When this option is enabled, the user has to decide which conversations will be recorded by VoipNow Professional.

> **Note**
>
> The user will be able to dial ***0** from his terminal's key pad during a conference to enable the call recording ONLY if this option is selected.

- **Never** - When this option is enabled, VoipNow Professional will never record any conversation in this conference.

Enabling the call recording will allow you to manage the extension's recordings sharing by editing its Roles and phone numbers. For more details, see the [Edit an Extension](#) section.

○ **Call recording storage space** – Use the available text box to limit the storage space allowed for recorded calls. If you do not want to limit the disk space, make sure the `Unlimited` check box is selected.

○ **Enable music on hold** - When this option is deselected, VoipNow Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.

○ **Music on hold folder** - This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Use the 🔟 icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window that displays a list of all the available folders opens. Click on a folder name to view its content. The following information is available:

- **Listen** - Use the available ▶ ⏸ ⏹ controls to listen to the sound.

- **Sounds inside folder {path}** - The sounds contained by the folder.

> **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

- **Default Settings For Scheduled Conferences**

- Close the conference when all conference moderators exit - When this option is enabled, VoipNow Professional terminates all calls when all the conference moderators log out.

- Announce user count on joining conference - When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.

- Announce users joining/leaving - When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.

- 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.

◦ 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	☐
1111	-	Resource #1	-	☐
36534	Joe Doe (001)	Resource #1	Yes	☐

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

The CallerIDs pool

The following details are available in the Public Phone Numbers table:

- CallerID number - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  > **Note**
  >
  > The public phone numbers can be defined for a certain channel by the system administrator.

- Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

  > **Note**
  >
  > The public phone numbers can be assigned to the extension by its parent accounts.

- Resource - The ID of the channel the public phone number was defined for.

- Default - The CallerID's status:

  - `Set as default` - A CallerID can be set as default if:

    ◦ it is associated with the extension

    > **Note**
    >
    > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    ◦ it is not the default CallerID

  - `Yes` - The CallerID is associated with the extension and it is the default one.

  - `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).

    2. Click the Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

    1. Select the corresponding check box(es).

2. Click the ✖ Remove selected link. You will be asked to confirm the action.

> ⚠ Caution
>
> When associating more than one CallerIDs to the extension, keep in mind the following:
>
> **1.** If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
>
> **2.** If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
>
> For example, let us assume that the outgoing calls are routed through `Resource #1`, for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.
>
> **3.** If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- Send public CallerID on internal calls [] (if public CallerID is available) − Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

◦ Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

◦ Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

Callback Setup

This extension type allows system users to call this extension from a phone connected to the public network and then place an outgoing call through the VoipNow Professional server.

VoipNow Professional displays the following options:

- Callback Number Behavior

◦ Trigger call return after {x} seconds of ringing - Use the text box to specify the number of seconds a caller should wait until the server transfers his connection.

◦ Return calls - Use this drop-down list to select the action. You have the following options:

▪ `coming from the authorized callerIDs` - VoipNow Professional returns the call only if it is made from an authorized number.

▪ `to the caller callerID` - VoipNow Professional returns the calls made from any number.

▪ `to a fixed number` - VoipNow Professional returns the call to a predefined phone number.

> 📝 **Note**
>
> In case the `coming from the authorized callerIDs` option is selected and a user whose callerID is not included in the authorized ID's list tries to route his call through the server, the server will not call back.
>
> In case the `to the caller callerID` option is selected, and a user whose callerID is hidden tries to route his call through the server, the server will not call back.

◦ Number where calls should be returned - You can use this field only if you previously selected the option `to a fixed number` in the return calls field. Use this text box to enter a predefined phone number where the server will return all calls.

◦ Play before disconnecting the call during conversation 🖼 - 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.

| welcome | 🔍 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 ⬇		dir-welcome	/
▶ ◼ _____ 00:01 ⬇		welcome	/

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:

The CallerIDs pool

> **Note**
>
> In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

> **Note**
>
> It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

- CallerID number - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  > **Note**
  >
  > The public phone numbers can be defined for a certain channel by the system administrator.

- Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

  > **Note**
  >
  > The public phone numbers can be assigned to the extension by its parent accounts.

- Resource - The ID of the channel the public phone number was defined for.

- Default - The CallerID's status:

  - Set as default - A CallerID can be set as default if:

    ◦ it is associated with the extension

      > **Note**
      >
      > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID

- `Yes` - The CallerID is associated with the extension and it is the default one.

- `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

1. Select the corresponding check box(es).

2. Click the 🧑 Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

1. Select the corresponding check box(es).

2. Click the ✖ Remove selected link. You will be asked to confirm the action.

> ⚠ Caution
>
> When associating more than one CallerIDs to the extension, keep in mind the following:
>
> **1.** If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.
>
> **2.** If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.
>
> For example, let us assume that the outgoing calls are routed through `Resource #1` , for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.
>
> **3.** If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.
>
> For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone

> numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- ◦ Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- ◦ Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

Calling Card Setup

This extension type allows setting up a calling card service on the VoipNow Professional server.

VoipNow Professional displays the following options:

- • Service Behaviour

  - ◦ Do not allow the user to call if credit below {x} {currency} - Use this text box to define the minimum credit a user should have when placing a call through the calling card extension.

  - ◦ Play when the call can not be initialized due to lack of credit - Use this control to select the sound that should be played to the user running out of credit, upon automatically interrupting the conversation.

  - ◦ Play before disconnecting the call during conversation - Use this control to select the sound that should be played to the user that made the call, upon automatically interrupting the conversation.

  - ◦ User can interrogate the account credit - Select this check box if you want to give the users the possibility to find out their credit value, before starting the conversation. After the user is authenticated with one of the card codes he can choose to either interrogate his credit or make a phone call.

  - ◦ Service client must dial remote party number in - Use this text box to specify the time interval (in seconds) the user has at its disposal for dial the remote party number. After this time interval, VoipNow Professional will consider the inserted number as being complete.

- • 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 s. Use the drop-down list to choose one of the two available options:

- `Set by server` - The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.

- `Set by user` - If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

  By default, the text box contains the extension's phone number.

> **Note**
>
> The system can send the **CallerID name** *set by server* and the **CallerID number** *set by user* or vice-versa.

> **Note**
>
> If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

◦ **Currently using CallerID numbers** - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the Change link. A pop-up panel will be displayed, allowing you to manage the CallerIDs:

The CallerIDs pool

> **Note**
>
> In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

> **Note**
>
> It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the **Public Phone Numbers** table:

- **CallerID number** - The CallerID of the DID assigned to the client owning this extension.

  This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

  > **Note**
  >
  > The public phone numbers can be defined for a certain channel by the system administrator.

- Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

> **Note**
>
> The public phone numbers can be assigned to the extension by its parent accounts.

- Resource - The ID of the channel the public phone number was defined for.

- Default - The CallerID's status:

  - `Set as default` - A CallerID can be set as default if:

    - it is associated with the extension

    > **Note**
    >
    > A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

    - it is not the default CallerID

  - `Yes` - The CallerID is associated with the extension and it is the default one.

  - `–` - The CallerID has not been associated with this extension and cannot be used for outgoing calls.

    To associate a CallerID with the extension, follow the next steps:

    1. Select the corresponding check box(es).

    2. Click the 🔧 Assign CallerIDs link

    To disassociate a CallerID, follow he next steps:

    1. Select the corresponding check box(es).

    2. Click the ✖ Remove selected link. You will be asked to confirm the action.

> ⚠ **Caution**
>
> When associating more than one CallerIDs to the extension, keep in mind the following:
>
> **1.** If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are three public phone numbers defined and assigned to the client owning the extension: `1123`, `345876` and `2854478`. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

   For example, let us assume that the outgoing calls are routed through `Resource #1 `, for which there is one public number defined and assigned to the client owning the extension: `2255`. You associate this number with the extension and another one, `6987560`, defined for `Resource #2`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `2255`.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

   For example, let us assume that the outgoing calls are routed through a resource (channel), `Resource #1`, for which there are no public phone numbers defined. Your default CallerID is set to `3689`, that belongs to another resource (channel), `Resource #3`. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, `3689`.

- Do not send CallerID on public calls [] (Anonymous) - Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the `Anonymous` string.

- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

> **Note**
>
> When this option is enabled, the association between the `Phone terminal` user's CallerID and an existing card code defined for the same CallerID is made. For more details, see the [Add a Card Code](#) section.

- Preserve original CallerID on transferred calls - Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.

◦ Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: `sip:0003*003@localhost.localdomain`.

Intercom/Paging Setup

This extension type allows the user to call several or all available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

VoipNow Professional displays the following options:

> **Note**
>
> In order to add/remove numbers or groups to/from the lists, you have to click the button. The **Choose extensions/groups** window will pop up, allowing you to select the extensions/groups that you want to add/remove.

- Basic Settings

  ◦ Type - You are able to choose between:

    ▪ 2 way intercom - The called extensions are able to talk back to the caller.

    ▪ 1 way paging - The called extensions cannot talk back to the caller.

  ◦ Alert-Info header

  ◦ Call-Info header

  > **Note**
  >
  > In order for intercom/paging to work, the **Alert-Info** and the **Call-Info** headers must be sent from the VoipNow Professional to the client's phone terminal. If the phone terminal supports intercom/paging and if it is able to read those headers, then it will automatically answer and you will not be required to fill in anything in these two fields.
  >
  > On the other hand, newer firmware versions for certain devices like Linksys, Polycom, Aastra, Grandstream or Snom (not necessarily for all of them) might require an other value for the **Alert-Info** and the **Call-Info** headers, different from the default ones. In this conditions, you are required to check with the phone manufacturer the values that must be filled in to enable automatic answering.

> ⚠ Caution
>
> WARNING: This does not work when multiple phones of different types are dialed in Intercom.

- Timeout - The maximum duration of the intercom/paging session. After this period of time, the call is disconnected.

- On connection, play sound - VoipNow Professional plays this sound each time the user is connected to the called extensions. Use the 🖼 icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

  If you want download the sound on your hard drive, click the ⬇ 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.

- ◦ **Caller permission for all extensions** - If this option is enabled, all the available extensions are allowed to call the `Intercom/paging` extension. If this option is disabled, you will be able to manually assign individual permissions from the Caller permission area.
- ◦ **Allow intercom calls to all extensions at once** - When this option is enabled, the intercom calls are allowed to call all the available extensions in the same time.

- • **Caller Permission** - Use this section to specify the extensions that are allowed to call the `Intercom/paging` extension.
  - ◦ **Individual extensions** - Specify the extensions that are allowed to call the `Intercom/paging` extension.
  - ◦ **Groups** - Specify the extension groups that are allowed to call the `Intercom/paging` extension.

- • **Allow Intercom Calls to** - Use this section to specify the extensions that can be called by the `Intercom/paging` extension.
  - ◦ **Individual extensions** - Specify the extensions that can be called by the `Intercom/paging` extension
  - ◦ **Groups** - Specify the extension groups that can be called by the `Intercom/paging` extension.

Queue Login Center Setup

Starting VoipNow Professional 2.5.0, the remote agents can log in to a queue by using the newly created `Queue login center` extension. To do so, a remote agent has to call the `Queue login center` extension, dial his AgentID followed by the # key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

A local extension can call the `Queue login center` to authenticate a remote agent by dialing his AgentID and the PIN of the queue the remote agent will be connected to.

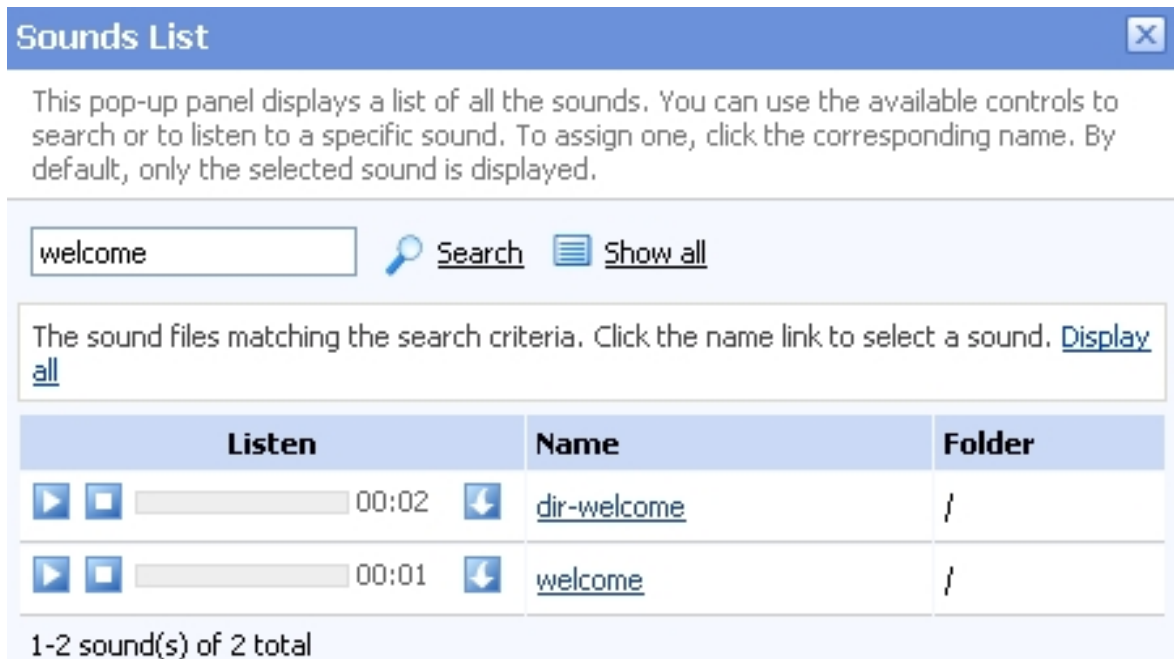> **Note**
>
> A remote user must be defined from interface as a remote agent in order to be able to login to a queue!

There is only one configurable option:

- Queue Login Center

  ◦ [] Play sound {file_name} before connecting to the queue login center - Select this check box if you want a sound to be played to the callers trying to connect to the queue login center. Click the 🔊 icon to view the available sound files or manually fill in the file's location. A 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.

| welcome | 🔍 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 ⬇	dir-welcome	/
▶ ■ _____ 00:01 ⬇	welcome	/

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.

Edit an Extension

When required, you can modify an extension's parameters and update them accordingly. VoipNow Professional allows you to edit the following components:

- The extension's *General Information* .
- The *Permissions and Limits*
- Each extension type has its own specific *Settings*   that can be modified as well.

Edit General Information

> **Note**
>
> The general details are common to all the available extension types.

The extension account's contact and charging information can be modified using the controls available in the Edit Information for Extension {extension_name} page. The parameters are grouped into the following fieldsets:

- Extension Owner

  Use this section to change the account owner's contact information or the login and password.

- Charging And Outgoing Call Filtering

  Use this section if you want to choose another charging plan for the current account.

- Resend extension contact details

Select this check box if you want to resend the contact details to the email address specified for the extension account. The contact details will also be resent to the reseller and the client that own the current account, as well as to the system administrator, if the appropriate parameters have been set in the 📟 Unified Communications » Email templates page.

> **Note**
>
> The password will be sent only if it has been modified.

> **Note**
>
> For more information on how to modify these fields, see the Add a New Extension section.

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

Edit Extension Features

In the VoipNow Professional system, each type of extension has its own set of features and functionalities. To view and edit these options, you have to click the appropriate icon, available in the extension's management page:

- 📞 Phone terminal setup
- 👥 Queue setup
- 📢 IVR setup
- 📮 Voicemail center setup
- 🎧 Conference center
- 📒 Callback setup
- 💳 Calling card setup
- 📢 Intercom/paging setup
- 👥 Queue login center setup

Edit Extension's Roles and Phone Numbers

The extension's roles, phone numbers, MyVoipNow preferences or sharing policies that you can modify according to your requirements are grouped into the following fieldsets:

- [Permissions](#)
- [Limits](#)
- [MyVoipNow](#)

> **Note**
> This feature is available for `Phone terminal` extensions only.

- [Incoming Phone Number Selection](#)
- [Sharing Policies](#)

Click Ok to save the changes to the extension account's permissions and limits. Click Cancel to return to the previous page without making any modifications.

Remove an Extension

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

Group Operations on Extension Accounts

VoipNow Professional offers you the possibility to associate the client's extensions in groups for sharing purposes. In this way, if the proper permissions are granted, the owners of the extensions member in a group will be able to share their call history, voicemails or call recordings.

The Extension Groups for Client {client_name} management page allows you to:

- View the client's Extension Groups.
- Define a new group by clicking the Add extension group icon available in the Tools section.
- Search for specific extension groups.
- Remove unnecessary groups.

VoipNow Professional displays the following information about each extensions group:

- S – The extensions group's status:

- ◦ ✅ Enabled

  - ◦ ❌ Disabled

  Click this icon to change the group's status.

- Name - The extensions group's name. Click the [link](#) to modify its settings.

- Code - The code associated with the extensions group.

- Tags - The identification tag defined for the extensions group. One can search in an extension groups list by using these tags as search criteria.

- Extensions - The number of extensions belonging to the group.

- Created - The date when the extensions group was added to the system.

Add a New Extension Group

  To set up a new extension group, fill in the following details:

- Extension Group

  - ◦ Code - The unique code that identifies the extension group.

  - ◦ Name - The extension group's name.

  - ◦ Tags - The identification tag used for searching.

  - ◦ Extensions - Click the ▌button to add/remove extensions to the group. A new pop-up window will be displayed, allowing you to select the desired accounts. The following information is available:

    - ▪ T - The extension's type:

      - • 📞 Phone terminal

      - • 👥 Queue

      - • 🔊 Interactive Voice Response (IVR)

      - • 📧 Voicemail center

      - • ⚙ Conference

      - • ↩ Callback

      - • 💳 Calling card

      - • 🔧 Intercom/Paging

      - • 👥 Queue login center

    - ▪ S - The extension's status:

      - • ✅ Enabled

- ⊠ Disabled

  ▪ Extension - The extension's name.

  Click the link to select the extension.

  ▪ Extension number - The extension's short number.

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

  ◦ Description - A short comment regarding the extension group.

Edit an Extension Group

The Edit Extension Group {group_name} for Client {client_name} page allows you to update the group's members and the other settings. For more information, see the Add a New Extension Group section.

Manage the Extension's OpenID Identities

⚠ Caution

The 🔑 **OpenID identities** icon that allows you to access this page is available only if the system administrator has enabled OpenID infrastructure wide.

The OpenID Identities for Extension {extension_name} page allows you to define new OpenID identities that your extension owner will be able to use to log in to his VoipNow Professional account. You can link his account to one of the existing OpenID providers only.

📝 Note

As a client, you may use these OpenIDs to connect to the extension's account as well.

📝 Note

To log in to the extension's VoipNow Professional account using the same OpenID identity that it is linked to your account, you have to define it here as well.

For example, in case you want to log in to the extension's account using your `openidexample` OpenID, you will have to link it to the extension account as well. To do so, simply add `openidexample` as a new OpenID identity.

For more information about the OpenID identities, check the this section.

Manage Extension's Time Intervals

Time intervals can only be seen by the users who have created them. The other system users have access only to the properties of the time intervals directly associated with their accounts. For example, if an user was created with a charging plan that uses the respective time interval, then he will be able to see the properties of that particular time interval.

The Time Intervals for Extension {extension_name} allows you to:

- View the Matching Intervals set up for the current account.

> **Note**
> For more details, see the [Manage Time Intervals](#) section.

- Define a new interval by clicking the [Add time intervals](#) icon available in the Tools section.
- Search the time intervals list.
- Edit an existing time interval.
- Remove unused time intervals.

Add a New Extension's Time Interval

The Add New Time Intervals for Extension {extension_name} page allows you to fill in the information required to define a new matching interval. The customizable parameters are grouped into several sections:

- Time Interval Definition
- Matching Intervals

> **Note**
> For more detailed information, see the [Add a New Time Interval](#) section.

Edit Extension's Time Intervals

For more details on how to modify the extension's time intervals, see the [Edit a Time Interval](#) section.

Manage Extension's Sounds

The Sounds for Extension {extension_name} page allows you to:

- View the extension's Sounds.

> **Note**
>
> For more details, see the Manage Sounds section.

- Add a new sound file to the system by clicking the Add sound icon available in the Tools section.
- Manage the sound Folders .
- Manage the extension's Sound languages .
- Search for specific sounds.
- Organize sound files using sound languages and folders.
- Remove unused sound files.

Add a New Extension's Sound

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

The Add New Sound for Extension {extension_name} page allows you to fill in the information required to define a new sound. The customizable details are grouped into several fieldsets:

- Sound Form
- Record Over the Phone
- Upload Sound Files

> **Note**
>
> For more detailed information, see the Add a New Sound section.

Edit Extension's Sound Information

For more details on how to modify the extension's sounds, see the Edit Sound Information section.

Manage Extension's Sound Folders

The Sound Folders for Extension {extension_name} page allows you to:

- View the extension's Sound Folders.

> **Note**
>
> For more details, see the [Manage Sound Folders](#) section.

- Add a new sound folder by clicking the [Add folder](#) icon available in the Tools section.

- Search for specific folders.

- Remove unused sound folders and their content.

Add a New Extension's Sound Folder

If you want to store a sound in a specific folder, other than the ones already existent, then you should define a new sound folder. To do so, use the controls available in the Add New Folder for Extension {extension_name} page.

> **Note**
>
> For more detailed information, see the [Add a New Sound Folder](#) section.

Manage Extension's Sound Languages

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

The Sound Languages for Extension {extension_name} management page allows you to:

- View the extension's Sound Languages.

> **Note**
>
> For more details, see the [Manage Sound Languages](#) section.

- Add 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.

Add a New Extension's Sound Language

To define a new sound language for the current account, use the controls available in the Add New Sound Language for Extension {extension_name} page.

Change the Extension's Language

For more details on how to change the extension's language, see this section.

Manage Extension's Call Rules

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

Extension's Incoming Call Rules

> **Note**
>
> The incoming call rules can be set up only for the following extension types:
>
> - Phone terminal
> - Queue
> - IVR
> - Voicemail
> - Conference
> - Calling card

VoipNow Professional allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, VoipNow Professional can perform a set of predefined actions. For example, let's assume that from 9:00 to 17:00 the extension owner is working in another office and is waiting for an important call. All he has to do is define a rule that will transfer all the calls from his personal extension to the one in his new office.

The Edit Incoming Call Rules for Extension {extension_name} management page allows you to:

- View the Existing Incoming Call Rules
- Define new rules using the controls available in the [Add Incoming Call Rule](#) section.
- Change the existing rules' priorities.
- Edit the rule's parameters.
- Remove existing incoming call rules.

The Existing Incoming Call Rules are displayed in a table:

The incoming call rules table

The details available for each existing rule are:

- **No** – The rule's position inside the group that defines when a certain rule will be checked. For example, 2 means that, when an incoming call is received, the rule will be verified second, after the one from the first position.
- **S** – This rule's status:
  ◦ ☑ 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.

- **P** – Use the available ▲ up and ▼ down arrows icons to change the rule's position inside the group.

> **Note**
>
> All the changes made are counted: `{x} changes pending in the rules order`. The counter, located above the table, is increased for each rule whose position has been modified.

Two pending changes in the rules' order

> In order for the changes to be effective, you have to click the ✅ [Apply the changes](#) link.

- Action – The operation performed when the caller's number matches the rule:

  ◦ Play busy – VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.

  ◦ Play congestion – VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.

  ◦ Hang up – VoipNow Professional hangs up the incoming call.

  ◦ Transfer to - VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.

  ◦ Cascade - VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.

  > **Note**
  >
  > This rule is available for `Phone terminal` extensions only.

  ◦ Authenticate - VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired destination.

  > **Note**
  >
  > This rule is available for `Phone terminal` extensions only.

  ◦ Set call priority - If you want certain calls to be treated with a predefined priority by your queue extension, VoipNow Professional allows you to set the order in which the incoming calls are routed through the queue.

  > **Note**
  >
  > This rule is available for `Queue` extensions only.

  > **Note**
  >
  > You can edit the rule's parameters by clicking the action link. The rule will be displayed in the top area of the page, in the **Edit Incoming Call Rule** section.

- Number Check – VoipNow Professional can apply the rule to the calls that match or do not match the phone number specified by the rule. The possible values for this field are:
  - Matches number {callerID} – For the rule to be applied, the caller's phone number must match the specified CallerID.
  - Does not match number {callerID} – For the rule to be applied, the caller's phone number must be different than the specified CallerID.
  - Is anonymous – The rule will be applied if the incoming call does not have any CallerID information.
  - Is any - The rule is applied to all the incoming calls, no matter their CallerID.
- In Time Interval – The time interval when the incoming call must be received for the rule to be applied.
- Destination – In case the action is Transfer to or Cascade, this column displays where the call will be redirected: either to another phone number or to the extension's Voicemail.

> **Note**
>
> If more then one destination was defined for a rule, then all the numbers will be displayed separated by "," (comma). For example: 0100*001,08005,09010.

- Ring For - This column displays for how many seconds the extension(s) to which the calls are transferred to will be rung before hanging up. The option is specific to the Transfer to and Cascade actions.
- Extension Status - This column displays if the rule requires the status of the extension receiving the incoming call to be checked or not. The option is specific to the Transfer to action.

> **Note**
>
> This column is displayed for the Phone terminal extensions only.

- Call Status - In case the action is Transfer to, this column displays the reason for which the incoming calls had to be transferred to the new destination(s). For example, one can choose to transfer only the calls Rejected by the targeted extension.

> **Note**
>
> This column is displayed for the Phone terminal extensions only.

- Final - This column displays if the rule is final or not.

- Key - The text box displays the key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74{key}. To modify the current key, fill in a new value and click the ✅ Apply the changes link available on the right side of the list table.

⚠️ Caution

There is an implicit rule that accepts **ALL** the calls from **ALL** the destinations in **ANY** time interval that is not shown!

Add an Incoming Call Rule

The Add Incoming Call Rules section provides the controls required to define one or more incoming call rules.

📝 Note

You can add up to 10 rules at the same time by using the ⊟ ⊞ icons.

When editing an existing incoming call rule, this icons will be grayed out: ⊟ ⊞

VoipNow Professional allows you to choose from the following rules:

- Play busy – VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.

- Play congestion – VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.

- Hang up – VoipNow Professional hangs up the incoming call.

- Transfer to - VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.

  📝 Note

  Starting VoipNow Professional 2.5.1, the called party, if a public destination, can be allowed to transfer the calls as well.

- Cascade - VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.

> **Note**
>
> This rule is available for `Phone terminal` extensions only.

- **Authenticate** - VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired destination.

> **Note**
>
> This rule is available for `Phone terminal` extensions only.

- **Set call priority** - If you want certain calls to be treated with a predefined priority by your queue extension, VoipNow Professional allows you to set the order in which the incoming calls are routed through the queue.

> **Note**
>
> This rule is available for `Queue` extensions only.

After configuring the desired incoming call rules, click Ok to add them to the list or Cancel to return to the previous page without saving them.

Adding the 'Play busy' Rule

The Play busy rule structure is:

{Play busy} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- {callerID_action} - Use this drop-down list to choose whether the Play busy rule will be performed for the incoming calls that match or do not match the expression you will later specify or for all the incoming calls, no matter their CallerID:
  - matches — The incoming call matches the number specified in the next text box.
  - does not match — The incoming call does not match the number specified in the next text box.
  - is anonymous — The incoming call does not have any CallerID information.

> **Note**
>
> If this option is selected, than the next text box is grayed out.

◦ Is any - The Play busy rule will be used for all the incoming calls, no matter their CallerID.

> **Note**
>
> If this option is selected, than the next text box is grayed out.

> **Note**
>
> The default value is, in this case, **is any**.

• {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

> ⚠ **Caution**
>
> Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.
>
> Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.
>
> The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:
>
> X - matches any digit from 0-9
>
> Z - matches any digit form 1-9
>
> N - matches any digit from 2-9
>
> [] - matches any digit or letter in the brackets
>
> . - matches one or more characters
>
> * - matches 0, 1 or any number of the previous expression
>
> For example:
>
> ◦ Number 0. will match any number starting with 0.
>
> ◦ Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.

- {time_interval} - Use this drop-down list to choose the time interval when the incoming calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **Anytime** in this case.

- {rule_position} - Use this text box to specify the rule's order in the list.

> ⚠ **Caution**
>
> The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.
>
> The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.

- {Do not follow} - This rule is considered final and no other rules will be applied after it if the call is not completed.

Adding the 'Play congestion' Rule

The Play congestion rule structure is:

{Play congestion} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the <u>Adding the 'Play busy' Rule</u> section.

Adding the 'Hang up' Rule

The Hang up rule structure is:

{Hang up} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the [Adding the 'Play busy' Rule](#) section.

Adding the 'Transfer to' Rule

The Transfer to rule structure is, for the `Phone terminal` extensions:

{Transfer to} {transfer_destination} {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

and extension status is {extension_status} and call status was {call_status}.

Before connecting the caller to destination, {action} for his name.

Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

For all the other extension types, the Transfer to rule structure is simplified to:

{Transfer to} number(s) {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

Before connecting the caller to destination {action} for his name.

Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

Where:

- {transfer_destination} - Use this drop-down list to select if you want the calls to be transferred either directly to the extension's voicemail or to another number.

> ⚠ Caution
>
> The feature is available for the `Phone terminal` extensions only.

> **Note**
>
> In order to be able to transfer the calls to the extension's voicemail, the **Enable voicemail** check box must be selected from the **Phone terminal setup** page.

> **Note**
>
> If you have chosen to transfer the calls to the extension's voicemail, then the **{destination_number} and ring these for {ring_time} seconds** text will be replaced with **voicemail of extension {current_extension_number}** to underline that the call is directly diverted to the voicemail.
>
> Also, the
>
> **Before connecting the caller to destination, {action} for his name.**
>
> **Also, {permission} public called destinations to transfer calls. {call_action} extension {current_ext_no}.**
>
> lines will not be displayed.

> **Note**
>
> By default, the first value available in the list is selected, **number(s)** in this case.

- {destination_number} - Use this text box to specify the number(s) of the extension(s) you want to transfer the incoming calls to.

> **Note**
>
> The destination numbers may belong to other local extensions, remote extensions or ring groups.

- {ring_time} - Fill in the number of seconds the extension to which the calls are transferred to will be ringed before hanging up. The default value is equal to the one previously set for the 📧 Unified Communications >> System preferences >> General >> Number of seconds to call option.
- {callerID_action} - Use this drop-down list to choose whether the Transfer to rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - matches – Only the incoming calls whose CallerID matches the number specified in the next text box will be transferred.

- ◦ does not match – Only the incoming calls whose CallerID does not match the number specified in the next text box will be transferred.
- ◦ is anonymous – Only the incoming calls that do not have any CallerID information will be transferred.

> **Note**
>
> If this option is selected, then the **{number}** text box is grayed out.

- ◦ is any - The Transfer to rule will be used for all the incoming calls, no matter their CallerID.

> **Note**
>
> If this option is selected, then the **{number}** text box is grayed out.

> **Note**
>
> The default value is, in this case, **is any**.

- {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

> **⚠ Caution**
>
> Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.
>
> Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.
>
> The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:
>
> X - Matches any digit from 0-9.
>
> Z - Matches any digit form 1-9.
>
> N - Matches any digit from 2-9.
>
> [] - Matches any digit or letter in the brackets.
>
> . - Matches one or more characters.
>
> * - Matches 0, 1 or any number of the previous expression.
>
> For example:
>
> - ◦ Number 0. will match any number starting with 0.

- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example `1528`.

- `{time_interval}` - Use this drop-down list to choose the time interval when the incoming calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **anytime** in this case.

- `{extension_status}` - Use this drop-down list to select the status of the extension receiving the incoming call:

  - does not matter - All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of its status.

  - registered - The incoming calls will be transferred to the new destination(s) only if the current extension is registered.

  - not registered - The incoming calls will be transferred to the new destination(s) only if the current extension is not registered.

> **Caution**
>
> The feature is available for the `Phone terminal` extensions only.

> **Note**
>
> By default, the first value available in the list is selected, **does not matter** in this case.

- `{call_status}` - Use this drop-down list to select the reason for which the incoming calls have to be transferred to the new destination(s):

  - does not matter - All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of their status.

  - not answered - Only the calls that have not been answered will be transferred to the new destination(s).

  - busy - If a call is received when the callee is involved in another conversation, than this call will be transferred to the new destination.

> ⚠️ **Caution**
>
> The feature is available for the `Phone terminal` extensions only.

> 📝 **Note**
>
> By default, the first value available in the list is selected, **does not matter** in this case.

- `{action}` - Use the drop-down list to select if you want the caller's name to be requested before connecting the call or not.

> 📝 **Note**
>
> The default value is **don not ask**.

- `{permission}` - Use the available drop-down list to decide whether to allow the called public phone number(s) to further transfer the call(s) to other destinations or not.

  For example, let us assume that you have decided to transfer the incoming calls to `1234`. If you choose Allow, then `1234` will be able to redirect the calls transfered to it to another destination.

> 📝 **Note**
>
> The extension that has this option set to **Allow** within an Incoming Call Rule (ICR) rule is charged for any transfer the public destination performs.

- `{call_action}` - Use this drop-down list to choose whether you want the current extension to be called as well when an incoming call is received or not. If you select do not call, then only the extension the calls are transferred to will be ringed.

> ⚠️ **Caution**
>
> The feature is available for the `Phone terminal` extensions only.

> 📝 **Note**
>
> By default, the first value available in the list is selected, **do not call** in this case.

- `{current_extension_number}` - This is the current extension's number.

> ⚠ Caution
>
> The feature is available for the `Phone terminal` extensions only.

- `{rule_position}` - Use this text box to specify the rule's order in the list.

> ⚠ Caution
>
> The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.
>
> The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- `{key_value}` - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing `*74 {key_value}`.

- `{future_action}` - Choose if you want the rule to be considered final or not:

  ◦ Do not follow - The rule is final and no other rules will be applied after it if the call is not completed.

  ◦ Follow - This rule is not final and other rules can be applied after it if the call is not completed.

Adding the 'Cascade' Rule

> ⚠ Caution
>
> This rule can be added for `Phone terminal` extensions only.

The Cascade rule structure is:

`{Cascade}` when CallerID `{callerID_action}` `{number}` and call is in time interval `{time_interval}` and ring below numbers for `{ring_time}` seconds:

⊟ ⊞ call number `{destination_number}` after `{waiting_time}` seconds

Add in position `{rule_position}`. Can be managed from the extension with keypad code `{key_value}`. `{Follow/Do not follow}` other rules when call is not completed.

Where:

- {callerID_action} - Use this drop-down list to choose whether the Cascade rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:

  - matches – The incoming call matches the number specified in the next text box.

  - does not match – The incoming call does not match the number specified in the next text box.

  - is anonymous – The incoming call does not have any CallerID information.

    > **Note**
    >
    > If this option is selected, then the **{number}** text box is grayed out.

  - is any - The Cascade rule will be used for all the incoming calls, no matter their CallerID.

    > **Note**
    >
    > If this option is selected, then the **{number}** text box is grayed out.

  > **Note**
  >
  > The default value is, in this case, **is any**.

- {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

  > ⚠ **Caution**
  >
  > Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.
  >
  > Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.
  >
  > The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:
  >
  > X - matches any digit from 0-9
  >
  > Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.

- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example `1528`.

- `{time_interval}` - Use this drop-down list to choose the time interval when the incoming calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **Anytime** in this case.

- `{ring_time}` - Use this text box to specify for how many seconds the destination cascade extension(s) will be ringed when an incoming call is received.

- `{destination_number}` - Use the available text box to fill in the numbers to be called in cascade.

> **Note**
>
> It is possible to add up to 10 cascade rules/numbers to a single rule using the ⊟⊞ icons.

> **Note**
>
> The destination numbers may belong to other local extensions, remote extensions or ring groups.

- `{waiting_time}` - Use this text box to specify after how many seconds since the previous destination was called VoipNow Professional will attempt to call the next one.

- `{rule_position}` - Use this text box to specify the rule's order in the list.

> ⚠️ **Caution**
>
> The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.
>
> The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.

- {Follow/Do not follow} - Choose if you want the rule to be considered final or not:

  - Follow - This rule is not final and other rules can be applied after it if the call is not completed.

  - Do not follow - The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Authenticate' Rule

> ⚠️ **Caution**
>
> This rule can be added for `Phone terminal` extensions only.

The Authenticate rule structure is:

{Authenticate} when CallerID {callerID_action} {number} and call is in time interval {time_interval} require password {password} and play sound {sound} 🔊

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

- {callerID_action} - Use this drop-down list to choose whether the Authenticate rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:

  - Matches – The incoming call matches the number specified in the next text box.

- ◦ does not match – The incoming call does not match the number specified in the next text box.
- ◦ is anonymous – The incoming call does not have any CallerID information.

> **Note**
>
> If this option is selected, than the next text box is grayed out.

- ◦ is any - The Authenticate rule will be used for all the incoming calls, no matter their CallerID.

> **Note**
>
> If this option is selected, than the next text box is grayed out.

> **Note**
>
> The default value is, in this case, **is any**.

- {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

> ⚠️ **Caution**
>
> Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.
>
> Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.
>
> The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:
>
> X - matches any digit from 0-9
>
> Z - matches any digit form 1-9
>
> N - matches any digit from 2-9
>
> [] - matches any digit or letter in the brackets
>
> . - matches one or more characters
>
> * - matches 0, 1 or any number of the previous expression
>
> For example:
>
> - ◦ Number 0. will match any number starting with 0.

- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example `1528`.

- `{time_interval}` - Use this drop-down list to choose the time interval when the incoming calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **Anytime** in this case.

- `{password}` - Use this text box to specify the password that the caller will have to provide in order for his call to be routed to the desired destination.

- `{sound}` - Use the 🔊 to select the sound to be played to the caller when the password is requested. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.

Selecting a sound file

The following information is provided:

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

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

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

> **Note**
>
> The path will display the folder name and also its origin:
>
> //// placed before the name of a folder signals the admin's default folder.
>
> /// placed before the name of a folder signals the reseller's default folder.
>
> // placed before the name of a folder signals the client's default folder.
>
> / placed before the name of a folder signals the extension's default folder.

- {rule_position} - Use this text box to specify the rule's order in the list.

> **Caution**
>
> The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.
>
> The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key_value} - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.
- {Follow/Do not follow} - Choose if you want the rule to be considered final or not:
  - Follow - This rule is not final and other rules can be applied after it if the call is not completed.
  - Do not follow - The rule is final and no other rules will be applied after it if the call is not completed.

Adding the 'Set call priority' Rule

> **Caution**
>
> This rule can be added for Queue extensions only.

The Set call priority rule structure is:

{Set call priority} when CallerID {callerID_action} {number} and call is in time interval {time_interval} to {call_priority}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

Where:

- {callerID_action} - Use this drop-down list to choose whether the Set call priority rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:

  ◦ matches – The incoming call matches the number specified in the next text box.

  ◦ does not match – The incoming call does not match the number specified in the next text box.

  ◦ is anonymous – The incoming call does not have any CallerID information.

    > **Note**
    >
    > If this option is selected, than the next text box is grayed out.

  ◦ is any - The Set caller priority rule will be used for all the incoming calls, no matter their CallerID.

    > **Note**
    >
    > If this option is selected, than the next text box is grayed out.

  > **Note**
  >
  > By default, the first value available in the list is selected, **Matches** in this case.

- {number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.

  > **⚠ Caution**
  >
  > Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.
  >
  > Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- Number `0.` will match any number starting with 0.

- Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example `1528`.

- `{time_interval}` - Use this drop-down list to choose the time interval when the incoming calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **Anytime** in this case.

- `{call_priority}` - Fill in the importance you want to associate to the specified number(s). The Set call priority rule gives the ability to queue a call not at the end of the queue, but anywhere in the queue, according to the call's priority set here.

> **Note**
>
> Higher values mean higher priority.

- `{rule_position}` - Use this text box to specify the rule's order in the list.

> **Caution**
>
> The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.
>
> The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- `{key_value}` - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing `*74 {key_value}`.
- `{Do not follow}` - This rule is considered final and no other rules will be applied after it if the call is not completed.

Extension's Outgoing Call Rules

> **Note**
>
> The outgoing call rules can be set up only for the following extension types:
>
> - `Phone terminal`
> - `Queue`
> - `IVR`
> - `Conference`
> - `Callback`
> - `Calling card`

VoipNow Professional allows extensions to block certain outgoing calls, based on the time interval when the call was dialed and the CallerID of the system user that dialed the number.

The Edit Outgoing Call Rules for Extension `{extension_name}` management page allows you to:

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

S	Action	Number	In time interval ☐
✅	Block	342	Anytime ☐

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 measure taken by the application against a certain phone number, `Block` in our case.
- Number - The phone number that will be blocked.
- In time interval – The time frame when the rule is applied.

Add an Outgoing Call Rule

The Edit Outgoing Call Rules page provides the controls required to define one or more routing rules for outgoing calls.

> 📝 **Note**
>
> You can add up to 5 rules at the same time by using the ➖ ➕ 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 form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

* - matches 0, 1 or any number of the previous expression

For example:

- ○ Number `0.` will match any number starting with 0.

- ○ Number `1X[123]N` will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example `1528`.

- `{time_interval}` - Use this drop-down list to choose the time interval when the outgoing calls must be checked.

> **Note**
>
> By default, the first value available in the list is selected, **Anytime** in this case.

> **Caution**
>
> The `Block` rule is final. This means that when the rule is matched, other rules are no longer checked.

Manage Extension's Recorded Calls

VoipNow Professional offers the `Phone terminal`, `Conference` and `Queue` extension users to record their incoming and outgoing calls.

The Recorded Messages of Extension `{extension_name}` management page allows you to:

- View all the extension's recorded Messages.

  The list displays all the incoming and outgoing calls recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with `EVERYBODY`, or only with the group(s) the current extension is member of).

  For example, let us assume that extension `001` is part of `Group 1`. Extension `002` is also part of that group. If extension `002` has the Share my recordings with `Group 1` policy enabled, then its recorded calls files will be visible to extension `001` as well.

> **Note**
>
> For more information about the *Sharing Policies*, see [this](#) section.

- Search for specific recordings.

- Listen and download recorded conversations on your computer.

- Remove unnecessary recordings.

- Activate/deactivate the call recording feature:

  ◦ 🎚 Activate recording

  ◦ 🎚 Deactivate recording

> **Note**
>
> The call recording status can be changed for the `Phone terminal` extensions only.

VoipNow Professional displays the following details about the recorded calls:

- T — This recorded call's type:

  ◦ For `Phone terminal` extensions:

    ▪ 📞 Incoming

    ▪ 📞 Outgoing

    ▪ 📞 Unknown

  ◦ For `Conference` extensions:

    ▪ 🎯 Conference call

  ◦ For `Queue` extensions:

    ▪ 👥 Queue call

- Listen - Use the available ▶ ⏸ ⏹ controls to listen to the call. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the ⬇ icon and confirm your choice.

- From — The number of the extension recording the call. It is always the number of the current extension.

  Additionally, if the extension recording the call is different from the initial caller, then VoipNow Professional displays, between parenthesis, the caller's CallerID.

> **Note**
>
> For `Queue` extensions, VoipNow Professional displays, between parenthesis, the caller's CallerID name and CallerID number, exactly how they are displayed on the agent's screen. For example, the **From** column can display:
>
> `0087*014 (0100*001 via Call Center <0100*001>)`
>
> where:
>
> - `0087*014` is the number of the current `Queue` extension recording the call.
> - `0100*001` is the number of the extension calling the `Queue` extension.
> - `Call Center` is the name of the current `Queue` extension, the one called by the user.
> - `<0100*001>` is the caller's CallerID number.
> - Taken as a whole, `0100*001 via Call Center` represents the CallerID name displayed on the agent's screen when receiving the call.
>
> Have in mind that the `via` syntax is displayed for all the calls that were internally transferred or that were routed by a certain extension (e.g.: `IVR`, `Conference`).

> **⚠ Caution**
>
> This column is displayed for `Phone terminal` and `Queue` extensions only!

- To - The number or the CallerID of the other party involved in the call. It can be both the caller or the callee.

  This column can also display:

  - `Anonymous` - If the other party decided to hide its identity.
  - `Unknown` - If the identity of the other party involved in the call could not be established.

> **Note**
>
> For `Queue` extensions, this column displays the number of the agent that answered the recorded the call.

> **Note**
>
> A `Queue` extension records a conversation starting with the moment the call is answered by an agent and not from the beginning, when the user places the call.

> **Note**
>
> This column is displayed for `Phone terminal` and `Queue` extensions only.

- Conference - The number of the `Conference` extension recording the call. It is always the number of the current extension.

> **Note**
>
> This column is displayed for `Conference` extensions only.

- Conference ID - This column displays the identification number of the conference that was recorded. This is useful when there are more than one scheduled conferences, helping you visualize which one of them was recorded. For example, if there are three scheduled conferences and the first one is recorded, then this column will display 1.

> **Note**
>
> This column is displayed for `Conference` extensions only.

- Folder - The folder where the recorded calls are stored. Both the calls initiated and received by that extension are saved in the same folder.
- Size – The recorded file's size, in KB.
- Created – The date and time the recorded conversation started.

Searching the Recorded Calls List

When you are searching for specific recorded call files, you can use one or more of the available filters:

Show folder {folder} Search {text}, where:

- {folder} - Use the drop down list to select the folder in which you want to search for certain recorded calls. Basically, the folder name is the number of the extension that recorded the calls. If you do not to limit the search, select `Alls`.

The list will be automatically updated according to your choice.

- {text} - Use the available text box to specify the number or the CallerID of the extension you are looking for. The search results include both the incoming and the outgoing recorded calls.

Manage the Call Screening Preferences

VoipNow Professional offers you all the tools required to define groups of phone numbers that the extension user will not be able to call. In this way, you can control and filter the destinations accessible to the current extension. These tools are grouped into the following categories:

- Screening
- Database Categories

Note

This feature is fully operational for Phone terminal extensions only. The other extensions' calls cannot be screened.

Screening

Caution

In order to filter the extension's calls, at least one database category must be defined.

The Call Screening for Extension {extension_number} page allows you to set up the screening behaviour in order to filter the extension's calls. The phone numbers the extension will not be able to call are the ones included in the previously defined database categories.

To customize the screening behaviour, use the following options:

- Call Screening
  - Screening behavior - Use the available radio buttons to define the screening feature's behavior. The following options are available:
    - Do not use filtering - All the outgoing calls are allowed, no filtering is applied.
    - Filter calls to selected numbers - This option allows you to specify the phone numbers the extension will not be able to call. When enabled, the following supplementary options are available:

- Screen all calls to numbers in - The extension will not be able to call the phone numbers from the database categories that are assigned to be screened.

- But allow calls to - This section contains the database categories that can be called, OVERRIDING the screening rules previously set for the Screen all calls to numbers in option.

  - Permit only calls to selected numbers - When this option is selected, the extension will be able to call only the numbers from the `Available categories` list.

    To assign a database category, choose it from the Available categories list and click its name. The application will automatically transfer it to the Assigned categories list.

    > **Note**
    >
    > To assign a category, click its name from the `Available categories` list and it will be automatically transfered into the `Assigned categories` list.
    >
    > The `Assigned categories` list contains all the database categories that are currently screened. To remove a category from this list, click its name and it will automatically moved back into the `Available categories` list.

- Behavior Settings

  - Play sound when access is restricted - Use the available text box or the 📓 icon to specify the sound that will be played to the caller when the access is restricted. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.

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.

welcome   🔍 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 ⬇		dir-welcome	/
▶ ■　　　　00:01 ⬇		welcome	/

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.

Database Categories

The database categories are phone number collections used for screening the outgoing calls of a `Phone terminal` extension.

The Call Screening Database for Extension {extension_number} management page allows you to:

- View all the [Phone Numbers](#) currently defined for screening.

- Manage the existing 🗃 Database categories used for screening and set up new ones.

  For more details about how to define a category, check the [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.

Manage Your CallAPI Events

> ⚠️ **Caution**
>
> This feature is available for the `Phone terminal`, `Queue`, `IVR` and `Conference` extension types only!

> ⚠️ **Caution**
>
> The tab is displayed only if the extension and his parent accounts have the **CallAPI management** option enabled.

VoipNow Professional can notify third party applications using REST calls when one of the three supported events occurs. To do so, you can use the controls

available in the CallAPI Events tab that can be accessed at extension level by clicking the ✐ SystemAPI & CallAPI icon available in the `Tools` area.

> **Note**
>
> This feature is very useful for example if you want to use a remote application that, in case of an incoming call, can display in the VoipNow Professional interface details about the caller, like its CallerID, number dialed, if it was redirected from another extension in the system, etc.

VoipNow Professional to Third Party Application REST Calls table displays information about the three supported events and it allows you to configure them as per your request. The following details are available for each event:

- S - The event's configuration status:
  - ❌ Not configured
  - ✅ Configured
- Event - All three supported events:
  - Dial-Out - The request will be sent when the extension places an outgoing call.
  - Dial-In - The request will be sent when the extension receives an incoming call.
  - Hangup - The request will be sent when the extension hangs up.

  Click on the corresponding links to configure the events. A pop-up window is displayed, providing the controls required to set up the event:
  - Send request on event - The name of the event for which a request will be sent to the defined URL address.
  - Request method - Use the drop-down list to choose how the request will be sent:
    - `GET` - This HTTP request method is used to send only the URL and the header to the server.

      > **Note**
      >
      > This is the default selection.

    - `POST` - Use this method when you want to send data to be processed (e.g.: from a HTML form) to the third party application. The data is

included in the body of the request. This may result in the creation of a new resource, in updating the existing resources or in both.

◦ **Request ID** - Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.

◦ **Make request to** - Use this text box to specify the URL address where the request will be made. For more details, see the CallAPI Guide.

◦ **This is active** - When this check box is selected, the request is automatically sent each time the event for which it was defined happens.

◦ **Note** - Here you can write a brief description for the request.

You can define more than one request for the same event using the ⊞ ⊟ icons. You can add up to 10 requests per event.

To confirm your settings, click Apply. A message will be displayed on top of the page, informing you about the outcome.

A configured request for the 'Dial-In' event

- **Configured URLs** - The number of URL addresses configured for the event. If none, VoipNow Professional displays '-'.

- **Updated** - The date and time the event was last modified. If the event is not configured, VoipNow Professional displays `Never`.

The CallAPI events table

Manage Extension's Charging Limits

⚠️ **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 set charging limits that modify the ones enforced by the account's `postpaid` charging plan.

📝 **Note**

If the extension operates under a `prepaid` charging plan, you can only offer *charging credits*.

The Charging Limits for Extension {extension_name} management page allows you to:

- View the Limits History for the current account.

  📝 **Note**

  The information displayed here is the same as for the reseller and the client accounts.

- Use the available controls to Add Limits.
- Remove charging limits.

VoipNow Professional displays the following information about the available limits:

- Incoming Money Limit – Displays the supplementary credit for external incoming calls.

- Outgoing Money Limit – Displays the supplementary credit for external outgoing calls.

- Included Minutes – Displays the supplementary minutes allocated to the account.

- Increase Monthly – Displays when the extra charging limits will be used:
  - Yes - The charging limit will be automatically applied monthly.
  - No - The charging limit will be applied only once, in the current month.

- Order Number – Displays the number of the request made to allocate the new charging limits.

- Date Added – Displays the date when the charging limits were enforced.

Limits History

      ✖ Remove selected

Incoming money limit	Outgoing money limit	Included minutes	Increase monthly	Order number	Date added ☐
75 USD	30 USD	28 minutes	Yes	3	Jul 29, 2010 16:08:40 ☐
-5,800 USD	-1,000 USD	180 minutes	No	2	Jul 29, 2010 16:07:57 ☐
120 USD	100 USD	45 minutes	No	1	Jul 29, 2010 16:07:36 ☐

3 recharge(s)   Number of entries per page: 10 25 100

The extra limits

Add Charging Limits

⚠ Caution

You can increase the existing limits only if they were not previously set to **Unlimited** in the account's charging plan.

The Add Limits section allows you to add extra money or supplementary minutes to be used by the current account.

Add Limits	
Charging Plan	Postpaid CP
Increase limit for calls to public network with	120	USD (currently 28,791 USD left)
Increase limit for calls from public network with	50	USD (currently 24,310.900 USD left)
Increase limit for calls to public network with	75	minutes (currently 9971 minutes left)
Order number	4	(for records only)

Adding extra limits

Follow the next steps to finalize the process:

1. Fill in the required fields:

   - Charging plan - The name of the charging plan used by the account. It cannot be modified.

   - Increase limit for calls to public network with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the money amount you want to add to the outgoing external calls limit initially set up in the account's charging plan.

     > **Note**
     >
     > Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

   - Increase limit for calls from public network with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the money amount you want to add to the incoming external calls limit initially set in the account's charging plan.

     > **Note**
     >
     > Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

   - Increase limit for calls to public network with {amount} minutes (currently {available_amount} minutes left) – Use the available text box to fill in with how many minutes you want to supplement the ones already defined in the account's charging plan.

> **Note**
>
> Between parentheses you can see the number of minutes currently available.

- Order number — Fill in the identification number of the request for allocating these charging limits.

- Limits must be increased every month [] with the above values - Select this check box if you want the limits to be automatically increased with the specified amount(s) on a monthly basis.

> **Note**
>
> The **{currency}** is the system default one, defined by the system administrator.

2. Click Ok to add the limits or Cancel to return to the previous page without modifying anything.

Remove Extension's Charging Limits

To monthly charging limits can be removed by following the next steps:

1. Choose the charging limits you want to delete by selecting their corresponding check boxes.

> **Note**
>
> You cannot delete a charging limit that is set for one month only. However, if you have made a mistake and you want to modify the limit you have previously added, you have to insert a new charging limit with a similar negative value (with a minus in front). Next, click **Ok** to confirm or **Cancel** to go back without making any changes.

2. Click the ✖ Remove selected link. A confirmation pop-up window will be displayed.

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

Manage Extension's Charging Credits

⚠️ **Caution**

This section will be displayed only if:

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

VoipNow Professional allows you to set charging credits that modify the ones enforced by the account's `prepaid` charging plan.

📝 **Note**

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

The Charging Credits for Extension {extension_name} management page allows you to:

- View the Credit History for the current account.

  📝 **Note**

  The information displayed here is the same as for the reseller and the client accounts.

- Use the available controls to [Add Credit](#) .
- [Decrease charging credits](#) .

VoipNow Professional displays the following information about the recharges made to supplement the charging credits enforced by the account's charging plan:

- Incoming Calls Credit — Displays the supplementary credit for incoming calls.
- Outgoing Calls Credit — Displays the supplementary credit for outgoing calls.
- Order Number — Displays the number of the request made to allocate the new charging credits.
- Date Added — Displays the date when the new charging credits were enforced.

	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

Credit History

2 recharge(s)   Number of entries per page: 10 25 100

The extra credits

Add Charging Credits

> ⚠ **Caution**
>
> You can increase the existing credits only if they were not previously set to **Unlimited** in the account's charging plan.

The Add Credit section allows you to add extra credits to be used by the current account.

Add Credit

Charging Plan	Prepaid CP
Increase credit for all outgoing calls with	15 USD (currently 105 USD left)
Increase credit for all incoming calls with	20 USD (currently 45 USD left)
Order number	1 (for records only)

Adding extra credit to an extension account

Follow the next steps to finalize the process:

1. Fill in the required fields:

   - Charging plan - The name of the charging plan used by the account. It cannot be modified.

   - Increase credit for all outgoing calls with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the supplementary amount to be added to the available credit for outgoing external calls.

     > 📝 **Note**
     >
     > Between parentheses you can see the total amount currently available for outgoing calls to destinations outside the system.

- Increase credit for all incoming calls with {amount} {currency} (currently {available_amount} {currency} left) – Use the available text box to fill in the supplementary amount to be added to the available credit for incoming external calls.

> **Note**
>
> Between parentheses you can see the total amount currently available for incoming calls from destinations outside the system.

- Order number – Insert the identification number of the request for allocating the charging credits.

> **Note**
>
> The **{currency}** is the system default one, defined by the system administrator.

2. Click Ok to add the limits or Cancel to return to the previous page without modifying anything.

Decrease the Extension's Charging Credits

You cannot remove a charging credit. However, if you have made a mistake and you want to modify the amount you have already added, insert a new charging credit with a negative value (with a minus in front). Next, click Ok to confirm or Cancel to go back without making any changes.

View Extension's Charging Plan

> **Caution**
>
> This section will be displayed only if:
>
> - Charging is enabled on the VoipNow Professional server.
>
> - 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 client's extensions can receive calls both from the extensions inside and outside the system.

    ◦ Allow calls to public network - Yes – VoipNow Professional displays this information only if the 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 system default one, 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 system default one, 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.

◦ **Extended local calls are charged {amount}{currency}/second** — The fee charged for calls between extensions belonging to different client accounts from the system.

◦ **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}.

◦ **Public calls made outside any predefined time intervals are charged {amount} {currency}/second** - The price charged for the external calls made outside any predefined time interval {T}. Basically, this is the price charged for the external calls made in the default Anytime time interval.

> **Note**
>
> 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.

Manage Extension's Email Templates

VoipNow Professional can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be set up to send only certain notifications and only to determined users.

Based on the requirements, you can set the notification preferences for the events listed in the Email Templates for Extension {extension_name} page.

> **Note**
>
> For a detailed overview, see the [Manage Email Templates](#) section.

> Some of the functions described there may not be available or may be modified, depending on the access level.

The email templates that can be customized for an extension account are presented in the next sections.

The Extension's 'Extension Account Expiration Warning' Email Template

For more details about how to customize this template, see _The 'Extension Account Expiration Warning' Email Template_ section.

The Extension's 'Extension Account Expired' Email Template

For more details about how to customize this template, see _The 'Extension Account Expired' Email Template_ section.

The Extension's 'Extension Charging Limit Warning' Email Template

For more details about how to customize this template, see _The 'Extension Charging Limit Warning' Email Template_ section.

The Extension's 'Extension Charging Limit Exceeded' Email Template

For more details about how to customize this template, see _The 'Extension Charging Limit Exceeded' Email Template_ section.

The Extension's 'Voicemail Message Notification' Email Template

For more details about how to customize this template, see _The 'Voicemail Message Notification' Email Template_ section.

The Extension's 'Fax Message Received' Email Template

For more details about how to customize this template, see _The 'Fax Message Received' Email Template_ section.

The Extension's 'Sent Fax Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax Accepted' Email Template section.

The Extension's 'Sent Fax Not Accepted' Email Template

For more details about how to customize this template, see The 'Sent Fax Not Accepted' Email Template section.

The Extension's 'Fax Delivery Report' Email Template

For more details about how to customize this template, see The 'Fax Delivery Report' Email Template section.

The Extension's 'Pre-Approved Fax Accepted' Email Template

For more details about how to customize this template, see The 'Pre-Approved Fax Accepted' Email Template section.

The Extension's 'Forgot Password' Email Template

For more details about how to customize this template, see The 'Forgot Password' Email Template section.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default button.

> **Note**
>
> When you click the **Default** button, VoipNow Professional will not overwrite the other email address destination.

Phone Terminal Features

The `Phone terminal` extensions offer several supplementary features that are not available to any other extension type and that can be used to better manage your business:

- CallNow

- [Voice Mailbox](#)
- [Fax Messages](#)
- [Queue Membership](#)

CallNow Preferences

⚠️ **Caution**

The **CallNow** function can be used by `Phone terminal` extensions only!

The CallNow interface allows anyone in the world with Internet access to contact an extension from a VoipNow Professional server. After filling in the requested details, the extension will call the user back based on the number of the external request. The extension's specific routing, screening and charging rules will apply exactly as if the call was initiated by the extension.

📝 **Note**

When the feature is not activated, VoipNow Professional displays the following message:

⚠️ Warning: The **CallNow** feature is not activated. To use **CallNow** with your extension, you should activate and configure it.

The CallNow function can be activated by following the next steps:

1. Select the **Allow people to call me** check box.
2. Configure the parameters available in the **Allow CallNow** section:
   - **CallNow ID** - Use the available text box to fill in the CallerID associated to this extension or use the default one (e.g.: `ba538fb568343064`).
   - **I am available only in time interval** - Use the drop-down list to choose one of the already defined time intervals in which the extension owner will be available to be contacted via CallNow. By default, the `Anytime` interval is selected.
   - **Do not allow people to contact me while I am on the phone** - Select this check box if you would like all the CallNow requests to be rejected while the extension owner is involved in a call.
   - **Confirmation required before connecting me to caller** - Select this check box if you want the extension owner to confirm before accepting a CallNow request.

- Show my name on the public CallNow interface - Select this check box if you want the extension owner's name to be made public in the CallNow interface.

- Ask for the name of the caller - Select this check box if you do not want the anonymous callers to be accepted.

- Use image validation on the public interface - When this check box is selected, a random validation security image is used.

- Language - Use the drop-down list to select the language in which the CallNow interface will be displayed. You may choose either the default language or `User's choice` to let the caller decide.

- Message on the public interface - Use this text box to specify a welcome message for the extension's public interface.

3. Click Ok to activate CallNow. A confirmation message that includes the extension's personal CallNow URL is displayed:

Information: CallNow function activated. If you want people to call you, then you should let them now your personal CallNow URL:
http://192.168.14.39/callnow/Joe_Doe or **https://192.168.14.39/callnow/Joe_Doe**

where `Joe_Doe` is the CallNow ID specified earlier.

For more information about CallNow, click here.

Manage a Phone Terminal's Voice Mailbox

This feature gives the user the possibility to leave a voice message if the called extension is unavailable and if it has the Voice Mailbox option enabled.

The Mail Messages of Extension {extension_name} management page allows you to:

- View the extension's recorded Voicemails.

The list displays all the voicemail messages recorded for the selected extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with `EVERYBODY`, or only with the group(s) the current extension is member of).

For example, let us assume that extension `001` is part of `Group 1`. Extension `002` is also part of that group. If extension `002` has the Share my voicemails with `Group 1` policy enabled, then its voicemail files will be visible to extension `001` as well.

> **Note**
>
> For more information about the *Sharing Policies*, see [this](#) section.

- Customize the message played to the caller before redirecting to the extension's mailbox by clicking the 🔳 [Manage greetings](#) icon available in the Tools section.

- Search for specific messages.

- Listen and download message files on your computer.

- Remove voicemail messages.

- Activate/deactivate the voicemail feature:

  ◦ 🔳 Activate voicemail

  ◦ 🔳 Deactivate voicemail

VoipNow Professional displays the following details about the recorded voicemail messages:

- Listen - Use the available ▶ ⏸ ⏹ controls to listen to the message. Its total length is displayed as well, using the `hours : minutes : seconds` format.

  If you want download the file on your hard drive, click the 🔳 icon and confirm your choice.

- From — The CallerID and the extension of the person who left the voicemail message.

- Mailbox - The number of the extension the voicemail message belongs to.

- Folder — The folder where the voicemail is stored.

- Size — The voicemail size, in KB.

- Created — The date and time the voicemail message was recorded.

Searching the Voicemails List

When you are searching for specific voicemail messages, you can use one or more of the available filters:

Show mailbox {owner} Search {CallerID}, where:

- {owner} - Use the drop-down list to choose whose voicemail messages to be displayed:

  ◦ `Personal` - Only the voicemails received by the current extension are displayed.

> **Note**
>
> This is the default value.

- ◦ {extension_no} - Depending on how many extensions in the group(s) have the voicemail Sharing Policy enabled, you can choose from the list the {extension_no} whose messages you want to see.

  > **Note**
  >
  > For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their voicemails with the Phone Terminals group. Therefore, Extension 1 will be able to see the voicemails both of Extension 2 and Extension 3.

- ◦ All - Both the personal messages and the ones belonging to all the extensions in the group(s) that have the voicemail Sharing Policy enabled are displayed.

  The list will be automatically updated according to your choice.

- • {CallerID} - Use the available text box to specify the CallerID of the user that left the voicemail message you are looking for.

Check Your Messages

If you want to listen to your voicemail messages, you have the following options:

- • Use your computer – This method will be described in this section.

- • Use your phone – This can be done by calling *95 from your local phone. If you want to listen to your messages from a remote location, call your extension's public phone number and then dial * during the voicemail invitation message.

To download the messages on your computer, follow the next steps:

1. Choose the voicemail message you want to save on your computer from the Voicemails list.

2. Click its corresponding link available in the From column. Use the download pop-up window to confirm if you want to save the file on your computer or just to open it.

> **Note**
>
> VoipNow Professional names the message file using the standard format `msg{xxxx}.ext`, where `{xxxx}` is a number automatically assigned by VoipNow Professional and `ext` is the sound file extension.

3. Save the file on your local computer.

Now you can listen to the voicemail message using your favorite media player.

> **Note**
>
> Once you have downloaded a voice message, the message is marked as read and automatically moved from the **INBOX** folder to the **OLD** folder.

Manage Greetings

This feature allows you to upload new greeting files or to visualize the ones available in the system. The greeting is the message callers will hear prompting them to leave a voicemail message.

The Greetings of Extension {extension_name} management page allows you to:

- View the uploaded Greetings.
- Upload other files.

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

- Listen To Greeting – The greeting file's name. Click the link to listen to it.
- Greeting Type – The greeting type.
- Size – The greeting file size, in Kb.
- File Created – The date when the greeting file was added to the system.

Upload Greeting

You can use the controls available in the Upload Greeting section to select the file you want to use as greeting:

- Greeting type – Use the drop-down list to select the greeting message type:

- Temporary greeting
- Unavailable message
- My name
- Busy message

- Greeting file – Use the ▭ button to locate the greeting file on your computer.

> 📝 **Note**
>
> The accepted file extensions are: `.mp3`, `.wav`, `.gsm` and `.raw`.

Click Ok to upload the selected file or Cancel to return to the previous page without adding the greeting.

Manage a Phone Terminal's Fax Messages

VoipNow Professional allows the `Phone terminal` type extensions to send and receive fax messages that can be managed through the VoipNow Professional control panel.

The Fax Messages of Extension {extension_name} management page allows you to:

- View the extension's Received Faxes.

  Here, you can find a list with all the fax messages received by the selected extension and, if the extension is part of a group, by all the other extensions that have the appropriate Sharing Policy enabled (either with `EVERYBODY`, or only with the group(s) the current extension is member of).

  For example, let us assume that extension `001` is part of `Group 1`. Extension `002` is also part of that group. If extension `002` has the Share my incoming faxes with `Group 1` policy enabled, then its faxes will be visible to extension `001` as well.

  > 📝 **Note**
  >
  > For more information about the *Sharing Policies*, see [this] section.

- Check the 🖨 [Sent faxes] .
- Search for specific fax messages.
- Download fax files on your computer.
- Remove fax messages.

- Enable/disable the fax center:
  - ◦ 🖼 Activate fax
  - ◦ 🖼 Deactivate fax

VoipNow Professional displays the following details about the received fax messages:

- T – Thee fax message type:
  - ◦ 🔃 Incoming
  - ◦ 🔃 Outgoing
- From – The CallerID of the fax machine that sent the fax message. Click this ID to download the file on your computer.
- Faxbox - The number of the extension that received the fax message, for example 0006*001.
- Pages – The number of pages the message was received in.
- Size – The fax file's size, in KB.
- Received – The date when the fax file was received.

> 📝 **Note**
>
> The new messages are displayed using **bold** characters.

Searching the Fax Messages List

When you are searching for specific fax files, you can use one or more of the available filters:

Search {text} belonging to {owner}, where:

- {text} - Use the available text box to specify the sender's CallerID.
- {owner} - Use the drop-down list to choose whose fax messages to be displayed:
  - ◦ Personal - Only the faxes of the current extension are displayed.

    > 📝 **Note**
    >
    > This is the default value.

  - ◦ {extension_no} - Depending on how many extensions in the group(s) have the incoming faxes Sharing Policy enabled, you can choose from the list the {extension_no} whose files you want to see.

> **Note**
>
> For example, `Extension 1` is part of the `Phone Terminals` group. `Extension 2` and `Extension 3` are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their received fax messages with the `Phone Terminals` group. Therefore, `Extension 1` will be able to see the incoming faxes both of `Extension 2` and `Extension 3`.

> ⚠ **Caution**
>
> This option is available if the extension is part of a group that has at least another extension with the incoming faxes **Sharing Policy** enabled.

- `All` - Both the personal fax messages and the ones belonging to all the extensions in the group(s) that have the incoming faxes Sharing Policy enabled are displayed.

Send Faxes

VoipNow Professional allows the extensions to send fax messages using:

- email messages, by attaching the fax content as a `.pdf`, `.jpg` or `.tiff` file to an email message, which is sent to a special faxing email address on the server. For more information, read the [this](#) article.
- the VoipNow Professional interface, by uploading a fax message as a `.pdf`, `.jpg` or `.tiff` file using the controls available in the Sent Fax Messages of Extension {extension_name} page, available for all the `Phone terminal` extensions that were configured to manage fax files.

The Sent Fax Messages of Extension {extension_name} management page allows you to:

- View the already Sent Faxes or those that are in process of being sent.
- Upload and send a new fax message using the controls available in the Upload Fax Files section.
- Search for certain sent fax messages.

VoipNow Professional displays the following information about the fax messages:

- Source - How was the fax message sent:
  - 🖼 - From the VoipNow Professional interface

◦ ✉ - Using an email message

- ID - The fax message ID that shows the chronological order in which the fax messages were sent.

- Approved - This column displays the fax message's approval status:
  ◦ Yes - The fax message is approved.

  > **Note**
  >
  > All the fax messages added from the interface are already approved.

  ◦ No - The fax message has not been approved yet. It can be either pre-approved, if the Status column displays `Pre-Approved`, or a regular unapproved `email2fax` message. You can click the No link to manually approve the fax.

  > **Note**
  >
  > The `Pre-Approved` status is available only for the fax messages sent by email that contain special headers.

  ◦ -- - This sign is displayed when an unapproved fax message was removed from the system.

- Fax To - The extension number of the fax message's recipient(s).

- Status - A fax message can have one of the following states:
  ◦ Not approved - The fax message has not been approved.
  ◦ Pre-Approved - The Pre-Approved Fax mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow Professional . Also, it will no longer be required to click a link in order to accept sending the fax message.

  > **Note**
  >
  > There is no confirmation needed for a fax message in the **Pre-Approved** status, it will be automatically sent in a few minutes after its creation.

  ◦ Approved - The fax message is approved and can be sent by clicking the link.
  ◦ Scheduled For Sending - The fax message is scheduled for sending and VoipNow Professional tries to deliver it to the destination.
  ◦ Sent - The fax message was successfully sent to all recipients.

◦ Partially Sent - The fax message was sent only to some of the recipients. Click the link to finalize the operation.

◦ Send Failed - The fax message was not sent due to an error. Click the link to send it again.

> **Note**
>
> If a fax message's status is **Partially sent** or **Send failed**, you can re-schedule it for sending by clicking either its status, either the Resend link available in the **Sent on** column.

◦ Canceled - This fax message will no longer be sent to anyone.

> **Note**
>
> This status is displayed after clicking the Cancel link available in the **Sent on** column.

◦ Purged - A fax message reaches this status after it is erased from the system. This happens when the fax message has been stored in the system longer then the number of days allowed.

- Size - The size of the fax message, displayed in KB or MB.

- Added - The date the fax message was added to the system.

- Sent On - This field has different values, depending on the fax message status:

  ◦ If the fax message status is Sent or Partially sent, then the date when it was sent is displayed.

  ◦ If the status is Send failed, then two links are displayed:

    ▪ Resend - Click the link to retry to send the fax.

    ▪ Cancel - Click the link if you do not want to send the fax message anymore. The status will change to Canceled.

  ◦ If the fax message's status is different from the above values, then only the Cancel link is displayed.

- Info - Click the icon to view all the attempts to send the message and their outcome.

Fax info

Fax approved from: 192.168.1.22

Attempt to	Date	Result
All destinations	Jun 16, 2010 14:54:19	Scheduled call
0006*001	Jun 16, 2010 15:39:50	Call not answered
All destinations	Jun 16, 2010 17:58:27	Scheduled call
0006*001	Jun 16, 2010 17:58:28	Call not answered
All destinations	Jun 16, 2010 17:58:37	Canceled

Note

The message displayed above the table shows the IP address from where the fax message sending was approved, for example `192.168.1.22`.

The following information is available for each attempt:

◦ **Attempt To** - The recipient's phone number. When there are two or more recipients, the phone number is replaced by All destinations .

◦ **Date** - This is the date when the system tried to send the fax.

◦ **Result** - The sending process outcome.

Note

The first line displayed in the pop-up window for all the fax messages shows that the application initiated the call in order to send the fax to all the specified destinations.

Searching the Sent Faxes List

When you are searching for specific sent faxes, you can use one or more of the available filters:

Search in faxes {extension_number} between {starting_date} and {ending_date} , where:

• {extension_number} – Use the text box to specify the number of the extension the fax message was sent to.

• {starting_date} – Use the available text box or the 🗓 calendar button to specify the starting date of the time interval in which you want to search for particular messages. This date must be before or equal to the date the fax was added. The date format must be `yyyy-mm-dd`.

- {ending_date} – Use the available text box or the ▦ calendar button to specify the ending date of the time interval in which you want to search for particular messages. This date must be after or equal to the date the fax was added. The date format must be `yyyy-mm-dd`.

Upload a Fax File

You can use the controls available in the Upload Fax Files section to send a new fax message:

- Send fax to recipients {number} Phone numbers (separated by commas) - Use the expandable text box to specify the phone numbers you want to send the fax to. You cannot list more phone numbers then the Maximum number of fax recipients set from the ▦ Unified Communications >> System preferences >> Fax tab.

- Fax file - Use the ▭ button to locate the file(s) you want send. You cannot add more files than the Maximum number of files per composed fax set from the ▦ Unified Communications >> System preferences >> Fax tab.

> **Note**
>
> Only `.pdf`, `.jpg` and `.tiff` file types are supported.

Use the ▬ ➕ buttons to add several files to the fax message.

- Send later - When this check box is selected, the fax message will be saved under the status Not approved. Later, you will be able to click the Approved link in order to send the fax to its recipient(s).

Click Ok to upload the new fax. Click Cancel to return to the previous page without sending the message.

The Phone Terminal's Queue Membership

> ⚠️ **Caution**
>
> This option is available only for the `Phone terminal` extensions that have the **multi-user aware** permission enabled.

The Queue Membership management page allows you to:

- View the queues the extension is member of, either as an agent or as a supervisor.

- Manage the extension's Queue Settings, including promoting or demoting the extension, modifying its penalty level for each queue or changing the agent's status.

- Customize the Agent Preferences required to connect to the queues the extension is member of.

VoipNow Professional displays the following details about each queue the current extension belongs to:

- S – This queue's status:
  - ◦ ☑ Enabled
  - ◦ ☒ Disabled

- Type – The extension's role inside the queue:
  - ◦ 👥 Queue supervisor

  Click this icon if you want to revert the supervisor to a normal queue agent.

> 📝 **Note**
>
> The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *****.
>
> The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, `0077*003`, and dials ***999004**, he will not be able to listen to the active conversations.

> 📝 **Note**
>
> The queue supervisor is able, starting VoipNow Professional 2.5.1, to whisper something to any of the registered queue agents by dialing ***998** from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *****.

> **Note**
>
> A queue supervisor extension can log in to the queue only after dialing the PIN code set up in the **Member Preferences** section.

  ◦ 🧑 Local queue agent

  Click this icon if you want to set the local agent as a queue supervisor.

- Name – The name and the extension number (e.g.: `Joe Doe (0003*001)`) of the queue the current phone terminal is member of.

- Last Logged In - The date and time the extension last logged in to the queue.

- Last Logged Off - The date and time the extension last logged out from the queue.

- Last Call - The date and time of the last call made to the queue.

- Penalty – This value determines the order in which VoipNow Professional tries to assign calls to the agents. When a call is received, VoipNow Professional first applies the distribution algorithm to the set of agents with `Penalty = 1`. If no available agent is found, VoipNow Professional applies the algorithm to the agents with `Penalty = 2` and so on. Fewer calls will be assigned to agents with high `Penalty` values.

  To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be assigned to this agent - to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

- Calls - The total number of calls received by the extension as a member of a certain queue.

- State - The agent's status from the queue perspective. You can click the link to pause/unpause or to log in/log out the agent. For more details, see [the next](#) section.

- Connected To - This is where the agent connected from. For the local agents, the extension number (e.g.: `0003*001`) is displayed.

> **Note**
>
> The number is displayed only if the agent is logged in to the queue!

The queues the extension is member in

Member Preferences

You can use the controls available in the Agent Preferences fieldset to secure the extension's queues access by defining a PIN code that will be required each time the extension will try to log in to those queues:

- **Require authorization to connect to queue** - Select this check box if you want to enable the password authentication when connecting to the queue.

> **Note**
>
> If this option is not enabled, the following two fields will be grayed out.

> **Caution**
>
> The authorization PIN code is mandatory for the extensions set as queue **supervisors**!

- **Old queue login PIN** - VoipNow Professional will display this field if the extension has a PIN code already set up.
- **Queue login PIN** - Use the available text box to specify the PIN required when dialing *96 or *97 to log in as queue agent or supervisor. The numeric value must have between 2 and 10 digits.
- **Confirm queue login PIN** - Fill in the same PIN as above.

Queue Features

The agents management is the core feature specific to the `Queue` extension type.

Manage Queue Agents

The Queue Agents for Queue {extension_number} page allows you to manage both the queue's local and the remote agents. All the `Phone terminal`

extensions and the remote agents you want to be able to login to the queue must be configured from here.

> **Note**
>
> Starting VoipNow Professional 2.5.0, remote agents can also connect to a queue, after being configured from the interface, by using a `Queue login center` extension.

The available controls are grouped into the following sections:

- The **Tools** section allows you to define the extensions and the remote agents that will be granted access to this queue:
  - Add local agent
  - Add remote agent

- The **Queue Agents Information** table displays an overview of the agents already defined for the current queue, both local and remote. Also, you can use the specific controls to promote or to demote an agent to and from the supervisor position, to edit an agent, set its behavior or visualize a personalized report.

Queue Agents Information

Type	Agent ▲	Last Logged In	Last Logged Off	Last Call	Penalty	Calls	State	Connected To	R	
	08012 (08012)	Dec 17, 2010 17:35:34	-	Jan 03, 2011 16:17:53	0	32	Logged in	08012		☐
	08040 (08040)	Dec 23, 2010 12:30:50	-	Dec 23, 2010 12:36:25	0	2	Paused	08040		☐
	Frank West (0003*002)	Dec 27, 2010 12:51:49	Jan 05, 2011 11:53:58	Jan 03, 2011 15:36:30	0	25	Logged out	-		☐
	Joe Doe (0003*001)	Sep 22, 2010 16:55:31	-	Dec 23, 2010 12:14:52	20	34	Paused	0003*001		☐

4 agents   Number of entries per page: 10 25 100

The available agents

VoipNow Professional displays the following information about the available agents, both local and remote:

- Type - The agent's role:
  - Local queue agent

    Click this icon if you want to set the local agent as a queue supervisor.

  - Remote queue agent

    > **Note**
    >
    > The remote queue agents cannot be set as supervisors!

◦ 🖼Queue supervisor

Click this icon if you want to revert the supervisor to a normal queue agent.

> **Note**
>
> The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the active agent that answered a call last and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *****.
>
> The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, `0077*003`, and dials ***999004**, he will not be able to listen to the active conversations.

> **Note**
>
> The queue supervisor is able, starting VoipNow Professional 2.5.1, to whisper something to any of the registered queue agents by dialing ***998** from his phone terminal, followed by the number of the queue extension. He will be connected to the active agent that answered a call last. To whisper to the next available agent, the queue supervisor must dial *****.

> **Note**
>
> A queue supervisor extension can log in to the queue only after dialing the PIN code set up from its **Queue Membership** page.
>
> For more information about how to configure the access code, see The Phone Terminal's Queue Membership section.

- Agent - The name and the extension number (e.g.: `Joe Doe (0003*001)`) for the local agents/supervisors or the name and the Agent ID (e.g.: `Remote agent #1 (2588)` for the remote agents.

  To edit one of the available agent's parameters, click the its corresponding link and use the controls available in the displayed pop-up panel. For more details on how to configure the specific parameters, see the Add Local Agents or the Add Remote Agents sections, depending on the agent type.

> **Note**
>
> When editing the parameters, one extra line is displayed: **Old queue login PIN**.

> ⚠ **Caution**
>
> The **Agent ID** cannot be changed for the remote agents!

- Last Logged In - The date and time the queue agent last logged in to the queue.

- Last Logged Off - The date and time the queue agent last logged out from the queue.

- Last Call - The date and time of the last call made to the queue.

- Penalty - The penalty set for the agent. To modify it, fill in another value in the text box. The accepted values range from 0 - the most calls will be assigned to this agent to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

  For more details, see this section.

- Calls - The queue agent's total number of calls.

- State - The queue agent's status that can be managed by clicking the available link. For each status, various actions are possible:

  ◦ If the agent is Logged out, then click the link and choose the action you want to perform, depending on the agent's type:

    ▪ Local agent

The actions available for a logged out local agent

This pop-up window allows you to log in a local agent and to choose the extension he will receive the calls at. The following message is displayed:

This will login agent {extension_number} on extension {extension}. He will be able to receive calls immediately. Are you sure?, where:

- {extension_number} - The agent's extension number.

- {extension} - By default, the calls are routed to the agent's extension, but you can use the drop-down list to choose another one. All the extensions belonging to the same client account are displayed.

  This feature is useful when the agent is away from his office and he can log in to the queue only from one of his colleagues' extensions.

> **Note**
>
> The extensions that do not have the **multi user aware** option enabled from their **Roles and Phone Numbers** page can log in to the queue ONLY from their account.
>
> If the **multi user aware** option is enabled, then the extension can log in from any other **multi user aware** extension belonging to the same client account.

The available actions are:

- Yes, I want to log in the agent to the {queue_number} queue only - Click this action if you want to log in the local agent to the current queue only.

- Yes, I want to log in the agent to all queues - Choose this action to log in the local agent simultaneously to all the queues he is member of.

- No, forget about this - Click here to close the panel without logging in the local agent.

▪ Remote agent - You may log in a remote agent to the queue depending on his Registration preferences:

- Static - A phone number was defined for the remote agent and the registration is done always based on that number. The remote agent can use only his terminal to log in to the queue.

This pop-up window allows you to log in a remote agent whose registration is made based on a fixed phone number. The following message is displayed:

This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

◦ {agent_id} - The remote agent's identification number.

◦ {phone_number} - The specified Agent phone number. All the remote agent's calls will be routed to this number.

The available actions are:

◦ Yes, I want to log in the agent to the {queue_number} queue only - Click this action if you want to log in the remote agent to the current queue only.

◦ No, forget about this - Click here to close the panel without logging in the remote agent.

• Dynamic - The remote agent can be registered on any phone terminal, regardless its number, therefore he will be able to log in to the queue from any public number.

The actions available for a logged out
remote agent with dynamic registration

This pop-up window allows you to log in a remote agent whose registration is made dynamically, from any phone number. Anytime you want to log in such an agent you will be required to specify the number you want to register. The following message is displayed:

This will log in agent {agent_id} on the device with number {phone_number}. He will be able to receive calls immediately. Are you sure?, where:

◦ {agent_id} - The remote agent's identification number.

◦ {phone_number} - Use the available text box to specify the remote agent's phone number you want to register to the queue.

> **Note**
>
> It is mandatory to fill in a phone number in order to register the agent to the queue!

The available actions are:

◦ Yes, I want to log in the {phone_number} to this queue - Click this action if you want to register the specified phone number to the queue. The remote agent will be able to answer the calls from this number.

◦ No, forget about this - Click here to close the panel without logging in the remote agent.

◦ If the agent is Logged in, then click the link and choose the action you want to perform, depending on the agent's type.

  ▪ Local agent

The actions available for a logged in local agent

This pop-up window allows you to log out or to pause a local agent. The following messages are displayed:

1. You can immediately pause agent {extension_number} on phone {connected_to}. Are you sure?, where:

   - {extension_number} - The agent's extension number.

   - {connected_to} - The number of the extension the local agent is logged in from.

   The available actions are:

   - Yes, I want to pause the agent on {queue_number} queue only - Click this action if you want to pause the local agent on the current queue.

     > **Note**
     >
     > When paused, an agent cannot receive calls.

   - Yes, I want to pause the agent on all queues - Choose this action if you want to pause the local agent on all the queues he is member of.

2. You can log out agent {extension_number} from phone {connected_to} immediately. Are you sure?

   The available actions are:

- `Yes, I want to log out the agent from the {queue_number} queue only` - Click this action if you want to log out the local agent from the current queue.

- `Yes, I want to log out the agent from all queues` - Choose this action if you want to log out the local agent from all the queues he is member of.

- `No, forget about this` - Click here to close the panel without logging out or pausing the local agent.

- Remote agent

The actions available for a logged in remote agent

This pop-up window allows you to log out or to pause a remote agent. The following messages are displayed:

1. You can immediately pause agent `{agent_id}` on phone `{connected_to}`. Are you sure?, where:

   - `{agent_id}` - The remote agent's identification number.

   - `{connected_to}` - The public phone number the remote agent is logged in from.

   The available actions are:

   - `Yes, I want to pause the agent` - Click this action if you want to pause the remote agent on the current queue.

   > **Note**
   >
   > When paused, an agent cannot receive calls.

2. You can log out agent `{agent_id}` from phone `{connected_to}` immediately. Are you sure?

   The available actions are:

- **Yes, I want to log out the agent** - Click this action if you want to log out the remote agent from the current queue.

- **No, forget about this** - Click here to close the panel without logging out or pausing the remote agent.

◦ If the agent is [Paused](), then click the link and choose the action you want to perform, depending on the agent's type.

▪ Local agent

Change Agent Status

You can choose how to change the agent's status using the actions below. Any modification you make will immediately go live, but it will not affect the agent if he is currently involved in a call.

This will unpause agent **0003*001** on phone 0003*001. He will be able to receive calls immediately. Are you sure?

Yes, I want to unpause him on 0003*004 queue only.

Yes, I want to unpause him on all queues.

No, forget about this.

The actions available for a paused local agent

This pop-up window allows you to unpause a local agent. The following message is displayed:

This will unpause agent {extension_number} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

The available actions are:

- **Yes, I want to unpause the agent on {queue_number} queue only** - Click this action if you want to enable the local agent to receive calls on the current queue.

- **Yes, I want to unpause the agent on all queues** - Choose this option to unpause the local agent and to allow him to receive calls on all the queues he is member of.

- **No, forget about this** - Click here to close the panel without unpausing the local agent.

▪ Remote agent

The actions available for a logged in remote agent

This pop-up window allows you to unpause a remote agent. The following message is displayed:

This will unpause agent {agent_id} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

The available actions are:

- `Yes, I want to unpause the agent` - Click this action if you want to allow the remote agent to receive calls again on the current queue.

- `No, forget about this` - Click here to close the panel without unpausing the remote agent.

- Connected to - This is where the agent connected from. The extension number (e.g.: `0003*001`) will be displayed for the local agents, while the Agent phone number (e.g.: `0032588824`) will be shown for the remote ones.

> **Note**
>
> The number is displayed only if the agent is logged in to the queue!

- R - Click the 📃 icon to view the agent report.

For more details, see the [Agent Status](#) section.

Add Local Agents

To enroll one of the available `Phone terminal` extensions as queue agents, you have to fill in the following information:

- Enroll agent - Use the drop-down list to select the `Phone terminal` extension you want to enroll as queue agent. For each extension, both the name and the number are provided.

> **Note**
>
> Only the extensions belonging to the queue's client account are displayed.

- **Penalty** - This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with the next higher penalty number.

  The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.

  > **Note**
  >
  > You can later modify this value directly from the **Queue Agents Information** table.

- **Require authorization to connect to queue** - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.

  > **Note**
  >
  > If this option is disabled, the following two fields are grayed out.
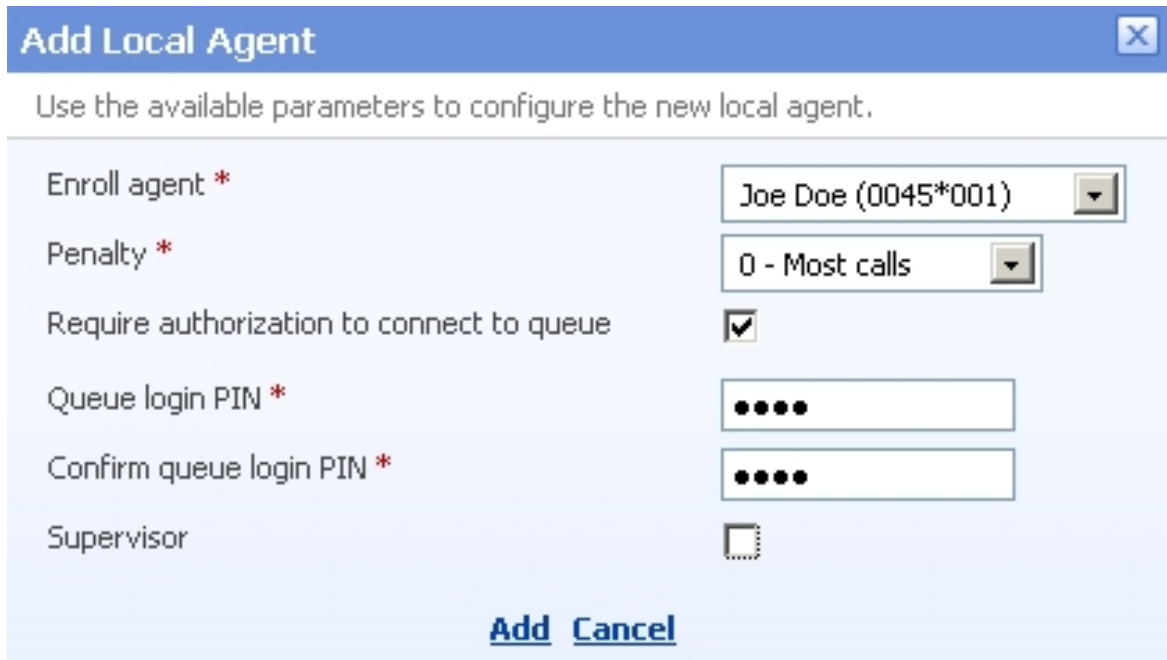
- **Queue login PIN** - Use the available text box to specify the PIN code the user will be required to provide when dialing *96 or *97 to log in as an agent or as a queue supervisor. The numeric values must have between 2 and 10 digits.

- **Confirm queue login PIN** - Fill in again the same PIN code as above.

- **Supervisor** - Select this check box if you want to enroll the extension as a queue supervisor.

  > **Note**
  >
  > The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the extension number of the first active agent found and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *****.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent `0077*001` is marked as a supervisor for queue `0077*004`. If he logs in from another extension, `0077*003`, and dials ***999004**, he will not be able to listen to the active conversations.

Add Local Agent

Use the available parameters to configure the new local agent.

Enroll agent *	Joe Doe (0045*001)
Penalty *	0 - Most calls
Require authorization to connect to queue	☑
Queue login PIN *	••••
Confirm queue login PIN *	••••
Supervisor	☐

Add Cancel

Adding a simple local agent

To finalize the process, click Add. To close the panel without adding the agent, click Cancel.

Add Remote Agents

Now it is possible for remote users to connect to a queue as agents. First, these agents must be defined from the interface. Afterwards, they will have to call a `Queue login center` extension, dial the AgentID followed by the # key and the login PIN of the queue he wishes to connect to. If the authentication is successful, the remote agent will be logged in to the queue and will behave like a local agent.

⚠ Caution

The remote agents cannot be queue supervisors!

To define a new remote agent, you have to fill in the following information:

- Name - Use the available text box to specify a descriptive name for the remote agent.

> **Note**
>
> The **Name** value can be numeric as well.

- Agent ID - The numeric value defined here represents the unique identification number associated to the remote agent. Anytime the user will try to connect to the system, he will be required to provide this ID in order for the application to identify him as a queue agent.

  The Agent ID value must have between 1 and 10 digits.

- Require authorization to connect to queue - Select this check box to enable the password authentication login. The agent will be required to dial the PIN code before connecting to the queue.

> **Note**
>
> If this option is disabled, the following two fields are grayed out.

- Queue login PIN - Use the available text box to specify the PIN code the user will be required to provide when trying to log in as a queue agent. The numeric values must have between 2 and 10 digits.

- Confirm queue login PIN - Fill in again the same PIN code as above.

- Penalty - This parameter is used to differentiate agents when an incoming call is received. The call distribution algorithm will be applied to the agents with the lowest penalty number. If the are no agents with the lowest penalty number available, the algorithm will be applied to the agents with the next higher penalty number.

  The values that can be selected from the drop-down list range from 0 - the most calls will be assigned to this agent to 100 - the biggest penalty level, causing the fewest received calls to be assigned by the distribution algorithm to this agent. The default value is 0.

> **Note**
>
> You can later modify this value directly from the **Queue Agents Information** table.

- Registration - Use the radio buttons to choose how the the remote user's registration will be made:

  ◦ `Static (enter below)` - The user will be able to log in only from his phone terminal associated to the Agent phone number specified below.

- ◦ `Dynamic (login phone number)` - The registration will be made dynamically and the user will be able to log in to the queue from any phone terminal, regardless its number.
- Agent phone number - If you have chosen the `Static` registration method, you will have to fill in here the public phone number associated to this remote user.
- Require confirmation on taking calls - Selecting this check box will prevent loosing the call when the remote agent uses a mobile phone and his voicemail answers. If the confirmation is required, then the caller will be able to leave a message to the remote agent's voicemail.

Adding a remote agent with static registration

To finalize the process, click Add. To close the panel without adding the agent, click Cancel.

Queue Activity Reports

The Queue Report page includes relevant metrics about the queue traffic and the activity of all the queue members, displayed using tables and graphics.

VoipNow Professional groups the available data into five sections that can be accessed by clicking their corresponding name on the tab bar:

1. Overview - This section displays generic statistics about the answered and unanswered calls, their duration and completion in a defined time interval.

2. Answered Calls - Here you can find detailed information about all the calls answered by the queue's agents in a certain period of time.

3. Unanswered Calls - This section displays details about the calls that were not answered by the queue's agents, the SLA and the disconnection causes for the specified time interval.

4. Call Distribution - This section offers detailed statistics about the hourly/daily queue waiting time and about the answered and unanswered calls per hour/day/workday.

5. Agents Report - Here you can view comprehensive statistics abut all the queue agents, as well as individual reports for each one of them.

Queue Reports Overview

This is the default tab displayed when accessing the Queue Report page. VoipNow Professional offers information about the queue traffic. The following sections are available:

- Queue Overview – This section displays the number of answered and unanswered calls out of the total number of calls received by the queue's agents.

  ◦ Total answered calls – The number of calls answered by the queue's agents.

  ◦ Total unanswered calls - The number of calls unanswered by the queue's agents.

  ◦ Total number of calls - The total number of both answered and unanswered calls.

- Answered calls – This section displays statistics about how the answered calls were terminated.

  ◦ Total calls ended by agent – The total number of answered calls that were normally ended by the queue's agents.

  ◦ Total calls ended by caller – The total number of answered calls that were normally ended by the person who called the queue.

  ◦ Total number of transferred calls – The total number of calls that were transferred from the queue to an extension.

- Unanswered Calls - This section displays statistical data about the unanswered calls.

  ◦ **Calls dropped due to channel incompatibility** – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the Call Listing for Event 'Channel incompatibility' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

    > **Note**
    >
    > The link is available only if there is at least one call ended due to this cause.

  ◦ **Calls ended due to caller abandon** – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the Call Listing for Event 'Caller abandon' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

    > **Note**
    >
    > The link is available only if there is at least one call ended due to this cause.

  ◦ **Calls that exit the queue due to timeout** – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the Call Listing for Event 'Queue timeout' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

    > **Note**
    >
    > The link is available only if there is at least one call ended due to this cause.

  ◦ **Calls ended before customers joined queue because all agents were logged out or paused** - The total number of calls terminated before joining the queue because there were no active agents in the queue at that moment. Click the link to enter the Call Listing for Event 'No agents logged in' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

    > **Note**
    >
    > The link is available only if there is at least one call ended due to this cause.

  ◦ **Calls ended while customers were in queue because all agents logged out or paused** - The total number of calls terminated while the

customers were already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the Call Listing for Event 'Agents logged out' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

◦ Calls ended due to queue full - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the Call Listing for Event 'Queue full' page that displays an overview of all the calls ended due to this cause. For more information, see [this](#) section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

◦ Calls transferred with key - The caller pressed the 0 key before speaking to an agent and the call was transferred to another extension. Click the link to enter the Call Listing for Event 'Transferred' page that displays an overview of all the calls transferred to another extensions. For more information, see [this](#) section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Call Duration - This section displays general details about the calls' duration.
  ◦ Average call length (completed calls) - The average call length of all the completed calls.
  ◦ Average hold time (completed calls) - The average time the caller had to wait in line before his call was answered by a queue agent.
  ◦ Average hold time (abandoned calls) - The average time spent by the callers in the queue before abandoning the call.
- Call Completion - This section displays statistics about the completed calls.
  ◦ Average position when callers abandon - The average position of the callers in the queue when they decided to abandon the call.
  ◦ Average positions advanced (abandoned calls) - The average number of positions the callers advanced in the queue before they abandoned the call.

◦ **Average initialized position for completed calls** - The average initial position in queue of the callers who completed the calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Show statistics between {start_date} 🗓 and {end_date} 🗓 Stats display {representation}, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.

> 📝 **Note**
>
> The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd.

> 📝 **Note**
>
> The default value is the current date.

- {representation} - Use the available drop down list to choose if you want the statistics to be displayed:

  ◦ Default - The statistics will be displayed as presented above.

  ◦ Hourly - The statistics will be displayed for all 24 hours, showing, for example, the total number of calls answered by the queue agents between 1 and 2 o'clock or the average length of the calls completed between 10 and 11 o'clock.

  ◦ Daily - The statistics will be displayed for all the 31 days of a month, showing, for example, the total number of calls answered by the queue agents on the 12th or the average length of the calls completed on the 3rd.

  ◦ Weekly - The statistics will be displayed for all the 7 days of the week, showing, for example, the total number of calls answered by the queue agents on all the Mondays in the defined time interval or the average length of the calls completed on all the Fridays in the specified time frame.

  ◦ Monthly - Depending on the length of the defined time interval, if you select this option, the statistics will be displayed on a monthly basis.

> **Note**
>
> If you select one of the last 4 options, you will be able customize your graphics using the extra controls displayed on their left:
>
> ○ **Plot graph with** - Use the available drop-down list to select how you wish the graphic to be drawn:
>
>   ▪ `Lines` - This representation helps you visualize the selected criterion's trend, for example how the number of answered calls variated over the last week.
>
>   ▪ `Stacked bars` - This graphic is used to compare the parts to the whole. The bars in a stacked bar graph are divided into categories. Each bar represents a total. For example, a bar could represent the total calls answered in a day, while its colored parts are the total calls ended by agent, by caller or transferred to other extensions.
>
>   ▪ `Multiple bars` - This graphic contains comparisons of two or more categories or bars. This representation is useful because reading a multiple bar graph includes looking at extremes (tallest/longest vs. shortest) in each group, so you will be able to keep an eye on the hourly/daily/weekly/monthly variation of the parameters you are most interested in.
>
> ○ **Show plotted data**
>
>   ▪ `Yes` - The tables under the graphics will be displayed.
>
>   ▪ `No` - The tables under the graphics will not be displayed.
>
> ○ **Show values** - This option is enabled only if the graphic is either `Lines` or `Multiple bars`.
>
>   ▪ `Yes` - The values will be displayed in the graphic as well.
>
>   ▪ `No` - The values are not displayed in the graphic.

After you have decided on the time interval and on how you want the statistics to be displayed, click the 🔑 <u>Search</u> link. The graphics will be updated.

> **Note**
>
> If there were no calls between the selected dates, then the graphics will not be generated!
>
> **The image displayed when there is no data available**

> **Note**
>
> The time interval's limits specified here will be used through all the other tabs.

Answered Calls Report

The Answered Calls page displays detailed information about the calls answered by all the queue's members as well as about the number of calls answered by each agent, the SLA and the disconnection causes.

To access this page, click the Answered Calls tab.

The statistical data is structured in several sections:

- Queue Overview – This section displays details about the queue's answered calls.

  ◦ Total answered calls - The total number of calls answered by the queue's agents.

  ◦ Average call length - The average length of the answered calls.

  ◦ Minimum call length – The minimum duration of an answered call. VoipNow Professional also displays the date and time of the conversation, as well as the agent the answered the call.

  ◦ Maximum call length – The maximum duration of an answered call. VoipNow Professional also displays the date and time of the conversation, as well as the agent the answered the call.

  ◦ Total call length - The total length of all the answered calls.

  ◦ Average call waiting time - The average time spent in queue by the callers before their calls were picked up by an agent.

  ◦ Minimum call waiting time - The minimum time spent in queue by a caller before his call was picked up by an agent.

  ◦ Maximum call waiting time - The maximum time spent in queue by a caller before his call was picked up by an agent.

  ◦ Total waiting time - The total time spent in queue by all the callers whose calls were answered by the agents.

Queue Overview

Total answered calls	38
Average call length	00:02:27
Minimum call length	3 seconds on May 11, 2010 by Agent 0003*002
Maximum call length	1560 seconds on May 11, 2010 by Agent 0003*002
Total call length	01:32:53
Average call waiting time	00:00:29
Minimum call waiting time	00:00:06
Maximum call waiting time	00:02:49
Total waiting time	00:18:14

The queue's answered calls statistics

- Queue Agents – This section displays a pie chart and a table that help you visualize the number of answered calls per queue agent.

  ◦ Type - The agent's type:

    ▪ 🖥 Local queue agent

    ▪ 👤 Remote queue agent

  ◦ Agent – The queue agent's extension number (e.g.: (0003*001) - for local agents) or his name (for remote agents) and his status in the queue (Logged in, Logged out or Paused). Click either of these links to go to the Agent {agent_name} Status page to visualize the particular statistics about his activity. For more information about this page, see the Agent Status section.

  ◦ Calls – The number of calls answered by the queue agent.

  ◦ Percent – The calls answered by the queue agent percentage out of the total number of answered calls.

- Service Level Agreement – This section allows you to keep track of the number of calls answered within a certain SLA. The line chart helps you visualize the distribution of answered calls per SLA intervals.

  ◦ Answered – The SLA time interval within which the calls were answered by the queue members. For example, `Between 11 and 20 seconds` means that the call was answered in between 11 and 20 seconds since it was added to the queue.

> **Note**
>
> The available SLA intervals range from `Between 0 and 10 seconds` to `After 480 seconds`. The faster the calls are answered, the better.

  ◦ Calls – The number of calls answered within a certain SLA.

  ◦ Percent – The percentage of calls answered within the SLA out of all the calls answered.

- Disconnection Causes - The pie chart and the table display the number of answered calls terminated due to one of the three available reasons.

  ◦ Cause - The reason for which the call was disconnected:

    ▪ `Agent disconnected` - The call was terminated because the agent was disconnected.

    ▪ `Caller disconnected` - The call was terminated because the caller was disconnected.

    ▪ `Transfer` - The call was transferred to another extension.

  ◦ Calls - The number of calls disconnected due to a certain cause.

  ◦ Percent - The percentage of calls terminated due to a certain reason out of the total disconnected calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 📅 and {end_date} 📅, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > **Note**
  >
  > The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the graphics and the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > **Note**
  >
  > The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔍 Search link. The graphics will be updated.

> **Note**
>
> If there were no calls between the selected dates, then the graphics will not be generated!
>
> 📊
>
> **The image displayed when there is no data available**

> **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Unanswered Calls Report

The Unanswered Calls page displays detailed information about the calls that were not answered, the SLA and the disconnection causes.

To access this page, click the Unanswered Calls tab.

The statistical data is structured in several sections:

- Queue Overview – This section displays details about the queue's unanswered calls.

  ◦ Total number of unanswered calls - The total number of calls assigned to the queue that were not answered by the queue members.

  ◦ Average wait time before disconnection - The average time spent in queue by the users before their calls were interrupted.

  ◦ Minimum wait time before disconnection - The minimum time spent in queue by an user before his call was interrupted.

  ◦ Maximum wait time before disconnection - The maximum time spent in queue by an user before his call was interrupted.

  ◦ Total wait time before disconnection - The total time spent in queue by all the users before their calls were interrupted.

  ◦ Average queue position at disconnection - The average queue position of an user before his call was interrupted.

  ◦ Minimum queue position at disconnection - The minimum queue position of an user before his call was interrupted.

◦ Maximum queue position at disconnection - The maximum queue position of an user before his call was interrupted.

Queue Overview

Total number of unanswered calls	93
Average wait time before disconnection	00:00:51
Minimum wait time before disconnection	00:00:03
Maximum wait time before disconnection	00:04:36
Total wait time before disconnection	01:01:31
Average queue position at disconnection	1.07
Minimum queue position at disconnection	1
Maximum queue position at disconnection	2

The queue's unanswered calls statistics

- Service Level Agreement – This section allows you to keep track of the number of calls that were not answered within a certain SLA. The line chart helps you visualize the distribution of unanswered calls per SLA intervals.

  ◦ Answered – The SLA time interval.

  > **Note**
  >
  > The available SLA intervals range from `Between 0 and 10 seconds` to `After 480 seconds`.

  ◦ Calls – The number of calls not answered within a certain SLA.

  ◦ Percent – The percentage of unanswered calls out of the total calls received within a certain SLA.

- Disconnection Causes - The pie chart and the table display the reasons for which the calls could not be answered.

  ◦ Call type - The reasons that caused the calls to be disconnected.

    ▪ Calls ended due to caller abandon – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the Call Listing for Event 'Caller

abandon' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Calls disconnected due to channel incompatibility – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the Call Listing for Event 'Channel incompatibility' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Calls transferred with key - The caller pressed the O key before speaking to an agent and the call was transferred to another extension. Click the link to enter the Call Listing for Event 'Transferred' page that displays an overview of all the calls transferred to another extensions. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Calls timeout – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the Call Listing for Event 'Queue timeout' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Calls disconnected before customers joined queue because all agents were logged out or paused - The total number of calls terminated before joining the queue because there were no agents

active agents in the queue at that moment. Click the link to enter the Call Listing for Event 'No agents logged in' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Calls disconnected while customers were in queue because all agents logged out or paused - The total number of calls terminated while the customers where already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the Call Listing for Event 'Agents logged out' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

- Call disconnected due to event queue full - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the Call Listing for Event 'Queue full' page that displays an overview of all the calls ended due to this cause. For more information, see this section.

> **Note**
>
> The link is available only if there is at least one call ended due to this cause.

○ Calls - The number of calls unanswered due to a specific cause.

If there is at leas one call, you may click the link to be redirected to the page that displays detailed information about all the calls unanswered due to a particular cause.

○ Percent - The percentage of calls unanswered due to a specific cause out of the total unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 📅 and {end_date} 📅, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

    > 📝 **Note**
    >
    > The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

    > 📝 **Note**
    >
    > The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔑 Search link. The graphics will be updated.

> 📝 **Note**
>
> If there were no calls between the selected dates, then the graphics will not be generated!
>
> 📊
>
> **The image displayed when there is no data available**

> 📝 **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Overview

The content of this page is identical for all the disconnection causes, providing the same information about the unanswered calls for each one of the causes. Generically, the page is called Call Listing for Event {disconnection_cause} and it displays up-to-date details about calls ended without being answered by any of the queue agents.

The Calls Overview provides the following details about the unanswered calls:

- CallerID - The caller's identification number, for example `<8754>`, or, if the call was initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.

- Agent - The extension number (e.g.: `(0003*001)` - for local agents) or his name (for remote agents) of the queue agent that picked up the call. In this situation, VoipNow Professional displays `None`.

- CallID - The unique number that Asterisk generated to identify the call.

- Start time - The date and time the call started ringing in the queue.

- End time - The date and time the call was terminated due to a specific reason.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 🔲 and {end_date} 🔲, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > 📝 **Note**
  >
  > The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be `yyyy-mm-dd`.

  > 📝 **Note**
  >
  > The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔍 Search link. The graphics will be updated.

> 📝 **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Calls Distribution Report

The Calls Distribution for Extension { extension_name} page displays detailed information about the answered calls, waiting time and unanswered calls, grouped by day/weekday/hour, for the defined time interval. This report allows you to better comprehend the queue traffic and to define better strategies to reduce the waiting time or to increase the agent's efficiency.

To access this page, click the Calls Distribution tab.

The statistical data is structured in several sections, based on the three criteria computed for different time intervals (day, weekday, hour):

- Answered Calls Per Day - This section displays details about the calls answered by the queue agents in each one of the defined time interval's days.
    - Day - The date the calls were answered.

    > **Note**
    >
    > Only the days in which at least one call was answered are listed.

    - Calls - The total number of calls answered by all the queue agents in that day.
    - Percent - The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
    - Average call duration - The average time spent by the caller talking to a queue agent, in seconds.
    - Minimum call duration - The minimum time spent by a caller talking to a queue agent, in seconds.
    - Maximum call duration - The maximum time spent by a caller talking to a queue agent, in seconds.
    - The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.
- Call Wait Time Per Day - This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's days. This helps you find the days when the callers had to wait in the queue the longest.
    - Day - The date the calls were answered.

    > **Note**
    >
    > Only the days in which at least one call was answered are listed.

- Calls - The total number of calls answered by all the queue agents in that day.

- Percent - The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.

- Average call wait - The average time spent in queue by a caller before his call was answered by a queue agent.

- Minimum call wait - The minimum time spent in queue by a caller before his call was answered by a queue agent.

- Maximum call wait - The maximum time spent in queue by a caller before his call was answered by a queue agent.

- The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.

- Unanswered Calls Per Day - This section offers you detailed information about the unanswered calls in each one of the defined time interval's days.

  - Day - The date when there were unanswered calls.

  > **Note**
  >
  > Only the days in which there was at leas one unanswered call are listed.

  - Calls - The total number of unanswered calls in that day.

  - Percent - The percentage of calls unanswered in that day out of the total unanswered calls in all the defined time interval's days.

  - Average time to hangup - The average time spent in queue by a caller before hanging up.

  - Minimum time to hangup - The minimum time spent in queue by a caller before hanging up.

  - Maximum time to hangup - The maximum time spent in queue by a caller before hanging up.

  - The graphical representation helps you comparing the calls answered in a certain day with the total number of answered calls.

- Answered Calls Per Weekday - This section displays details about the calls answered by the queue agents in each one of the defined time interval's days, grouped by weekdays.

  - Day - The weekday, from Monday to Friday.

  - Calls - The total number of calls answered by all the queue agents in that weekday.

- Percent - The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.

- Average call duration - The average time spent by the caller talking to a queue agent, in seconds.

- Minimum call duration - The minimum time spent by a caller talking to a queue agent, in seconds.

- Maximum call duration - The maximum time spent by a caller talking to a queue agent, in seconds.

- The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.

- Call Wait Time Per Weekday - This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's weekdays. This helps you find the weekdays when the callers had to wait in the queue the longest.

  - Day - The weekday, from Monday to Friday.

  - Calls - The total number of calls answered by all the queue agents in that weekday.

  - Percent - The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.

  - Average call wait - The average time spent in queue by a caller before his call was answered by a queue agent.

  - Minimum call wait - The minimum time spent in queue by a caller before his call was answered by a queue agent.

  - Maximum call wait - The maximum time spent in queue by a caller before his call was answered by a queue agent.

  - The graphical representation helps you comparing the calls answered in each one of the 5 weekdays with the total number of answered calls.

- Unanswered Calls Per Weekday - This section offers you detailed information about the unanswered calls in each one of the defined time interval's weekdays.

  - Day - The weekday, from Monday to Friday.

  - Calls - The total number of unanswered calls.

  - Percent - The percentage of calls unanswered in that weekday out of the total calls unanswered in all the 5 weekdays, in the defined time interval.

◦ Average time to hangup - The average time spent in queue by a caller before hanging up.

◦ Minimum time to hangup - The minimum time spent in queue by a caller before hanging up.

◦ Maximum time to hangup - The maximum time spent in queue by a caller before hanging up.

◦ The graphical representation helps you comparing the calls unanswered in each one of the 5 weekdays with the total number of unanswered calls.

• Answered Calls Per Hour - This information helps you find the busiest hours for the queue agents, when the largest number of incoming calls is received.

◦ Hour - The one hour time interval the calls were answered by the queue agents.

> **Note**
>
> Only the hours in which at least one call was answered are listed.

◦ Calls - The number of calls answered by all the queue agents in that hour.

◦ Percent - The percentage of calls answered in that hour out of the total answered calls.

◦ Average call duration - The average time spent by the caller talking to a queue agent, in seconds.

◦ Minimum call duration - The minimum time spent by a caller talking to a queue agent, in seconds.

◦ Maximum call duration - The maximum time spent by a caller talking to a queue agent, in seconds.

◦ The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.

• Call Wait Time Per Hour - This section allows you to visualize the hours when the callers had to wait in the queue the longest before speaking to a queue agent.

◦ Hour - The one hour time interval the calls were answered by the queue agents.

> **Note**
>
> Only the hours in which at least one call was answered are listed.

- Calls - The number of calls answered by all the queue agents in that hour.

- Percent - The percentage of calls answered in that hour out of the total answered calls.

- Average call wait - The average time spent in queue by a caller before his call was answered by a queue agent.

- Minimum call wait - The minimum time spent in queue by a caller before his call was answered by a queue agent.

- Maximum call wait - The maximum time spent in queue by a caller before his call was answered by a queue agent.

- The graphical representation helps you comparing the calls answered in a certain hour with the total number of calls answered in all the hours.

- Unanswered Calls Per Hour - This section offers you detailed information about the hours with the most unanswered calls, in the defined time interval.

  - Hour - The one hour time interval when there were unanswered calls.

> **Note**
>
> Only the hours in which there was at least one unanswered are listed.

  - Calls - The total number of unanswered calls.

  - Percent - The percentage of calls unanswered in that hour out of the total unanswered calls.

  - Average time to hangup - The average time spent in queue by a caller before hanging up.

  - Minimum time to hangup - The minimum time spent in queue by a caller before hanging up.

  - Maximum time to hangup - The maximum time spent in queue by a caller before hanging up.

  - The graphical representation helps you comparing the calls unanswered in a certain hour with the total number of unanswered calls.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 🗓 and {end_date} 🗓, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

> **Note**
>
> The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

> **Note**
>
> The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔍 Search link. The graphics will be updated.

> **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agents Report

The Agents Report for Extension {extension_name} page displays detailed information about the queue agents' activity like the number of answered calls, their duration, the agent' availability or the number of sessions per agent. Also, you can navigate to each agent's report page for personalized details about their activity.

To access this page, click the Agents Report tab.

The statistical data is structured in several sections:

- Overview – This section displays details about the queue agents (remote or local agents and queue supervisors).
  - Number of agents - The total number of queue agents currently assigned to the queue (supervisors included).
  - Average logged in time - The average time the queue agents were logged in to the queue, in the defined time interval.
  - Minimum logged in time - The minimum time a queue agent was logged in to the queue, in the defined time interval.

- Maximum logged in time - The maximum time a queue agent was logged in to the queue, in the defined time interval.

- Total agents time - The total time all the queue agents were logged in to the queue, in the defined time interval.

- Average on pause time – The average length of the queue agents' pauses, in the defined time interval.

- Minimum on pause time – The minimum time a queue agent was paused, in the defined time interval.

- Maximum on pause time – The maximum time a queue agent was paused, in the defined time interval.

- Total agents pause time – The total length of all the queue agents' pauses, in the defined time interval.

- Availability - The actual time an agent spent active in the queue is computed in this section.

  - Type - The agent's type:

    - 🧑 Local queue agent

    - 🧑 Remote queue agent

  - Agent – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.

  - Logged in time - The total time the queue agent was logged in to the queue, in the defined time interval. Click this link to open the Agent Logs page that displays the date and time the agent logged in and out.

  - On pause time - The total time the queue agent was paused, in the defined time interval.

  - Effective time - The effective time the queue agent was active (Logged in time - On pause time). This is a proper indicator of the agents' efficiency.

- Sessions - This section displays details about each queue agent's sessions.

  - Type - The agent's type:

    - 🧑 Local queue agent

    - 🧑 Remote queue agent

  - Agent – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and

the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.

- ◦ Sessions – The number of sessions. A session is the interval spent by the agent logged in to the queue. Click this link to open the Agent {agent_name} Session Details page for details about the queue agent's sessions.

- ◦ Average time per session - The average time spent logged in by an queue agent, per session.

- ◦ Paused – The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad).

- ◦ Average time per pause - The average length of the queue agent's pauses.

- ◦ Pause % - The percentage of pause time out of the total sessions' time.

- ◦ Pauses per session - The number of pauses taken by the queue agent per session.

- Answered Calls - This section displays information about the queue agents' answered calls.

  - ◦ Type - The agent's type:

    - ▪ Local queue agent

    - ▪ Remote queue agent

  - ◦ Agent – The queue agent's name and the extension number (e.g.: Joe Doe (0003*001)) for the local agents/supervisors or the name and the Agent ID (e.g.: Remote agent #1 (2588) for the remote agents. Click this link to open the Agent {agent_name} Status page for personalized statistics about the queue agent's activity.

  - ◦ Calls – The total number of calls answered by a queue agent in the defined time interval. Click this link to open the Agent {agent_name} Calls page for details about the his answered calls.

  - ◦ Total call time - The total length of all the calls answered by the queue agent, in the defined time interval.

  - ◦ Average call time - The average length of an answered call, in the defined time interval.

  - ◦ Average wait time - The average time the caller had to wait in queue before his call was answered by an agent, in the defined time interval.

  - ◦ % of queue calls - The percentage of the agent's answered calls out of the total queue's answered calls, in the defined time interval.

◦ The graphical representation helps you visualize the percentage.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 📅 and {end_date} 📅, where:

- {start_date} - Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

> **Note**
>
> The default value is the first day of the current month.

- {end_date} - Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd.

> **Note**
>
> The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔍 Search link. The graphics will be updated.

> **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Logs

The Agent Logs page displays a list with the date and time the agent logged in and out of the queue:

- Action - This column displays if the queue agent Logged in or Logged out of the queue.

- Log time - The date and time the action was performed.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 📅 and {end_date} 📅

Agent Status

VoipNow Professional offers you detailed statistics about the queue agent, including information about his sessions and answered calls.

You can use the Agent {agent_name} Status management page to browse through the available details. The following controls are provided:

1. The link menu displayed on top of the page allows you to navigate through the sessions and answered calls reports. This menu is always present, no matter the selected page.

2. Agent Status Overview - This section displays the queue agent's most important parameters:

   - Status - The queue agent's status (e.g.: `Logged in Jul 01, 2010 12:14:19`).

   - Logged in total time - The total time the agent was logged in to the queue.

   - Logged in – This number displays for how many times the queue agent has logged in to the queue in the defined time interval.

   - Average logged in – The average time spent by the queue agent logged in to the queue (the average length of his sessions), in the defined time interval.

   - Minimum logged in – The minimum time spent by the queue agent logged in (his shortest session), in the defined time interval.

   - Maximum logged in – The maximum time spent by the queue agent logged in (his longest session), in the defined time interval.

   - Pauses – The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad), in the defined time interval.

   - Average on pause time – The average length of the queue agent's pauses, in the defined time interval.

   - Minimum on pause time – The minimum time a queue agent was paused, in the defined time interval.

   - Maximum on pause time – The maximum time a queue agent was paused, in the defined time interval.

   - Calls – The total number of calls assigned to the queue agent in the defined time interval.

The agent status overview

3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

Analyzing records between {start_date_time} 🗓 and {end_date_time} 🗓, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the information to be displayed for. The format must be yyyy-mm-dd shh:mm.

> 📝 **Note**
>
> The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the information to be displayed for. The format must be yyyy-mm-dd hh:mm.

> 📝 **Note**
>
> The default value is the current date and time.

After you have decided on the time interval you want the statistics to be displayed for, click the 🔑 Search link. The statistics will be updated.

> 📝 **Note**
>
> The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Agent Session Details

The Agent {agent_name} Session Details page displays detailed information about all the queue agent's sessions:

- Login hour – The session's start time - the date and time the agent logged in to the queue.

- Logout hour – The session's end time - the date and time the agent logged out from the queue.

- Duration – The session's length - the time the agent was logged in to the queue.

- Logged in from – The agents can log in to a queue from any phone connected to the VoipNow Professional system (the phone associated with the agent's extension or another phone associated with another extension) or from a remote location (for remote agents), using a `Queue login center` extension. This column specifies the extended number of the extension associated with the phone used by the agent during the session or the phone number the remote agent is calling from.

- Pauses – The number of times the queue agent used the pause feature (e.g.: dialed *96EXTENSION_NUMBER from his key pad), in the defined time interval.

- Pause time – The total duration of the queue user's pauses, per session, in the defined time interval.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 📅 and {end_date} 📅

Agent Calls

The Agent {agent_name} Calls page displays the most important details about the calls answered by the queue agent like the CallerID, the call duration or the time the caller had to wait in queue.

The Calls Overview table provides the following information:

- CallerID - The caller's identification number, for example `<8754>`, or, if the call was initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.

- CallID – A unique identification number generated by Asterisk for each call.

- Start time - The date and time the conversation started.

- End time - The date and time the conversation ended.

- Duration – The conversation's length.

- Call wait – The time the caller had to wait in queue before being connected to the agent.

- Call ended with – Here you can see how the call was terminated:

  ◦ `Caller disconnected` - The caller hanged up first.

  ◦ `Agent disconnected` - The agent hanged up first.

  ◦ `Transferred` - The call was transferred to another extension.

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between {start_date} 🗓 and {end_date} 🗓

IVR Features

Interactive Voice Response allows a computer to detect voice and dual-tone multi-frequency signaling (DTMF) keypad inputs. Using an `IVR` extension, the customers can access and control the VoipNow Professional features via a telephone keypad or by speech recognition. The IVR guides the customers using pre-recorded or dynamically generated audio, directing them on how to proceed with their requests.

Once you have created the `IVR` extension, you can define its behavior by designing the IVR menu and the caller's possibilities to interact with the system.

The IVR {extension_name} management page allows you to:

- View the defined IVR Contexts.

- 🔧 [Edit IVR](#) settings.

- Configure a new IVR context by clicking the 🔧 [Add context](#) icon.

- View the 🔧 [IVR schema](#) .

> **Note**
>
> After adding the extension, the IVR schema cannot be generated because there are no contexts defined. The 🔳 icon is displayed.

- Check the 🔢 [IVR report](#).

> **Note**
>
> The IVR report is available only if at least one context is defined for the extension. A warning message is displayed, informing you that you must add an entry context in order for the IVR to be accessible by phone.

- Search for specific contexts.
- Remove unused IVR contexts.

VoipNow Professional displays the following details about the the available IVR contexts:

- R - The context exposure:
  - 🔳 The context cannot be accessed from another context inside the IVR.
  - 🔳 The context is reachable an can be accessed from another context inside the IVR.
- Context - The context's descriptive name. Click the [link](#) to edit its settings.
- Active options - The number of active options defined for the context. The actions can be defined for:
  - `start` — The sequence of actions executed when the caller reaches the context.
  - `timeout` — The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the IVR.
  - `invalid` — The sequence of actions executed when the caller presses a key (0–9, *, #) which has no action associated with it.
  - `0-9, *, #` — The sequence of actions executed when the caller presses the corresponding key on his phone pad.
- Created - The date the IVR context was added.

> **Note**
>
> The entry context is displayed using bold characters.

Add an IVR Context

In VoipNow Professional, an IVR is made up of a group of contexts. There are two types of contexts:

- `regular` - This context is a container for one or more options, each one of them consisting of a sequence of actions.
- `entry` - This is the context where the caller is directed when the IVR answers a call.

Note

An IVR can have only one entry context that must have one or more actions defined for its `start` option (the option that is executed automatically without caller intervention).

To add a new context, follow the next steps:

1. The **Add IVR Context** section allows you to define the context's settings:
   - Name – Use the text box to fill in a descriptive name for the new context.
   - This is the entry context – Select this check box if you want to set the new context as the IVR's entry context.

     Note

     If you have previously defined another entry context, VoipNow Professional will make the new context the entry one and will set the initial context as regular.

   - Allow to dial phone terminal extensions directly [] from this context - If this feature is enabled, the caller will be able to dial the short number of the extension he wants to reach directly from this context. In this way, he will not be required to wait for a certain context/action to dial that number.

     Note

     This option can be enabled for multiple contexts in the same time.

     Caution

     It advisable to inform the callers via a recorded warning sound placed inside the context that they are allowed to dial the extension phone number at any time!

> For example, if you have enabled this feature for all the IVR's contexts, you can put in the entry context a message saying `If you know the extension number, you can dial it an anytime.` In this way, the callers will be aware of this possibility.

2. Click Ok to create the context. Click Cancel to abandon the operation and return to the previous page.

3. Next, the context options management page is displayed. Here you can define actions for each one of the available options or you can edit the context's parameters. The available controls are grouped into the following two sections:

   - Edit IVR Context - This section allows you to modify the settings previously configured.

   - Context Options - This table displays all the possible options that can be chosen by the caller and that can be enabled by adding actions. The following information is available:

     ◦ A — This column displays:

       ▪ ꞏ if the option contains actions.

       ▪ ꞏ if the option is empty.

     ◦ Option — These are the options available to the caller:

       ▪ `start` — The sequence of actions executed when the caller reaches the context.

       ▪ `timeout` — The sequence of actions executed when the caller remains inactive during the timeout time interval defined for the IVR.

       ▪ `invalid` — The sequence of actions executed when the caller presses a key (0–9, *, #) which has no action associated with it.

       ▪ `0-9, *, #` — The sequence of actions executed when the caller presses the corresponding key on his phone pad.

     To define the sequence of actions associated with an option, click its name. For more details, see this section.

     ◦ Actions — The number of actions defined for the option.

     ◦ Created — The date when the first action was activated for the option.

📝 **Note**

The context you have just created is similar to an empty container. To make it functional, you have to define some actions.

Add Actions

After configuring the context's basic settings, it is advisable to define the actions specific to each option that will be available to the caller. To do so, use the controls available in the Edit Actions for {context_name} Option {selected_option} page:

- Add Action – Use this section to choose the action you want to be performed for the selected option.

  ◦ Action – Use this drop-down list to select one of the available actions.

  ◦ Description – A short description of the selected action's outcome from the caller's perspective.

  ◦ Add in position – Use this text box to specify the action's position inside the option's sequence of actions.

- Action Details – The content of this section depends on the action previously selected:

  ◦ Alter CallerID Name with content of variable – You can choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID name using a recorded variable.

    `{action} CallerID Name with content of variable {variable}` - Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.

  ◦ Alter CallerID Name with static value – You can choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID name using a static value.

    `{action} CallerID Name with static value {number}` – Use the drop-down list to select the action and the text box to specify value you want to use.

  ◦ Alter CallerID Number with content of variable – You can choose one of the available actions (`Prepend`, `Append`, `Replace`) to modify the CallerID number using a recorded variable.

    `{action} CallerID Number with content of variable {variable}` – Use the drop-down list to select the action and the text box to specify the name of the variable you want to use.

> **Note**
>
> In VoipNow Professional, when a call is made to a public phone number and you want to know on which DID number that call reached the IVR, you can use the `IVR_NUMBER.CALLEDDID` variable to store the DID number that

> was called. This variable can be used in any other action that makes use of variables, for example: **Alter CallerID** and **Jump to context** .

◦ Alter CallerID Number with static value – Choose one of the available actions (`Prepend, Append, Replace`) to modify the CallerID number using a static value.

`{action} CallerID Number with static value {number}` – Use the drop-down list to select the action and the text box to specify the value you want to use.

◦ CallAPI Interactive - You can use the CallAPI mechanism to program the IVR to behave in a certain way using HTTP REST interaction with a remote application.

  ▪ `Request method` - Use the drop-down list to select one of the two available HTTP request methods:

    • GET - This method requests a representation of the specified resource. This is the default value.

    • POST - This method submits data to be processed (e.g.: from a HTML form) to the specified resource. The data is included in the body of the request and it may lead to the creation of a new resource, to the revision of the existing resources or both.

  ▪ `Request ID` - Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.

  ▪ `Make request to` - Use the text box to fill in the URL address you want the IVR to send the request. For more details, check the CallAPI documentation.

  ▪ `Note` - Here you can write a brief description for the request.

◦ CallerID Name based jump - This action is used at jumping to another context based on the received call's CallerID name.

`If CallerID Name is {relation} {name}`

`Jump to context {context} at option {option}`

`Else jump to context {context} at option {option}`, where:

  ▪ `{relation}` - Use the drop-down list to choose when the jump to be performed:

    • equal to - The jump will be performed when the CallerID name matches the one specified in the `{name}` text box.

    • different than - The jump will be performed for all the CallerID names that do not match the one specified in the `{name}` text box.

- {name} - Use this text box to specify the CallerID name to be matched or avoided.

- {context} - Use the drop-down list to select one of the available contexts you want the jump to be performed to.

- {option} - After selecting a destination context, you can choose the context option where the jump to be performed to:

  - start

  - timeout

  - invalid

  - 0–9, *, #

> **Note**
>
> Each of these options can be configured with one of the available actions, depending on the context's purpose.

Example of a valid 'CallerID Name based jump' action

◦ **CallerID Number based jump** - This action is used at jumping to another context based on the received call's CallerID number.

If CallerID Number is {relation} {number}

Jump to context {context} at option {option}

Else jump to context {context} at option {option}, where:

- {relation} - Use the drop-down list to choose when the jump to be performed:

  - equal to - The jump will be performed when the CallerID matches the one specified in the {number} text box.

  - different than - The jump will be performed for all the CallerIDs that do not match the one specified in the {number} text box.

- {number} - Use this text box to specify the CallerID to be matched or avoided.

- {context} - Use the drop-down list to select one of the available contexts you want the jump to be performed to.

- {option} - After selecting a destination context, you can choose the context option where the jump to be performed to:
  - start
  - timeout
  - invalid
  - 0–9, *, #

Example of a valid 'CallerID Number based jump' action

- Hangup after [X] seconds – This action allows you to terminate a call after a given time period.

  Hangup after {x} seconds – Use the text box to specify the number of seconds after which the call will be terminated.

- Jump to context – This action is used at jumping to another context based on the evaluation of a given condition.

  Jump to context {context} at option {option}

  If {variable} {relation} {number}, where:

  - {context} - Use the drop-down list to select one of the available contexts you want the jump to be performed to.
  - {option} - After selecting a destination context, you can choose the option when the jump to be performed:
    - start – The jump is executed when the caller reaches the context.
    - timeout – The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR.
    - invalid – The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it.
    - 0–9, *, # – The jump is executed when the caller presses the corresponding key on his phone pad.
  - {variable} - Use this text box to specify the variable to be evaluated.
  - {relation} - Use the drop-down list to choose one of the available evaluation criteria.

- ▪ {number} - Fill in the number you want the variable to be evaluated against.

Example of a valid 'Jump to context' action

- ◦ **Play company directory** – This action transfers the call to one of the extensions in the company directory. All the extensions in the directory are played to the caller and he may select the destination extension using the phone keypad.

- ◦ **Play digits** – Use action when you want a given value to be communicated to the caller using one or more sound files.

  `Play value {variable} as {style}` – Use the text box to fill in the digits to be played to the caller and the {style} drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.

- ◦ **Play digits contained in variable** – Use this action when you want a given value contained in a variable to be played to the caller using one or more sound files.

  `Play digits contained in variable {variable} as {style}` – Use the text box to fill in the name of the variable and the {style} drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.

> 🗒 **Note**
>
> You can associate a numeric value to a variable using the *Record digits to variable* or the **Set variable**.

- ◦ **Play sound file** – This action plays a given sound file to the caller.

  `Play in {style} the sound {sound}` 📄 - Use the {style} drop-down list to select if the sound file will be played in background or in foreground. Use the 📄 icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.

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.

◦ Record digits to variable – This action can be used to save the digits typed by the caller on his phone keypad into a given variable.

`Record {number_of_digits} digits to variable {variable}`

```
Stop recording after {x} seconds of inactivity
```

```
[] Play before starting recording {sounds}
```
🔊, where:

- {number_of_digits} - Use this text box to specify the number of digits the caller is expected to type.

- {variable} - Use this text box to fill in the name of the variable where the input will be stored.

- {x} - Here you can set the number of seconds of inactivity after which the recording will be terminated. The accepted values range from 1 to 9. The default value is 5 seconds.

- Selecting this check box will allow the IVR to play a certain sound file before recording the caller's input.

◦ Set language to content of variable – This action sets the language of the call by using the contents of a given variable. All the sounds will be played to the caller in the selected language.

```
Set language to content of variable {variable}
```
– Use the text box to fill in the name of the variable that contains the language code.

◦ Set language to static value – This action sets the language of the call to one of the available languages. All the sounds will be played to the caller in the selected language.

```
Set language to static value {language}
```
– Use the drop-down list to select the language.

◦ Text to speech – This action plays a custom text to the caller.

```
Text to speech {text} with voice {voice}
```
– Use the text box to fill in the text you want to play for the caller; you can also use SSML tags to control how the text is read (for more information, see Using the Text To Speech Feature). Use the drop-down list to choose the voice that will pronounce the text.

> **Note**
>
> This action is available only if these conditions are fulfilled:
>
> - The IVR has the **Maximum concurrent text to speech** option set to a value greater than 0.
>
> - The **Allow text to speech** option was enabled from the 📧 Unified Communications >> **System Preferences** page.
>
> - There is at least one Cepstral voice engine installed on your server.

> ▪ There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store) .
>
> More details about the Cepstral engine installation can be found in the VoipNow Professional release notes.

◦ Set variable — Use this action if you want to replace the content of a variable with a string.

`Associate variable {variable}` - Use this text box to specify the name of the variable to be replaced.

`With string {string}` - Use this text box to fill in the string to be used instead.

◦ Time interval based call transfer — This action allows the IVR to transfer the call to another extension on the same client account based on the time interval when the call is received.

`If in {time_interval}`

`Transfer to {extension1}` 📒

`Else transfer to {extension2}` 📒, where:

- ▪ `{time_interval}` - Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the extension specified below.

- ▪ `{extension1}` - Use the available box or click the 📒 icon to specify the extension the calls received in the selected time interval will be transferred to. On click, a pop-up window listing all the available extensions belonging to the same client is displayed. The following information is available:

  - T - The extension's type:
    - ◦ 📞 Phone terminal
    - ◦ 👥 Queue
    - ◦ 📟 Interactive Voice Response (IVR)
    - ◦ 📧 Voicemail center
    - ◦ ⚙ Conference
    - ◦ 🔄 Callback
    - ◦ 🗂 Calling card
    - ◦ 📇 Intercom/Paging

- ◦ 🧑‍🤝‍🧑 Queue login center

- S - The extension's status:

  - ◦ ✅ Enabled

  - ◦ ❌ Disabled

- Extension - The extension's name.

  Click the link to select an extension.

- Extension number - The extension's short number.

▪ {extension2} - Use the available box or click the 🖊 icon to specify the extension the calls received outside the selected time interval will be transferred to.

◦ Time interval based context jump — This action allows the IVR to transfer the call to another context based on the time interval when the call is received.

If in {time_interval}

Jump to context {context} at option {option}

Else jump to context {context} at option {option}, where:

▪ {time_interval} - Use the drop-down list to select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the context specified below.

▪ {context} - Use the drop-down list to select one of the available contexts you want the calls to be transferred to.

▪ {option} - After selecting a destination context, you can choose the option when the jump to be performed:

- start — The jump is executed when the caller reaches the context, if within/outside the selected time interval.

- timeout — The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR, if within/outside the selected time interval.

- invalid — The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it, if within/outside the selected time interval.

- 0–9, *, # — The jump is executed when the caller presses the corresponding key on his phone pad, if within/outside the selected time interval.

◦ Transfer call to extension number – This action can transfer the call to another extension on the same client account.

`Transfer call to extension number {extension_number}` 🟠

`[] Play sound before transferring {sound}` 📘, where:

- `{extension_number}` - Use the available box or click the 🟠 icon to specify the extension the calls will be transferred to.

- Selecting this check box will allow the IVR to play a certain sound file before transferring the call.

◦ Transfer call to number contained in variable – This action can transfer the call to another extension on the same client or to an external phone number using the contents of a given variable.

`Transfer call to number contained in variable` - Use the text box to specify the name of the variable that contains the number the calls will be transferred to.

`Allow transfers to external numbers` - Select this check box to enable transfers to external numbers.

◦ Wait for [X] seconds – This action can be used to introduce a delay between two consecutive actions.

`Wait for {x} seconds` – Use the text box to specify the delay. The accepted values range from 0 to 600 seconds.

- Actions – This table displays the actions that have already been added for the current option. You can change the order in which they are executed or remove the unuseful ones. The following information is available for each action:

◦ No - The action's execution position.

◦ P - Use the available controls to change the action's position. To move it to a higher position, click the ▲ up arrow. To move it to a lower position, click the ▼ down arrow.

In order to save the chosen order, click the ✅ Apply the changes link.

> **Note**
>
> If there is only one action, its position cannot be changed. The controls are grayed out: ▲ ▼.

◦ Action - This column displays the action. On mouse over, details about its configuration are displayed. Click the available link to edit the action.

The actions table

After configuring the action, click Ok to add it to the context. Click Cancel to reset the controls.

> **Note**
>
> You can add actions until the desired sequence is complete.

Edit an IVR Context

To edit one of the IVR's contexts, follow the next steps:

1. In the Contexts table, click the name of the context you wish to modify.
2. The new opened page allows you to modify the context's preferences by using the controls available in the Edit IVR Context section. For more details, see the <u>Add an IVR Context</u> section.

   Also, you can edit the options associated to the context by modifying existing actions or by adding new ones. For more information, see the <u>Add Actions</u> section.

Test the IVR

VoipNow Professional gives you the possibility to verify both a new IVR or a modified older one before making it public.

When you use the test function after modifying an IVR, VoipNow Professional will create a duplicate IVR that you can verify over the phone. If you accept the modifications and generate the IVR, VoipNow Professional will overwrite the old IVR. This way, your changes will be saved. In case you find any inconsistencies and you want to make further changes or corrections, you must not generate the modified IVR.

Follow these steps to test the IVR:

1. After setting up/modifying the IVR contexts, options and actions, click the <u>Test IVR</u> link placed in the top right corner of the screen.

The IVR tool bar

A message with instructions will be displayed on the top of the page:

```
If  you  want  to  test  the  IVR,  pick  up  the  phone  and  dial
*48{extno}.
```

> **Note**
>
> Here, {extno} stands for the IVR extension's short phone number.

2. If errors are detected, an information message will be displayed on the top of the page:

```
The  IVR  was  generated  successfully,  but  there  are  some
inconsistencies. We advise you to correct them, otherwise the
IVR will not function as expected. You can get a full report
on the detected errors {link}.
```

Clicking the available link will take you to the report page that will display the cause that generated those inconsistencies, advising you how to solve them.

3. If no errors are detected, you will be informed that Congratulations, the IVR was generated successfully! Now you can generate the IVR and you can go live with it.

Generate the IVR

After you have created your contexts, options and actions and after you have tested their consistency, it is time to put it all together and physically generate the IVR. To do this, click the ⊞ Generate IVR link located in the upper right corner of the screen.

The IVR tool bar

> **Note**
>
> The ⊞ Generate IVR link becomes visible each time you modify the IVR version that you have previously generated.

Edit an IVR

The IVR's settings can be modified using the controls available in the Edit IVR {extension_name} page. The parameters are grouped into the following fieldsets:

- IVR Management
- CallerID Management

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

> **Note**
>
> For more details on how to customize the IVR, see the IVR Setup section.

View the IVR Schema

VoipNow Professional can generate a graphical representation of the IVR contexts, including the links between them (e.g.: Jump to context and Time interval based jump action types).
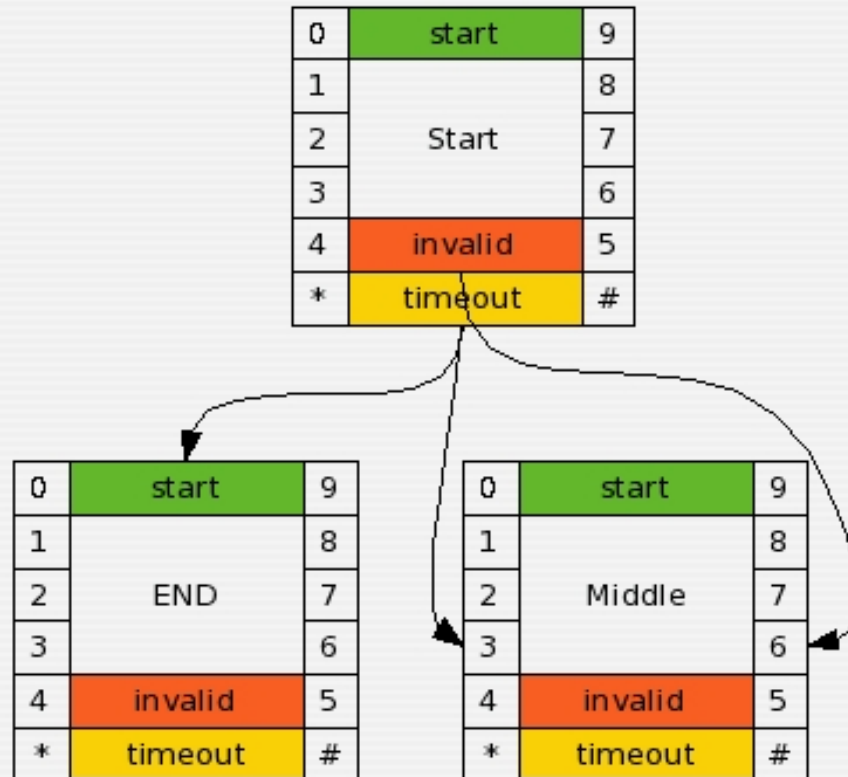
IVR schema example

> **Note**
>
> The 🖱 icon is displayed until at least one context is defined for the current IVR.

View the IVR Structural Report

When trying to generate an IVR, VoipNow Professional checks for structural inconsistencies and errors. In case it finds any, it displays warning or error messages in the IVR Management page.

If structural inconsistencies are found, VoipNow Professional allows you to view and correct their causes. You have two options to check these dysfunctionalities:

1. Click the link available in the displayed warning message.

2. Click the 🖬 IVR report icon available in the Tools section.

The IVR {extension_name} Report page display the contexts, options and actions where the inconsistencies are located. It also provides links to easily access the pages from where you can correct these dysfunctionalities.

Error Types

VoipNow Professional checks for the following structural errors:

- The IVR does not have an entry context.

- The IVR's entry context does not have actions defined for the start option.

> **Note**
>
> The IVR cannot be generated when structural errors are found.

VoipNow Professional checks for the following structural inconsistencies:

- The IVR uses Time interval based call transfer and Transfer to extension action types that use destination extensions no longer existent.

- The IVR uses Time interval based jump and Jump to context action types that use destination contexts no longer existent.

- The IVR uses actions that play sounds no longer existent.

If the IVR structure is correct, the page displays the following message: `This IVR has no structural errors.`

Conference Features

VoipNow Professional allows conference scheduling for `Conference` type extensions.

Scheduled Conferences

The Scheduled Conferences management page allows you to:

- View the extension's Scheduled Conferences.

- Set up a new conference by clicking the 👤 [Schedule a new conference](#) icon available in the Tools section.

- Search for specific conferences.

- Remove scheduled conferences.

VoipNow Professional displays the following details the scheduled conference:

- S – The scheduled conference's status:
  - ✅ Enabled
  - ❌ Disabled

  Click the icon to change the conference's status.
- Name - The conference name. Click the link to modify its settings.
- Number - The conference number.
- State - The conference state:
  - Never started
  - In progress
  - Ended
- Created - The date when the scheduled conference was created.
- Scheduled Date - The date when the conference is scheduled to take place.
- Started - The date and time the conference began.
- Ended - The date and time the conference ended.
- In Conference - The number of participants currently in the conference.
- Sessions - This column displays for how many times the conference took place. If there was at least one session, the you can click the link to open the Scheduled Conference Sessions for {scheduled_conf_name} page that displays an overview of all the scheduled conference's sessions.

Searching the Scheduled Conferences List

When the scheduled conferences list is too long and you are searching for specific conferences, you can use the default controls plus one extra:

- Use the drop-down list to select the time interval when the conferences were scheduled. Only the conferences defined in that interval will be displayed. The available time frames are:
  - Any time
  - Today
  - Tomorrow
  - Next 7 days
  - Next month
  - In the past

Schedule a New Conference

This extension type allows setting up conferences that can be accessed by users calling from phones connected to the system, as well as by outside callers (e.g. calling from a phone connected to the PSTN).

To schedule a new conference, fill in the following details:

- Conference Schedule

  ◦ Name - Use this text box to set the conference descriptive name.

  ◦ Administrator PIN - Use this text box to set the PIN code for the conference administrator.

  > **Note**
  >
  > Although it is highly recommended that you set up an administrator PIN, you can leave this field empty. If you choose to leave the `Administrator PIN` field empty, then the system behavior changes as follows:
  >
  > - You cannot set up a participant PIN.
  >
  > - NO PIN is requested when users enter the scheduled conference.
  >
  > - ALL users join the conference as members.
  >
  > - NO administrator is able to join the conference.

  ◦ Participant PIN - Use this text box to set the PIN code used by participants to this conference.

  ◦ Conference room size - Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.

  ◦ Conference type - Three options are available:

    - One type - When this option is enabled, the conference is scheduled one time between Start hour and Scheduled end hour.

    - Anytime - When this option is enabled, the conference is permanent.

    - Recurring - When this option is enabled, the conference is scheduled to take place as specified by the Weekday, Day of month and Month, between Start hour and End hour.

  ◦ Time zone - Use the drop-down list to select the time zone for which you want to schedule the new conference. By default, the time zone defined for the current extension is selected.

  ◦ Start hour - Use the two text boxes to specify the scheduled start hour and minute for oone time or recurring conferences.

◦ Scheduled end hour -Use the two text boxes to specify the scheduled end hour and minute for one time or recurring conferences.

◦ Start date - Use this text box to specify the date the one time conference will start. Also, you can click the ▦ icon to chose the date from the calendar.

> 📝 **Note**
>
> This option is useful when having a conference scheduled to start at 22:00 and to end at 01:00 the next day.

◦ Weekday - Use the drop-down list to select the day of the week when the recurring conference is scheduled to take place. The default selection is `Every day`.

◦ Day of month - Use this text box to specify the day of the month when the recurring conference is scheduled to take place. The default selection is `Every day`.

◦ Month - Use this text box to specify the month when the recurring conference is scheduled to take place. The default selection is `Every month`.

• Conference Details

◦ Play sound {folder} {sound} before connecting to conference center – When the check box is selected, use the 🔊 icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed.

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.

○ Enable music on hold - When this option is enabled, VoipNow Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.

- Close the conference when all conference moderators exit - When this option is enabled, VoipNow Professional terminates all calls when all the conference moderators log out.
- Announce user count on joining conference - When this option is enabled, VoipNow Professional announces any new participant about the number of users in the conference call.
- Announce users joining/leaving - When this option is enabled, VoipNow Professional announces the users about any participant joining or leaving the conference call.
- Record conference conversations - Select this check box if you want VoipNow Professional to record all your conferences.

Click Ok to schedule a new conference. Click Cancel to return to the previous page without scheduling anything.

View Scheduled Conference Sessions

The Schedule Conference Sessions for {scheduled_conf_name} page allows you to see all the sessions belonging to a particular conference.

VoipNow Professional displays the following details about the sessions:

- S - The session's status:
  - Conference ended
  - Conference started
  - Conference recorded
- Started - The date and time the session began.
- Ended - The date and time when the session ended.
- Participants - The number of people that attended this conference.
- In Conference - The number of participants that still are in the conference.
- Duration - The length of each session.

Searching the Sessions List

If you want to search for a particular session, you can use one or more of the available sorted:

Show sessions between {date_1} and {date2}, where:

- {date_1) - Use the available text box or the calendar button to specify the lower limit of the time interval in which you want to search for particular sessions. The date format must be `yyyy-mm-dd`.

- {date_2} - Use the available text box or the ▦ calendar button to specify the upper limit of the time interval in which you want to search for particular sessions. The date format must be yyyy-mm-dd.

Callback Features

The Callback extension type allows system users to place calls using the VoipNow Professional server even if their phone is only connected to the public network. To do this, the user calls the Callback extension and waits to be called back. After being called back, he will be able to dial any number using the VoipNow Professional server.

> **Note**
>
> It is recommended to restrict this functionality in order to avoid abuse by creating a list of authorized CallerIDs. The users will be allowed to route phone calls through the server only if they call from one of those authorized phone numbers.

Callback Authorized 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.

Calling Card Features

The `Calling card` extension type allows system users to place calls using the VoipNow Professional server even if their phone is only connected to the public network. The user must have a valid calling card in order to call the calling card extension, which will enable him to dial any number using the VoipNow Professional server.

Calling Card Codes

> **Note**
>
> In case the maximum number of calling card codes supported by the license was reached, then you are not able to add or to generate other codes. The corresponding icons are disabled: and .
>
> Only the active calling card codes are counted!

The Calling Card Codes Management page allows you to:

- View the Card Codes List defined for the current extension.
- Set up a new card code by clicking the Add card codes icon available in the Tools section.
- Randomly generate a set of codes by clicking the Generated card codes icon.
- Manage the calling card credit by clicking the icon available in the B column.
- Save the calling cards.
- Search for specific codes.
- Remove unused items.

VoipNow Professional displays the following information about the calling card codes:

- S – The card code's status:
  - ◦ Enabled

- ◦ ❌ Disabled

  Click the icon to change the card code's status.

- C – Click the 🥞 icon to view a [report](#) about the costs of all the calls placed by all the card codes defined for the current `Calling card` extension.

- Card Code – Displays the unique card code or, if the authentication is done based on the CallerID, the user's CallerID that it is associated with this card code. Click the [link](#) to modify the CallerID or to change the associated PIN code.

- PIN – Displays `Yes/No` depending if the user will be asked to introduce his PIN code before being able to use the calling card function or not.

- Total Credit – Displays the user's total initial credit.

- Available Credit – Displays the credit left for using the calling card function.

- Created – Displays the date and time calling card code was added to the system.

- B – Click the 🖼️ icon to manage the [card code credit](#) .

Export

You can export the Card Codes List to one of the two available file formats:

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

Add a Card Code

> 📝 **Note**
>
> On top of the **Add Card Code** page, VoipNow Professional displays a message informing you about the maximum number of calling card codes you are allowed to use, the number of existing codes and how many card codes can still be added from this page.
>
> ⓘ **Information:** The total number of calling card codes you are allowed to use is 100. You have defined 3 calling card code(s). From this page you can add 10 more calling card code(s).

You can choose whether you want to upload a file with the desired calling card codes or you want to manually specify them. Depending on your choice, use the controls grouped into one of the following fieldsets:

- Upload Card Codes From File

◦ Upload card codes from file – Select this check box in case you want to upload a file containing data about multiple card codes.

> **Note**
>
> If you select this option, then you will not be able to use the controls available in the **Add Card Code** fieldset.

◦ Card codes file – When the Upload card codes from file option is enabled, you can use the ☐ button to locate the file containing the card codes you want to upload.

> **Note**
>
> The uploaded code will be displayed in the following pattern: `card code, PIN, order number, initial credit`. The `credit` parameter can take numeric values or the `u, unlimited` value.

◦ Field separator - Use this text box to specify the field separator character. The default value is ','.

- Add Card Code

  ◦ Code {value} (for CallerID authentication, write here the CallerID) – Use this field to specify the card code that the user will be requested to provide when connecting to the system using this extension.

  If the Send public CallerID on internal calls option is enabled from the caller's phone terminal configuration page and you wish the authentication to be made based on the CallerID, then fill in here the user's CallerID that will be associated with this card code. When the user will make a call using his phone terminal extension, VoipNow Professional will not ask him for the code, but will continue the call and take him to the next step (PIN request or further, deepening if PIN is required or not). His CallerID will be used for the call and will be displayed on the called party's screen.

  For example, an user has the Send public CallerID on internal calls option enabled and his CallerID is `08057`. If the new card code is using the same CallerID, `08057`, then when the user will call this `Calling card` extension from his phone terminal, he will not be required to provide the CallerID, but directly the PIN code (if required) or the number he wishes to call.

  ◦ PIN number – Use this field to specify the PIN code associated to the extension. VoipNow Professional will request the user to provide this number, if set, when trying to connect to the system using this extension.

- Order number – Use this field to specify the identification number of the credit allocation request.
- Add an initial credit of {currency} – Use the text box to specify the amount of money offered to the extension to be used with the calling card. Select the Unlimited check box if you do not want to limit the amount.

You can use the ⊞ ⊟ buttons to add/remove several new codes at the same time.

> **Note**
> You can add maximum **10** card codes at once.

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

Edit a Card Code

You can modify only the following options:

- Edit Card Code
  - Code
  - PIN number

> **Note**
> For more information on how to edit these fields, see the [Add a Card Code](#) section.

Generate Card Codes

To automatically generate a batch of calling card codes, fill in the required details:

- Generate Card Codes
  - Number of codes to generate - The number of card codes you want to be automatically generated.
  - Codes must have {n} digits - The number of digits for the calling card code.
  - Calling cards must have PIN - Select this check box if you want to generate the card codes with an attached PIN.
  - PIN must have {n} digits - The number of digits for the calling card code PIN.

◦ Initial credit on each calling card - The initial credit for the generated calling card codes. If you do not want to limit the user, then select the Unlimited check box.

Click Ok to automatically generate the desired number of calling card codes. Click Cancel to return to the previous page without generating anything.

Manage the Card Codes Credit

The Credit Management for Card Code {card_code} page allows you to:

- View the credit associated to the card code, including the Recharge History.
- [Recharge](#) the extension's card code.
- Search for certain recharges.

VoipNow Professional displays the following credit information:

- Order Number – The identification number for the credit allocation.
- Credit Added – The amount of money added to the current card code.

> **Note**
>
> The amount can be negative as well. The available credit can be decreased if required.

- Credit Left – The total amount of money currently available for conversations.
- Date Added – The date and time the credit was added to the card code.

Add Card Codes Credit

To add credit to the selected card code, fill in the required details:

- Add credit {currency} – Use this field to fill in the amount of money you want to offer the card user. Between parenthesis, VoipNow Professional displays the amount still available: `(currently {amount} {currency} left)`. Note that the amount can be `Unlimited`.

> **Note**
>
> The **{currency}** is the 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 place calls using this card.

- Order number — Use this field to fill in the identification number of the request made to allocate the credit.

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

Chapter 9
Reports and Statistics

VoipNow Professional offers you a wide range of reports and statistics that provide real time information about the system behaviour. You can find details about the available accounts, the call flow, the users' sessions and many more in one of the following sections:

- The system 📕 Reports can be accessed from the left navigation panel.

- The 🎙 Sessions statistics are available in the 🖥 Unified Communications page.

System Reports

The Report Management page provides the best overview of the system status.

Multiple statistics are available:

- A general Overview   of the VoipNow Professional system, including the number of accounts, the number of channels, the call costs and the available sound files.

- Detailed information about all the calls registered in the system.

- A real-time overview of the active Call Flows .

- Graphic representations for the most important statistics .

Overview

This section displays statistics about the number of objects (accounts, sounds, charging plans, active calls, etc.) currently available in the system for the client account and can be accessed by clicking the Overview tab.

VoipNow Professional displays the following information about the system:

- System Usage Overview for {month}, {year}
  - Call cost for {month}, {year} - The total cost of all the client's extensions calls.
  - Public phone numbers cost - The monthly amount that must be paid to the channel provider.
  - Total length of outgoing calls – The total time spent on outgoing calls in the current month.
  - Total length of incoming calls - The total time spent on incoming calls in the current month.
  - Maximum length of an outgoing call – The maximum time spent on outgoing calls by the extensions belonging to the logged in user.
  - Maximum length of an incoming call – The maximum time spent on incoming calls by extensions belonging to the logged in user.
- Account Overview – This section displays the number of accounts in the system and their status.
  - Account created - An account can be created either from the system interface, either from SOAP. For both situations, From interface is displayed here.
  - Total extensions– Total number of extension accounts belonging to this client.
  - Enabled extensions– The number of enabled extensions accounts belonging to this client.

- Suspended extensions– The number of disabled extensions accounts belonging to this client.

- Registered extensions - The number of phone terminal extensions registered from a phone.

- Phone terminals – The total number of `Phone terminal` extensions belonging to this client.

- Queues – The total number of `Queue` extensions belonging to this client.

- Queue login center – The total number of `Queue login center` extensions belonging to this client.

- IVRs – The total number of `IVR` extensions belonging to this client.

- Voicemail centers – The total number of `Voicemail center` extensions belonging to this client.

- Conferences – The total number of `Conference` extensions belonging to this client.

- Callbacks – The total number of `Callback` extensions belonging to this client.

- Calling cards – The total number of `Calling card` extensions belonging to this client.

- Intercom/paging – The total number of `Intercom/paging` extensions belonging to this client.

- SIP trunking channels used - The total number of SIP trunking channels currently in use by all the `Phone terminal` extensions in the system, computed based on the total number of Maximum public concurrent calls set for all the `Phone terminal` extensions that have the A PBX is connected to this extension option enabled from their Provisioning and SIP Preferences page.

- Sound Files Overview

  - Total sounds – The total number of shared and personal sounds in the system. The sounds owned by the logged in user and the sounds owned by users belonging to the logged in user are counted.

  - Shared sounds – The total number of shared sounds. Shared sounds can be defined in reseller and client contexts. Shared sounds can be used by all VoipNow Professional users belonging to the user that added the sound.

  - Personal sounds – These sounds can be used only be the user that created them.

- Music On Hold Overview

- ◦ Total music on hold files — The number of music on hold files for the logged in user.
- ◦ Personal music on hold files — The number of system music on hold files, owned by the logged in user.
- ◦ Personal music on hold folders — The number of music on hold folders, owned by the logged in user.
- **Charging Plans Overview**
  - ◦ Client level charging plans — The number of charging plans created by clients.
- **Disk Space Overview**
  - ◦ Disk space for sounds - The disk space used by the client's and his extensions' sounds out of the total disk space allocated to the client.
  - ◦ Disk space for music on hold - The disk space used by the client's and his extensions' music on hold files out of the total disk space allocated to the client.
  - ◦ Disk space for voicemail - The disk space used by the client's and his extensions' voicemail messages out of the total disk space allocated to the client.
  - ◦ Disk space for recorded calls - The disk space used by the client's and his extensions' recorded calls out of the total disk space allocated to the client.
  - ◦ Disk space for fax messages - The disk space used by the client's and his extensions' fax messages out of the total disk space allocated to the client.
  - ◦ Total disk space - The total disk space used by all the above files.

Call Reports

VoipNow Professional offers an easy way to keep track of the calls made and received by all your extension accounts.

The Call Reports groups the available controls into the following three fieldsets:

- Search Calls

  You can search through the all the calls recorded in the system using a wide range of filters designed to provide you accurate and comprehensive results.

- [Export Columns](#)

    VoipNow Professional allows you to choose the details to be exported to a `.csv` or to an Excel file.

- Call List

    VoipNow Professional displays all the calls registered in the system in the current month. If you want to check the calls from a previous month, then use the available drop-down list and select the desired value. Use '--' when you wish all the calls in the system to be displayed.

    The following information is provided:

    - T – The call type:
        - External call
        - Local call
        - Extended local call
    - A – The application used by the call:
        - Dial
        - Voicemail center
        - Voicemail
        - IVR
        - Conference
        - Queue
        - Park
        - Unpark
        - Callback
        - Calling card
        - Fax
        - Intercom/paging
        - Supervising
        - Queue center
    - From – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.

> **Note**
>
> Holding the mouse cursor over an extension number will display an info message that provides details about the extension that made the call:
>
> - **Name**
> - **Company**
> - **Email**
> - **Status**

> **Note**
>
> For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters.

- To – The CallerID, for example `<8754 >`, or, if the called party is from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.

> **Note**
>
> Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.

> **Note**
>
> For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters.

- Transfer source - This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.

◦ Transfer destination - This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.

◦ Call schematic - This column displays the call flow:

▪ The name of the extension that placed the call followed by the ⇥ icon.

▪ The ⇤ icon followed by the name of the extension that received the call.

> **Note**
>
> This table displays, for all you extensions' local calls, one record for the incoming flow and another one for the outgoing flow. If one of the extensions involved in the call belongs to another reseller, then only one flow is displayed.
>
> For example, if **Michael Kane** calls **Joe Doe**, then the table will display the flow both from the caller's and the callee's perspective.
>
> | T | A | From | To | Call schematic | Ringing started ▼ | Answered | Call duration | CallID | Call cost | Profit |
> |---|---|---|---|---|---|---|---|---|---|---|
> | | | 0028*002 | 0028*001 | Michael Kane ⇥ | Sep 17, 2010 10:29:12 | Sep 17, 2010 10:29:12 | 00:00:23 | 1284733741.8 | 0.06000 USD | 1.74000 USD |
> | | | 0028*002 | 0028*001 | ⇤ Joe Doe | Sep 17, 2010 10:29:12 | Sep 17, 2010 10:29:12 | 00:00:23 | 1284733741.8 | 0 USD | 0 USD |
>
> The first record shows that **Michael Kane** initiated the call to **Joe Doe**, while the second one displays that **Joe Doe** received a call from **Michael Kane**. All the details are identical, except for the **Call cost** and the **Profit** values that depend on the charging plan used by each extension.

◦ Initiated - The date and time the caller dialed the callee's number, initiating the call.

> **Note**
>
> This column is not visible by default. It can be enabled from the ⊞ [Show columns](#) panel.

◦ Ringing started – The date and time the called extension started ringing.

> **Note**
>
> The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

◦ Answered - The date and time the call was answered.

◦ Call duration – The total length of the call, displayed in the `hh:mm:ss` format.

◦ CallID – The unique number that Asterisk generated to identify the call.

> 📝 **Note**
>
> This column is not visible by default. It can be enabled from the ⊞ [Show columns](#) panel.

◦ Client – The name of the client owning the extension.

> 📝 **Note**
>
> This column is not visible by default. It can be enabled from the ⊞ [Show columns](#) panel.

◦ Call cost – The cost of the call for the logged in user.

◦ Profit – The profit made by the logged in user from this call.

> ⚠ **Caution**
>
> It is highly advisable to hunt for the call costs that have a negative profit!

Export

You can export the entire call list to one of the two available file formats:

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

Searching the Calls List

VoipNow Professional automatically displays only the current month's calls. To search for specific calls, you have to define particular search criteria using the controls available in the Search Calls fieldset:

- From number - If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:

  ◦ `Starting with` - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.

  ◦ `Ending with` - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.

- ◦ `Exact match` - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- To number - If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
  - ◦ `Starting with` - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
  - ◦ `Ending with` - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
  - ◦ `Exact match` - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- Account name – Use this text box to fill in the account name (on reseller, client or extension levels) you are searching for.
- Charging plan - Use this text box to fill in the charging plan name that generated the call cost you are searching for.
- CallID – Use this text box to fill in the unique number that Asterisk generated to identify the call.
- Call duration – Use this section to specify the call duration limits by filling in the fields from the rule:

  Bigger than {x} seconds and/or smaller than {y} seconds
- Call cost – Use this section to specify the call cost limits by filling in the fields from the rule:

  Bigger than {x} and/or smaller than {y}
- Profit – Use this section to specify the profit limits by filling in the fields from the rule:

  Bigger than {x} and/or smaller than {y}
- Call ended with – Use the drop-down list to filter the calls based on their resolution:
  - ◦ `Answered` - Displays only the calls that were answered.
  - ◦ `No answer` - Displays only the calls that were not answered.
  - ◦ `Busy` - Displays only the calls that could not be answered because the callee was involved in another call.
  - ◦ `Failed` - Displays only the calls that could not reach their destination.
  - ◦ `Unknown` - Displays only the calls whose resolution is unknown.
  - ◦ `Not allowed` - Displays only the calls that were not authorized to reach their destination.

- Start search on {x} and end on {y} - Use these text boxes or click the 📅 calendar icon to specify the period you want to search.
- Display Use these radio buttons to filter the search results:
  - All — Select this option to display all the call types in the list.
  - Incoming calls — Select this option to display only the calls that were received.
  - Outgoing calls — Select this option to display only the calls that were placed.
- Limit search by call context — Use these radio buttons to filter the search results:
  - All — Select this option to display all the calls.
  - Local calls — Select this option to display only the calls made to local numbers (between extensions belonging to the same client).
  - Extended local calls — Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
  - External calls — Select this option to display only the calls received from outside the system or sent to external destinations.
- Limit search by application — Use these check boxes to filter the search results by the application used by Asterisk to handle the call:
  - Dial — Select this option to display the calls between two phone terminals.
  - Queue — Select this option to display the calls targeted at queue extensions.
  - Conference — Select this option to display the conference calls.
  - Voicemail — Select this option to display the calls that ended in the voice mailbox.
  - Voicemail center — Select this option to display the calls to a voicemail center extension type.
  - IVR — Select this option to display calls targeted at IVR extensions.
  - Park — Select this option to display calls that were parked.
  - Unpark — Select this option to display calls that were picked up form the parking lot.
  - Calling card - Select this option to display calls that were made using an extension of type calling card.
  - Intercom/paging - Select this option to display the calls made through an `Intercom/paging` extension type.

- ◦ Callback - Select this option to display calls that were made using an callback extension type.

- ◦ Fax - Select this option to display incoming fax calls stored on the server.

- ◦ Supervising - Select this option to display the supervised calls.

Click Ok to display only the records that fit your search criteria.

Export Reports

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the Export Columns section.

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.
- Client - The username of the client account the call originated from.
- Client ID - The identification number of the client account the call originated from.

- Charging plan - The charging plan that generated the call cost.

- Call cost - The call cost as charged by the channel.

- Call profit - The difference between the cost paid by the owner of the reseller account where the cost originated and the cost charged by the channel.

- Money unit - The currency currently used for charging.

- Call ID - The unique ID of the call generated by VoipNow Professional.

- Transfer source - If the call was transferred to another extension, this column will list the source extension.

- Transfer destination - If the call was transferred to another extension, this column will list the destination extension.

- Initially called extension - If the call was picked up from another extension, this column will display the extension that was originally called.

- 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.

Call Flow Report

VoipNow Professional offers the possibility to view all your extensions' active calls in the Call Flows tab.

The following information is displayed for each active call:

- T – The call type:
  - ◦ 🎲 External call
  - ◦ 🏠 Local call
  - ◦ 👥 Extended local call

- From – The CallerID, for example `<8754 >`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call. If the caller is from inside the system and the extension is owned by the logged in client, you can click the link to enter the extension's management page.

- To – The CallerID, for example `<8754 >`, or, if the called party is inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call. For internal callees, if the extension is owned by the logged in client, you can click the link to enter the extension's management page.

- Flow - The call's flow:
  - `Inside system` - The call is between two local extensions.
  - `From public network` - The call is initiated from the external public network.
  - `To public network` - The call is initiated from an extension inside the system and it is targeted to an user in the public network.

- Started ringing – The date and time the call started ringing.

- Connected – The date and time the call was answered.

- Channel – The channel used for calls from and to destinations in the public network. For the internal calls, the `System internal` message is displayed.

> **Note**
>
> The page is reloaded every 60 seconds.

Active Calls

T	From	To	Flow	Started ringing	Connected	Channel
☎	08012	Fred Lee <0003*003>	From public network	Jul 02, 2010 17:11:18	Jul 02, 2010 17:11:20	SIP/0003*001-00000006
☎	Joe Doe <0003*001>	Fred Lee <0003*003>	Inside system	Jul 02, 2010 17:11:02	Jul 02, 2010 17:11:10	System internal

2 Calls   Number of entries per page: 10 25 100

Active calls

Call Statistics

VoipNow Professional offers you a detailed overview of all your extensions calls. This section provides graphical and statistical representations for some of the most important events like the call's average successful rate, distribution by destination and extension type, the top hangup causes and the top callers.

To access this section, click the **Call Statistics** tab.

You can use the **Call Statistics** management page to browse through all the available information. The following controls are provided:

1. The link menu displayed on top of the page allows you to navigate through all the pages that provide detailed information about the available statistics. This menu is always present, no matter the selected page.

> **Note**
>
> The current page is displayed using bold characters, for example **Overview** .

2. Call Statistics Overview - This section displays a graphical representation of all the available events, using the statistical information gathered on a certain period of time for each one of them:

   - Average Success Rate - This pie chart illustrates the proportion of the successful calls, including the answered, busy, not answered and failed ones from the total calls made through all the channels used by your extensions.

     You can click the chart or the 🔎 Click to view ASR link to navigate to the Average Success Rate page for detailed information.

   - Average Call Duration - This bar chart displays the average length in seconds of all the calls within the specified time interval.

     You can click the chart or the 🔎 Click to view ACD link to navigate to the Average Call Duration page for detailed information.

     > **Note**
     >
     > Depending on the chosen time interval, this graphic displays:
     >
     > - The **Daily Average Call Duration**, if the specified interval is smaller or equal to one month.
     >
     > - The **Monthly Average Call Duration**, if the specified interval is greater than one month.

   - Call Failures - This line chart displays the number of failed calls based on the failure reason.

     You can click the chart or the 🔎 Click to view call failures link to navigate to the Call Failures page for detailed information.

     > **Note**
     >
     > Depending on the chosen time interval, this graphic displays:
     >
     > - The **Daily Call Failures**, if the specified interval is smaller or equal to one month.

◦ The **Monthly Call Failures**, if the specified interval is greater than one month.

- Call Distribution Based on Destination - This line chart displays the number of calls targeted to a certain destination: internal calls, external calls, etc.

  You can click the chart or the 🔍 Click to view call distribution by destination link to navigate to the Call Distribution Based on Destination page for detailed information.

  > 📝 Note
  >
  > Depending on the chosen time interval, this graphic displays:
  >
  > ◦ The **Daily Call Distribution Based on Destination**, if the specified interval is smaller or equal to one month.
  >
  > ◦ The **Monthly Call Distribution Based on Destination**, if the specified interval is greater than one month.

- Call Distribution Based on Extension Type - This line chart displays the number of calls based on the extension type: phone terminal, queue, etc.

  You can click the chart or the 🔍 Click to view call distribution by extension type link to navigate to the Call Distribution Based on Extension Type page for detailed information.

  > 📝 Note
  >
  > Depending on the chosen time interval, this graphic displays:
  >
  > ◦ The **Daily Call Distribution Based on Extension Type**, if the specified interval is smaller or equal to one month.
  >
  > ◦ The **Monthly Call Distribution Based on Extension Type**, if the specified interval is greater than one month.

- Top Extensions Using Telephony - This bar chart displays the top ten client's extensions based on the total duration of their calls, in seconds.

  You can click the chart or the 🔍 Click to view top telephony users link to navigate to the Top Telephony Users page for detailed information.

- Top Hangup Causes - This bar chart displays the top ten hangup causes based on their incidence.

You can click the chart or the 🔑 Click to view top hangup causes link to navigate to the Top Hangup Causes   page for detailed information.

- Longest Time to Complete - This bar chart displays the top ten calls with the longest ringing duration.

  You can click the chart or the 🔑 Click to view call initiation time link to navigate to the Call Initiation Time Statistics   page for detailed information.

3. When you want to visualize the statistics for a certain time interval, you can define its limits using the available search controls:

   Show statistics between {start_date_time} 🗓 and {end_date_time} 🗓, where:

   - {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the graphics to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

     > 📝 Note
     >
     > The default value is the first day of the current month.

   - {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the graphics to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

     > 📝 Note
     >
     > The default value is the current date and time.

   After you have decided on the time interval you want the statistics to be displayed for, click the 🔑 Search link. The graphics will be updated.

   > 📝 Note
   >
   > The time interval's limits specified here will be used by all the pages with detailed statistics.

4. You can export all the available statistics to a `.csv` or a Microsoft Excel file by clicking the 📊 Export link available in the top right side of the screen.

Average Success Rate

The Average Success Rate page displays both a graphical representation and a table with numeric information about the successful calls' distribution for all the channels used by your extensions.

- The pie chart allows you to compare the number of answered, failed, not answered, busy, unknown and not allowed calls with the total number of calls.

Average Success Rate
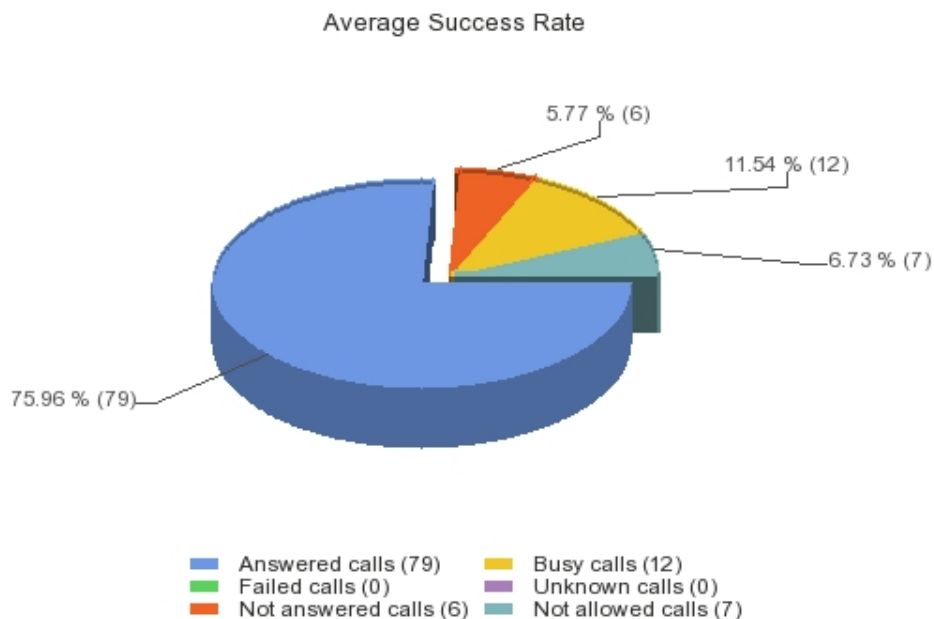
The ASR graphic for all the channels in the system

- The table contains the successful calls' distribution. The following information is provided:

  ◦ Disposition - The call's outcome:

    ▪ Answered calls

    ▪ Failed calls

    ▪ Not answered calls

    ▪ Busy calls

    ▪ Unknown calls

    ▪ Not allowed calls

    ▪ Total calls

  ◦ Calls - The number of calls for each specific outcome.

  ◦ Percent - The percentage each outcome represents out of the total number of calls.

Disposition	Calls	Percent
Answered calls	978	63%
Failed calls	71	5%
Not answered calls	208	13%
Busy calls	236	15%
Unknown calls	0	0%
Not allowed calls	69	4%
Total calls	1562	100%

The ASR table for all the channels used by your extensions

Searching the Average Success Rate Statistics

When you want to see the ASR statistics for a certain period of time, you can use the available search controls to define your preferences:

Show Average Success Rate between {start_date_time} and {end_date_time} , where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

> **Note**
>
> The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

> **Note**
>
> The default value is the current date and time.

After you have decided on the filters, click the 🔑 Search link. The graphic and the table will be updated.

Export the Average Success Rate Statistics

You can export the ASR data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the ▣ Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.
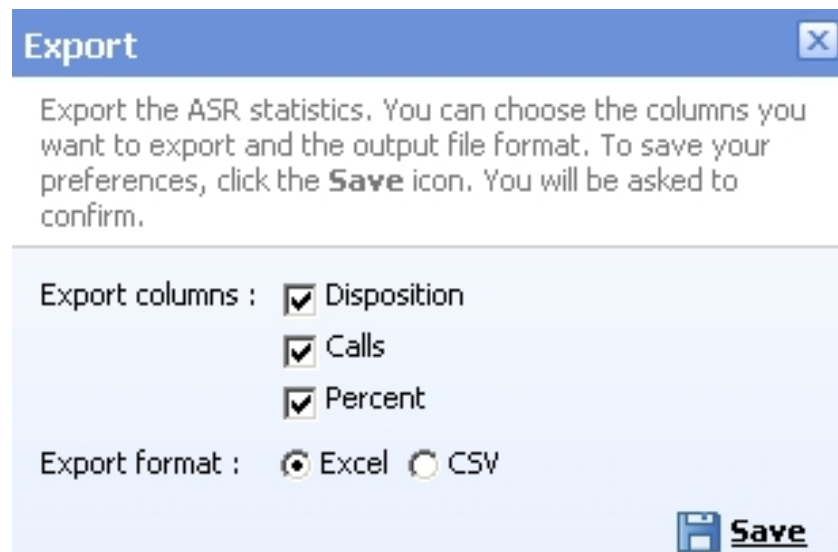
The export pop-up window

```
Disposition,Calls,Percent
Answered calls,547,61.95 %
Failed calls,61,6.91 %
Not answered calls,192,21.74 %
Busy calls,70,7.93 %
Unknown calls,0,0 %
Not allowed calls,13,1.47 %
Total calls,883,100%
```

The CSV file format

After deciding on the desired options, click the ⊟ <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Average Call Duration

The Average Call Duration page displays both a graphical representation and a table with numeric information about the average length, in seconds, of all the daily/monthly calls placed by the your extensions.

- The bar chart offers an overview of the average calls duration for every day/month of the chosen time interval, helping you to keep an eye on the customer's traffic.
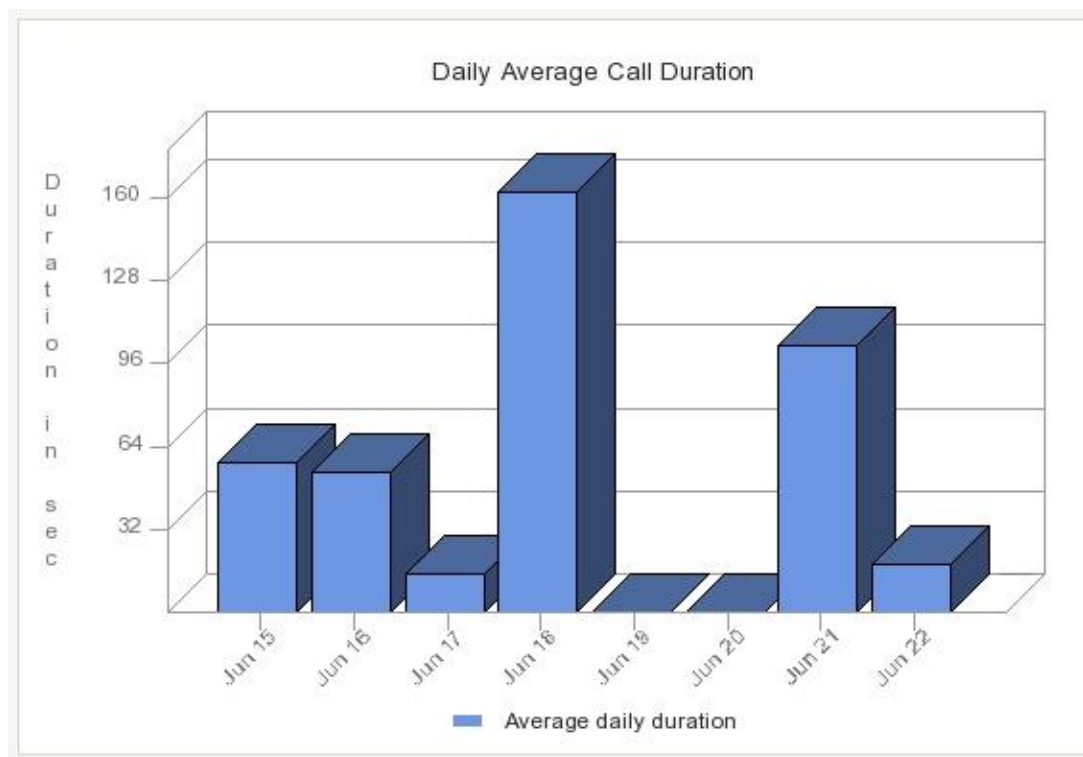
The daily average call duration for a 8 days interval

- The table has two columns, providing the daily/monthly average duration of calls:

   ◦ Day/Month - The day(s) or the month(s) the average duration is computed for.

   > **Note**
   >
   > If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

   ◦ Duration - The average length, in seconds, of all the calls made in a day/month.

Day	Duration
Jun 15, 2010	00:00:58
Jun 16, 2010	00:00:54
Jun 17, 2010	00:00:15
Jun 18, 2010	00:02:42
Jun 19, 2010	00:00:00
Jun 20, 2010	00:00:00
Jun 21, 2010	00:01:43
Jun 22, 2010	00:00:19

The table for the 8 days interval

Searching the Average Call Duration Statistics

When you want to see the ACD statistics for a certain period of time, you can use the available search controls to define your preferences:

Show Average Call Duration between {start_date_time} 🗓 and {end_date_time} 🗓, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the current date and time.

After you have decided on the filters, click the 🔑 Search link. The graphic and the table will be updated.

Export the Average Call Distribution Statistics

You can export the ACD data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 📑 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.
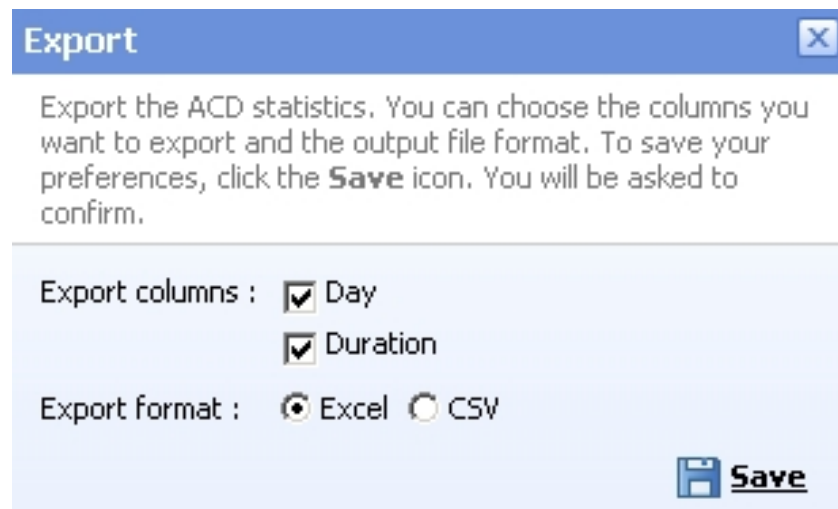
The export pop-up window

```
Day,Duration
Jul 12, 2010,27
Jul 13, 2010,36
Jul 14, 2010,54
Jul 15, 2010,33
Jul 16, 2010,80
```
The CSV file format

After deciding on the desired options, click the 🖫 Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Call Failures

The Call Failures page displays the distribution of the failed calls based on the available failure reasons in all the chosen time interval's days/months.

- The chart uses colored lines to help you visualize the trend of the failure reasons over the specified time interval. The number of failed calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it keeps you informed about the causes that did not allow the calls to be completed.
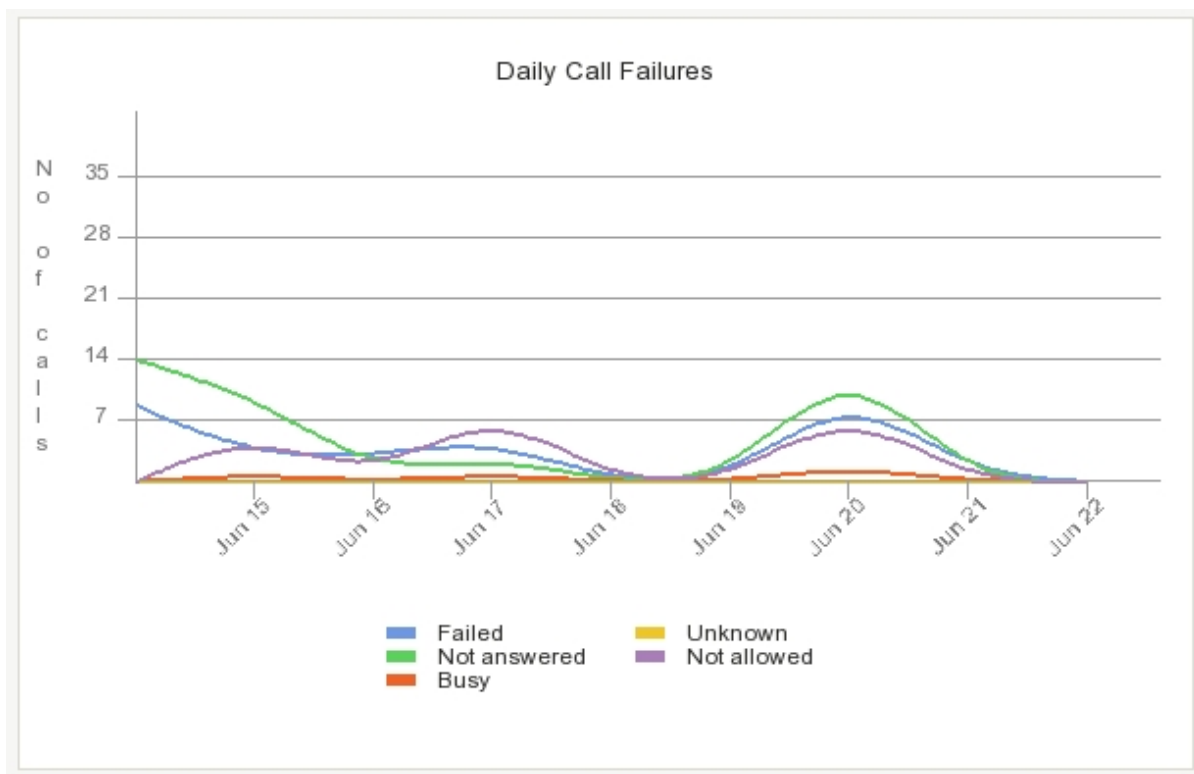
The daily call failures for a 8 days interval

> **Note**
>
> If you have selected only one failure reason to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If All the failure reasons are displayed:
    - Day/Month - The day(s) or the month(s) the call failures are displayed for.

      > **Note**
      >
      > If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - Failed - The number of failed calls.
    - Not answered - The number of calls that were not answered by the callee.

- Busy - The calls that were not answered because the called party was unavailable or involved in another call.

- Unknown - The number of calls that failed due to an unknown reason.

- Not allowed - The number of calls that failed because they were not allowed to reach their destinations.

- Total - The total number of call failures in a day/month.

Day	Failed	Not Answered	Busy	Unknown	Not Allowed	Total
Jun 15, 2010	9	14	0	0	0	23
Jun 16, 2010	3	10	1	0	6	20
Jun 17, 2010	3	1	0	0	0	4
Jun 18, 2010	5	3	1	0	9	18
Jun 19, 2010	0	0	0	0	0	0
Jun 20, 2010	0	0	0	0	0	0
Jun 21, 2010	11	15	2	0	9	37
Jun 22, 2010	1	0	0	0	0	1

The table for the 8 days interval

- For any of the available failure reasons, the table has only two columns:

  - Day/Month - The day(s) or the month(s) the call failures are counted for.

  - Calls - The number of failed calls in a day/month.

Searching the Call Failures Statistics

When you want to see the Call Failures statistics for a certain period of time or for a certain failure reason, you can use the available search controls to define your preferences:

Show failed calls between {start_date_time} 🗓 and {end_date_time} 🗓 due to {failure_reason}, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

> 📝 Note
>
> The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

> **Note**
>
> The default value is the current date and time.

- {failure_reason} - Use the drop-down list to choose the failure cause you are interested in:
  - `All` - Select this option to display all the daily/monthly call failures.
  - {failure_reason} - If you want to see the number of calls that failed due to a certain reason, select it from the list.

After you have decided on the filters, click the 🔍 Search link. The graphic and the table will be updated.

> **Note**
>
> If there were no calls between the selected dates, then the graphic and the table will not be generated!
>
> 　　　　　　　　　　　　📊
>
> **The image displayed when there is no data available**

Export the Call Failures Statistics

You can export the Call Failures data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 📗 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

> ### Note
>
> If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:
>
> {day}   {failed}   {not_answered}   {busy}   {unknown} {not_allowed} {total}

Day,Failed,Not Answered,Busy,Unknown,Not Allowed,Total
Jul 12, 2010,18,19,17,0,1,55
Jul 13, 2010,6,14,5,0,10,35
Jul 14, 2010,10,15,2,0,0,27
Jul 15, 2010,3,17,0,0,0,20
Jul 16, 2010,0,19,2,0,0,21
Jul 17, 2010,1,0,0,0,0,1
Jul 18, 2010,0,0,0,0,0,0
Jul 19, 2010,12,7,9,0,1,29
Jul 20, 2010,3,15,6,0,0,24
Jul 21, 2010,1,25,3,0,0,29

The CSV file format

After deciding on the desired options, click the 🖫 Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Destination

The Calls Distribution Based on Destination page offers an overview of all the client's extensions calls based on their type. The available data can serve at keeping track of the preferred call types used by your extensions.

- The chart uses colored lines to help you visualize the trend of all the available call types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the number of calls and their total duration, distributed for all of the available call types. The calls belonging to all the channels used by your extensions are counted.
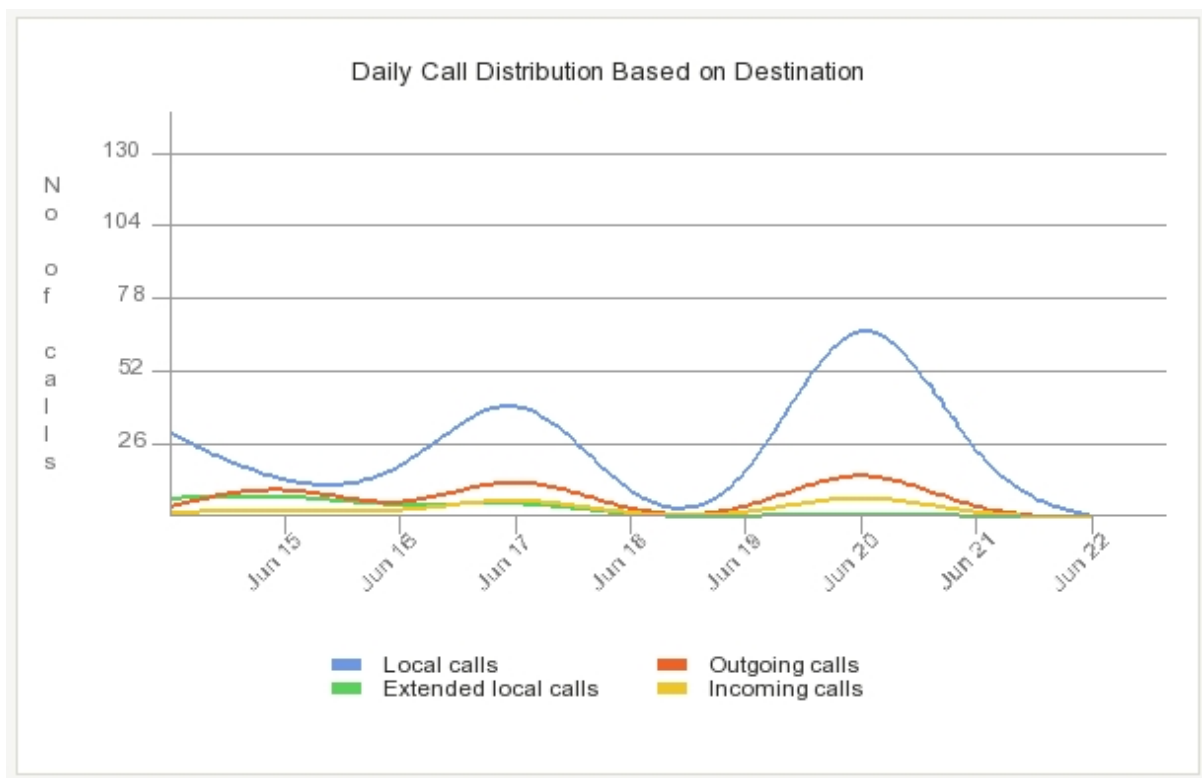
The daily call distribution based on destination for a 8 days interval

> **Note**
>
> If you have selected only one call type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If All the call types are displayed:
    - Day/Month - The day(s) or the month(s) the call distribution is displayed for.

      > **Note**
      >
      > If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - Local calls - The number of local calls between extensions on the same server.
    - Extended local calls - The number of extended local calls between extensions on the same server.
    - Outgoing calls - The number of calls made to destinations outside the system through all the available channels.
    - Incoming calls - The total number of calls received from outside the system by all your extensions.
    - Total calls - The total number of calls made and received by all your extensions in a day/month.
    - Duration - The total length of all the calls made and received by your extensions in a day/month.

Day	Local calls	Extended local calls	Outgoing calls	Incoming calls	Total calls	Duration
Jun 15, 2010	30	7	4	2	43	00:29:41
Jun 16, 2010	10	9	14	3	36	00:16:17
Jun 17, 2010	11	3	0	1	15	00:02:39
Jun 18, 2010	57	7	19	9	92	03:18:15
Jun 19, 2010	0	0	0	0	0	00:00:00
Jun 20, 2010	0	0	0	0	0	00:00:00
Jun 21, 2010	97	2	22	10	131	02:52:13
Jun 22, 2010	12	0	0	0	12	00:12:20

The table for the 8 days interval

  - For any of the available {call_types}, the table has only three columns:

- Day/Month - The day(s) or the month(s) the call distribution is displayed for.

- Calls - The number of {call_type} calls in a day/month.

- Duration - The total length of the {call_type} calls in a day/month.

> **Note**
>
> The {call_type} can be, based on your selection, one of the following:
>
> - Local
>
> - Extended Local
>
> - Outgoing
>
> - Incoming

Searching the Calls Distribution Based on Destination Statistics

When you want to see the Calls Distribution Based on Destination statistics for a certain period of time or for a certain call type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} 📅 and {end_date_time} 📅 based on destination {call_type}, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the current date and time.

- {call_type} - Use the drop-down list to choose the call type you are interested in:

- ◦ `All` - Select this option to view all the daily/monthly calls, no matter their type.

- ◦ `Local` - Select this option to view only the local calls daily/monthly distribution.

- ◦ `Extended Local` - Select this option to view only the extended local calls daily/monthly distribution.

- ◦ `Outgoing` - Select this option to view only the outgoing calls daily/monthly distribution.

- ◦ `Incoming` - Select this option to view only the incoming calls daily/monthly distribution.

After you have decided on the filters, click the 🔍 Search link. The graphic and the table will be updated.

> **Note**
>
> If there were no calls between the selected dates, then the graphic and the table will not be generated!
>
> ▥
>
> **The image displayed when there is no data available**

Export the Calls Distribution Based on Destination Statistics

You can export the Calls Distribution Based on Destination data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the ▤ Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

> **Note**
>
> If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:
>
> {day} {local_calls} {ext_local_calls} {outgoing_calls} {incoming_calls} {total_calls} {duration}
>
>
>
> **The CSV file format**

After deciding on the desired options, click the 🖫 Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Calls Distribution Based on Extension Type

The Calls Distribution Based on Extension Type page offers an overview of the calls made and received by all your extensions, sorted by type. The available data can serve at observing which are the most used extension types.

- The chart uses colored lines to help you visualize the trend of the calls made and received by each one of the available extension types over the specified time interval. The number of calls is displayed on the vertical axis, while the time interval is shown on the horizontal axis. This representation is useful because it informs you about the daily/monthly calls made and received by all your extensions, grouped by type.
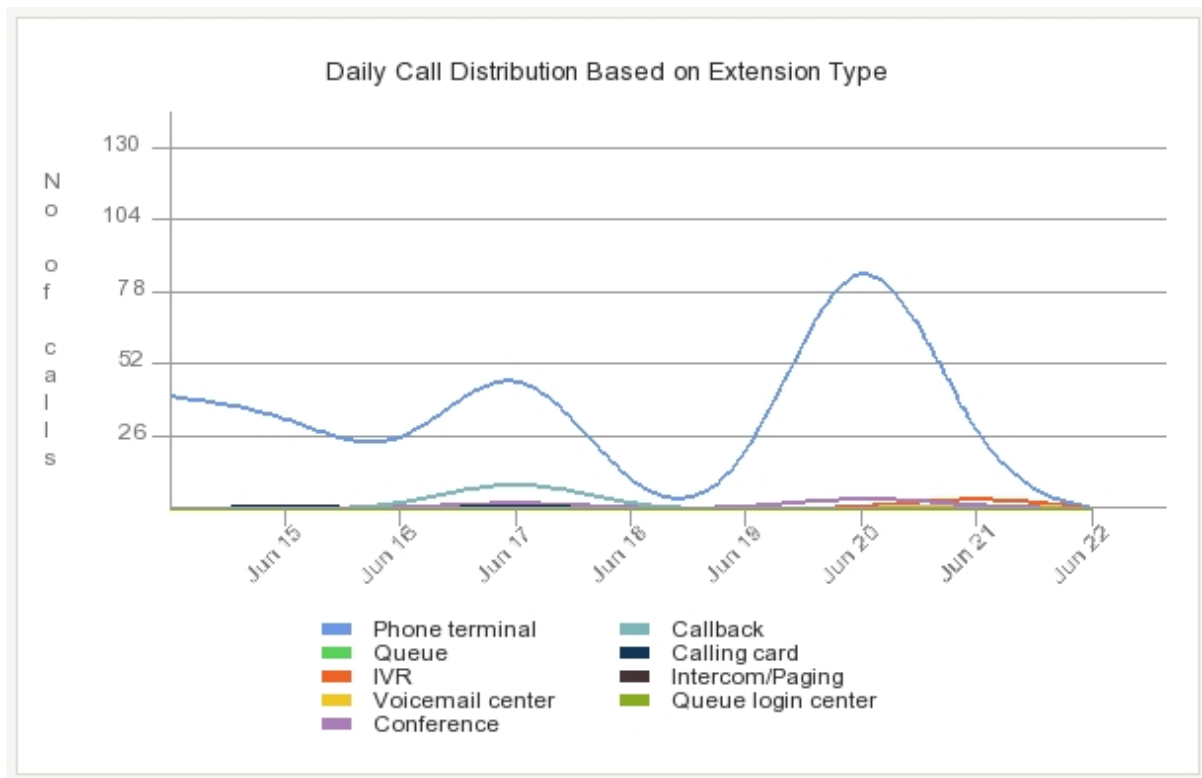
The daily call distribution based on extension type for a 8 days interval

> **Note**
>
> If you have selected only one extension type to be displayed, then the chart will contain one colored line, showing the evolution of that particular criteria over the entire time interval.

- The table is dynamically generated, depending on your search criteria:
  - If All the extension types are displayed:
    - Day/Month - The day(s) or the month(s) the call distribution is displayed for.

      > **Note**
      >
      > If you have chosen a time interval smaller or equal to a months, then this column will display the **Days**. Else, the **Months** will be shown.

    - Phone terminal - The number of calls made and received by all your `Phone terminal` extensions.
    - Queue - The number of calls made and received by all your `Queue` extensions.
    - IVR - The number of calls made and received by all your `IVR` extensions.
    - Voicemail center - The number of calls made and received by all your `Voicemail center` extensions.
    - Conference - The number of calls made and received by all your `Conference` extensions.
    - Callback - The number of calls made and received by all your `Callback` extensions.
    - Calling card - The number of calls made and received by all your `Calling card` extensions.
    - Intercom/Paging - The number of calls made and received by all your `Intercom/Paging` extensions.
    - Queue login center - The number of calls made and received by all your `Queue login center` extensions.
    - Total calls - The total number of calls made and received by all your extensions in a day/month.
    - Duration - The total length of all the calls made and received by all your extensions in a day/month.

Day	Phone terminal	Queue	IVR	Voicemail center	Conference	Callback	Calling card	Intercom/Paging	Queue login center	Total calls	Duration
Jun 15, 2010	41	0	0	0	0	0	0	0	0	41	00:29:05
Jun 16, 2010	35	0	0	0	0	0	1	0	0	36	00:15:31
Jun 17, 2010	14	0	0	0	0	0	0	0	0	14	00:02:37
Jun 18, 2010	66	0	0	0	3	13	1	0	0	83	02:56:33
Jun 19, 2010	0	0	0	0	0	0	0	0	0	0	00:00:00
Jun 20, 2010	0	0	0	0	0	0	0	0	0	0	00:00:00
Jun 21, 2010	124	0	0	0	5	0	0	0	0	129	02:49:19
Jun 22, 2010	12	1	5	2	1	0	0	0	0	21	00:12:20

The table for the 8 days interval

- For any of the available extension types, the table has three columns:

  - Day/Month - The day(s) or the month(s) the call distribution is displayed for.

  - Calls - The number of calls made and received in a day/month by all your extensions belonging to the chosen type.

  - Duration - The total length, in seconds, of all the calls made and received in a day/month by all your extensions belonging to the chosen type.

Searching the Calls Distribution Based on Extension Type Statistics

When you want to see the Calls Distribution Based on Extension Type statistics for a certain period of time or for a certain extension type, you can use the available search controls to define your preferences:

Show calls distribution between {start_date_time} 🗓 and {end_date_time} 🗓 based on extension {extension_type}, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  > 📝 **Note**
  >
  > The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

  > 📝 **Note**
  >
  > The default value is the current date and time.

- {extension_type} - Use the drop-down list to choose the extension type you are interested in:

  - `All` - Select this option to view the calls made and received in the chosen time interval by all your extensions, no matter their type.

  - {extension_type} - Select this option to view the calls made and received in the chosen time interval by all your {extension_type} extensions.

After you have decided on the filters, click the 🔑 Search link. The graphic and the table will be updated.

Export the Calls Distribution Based on Extension Type Statistics

You can export the Call Distribution Based on Extension Type data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 📄 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

> **Note**
>
> If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:
>
> `{day} {phone_terminal} {queue} {ivr} {voicemail_center} {conference} {callback} {calling_card} {intercom_paging} {queue_login_center} {total_calls} {duration}`
>
> Day,Phone terminal,Queue,IVR,Voicemail center,Conference,Callback,
> Calling card,Intercom/Paging,Queue login center,Total calls,Duration
> Jul 12, 2010,138,66,3,1,3,22,29,0,0,262,01:19:48
> Jul 13, 2010,118,5,2,1,1,0,3,3,0,133,00:50:38
> Jul 14, 2010,236,4,0,0,1,0,0,0,0,241,02:38:28
> Jul 15, 2010,130,23,16,3,6,2,7,0,1,188,01:29:24
> Jul 16, 2010,104,2,0,0,0,0,0,0,0,106,01:20:24
> Jul 17, 2010,2,0,0,0,0,0,0,0,0,2,00:00:00
> Jul 18, 2010,0,0,0,0,0,0,0,0,0,0,00:00:00
> Jul 19, 2010,105,3,0,0,8,0,7,0,0,123,01:49:22
> Jul 20, 2010,122,3,0,1,6,0,0,0,0,132,01:21:17
> Jul 21, 2010,124,24,3,2,0,1,3,0,4,161,02:21:40
>
> **The CSV file format**

After deciding on the desired options, click the 🖫 <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Extensions Using Telephony

The Top Telephony Users page displays your top 10 `Phone terminal` extension users, based on the total duration of all their calls.

- The chart uses colored bars to represent the top extension users. The total duration of the calls, in seconds, is displayed on the vertical axis. This representation keeps you informed at any time about the most active users.
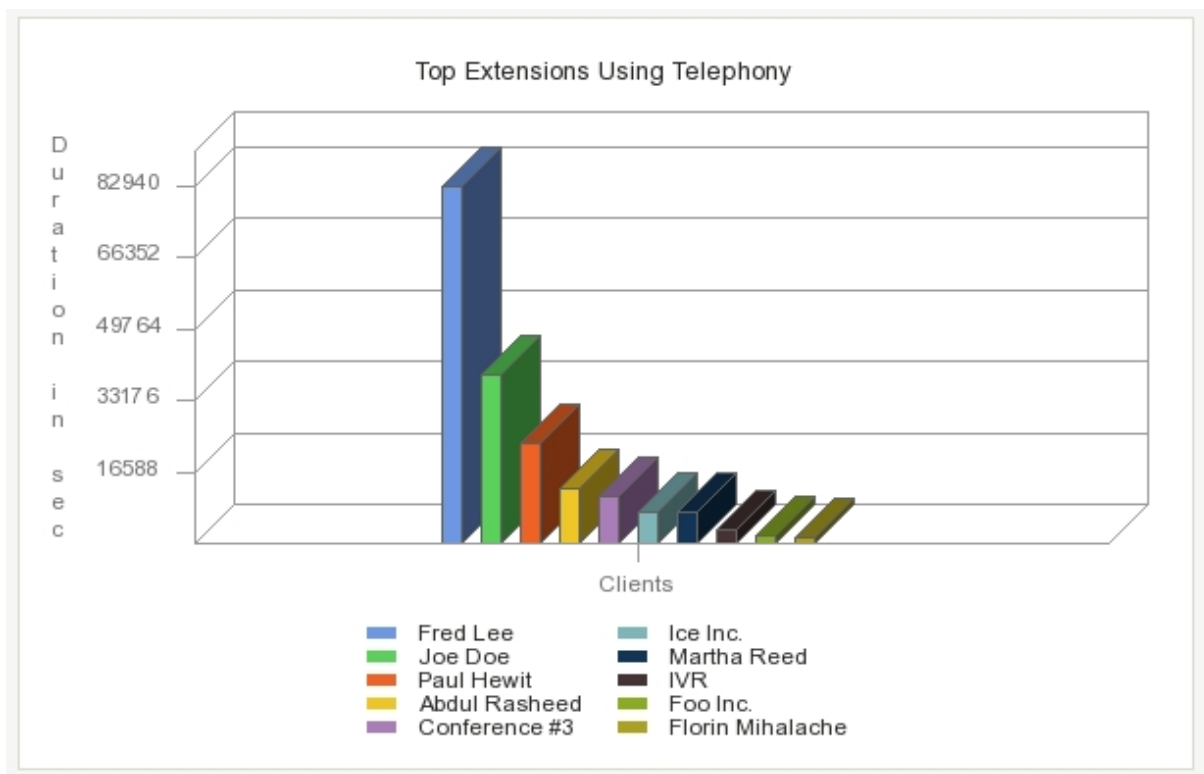
The top ten extensions based on call duration

> **Note**
>
> It is mandatory that at least one `Phone terminal` extension to be available for the statistics to be generated.

- The table displays the following information about the top 10 clients:
  - Rank - The extension's position in the top.
  - Extension name - The extension's descriptive name.
  - Calls - The total number of calls made and received by the extension.
  - Duration - The total duration of all the calls made and received by the extension. The time format is `hh:mm:ss`.

Rank	Extension name	Calls	Duration
1	Fred Lee	1592	23:02:20
2	Joe Doe	705	10:51:54
3	Paul Hewit	250	06:32:41
4	Abdul Rasheed	128	03:38:58
5	Conference #3	83	03:07:48
6	Ice Inc.	55	02:04:21
7	Martha Reed	383	02:03:40
8	IVR	89	00:58:22
9	Foo Inc.	19	00:32:26
10	Florin Mihalache	31	00:25:32

The top 10 clients table

Searching the Top Extensions Using Telephony Statistics

When you want to see the Top Extensions Using Telephony statistics for a certain period of time, you can use the available search controls to define your preferences:

Show top 10 telephony users between {start_date_time} 🗓 and {end_date_time} 🗓, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

  > **Note**
  >
  > The default value is the current date and time.

After you have decided on the filters, click the 🔍 Search link. The graphic and the table will be updated.

> **Note**
>
> If there were no calls between the selected dates, then the graphic and the table will not be generated!
>
>
>
> **The image displayed when there is no data available**

Export the Top Extensions Using Telephony Statistics

You can export the Top Extensions Using Telephony data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 🗐 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.
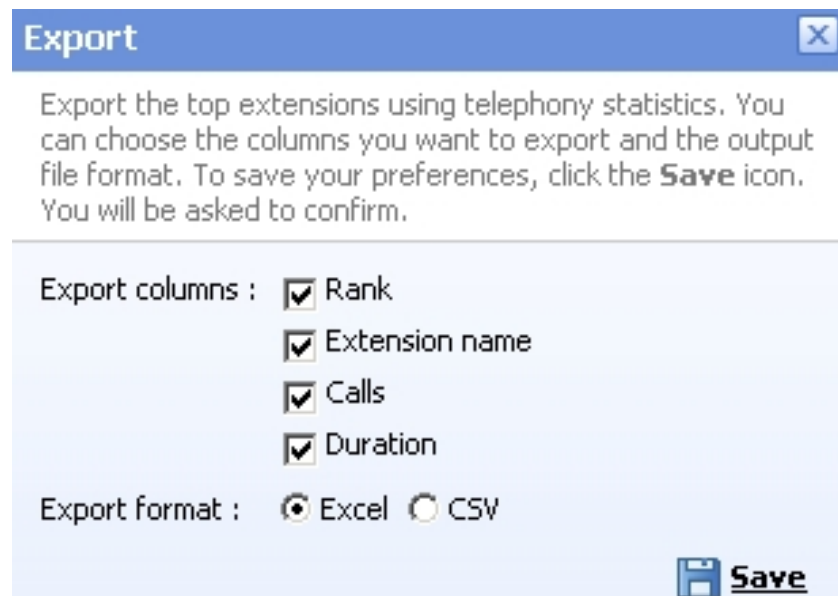
The export pop-up window

> **Note**
>
> If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:
>
> `{rank} {extension_name} {calls} {duration}`

Rank,Extension name,Calls,Duration		
1,ext3,630,06:06:47		
2,ext1,475,05:15:58		
3,ext2,278,02:14:46		

The CSV file format

After deciding on the desired options, click the 🖫 <u>Save</u> icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Top Hangup Causes

The Top Hangup Causes page displays statistics about the top 10 disconnection reasons.

• The chart uses colored bars to represent the top 10 possible hangup causes. The incidence of each cause is displayed on the vertical axis. This representation keeps you informed at any time about the most frequent disconnection reasons.
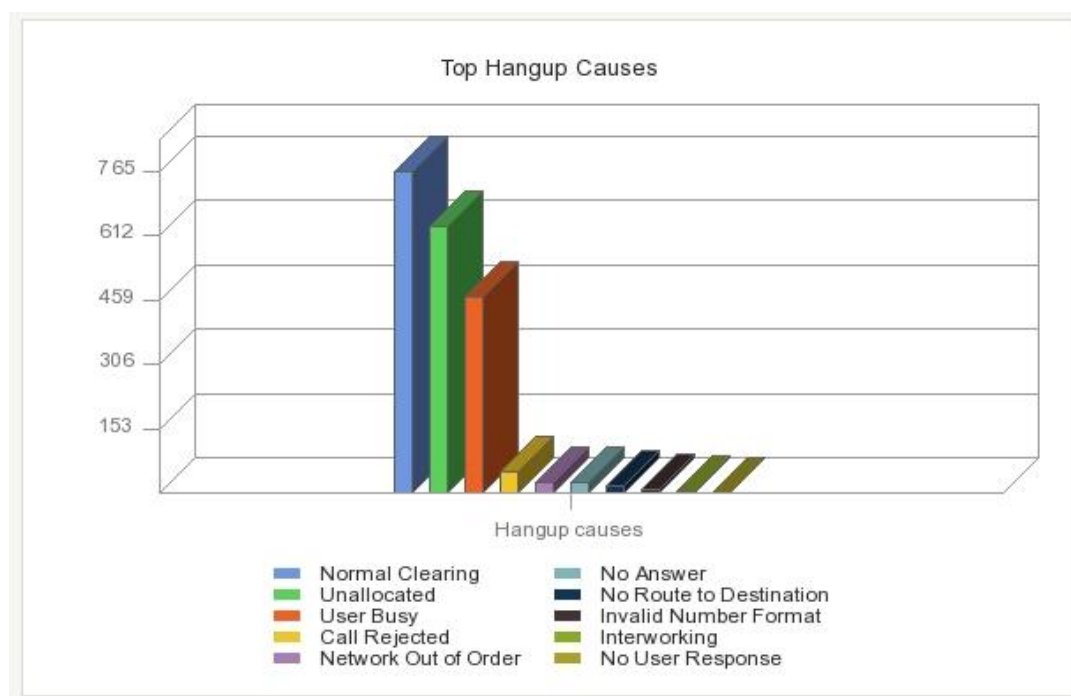
The top ten hangup causes

> **Note**
>
> The graphic displays only those causes that forced at least one call to disconnect.

- The table displays the following information about the top 10 disconnection reasons:

  ◦ Rank - The cause's position in the top.

  ◦ Hangup cause - The reason that caused the call to disconnect:

    ▪ `Normal Clearing` - This cause indicates that the call was cleared because one of the users involved in the call requested the call to be cleared. Under normal situations, the source of this hangup cause is not the network.

    ▪ `Unallocated` - This cause indicates that the called party cannot be reached because, although the called party number is in a valid format, it is not currently assigned.

    ▪ `User Busy` - This cause is used to indicate that the called party is unable to accept another call because the user busy condition has been encountered. This situation may be generated by the called user or by the network.

    ▪ `Call Rejected` - This cause indicates that the equipment sending this code does not wish to accept the call, although it could have accepted it as the equipment is neither busy nor incompatible. The network may also generate this cause, indicating that the call was cleared due to a supplementary service constraint.

    ▪ `Network Out of Order` - This cause indicates that the network is not functioning correctly and that the condition is likely to last for a relatively long period of time (most probably, immediately re-attempting the call will not be successful).

    ▪ `No Answer` - This cause is used when the called party has been alerted but did not respond with a connect indication within a prescribed period of time. It can be generated by internal network timers

    ▪ `No Route to Destination` - This cause indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination desired.

    ▪ `Invalid Number Format` - This cause indicates that the called party cannot be reached because its number is not in a valid format or it is not complete.

- `Interworking` - This cause indicates that an interworking call (usually a call to SW56 service) has ended.

- `No User Response` - This cause is used when a called party does not respond to a call establishment message with either an alerting or connecting indication within the prescribed allocated period of time

> **Note**
>
> The table displays only those causes that forced at least one call to disconnect.

◦ Calls - The total number of calls ended with the hangup cause.

◦ Percent - The percentage out of the total hangup calls.

Rank	Hangup cause	Calls	Percent
1	Normal Clearing	765	38%
2	Unallocated	635	32%
3	User Busy	467	23%
4	Call Rejected	54	3%
5	Network Out of Order	27	1%
6	No Answer	27	1%
7	No Route to Destination	17	1%
8	Invalid Number Format	10	0%
9	Interworking	5	0%
10	No User Response	2	0%

The top 10 hangup causes table

Searching the Top Hangup Causes Statistics

When you want to see the Top Hangup Causes statistics for a certain period of time, you can use the available search controls to define your preferences:

Show top 10 hangup causes between {start_date_time} 🗓 and {end_date_time} 🗓, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

> **Note**
>
> The default value is the first day of the current month.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

> **Note**
>
> The default value is the current date and time.

After you have decided on the filters, click the 🔍 Search link. The graphic and the table will be updated.

> **Note**
>
> If there were no disconnected calls between the selected dates, then the graphic and the table will not be generated!
>
> 📊
>
> **The image displayed when there is no data available**

Export the Top Hangup Causes Statistics

You can export the Top Hangup Causes data to a `.csv` or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 📗 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

Note

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information in the following format:

`{rank} {hangup_cause} {calls} {percent}`

The CSV file format

After deciding on the desired options, click the 💾 Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Longest Time to Complete

The Call Initiation Time Statistics page displays information about the top ten calls with the longest ringing time, for all the channels used by your extensions. The purpose of this statistics is to identify the longest periods between the moment the call started ringing and the moment it was actually answered by the called party. Both the incoming and the outgoing calls are counted.

- The chart uses colored bars to represent the top 10 calls with the longest ringing times. The ringing duration, in seconds, is displayed on the vertical axis.
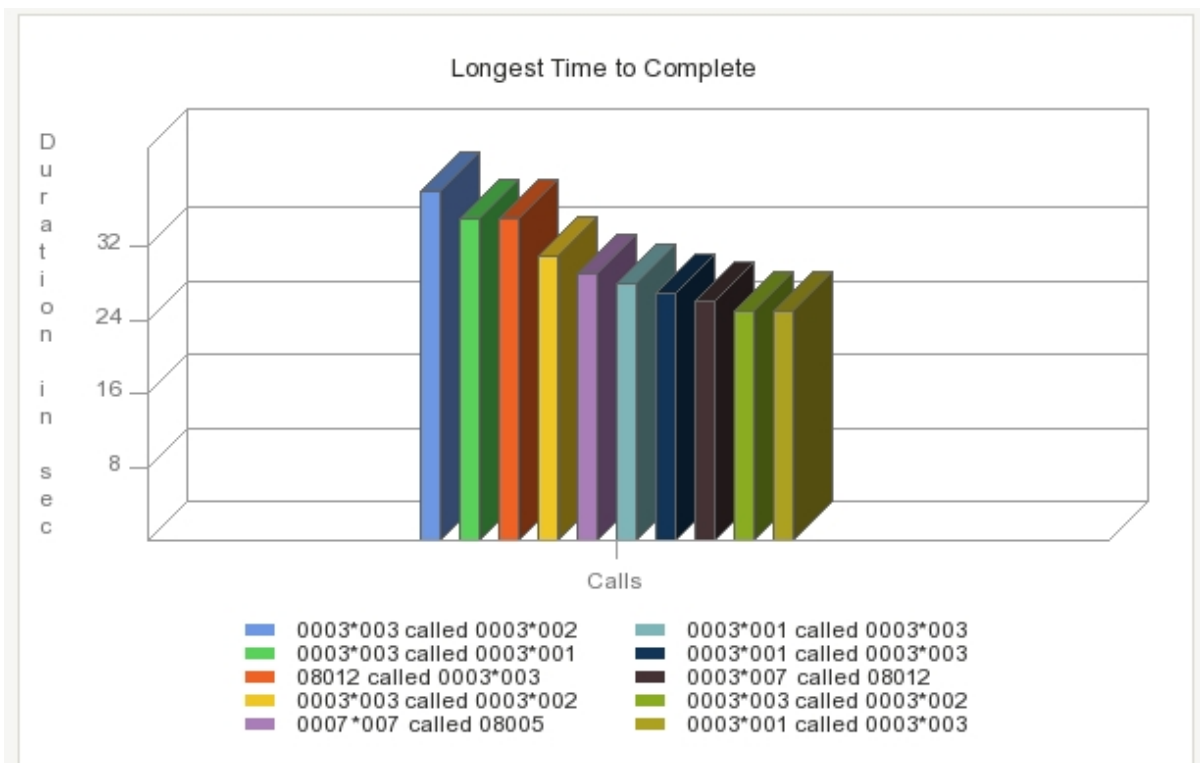
The top 10 calls with the longest completion time

> **Note**
> The graphic is drawn even if the total number of calls is smaller than 10.

- The table displays the following information about the top calls:
  - Rank - The call's position in the top.
  - Flow - The call's type based on destination:

- in[coming]

- out[going]

◦ CallID - The call's unique identification number.

◦ Caller - The CallerID, for example `<8754>`, or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who made the call.

◦ Destination - The CallerID, for example `<8754 >` , or, if the call is initiated from inside the system, the extension number (e.g.: `007` or `0001*007`) of the person who answered the call.

◦ Ringing started - The date and time the called party started ringing.

◦ Duration - The time interval between the extension started ringing and the call was answered. The time format is `hh:mm:ss`.

Rank	Flow	CallID	Caller	Destination	Ringing started	Duration
1	out	1275902993.49	0003*003	0003*002	Jun 07, 2010 12:29:53	00:00:38
2	out	1275903134.55	0003*003	0003*001	Jun 07, 2010 12:32:14	00:00:35
3	in	1276873584.21	08012	0003*003	Jun 18, 2010 18:06:25	00:00:35
4	out	1276154058.140	0003*003	0003*002	Jun 10, 2010 10:14:18	00:00:31
5	out	1276872972.14	0007*007	08005	Jun 18, 2010 17:56:12	00:00:29
6	out	1277121510.59	0003*001	0003*003	Jun 21, 2010 14:58:30	00:00:28
7	out	1277124058.86	0003*001	0003*003	Jun 21, 2010 15:40:58	00:00:27
8	out	1276869829.108	0003*007	08012	Jun 18, 2010 17:03:49	00:00:26
9	out	1276081638.37	0003*003	0003*002	Jun 09, 2010 14:07:18	00:00:25
10	out	1277121279.54	0003*001	0003*003	Jun 21, 2010 14:54:39	00:00:25

The top 10 calls with the longest completion time

Searching the Call Initiation Time Statistics

When you want to see the Longest Time to Complete statistics for a certain period of time, you can use the available search controls to define your preferences:

Show call initiation time statistics between {start_date_time} 📅 and {end_date_time} 📅, where:

- {start_date_time} - Use the available text box or the calendar icon to specify the starting date and time of the time interval you want the data to be displayed for. The format must be `yyyy-mm-dd hh:mm`.

- {end_date_time} - Use the available text box or the calendar icon to specify the ending date and time of the time interval you want the data to be displayed for. The format must be yyyy-mm-dd hh:mm.

After you have decided on the filters, click the 🔍 Search link. The graphic and the table will be updated.

Export the Call Initiation Time Statistics

You can export the Longest Time to Complete data to a .csv or a Microsoft Excel file. To do so, follow the next steps:

1. Click the 📊 Export icon available in the top right side of the screen.

2. A pop-up window is displayed, allowing you to choose the columns to be exported and the output file format.

The export pop-up window

🗒️ **Note**

If you choose to export the data to a Microsoft Excel file, the output will be a table containing all the selected columns. On the other hand, if you choose to export the data to a `.csv` file, the output will be a list with all the selected information.

You can select two export either the list of calls with the longest time to complete, either the list of channels with the longest time to complete. Depending on your option, the exportable columns vary.

```
Rank,Flow,CallID,Caller,Destination,Ringing started ,Duration
1,out,1278929421.19,0003*009,08005,Jul 12, 2010 13:10:22,00:00:25
2,in,1278593784.41,0003*003,0003*001,Jul 08, 2010 15:56:24,00:00:22
3,out,1279019582.95,0003*003,08005,Jul 13, 2010 14:13:02,00:00:21
4,in,1278596604.105,0003*005,0003*001,Jul 08, 2010 16:43:24,00:00:19
5,in,1279709837.33,0003*005,0003*001,Jul 21, 2010 13:57:17,00:00:19
6,in,1278592391.16,0003*004,0003*002,Jul 08, 2010 15:33:11,00:00:17
7,in,1278594244.71,0003*003,0003*001,Jul 08, 2010 16:04:06,00:00:17
8,out,1278949389.25,0003*003,08005,Jul 12, 2010 18:43:09,00:00:17
9,out,1279005262.0,0003*003,0003*004,Jul 13, 2010 10:14:22,00:00:17
10,out,1279007671.24,0003*001,0003*003,Jul 13, 2010 10:54:31,00:00:16
```

The CSV file format for the calls with the longest time to complete

---

After deciding on the desired options, click the 💾 Save icon.

3. You will be asked to confirm if you want to save the file on your computer or just to open it.

Manage Sessions

The Manage Sessions page allows you to:

- View all the users currently logged in to the application.
- Manage the 🌀 Login history .
- Track the 🐞 Failed logins .
- Search for specific sessions.
- Terminate users' sessions.

VoipNow Professional displays the following information about the ongoing sessions:

- T – The logged in user's type:
  ◦ 👤 Admin
  ◦ 👤 Reseller
  ◦ 👤 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:

T	O	Username	Number of logins	First login	Last login
🧑	🧑	admin	276	Mar 01, 2010 15:36:40	Jun 01, 2010 13:16:28
🧑	🧑	client	1	Mar 12, 2010 17:50:46	Mar 12, 2010 17:50:46
🧑	🧑	client_prepaid	1	Mar 15, 2010 09:53:59	Mar 15, 2010 09:53:59
🧑	🧑	reseller_prepaid	1	Mar 15, 2010 09:43:50	Mar 15, 2010 09:43:50

  4 record(s)   Number of entries per page: 10 25 100

  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.

The Login History of a Specific Account

The full login history of a specific account can be accessed by clicking the corresponding username link available in the Login History list.

The Login History for {username} page has two sections:

- Clear Logs

  You may remove the login logs from the database using one of the two criterion:

  - Clear logs starting from {date} To {date} - Select this radio button if you want to clear the logs recorded in a certain period of time. Use the available text boxes or the ▦ calendar buttons to specify the interval's starting and end date. The accepted date format is yyyy-mm-dd.

  - Clear logs older than {number} {period} - Select this radio button if you want to clear the logs older than the specified {number} of days/weeks/months/years. Use the drop-down list to select the {period}.

- Login History - This table displays the login history of the selected account:

  - Login Time - The date and time the user logged in.

  - IP Address - The IP address the user logged in from.

    > **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 10
Contact and Support

For online help and support please visit:

- Support Zone: https://help.4psa.com
- Knowledge Base: http://kb.4psa.com
- Documentation: http://help.4psa.com/docs/

For mailing addresses and phone numbers from our offices:

http://www.4psa.com/contactus

If you have any questions, do not hesitate to contact us.

Appendix A. Using the Text To Speech Feature

The text to speech feature allows you to convert written text into speech. VoipNow Professional uses the text to speech engine developed by Cepstral.

Controlling How the Text is Read

The Cepstral engine allows you to control the voice reading the text by specifying attributes such as rate, pitch and volume or by inserting pauses. This can be achieved by using a set of HTML-like tags; the tags make up the Speech Synthesis Markup Language (SSML).

This section offers a set of SSML examples that can be used with the Cepstral engine. For more detailed descriptions of the elements and attributes of the markup language, see the official W3C SSML Specifications: http://www.w3.org/TR/speech-synthesis/

Inserting silence/pauses

You can insert pauses between words, sentences or paragraphs by using the `<break>` empty tag. To control the length of the break, you can use two attributes: `strength` and `time`.

"There is no `<break strength='none' />` pause here."

"This is a `<break strength='x-weak' />` pause between words."

"This is a `<break strength='weak' />` longer pause between words."

"This is a `<break strength='medium' />` pause between sentences."

"This is a `<break strength='strong' />` pause between paragraphs."

"This is a `<break  strength='x-strong'  />` longer pause between paragraphs."

"This is a `<break time='2s' />` two second pause."

"This is a `<break time='4500ms' />` 4.5 second pause."

"This is a `<break />` pause between sentences."

Controlling the Speech Rate

You can control the rate of the speech by using the `prosody` element and specifying a value for its `rate` attribute.

"I am now `<prosody rate='x-slow'>`speaking at half speed.`</prosody>`"

"I am now `<prosody rate='slow'>`speaking at 2/3 speed.`</prosody>`"

"I am now `<prosody rate='medium'>`speaking at normal speed.`</prosody>`"

"I am now `<prosody rate='fast'>`speaking 33% faster.`</prosody>`"

"I am now `<prosody rate='x-fast'>`speaking twice as fast`</prosody>`"

"I am now `<prosody rate='default'>`speaking at normal speed.`</prosody>`"

"I am now `<prosody rate='.42'>`speaking at 42% of normal speed.`</prosody>`"

"I am now `<prosody rate='2.8'>`speaking 2.8 times faster than normal`</prosody>`"

"I am now `<prosody rate='-0.3'>`speaking 30% more slowly than normal.`</prosody>`"

"I am now `<prosody rate='+0.3'>`speaking 30% faster than normal.`</prosody>`"

Controlling the Voice Pitch

You can control the pitch of the speech by using the `prosody` element and specifying a value for its `pitch` attribute.

"`<prosody pitch='x-low'>`This is half-pitch`</prosody>`"

"`<prosody pitch='low'>`This is 3/4 pitch.`</prosody>`"

"`<prosody pitch='medium'>`This is normal pitch.`</prosody>`"

"`<prosody pitch='high'>`This is twice as high.`</prosody>`"

"`<prosody pitch='x-high'>`This is three times as high.`</prosody>`"

"`<prosody pitch='default'>`This is normal pitch.`</prosody>`"

"`<prosody pitch='-50%'>`This is 50% lower.`</prosody>`"

"`<prosody pitch='+50%'>`This is 50% higher.`</prosody>`"

"`<prosody pitch='-6st'>`This is six semitones lower.`</prosody>`"

"`<prosody pitch='+6st'>`This is six semitones higher.`</prosody>`"

"`<prosody pitch='-25Hz'>`This has a pitch mean 25 Hertz lower.`</prosody>`"

"`<prosody pitch='+25Hz'>`This has a pitch mean 25 Hertz higher.`</prosody>`"

"`<prosody pitch='75Hz'>`This has a pitch mean of 75 Hertz.`</prosody>`"

Controlling the Output Volume

You can control the volume of the speech by using the `prosody` element and specifying a value for its `volume` attribute.

"`<prosody volume='silent'>`This is silent.`</prosody>`"

"`<prosody volume='x-soft'>`This is 25% as loud.`</prosody>`"

"`<prosody volume='soft'>`This is 50% as loud.`</prosody>`"

"`<prosody volume='medium'>`This is the default volume.`</prosody>`"

"`<prosody volume='loud'>`This is 50% louder than normal.`</prosody>`"

"`<prosody volume='x-loud'>`This is 100% louder than normal.`</prosody>`"

"`<prosody volume='default'>`This is the default volume.`</prosody>`"

"`<prosody volume='-33%'>`This is 33% softer than normal.`</prosody>`"

"`<prosody volume='+33%'>`This is 33% louder than normal.`</prosody>`"

"`<prosody volume='33%'>`This is 33% louder than normal.`</prosody>`"

"`<prosody volume='33'>`This is 33% of normal volume than normal.`</prosody>`"

Adding Emphasis to the Speech

You can control the stress placed on certain pieces of text by using the `emphasis` element and specifying a value for its `level` attribute.

> **Note**
>
> The nature of emphasis differs between languages, dialects or even voices. Languages indicate emphasis using a possible combination of pitch change, timing changes, loudness and other acoustic differences

"This is <emphasis level='moderate'>stronger</emphasis> than the rest."

"This is <emphasis level='strong'> even stronger</emphasis> than the previous."

"This is <emphasis level='none'>the same as</emphasis> than the rest."

"This is <emphasis level='none'>the opposite of</emphasis> emphasis."

> **Note**
>
> The **none** level is used to prevent the synthesis processor from emphasizing words that it might typically emphasize.

Spelling Words Phonetically

The `phoneme` element provides a phonemic/phonetic pronunciation for the contained text. The `ph` attribute is a required attribute that specifies the phoneme/phone string.

"You say <phoneme ph='t ah0 m ey1 t ow0'>tomato</phoneme>, I say <phoneme ph='t ah0 m aa1 t ow0'>tomato</phoneme>"

For a complete list of available phonemes for your language, please see the Cepstral page [Editing the Lexicon](#).

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