CLOUD CALLING[™]





VoipNow[®] Professional 2.5.3 Getting Started

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Getting Started

Manual Version 90173.11 at 2012/06/01 17:59:48 For suggestions regarding this manual contact: docs@4psa.com

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Chapter 1 First Steps

Logging in for the First Time

After the installation of the product, use your browser to access:

https://your_server_ip

If the your_server_ip resolves to a hostname, you can also access the online interface using the hostname.

Your first login is admin and your password is welcome. In order to use the product, you must agree to the End User License Agreement (EULA).

A license key will be requested. Click the $_$ Browse button and choose the license key file from your local computer.

If the license file is valid, then you will be directed to the VoipNow Professional System Configuration Wizard page.

Using this page you are able to fill in the required contact information or to setup your first user accounts, client's charging plans and 4PSA SIP demo channel:

- System configuration wizard Allows you to setup your required contact information
 - Administrator password By default your password is set to welcome.
 We strongly advise you to change it to a more suitable one.
 - Confirm administrator password
 - Administrator email
- Automatic configuration Allows you to setup your default accounts, charging plans and 4PSA demo channel.
 - Ask for this wizard on next login also By selecting this option you are able to configure your system later. Do not select this option if you want VoipNow Professional System Configuration Wizard to configure the system now.
 - Create default client accounts When this option is selected VoipNow Professional will create a default reseller, client and extension. The accounts will be created using random password, that you can change at any time.
 - Create charging plans When this option is selected VoipNow Professional will create default charging plans to be used by the newly created reseller, client and extension. These charging plans allow unlimited calling, and they should be modified when the system will be put on production.
 - Create demo channel to 4PSA demo server When this option is selected VoipNow Professional will create a SIP channel that will point to 4PSA demo sever.

You can choose to submit the information by clicking the Ok button. You will be redirected to the VoipNow Professional System Configuration Wizard report page:

You can abort the VoipNow Professional System Configuration Wizard by clicking the Cancel button. This will take you back to the VoipNow Professional login page.

You can also choose not to run the wizard by clicking on the Forget and lead me to System Settings link and configure the system yourself. VoipNow Professional will redirect you to the Admin contact information page. Here you are required to fill in this form in order to use VoipNow Professional. We strongly advise you to change the original welcome login password.

Input form example

• Company name*

SomeCompany

Contact name *	John Craith
Contact name*	John Smith
Password*	* * * * *
Confirm password*	* * * * * *
Phone*	210524023
Fax	210524023
Email	johnsmith@somemail.com
Address*	Street No 234
City	Amarillo
Postal/ZIP code*	79101
Country*	United States
Region*	Texas
Timezone*	America/Chicago GMT -5

The next step is to modify the default VoipNow Professional Unified Communications System Preferences. The Server sends emails from address field is required, but it is a good idea to check the other fields too. You can click <u>Help</u> or you can check the VoipNow Professional User's Guide in order to understand them better.

The first thing you must do in order to use the system is to create a reseller account.

Chapter 2 Before Adding a Reseller

Adding Time Intervals

Time intervals are very important because they are used in charging plans and in all routing and call filtering operations. So you must define at least one time interval first.

Go to <u>Unified Communications</u> link in the Navigation Area. In the Unified Communications settings section click the ^(S) Time Interval icon and then ^(S) Add time intervals. You will be required to fill in the time interval parameters.

Input form example

• Name	Week
Matching algorithm	Interval
Time zone	Server default
Start at hour*	09:00
End at hour*	18:00
Start weekday	Monday

End weekday	Friday
Start day of month	1
End day of month	31
Month	September

Note

There are two types of time intervals:

Individual days – This method allows VoipNow Professional to match the same time interval in different days. If in the previous example the time interval would have been of **Individual Days** type, all calls from 09:00 to 18:00 from Monday to Friday would have had to match it.

Interval – This method allows VoipNow Professional to match a continuous time interval that extends over several days. In the previous example, this means that the interval extends from Monday 09:00 until Friday at 18:00.

For more details about time intervals, just click <u>Help</u> or check the VoipNow Professional User's Guide.

Adding SIP Channels

Channels are a necessity if you want to communicate with the outside world. A channel is a connection to a telephony provider, which is able to give you access to the telephony network. It is possible to operate the system without using channels, but in this case, you are restricted to internal calls.

Starting VoipNow Professional 2.5.1, the SIP channels can be configured using predefined provider templates that allow you to directly set up the channels for a certain providers, without having to manually fill in all the specific parameters. This new feature simplifies the configuration process, reducing the time required to define an up and running SIP channel. More information about on this topic can be found by clicking <u>Help</u> or by checking the VoipNow Professional User's Guide.

The fastest and easiest method to define your first SIP channel is to upload a configuration file specific to the provider you want to use, if available. If you either have a file downloaded from the <u>4PSA</u> website or obtained from your provider, you have to follow the next steps:

1. Navigate to the <u>Unified Communications</u> >> Provider Templates page and click the <u>Add</u> provider template icon. 2. Use the available controls to upload the provider template.

🛕 Caution

If the file you are trying to upload does not match the default provider template structure, then it cannot be saved in the database. A warring message is displayed:

```
Failed to upload the new template.
```

- 3. Next, go to the <a> <u>Channels</u> management page and click the <a> Add SIP channel icon.
- 4. Use the available controls to personalize the channel that will use the settings provided in the uploaded configuration file.

Input form example

Channel Information

Clone settings from channel



As this is your first channel, you do not have what settings to replicate from other channels.

_ _

Name*

Channel notes

My SIP Provider

This is my first SIP channel using My Provider for external calls.

using a known provider

• Select Your Provider

I want to get service in

I want to configure the channel

United States

Note

This list displays the countries the defined provider is available in, allowing you to target the SIP channel for certain destinations.

Recommended providers

SIP provider

🚹 Note

Use the drop-down list to select the provider for which you have uploaded the configuration file.

Do not leave the default selection, --!

Provider website

www.sipprovider.net

Note

This field is auto-populated with the provider's web address, if specified in the configuration file.

Note

This is all you have to configure for this channel. It will use the settings provided in the configuration file and it is not required to modify any of the parameters available in the next section, **Channel Preferences**.

If you are an experienced user and you want to manually configure your first SIP channel, then you can take advantage of the entire customization options offered by VoipNow Professional. To do so, simply navigate to the ***** Channels management page and click the ***** Add SIP channel icon.

Input form example

Channel Information

Clone settings from channel

🎦 Note

As this is your first channel, you do not have what settings to replicate from other channels.

- -

Name*

Channel notes

My SIP Provider

This is my first SIP channel using My Provider for external calls.

- I want to configure the channel
- Channel Preferences

manually

Send calls to*

Accept calls from IPs/network

214.138.3.130 : 5060 214.138.3.133/255.255.0.0 214.138.2.134/255.255.0.0

<u> </u>	Note These are the IP addresses from which the sy	ystem will accept calls.
User	name	voipnow251
<u> </u>	Note Use this text box to fill in the login used to cor	anect to the provider server
	Use this text box to hill in the login used to col	meet to the provider server.
Pass	sword	* * * * * *
Conf	firm password	* * * * *
Do n	ot register	selected
•	Note	
_	Check this if your provider authenticates you name. If so, the Username and the Passwor	
Auth	norization username	sipusername
<u> </u>	Note Some SIP providers require an authorization of their channels. To verify whether the channel please check with the SIP provider.	
	current calls (outgoing+incoming) ging plan	10 Paid
<u> </u>	Note Use the drop-down list to specify the type of t • Paid – The channel charges a fee every tim chosen when the provider charges you a fee	ne it is used. This option must be
	sheedin midh the provider sharges you u to	

• **Free** – The channel can be used for free to call any destination.

Channel capabilities DTMF mode		Both auto
<u>(</u>	Note It is advisable to select either auto or rfc28	33.
Behi	nd NAT	not selected
<u> </u>	Note Select this check box only if the channel is Address Translation) router.	located behind a NAT (Network
Calle	er-ID for outgoing calls	John Doe <555890123>
<u> </u>	Note This is the value that will be displayed on the the Caller-ID is the same as the public phone	
	n user n domain*	voipnowuser voipnowdomain
<u>(</u>	Note Some SIP providers require a From user an identify its users. To verify if the channel req the SIP provider.	•
Auth	norization extension	001
<u> </u>	Note This value is the username part of the Conta a registration binding with the service provid parameter as <i>we are located at</i>)	-

Check with your provider if required.

Get DID from custom header

Test

🎦 Note

If a valid DID number is not present in the request line of the SIP packet, then it will be taken from a custom header. For example, if you fill in Test and the DID number is 12345, then the custom header will be Test: 12345.

Qualify value

None

Note

The server checks the remote party for presence regularly. If it does not answer in a time below this setting, the device is considered offline. This feature can be disabled if you select None.

Prefix all calls with

922

🎦 Note

This is the prefix that will be added to all the destination numbers of the calls routed through this channel.

Trusted channel

selected

Note

When this option is selected, VoipNow Professional considers all communications through this channel safe and does not authenticate the incoming calls. It is required in order to receive incoming calls from certain providers.

Trust Remote-Party-ID SIP header	1
Send Remote-Party-ID SIP header	0
Session timers	Accept

Note

The user agents send periodic re-INVITE or UPDATE requests (session refresh requests) to keep the session alive. The interval for the session refresh requests is determined through a negotiation mechanism. If a session refresh request is not received before the interval passes, the session is considered terminated. Use the available drop-down list to select how the channel will handle the session timers.

Session refresh interval

1800

🎦 Note

This is the maximum amount of time, in seconds, that can occur between session refresh requests in a dialog before the session will be considered timed out. This time interval is included in the SIP *Session-Expires* header field. The user agent server (UAS) obtains this value form the *Session-Expires* header field in a 2xx response to a session request that it sends. The user agent client (UAC) determine this value from the *Session-Expires* header field in a 2xx response to a session request that it receives. The accepted integer values range from 10 to 84,000 seconds. The default value is 1,800 seconds.

Minimum session refresh interval 1800

🌯 Note

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

Session refresh source

UAS

🎦 Note

Choose who will handle the SIP headers:

• The user agent client, UAC or

• The user agent server, UAS.

Channel codecs*

Use MD5

selected: ulaw, alaw, gsm not selected

🌯 Note

Using the MD5 function, VoipNow Professional can encrypt the passwords used in the authentication process.

Add Public Phone Numbers

In order to be able to receive phone calls through the channel you must add public phone numbers. These numbers can be mapped to extensions and will be used to allow the extensions to receive calls from outside the system.

VoipNow Professional offers you two distinct methods for setting up a new public phone number that will be used by the channel:

- Upload a .csv file containing a group of public phone numbers.
- Manually add the numbers using the interface.

Upload File

Each line of the .csv file must be written in the following format:

{Public phone number}, {DID}, {Monthly cost}, {Incoming call charge}, {Incoming call charging interval}, {Assignation method}, {Location}

The following record is valid: 555205,205,10,1,5,e,LocationTag

The possible values for the {Assignation method} are:

- For exclusive channels: e, exclusive or 0.
- For stacked channels: s, stacked or 1.

Input form example

Import phone numbers from file selected
 Upload phone numbers
 Use the Browse button to locate the file you want to

upload.

Field separator

The character used to separate the values in 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).

Manually Add Phone Numbers

When you want to manually set up a public phone number, you have to fill in the following details:

- Public phone number Use this text box to specify the public phone number associated with the channel, in the form you want to present it to your client. This is the number that must be called from the public network in order to access an extension on the server.
- DID (Direct Inward Dialing) number The number sent by the provider to the server when the corresponding public phone number is contacted.
- Location This field is used to specify the location of the public phone number (e.g.: a country, a city, another network, etc.).
- Monthly amount paid to provider The fee associated with the use of the DID number. This is for information purposes only, it is not used in the charging process.
- Incoming calls cost { x} { currency} every { y} seconds The fee { x} applied to all incoming calls routed through this channel every { y} seconds. The { currency} is the system default one, set up from the <u>Unified</u> <u>Communications</u> >> System preferences >> Charging page.
- Assignation method There are two types of phone numbers you can choose from:
 - Exclusive These Direct Inward Dialing numbers must be assigned by you, the administrator, to the resellers that will be using them for their clients and extensions.

For example, if you have defined three exclusive numbers, but have not assigned any of them to the resellers, then none of your resellers will ever be able to use them for their child accounts.

🍍 Note

This is the default phone number type.

 Stacked – These Direct Inward Dialing numbers are available to all the resellers in the system without having to specifically assign them.

If a reseller assigns a DID number to one of its client accounts, then that number will no longer be available to the other resellers.

For example, let us assume that you have defined three stacked numbers for this channel: 123, 79 and 456. If a reseller assigns 123 to one of his clients, then the other resellers will be able to assign only 79 and 456 to their clients.

🎦 Note

These DID numbers can be used by resellers for their clients and extensions if they have the **See stacked phone numbers** permission enabled.

Note

If the channel supports it, you can add more phone numbers on the same channel. You can do this by using the **+ Add** or the **- Remove** buttons.

DO NOT add more phone numbers if the channel does not support it! You will have incoming call routing problems.

Channel Cost Setup

When you add the channel, if its type is Paid, the Cost Management page opens. If it does not, then you can access it by clicking the corresponding \leq icon.

VoipNow Professional offers three methods for setting up the costs associated with a channel:

- Replicate the costs of another channel.
- Upload a cost file in .csv format.
- Manually add them using the interface.

Note

In order to use a Paid channel to route a call, you must add the cost for that specific phone prefix. If you call 4589390303, you must have at least a cost for phone prefix 4. If you added in the Costs area a cost for prefix 4, one for 45 and one for 458 the most accurate cost will be matched, which is 458.

Clone Channel Costs

Channel cost can be imported from existing channels. After cloning you will be able to manually add other costs or edit the existing ones.

🎦 Note

After cloning, review the imported costs to make sure the channel will charge calls the way you intended.

Input form example

• Import costs from another channel Not selected

Get costs from channel

Use the drop-down list to select an existing channel.

Upload a Cost File

Uploading costs for hundreds of destinations can be done using a .csv file. The uploaded file must contain the Area code and the Cost, one per line, separated by a control character.

Note

Uploading a cost file is a risky operation because it replaces all the costs currently associated with the channel. Therefore, you should perform this operation only if you know what you are doing. It is also advisable to disable the channel before performing this operation.

Input form example

Agree to replace ALL channel costs Selected

Before uploading a cost file, you must confirm this operation.



If you do not agree, the File to upload and File separator fields are also disabled.

File to upload

Note

Use the Browse button to locate the cost file you want to upload.

Field separator

The character used to separate the values in 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).

Manually Add Costs

When you want to manually define channel costs for various destinations, you can use the controls available in the Add Costs fieldset.

Input form example

Cost 0.20 USD/60 seconds for call to 0040. Setup cost 0.8 USD. Maximum charge per call 50 USD. Network code 21. Description Calls to Bucharest, Romania - land lines.

Use the = \oplus buttons to add several cost entries at the same time.

🎦 Note

If you do not add costs for all destinations, then the system will not be able to route all calls.

Adding Routing Rules

VoipNow Professional can route calls based on the call destination and cost. Routing rules describe how a call is sent to destination. Routing rules are associated with charging plans. Without routing rules, calls cannot be routed to the destination.

Go to <u>Channels</u> link in the Navigation Area. Click the Soutgoing routing rules icon. A new page opens allowing you to enter information about the new routing rule group.

VoipNow Professional allows you to define four routing rule types:

- 1. Route through In this case, the call is directed through a particular channel.
- 2. Process target number This rule can be used to perform complex operations (e.g.: deleting or inserting digits, adding a prefix, etc.) on one number before directing the call through a particular channel.
- 3. Portability check This rule is used to identify the network a number belongs to and thus to choose the appropriate charging method for determining the call cost. The routing rules following this one select the call cost based on the results provided by this rule.

🌯 Note

This routing rule is available only if the **Number portability engine** option is enabled. By default, this option is disabled.

To enable it, navigate to the E <u>Unified Communications</u> >> System preferences >> Charging tab.

VoipNow Professional provides the engine that checks for portability, but if a certain customer wants to create a portability client (s)he should contact the customer support center for detailed information.

4. Block – VoipNow Professional forbids the call to be initiated to the provided destination number.

In the example below, if an extension user dials a number starting with 02 followed by any other 8 digits, 02xxxxxxx, during the Business hours time interval, then the call is routed through the cheapest channel, Best cost. The destination number is prefixed with 325 becoming 32502xxxxxxx. Also, 004 is added to the extension's CallerID before the first digit if its public number matches any 07xxxxxxx combination, resulting a new CallerID, 00407xxxxxxx. The rule is added in the third position and it is considered final.

It is advisable to place the Route through action on the last position inside the outgoing rules group. The logical sequence is to first Block calls to certain destinations, next to Process target number or to perform the Portability check and after all this actions are triggered, to allow certain calls matching the Route through rule to reach their destination.

Route	v number 08004	if in time interval	Full month	🖌 coming from	
route through Best cost	and then Prefix	v (with) 022	Add in position 1	and make it final 🔽	

Example of a valid "routing" rule

Note

For all the extension/destination numbers, you can specify any combination of the digits 0-9 and the characters '.', '*'.

The number entry supports the Asterisk number matching. You can enter a basic regular expression containing:

- X Matches any digit from 0-9.
- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.
- [] Matches any digit or letter in the brackets.
- * Matches 0, 1 or any number of the previous expression.
- . Matches one or more characters.

For example:

- Number 0. will match any number starting with 0.
- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.

🎦 Note

Only the Route through rule can be final!

📐 Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional matches the call rules. The **Block** rule is final. This means that when a rule is matched, the other rules are no longer checked.

Adding Charging Plans

Charging plans describe how a reseller, client or extension is charged for his calls. Charging plans are very flexible; they support prepaid and postpaid calls. Therefore, it is necessary to understand them very well.

Go to <u>Charging Plans</u> link in the Navigation Area. Click the **4** Add Charging Plan icon. A new page opens allowing you to configure the new Charging plan.

Note

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VoipNow Professional offers two types of charging plans:

- **1.** Prepaid The client will have a limited credit. Once the credit has been consumed, the client is no longer allowed to place or receive calls.
- 2. Postpaid The client will pay a *monthly* fee which will include a predefined number of minutes. The minutes that exceed the included minutes will be charged after predefined rates.

Input form example

 Charging Plan Description 	
Name*	Low cost
Outgoing routing group*	US ONLY
Select a routing rule group if you want to be	able to allow external calls.
Allow incoming calls	selected
Allow calls to public network	selected
Allow local calls to extensions owned by the same client like caller	selected
Allow extended local calls to extensions owned by other clients in the infrastructure	selected
 Charging Policy 	
Charging plan type*	postpaid
Limit calls to public network to amount*	1500
Limit calls from public network to amount*	unlimited
Limit calls to public network to minutes*	1000 minutes in time interval Week
	10000 minutes in time interval Weekend
 Charging Segments 	
Charge outgoing calls indivisible for the first*	60
After the first segment charge every*	10

		rge incoming calls indivisible for first*	60
	Afte	er the first segment charge every*	10
•	Fees	5	
	Cha	rge method	Fixed prices
	<u> </u>	Note	
		The charge method defines how calls are appropriate charging method you must know and they must be used based on the system available:	that they are mutually exclusive
		 Fixed prices - This method charges made in the same time interval. It does not cost of the calls (i.e. the price charged by destination). 	t take into consideration the real
		 Relative to call cost – This method the real amount charged by the channel pro 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 hierarchy (e.g.: system administrator, account owner, extension account owner 	reseller account owner, client
		 If the charging plan is applied to a res charged by the telephony channel. 	eller, the call cost is the amount
		 If the charging plan is applied to a clie by the reseller that owns the client acc 	
		 If the charging plan is applied to an ex paid by the client that owns the extens 	· · · · · · · · · · · · · · · · · · ·

Charge incoming calls (coming from 0 public network)*

Charge outgoing calls (destination is in public network)*

0.35 USD/second in time interval - (Week)

0.25 USD/second in time interval - (Weekend)

0.40 USD/second in time interval - (Anytime)

Chapter 3 Adding a Reseller Account

Reseller Account Information

Click <u>Resellers</u> link in the Navigation Area, then click the s Add Reseller icon. A new page opens allowing you to configure the new reseller account.

Input form example

- Reseller Form
 - Create using template Company name Contact name* Login* Password auto generation

Foo Industries John Smith johnsmith01 selected

Note

If selected, VoipNow Professional will generate the reseller password.

Password*	* * * * *
Confirm password*	* * * * *
Phone	031688976431
Fax	031688976432
Email	johnsmith@fooindustries.com
Address	25 First Street
City	New York
Postal/ZIP code	011154
Country*	United States
Region	New York
Time zone	America/New York GMT -4
Interface language	Default (English)
Reseller notes	Test reseller.
Charging and Outgoing Call Filtering	
Charging plan*	Low cost
Charging identifier	00R1

🌯 Note

On each account, the administrator can set up a charging identifier. It is an alphanumeric (plus -,__,*) value between 6 and 32 characters long that it is used at identifying the parent accounts. When the administrator adds a new account, he will see the charging identifier auto-filled with the value of the parent account. If the parent account does not have any charging identifier, this field will be blank.

Reseller Permissions and Phone Numbers

After creating a reseller account, you can adjust his permissions and phone numbers. You can skip this step and come back later.

Input form example

Permissions

Client management

selected

Roles and phone numbers management	selected
Extension management	selected
Extension features management	selected
Phone extension SIP management	selected
IM management	selected
Charging plans management	selected
Sound management	selected
Phone numbers management	selected
See stacked phone numbers	selected
See stacked phone numbers	selected
CallAPI management	selected

Note

This feature offers the reseller's clients the possibility to use CallAPI and to manage third party applications that will be allowed to access the system resources on their behalf, as resource owners. The remote applications will be able to handle local and external calls using their extensions and they will be authenticated with the **OAuth** protocol.

CallerID management

selected

Note

This feature allows the reseller to edit the CallerID of his extension accounts. Also, when enabled, the reseller will be able to assign this permission to his child accounts as well.

MyVoipNow management

Premium

🎦 Note

This option allows you to determine the type of actions the reseller will be able to perform on his child accounts' MyVoipNow permissions.

For the Premium level, the reseller will be able to set any type of MyVoipNow access to his child accounts.

Advertising management

selected

Note

When enabled, this permission offers the reseller the possibility to manage all the advertising related options for his child accounts, including the advertising templates.

Allow to provision devices

Modify

Note

Depending on your selection, the reseller will be able manage his and his child accounts' provisioning templates and SIP devices.

For the Modify level, the reseller will be able to manage his and all his client accounts' provisioning templates and SIP devices (including adding new equipment), regardless the type of permission the accounts have. In other words, the reseller will be allowed to handle the provisioning preferences of his child accounts even if their **Allow to provision devices** option is set to View or even to None.

• Limits

Maximum number of clients*	10
Maximum number of phone extensions*	1000
Maximum number of queue extensions*	100
Maximum number of IVR extensions*	100
Maximum number of voicemail center extensions*	1000
Maximum number of queue login center extensions*	15
Maximum number of conference extensions*	100
Maximum number of callback extensions*	100
Maximum number of callback caller- I Ds*	100

Maximum number of calling card extensions*	100
Maximum number of calling card codes*	100
Maximum number of intercom/paging extensions *	100
Maximum public concurrent calls *	100
Maximum internal concurrent calls *	7500
Maximum concurrent text to speech	100

🎦 Note

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Maximum numbers of queue members*	100
Maximum number of mailboxes*	100
Maximum disk space for voice ail*	100
Maximum disk space for call recording	10
Maximum disk space for sound files	10
Maximum disk space for music on hold files	10
Maximum disk space for received faxes	10
Account expiration date	Unlimited

Incoming Phone Number Selection

🌯 Note

This section is displayed only if one of the following conditions is fulfilled:

- The system administrator has defined at least one public phone number for one of the available channels from the Channels >> Channel {channel_name} Management >> Add Public Phone Numbers to Channel {channel_name} page.
- There is at least one defined public phone number that has not been assigned to another reseller account.

Assigned public phone numbers

My Channel (999999)

Chapter 4 Adding a Client Account

Go to <u>Resellers</u> link in the Navigation Area and you will see the reseller accounts. To manage the reseller you have just created, click his name.

In order to create a client account in the reseller context, you first must add:

- Time intervals These are necessary for the reseller charging plans. These reseller charging plans can be applied to the clients in the reseller context. They define how the reseller charges his clients. For a reseller, time intervals can be created by clicking the I Time intervals icon available in his context.
- Charging plans Once the time intervals have been added, you can start to create charging plans. For a reseller, charging plans can be created by clicking the *A* Charging plans icon available in his context.

After you have created the time intervals and the charging plans, you can add the client account. In order to do this, click the s Add client icon in the Reseller context.

Chapter 5 Adding an Extension Account

Extensions must be created under a client account. If you go to the <u>Clients</u> link in the Navigation Area you will see the client accounts you have created. To add an extension, select the client that will be the owner of the extension account.

In order to create an extension account in the client context, you must first add:

- Time intervals These are necessary for the client charging plans. These
 charging plans can be applied to the extensions in the client context. They
 define how the client charges his extensions. For a client, time intervals can
 be created by clicking the I Time intervals icon available in his context.
- Charging plans Once the time intervals are added, you can start to create charging plans. For a client, charging plans can be created by clicking the A Charging plans icon available in his context.
- Forbidden numbers This step is not compulsory but it is recommended. Before adding extensions to the system, you should define a list of forbidden extension numbers (i.e. numbers that are reserved for special purposes and will not be assigned to regular extensions). To do this click the Unified

Communications link in the left panel and then click the 44 Forbidden extensions icon.

For more information on forbidden extensions, check the Administrator's Guide.

After you have created the time intervals and the charging plans, you can add the extension account.

Adding a Phone Terminal Extension Account

A phone terminal is a SIP phone connected to the 4PSA VoipNow Professional server using the network.

Phone Terminal Extension Account Information

To add a new phone terminal extension on a specific client account, click the *4* Add Extension icon in the Extension Management page. Next, select the client you want to add the extension to and fill in the required data.

Input form example

• Extension Setup

Number

003

- - -

🌯 Note

The value in this field is generated automatically and it represents the lowest extension number not currently in use in that client account. To specify a different extension number, use the text box to enter the desired value.

🔥 Caution

VoipNow Professional displays an error message if you try to assign a number defined as a forbidden number. The VoipNow Professional administrator is the one who defines the list of forbidden numbers.

• Extension Owner

Create using template

🎦 Note

A template contains default settings that will be used to create the extension. For more information on extension templates, see the VoipNow Professional User's Guide.

Company name	Foo Industries
Contact name	Mark Norton
Login	marknorton2011
Password auto generation	selected

Note
If selected, VoipNow Professional will generate the extension password.

* * * * * *
* * * * *
031688976450
031688976451
marknorton@fooindustries.com
25 First Street
New York
011154
United States
New York
America/New York GMT -4
Default (English)
Default (English)
Test extension.
Phone terminal
Extension charging plan

Outgoing routing group--Charging identifierleave empty

Phone Terminal Permissions and Limits

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

🎦 Note

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.



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 selected

🎦 Note

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 <u>Provisioning</u> section.

IM management	selected
Call API management	selected
CallerID management	selected
Sound management	selected
Allow to provision devices	Modify

🌯 Note

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.

For the None level, 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.

• Limits

Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

🌯 Note

This option allows you 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

Starting VoipNow Professional 2.5.1, the **Maximum public concurrent calls** depends on the license type, as the sum of values given to this parameter for all the Phone terminal extensions in the system determine the total number of SIP trunking channels, which is limited according to your license.

Have in mind that if you set this parameter to Unlimited, then SIP trunking cannot be enabled from the extension's <u>Provisioning and SIP Preferences</u> page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by your license and by the parent accounts.

For more information, see the online <u>Help</u> or the VoipNow Professional Administrator User's Guide

Maximum internal concurrent calls* 50

🎦 Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

🌯 Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

MyVoipNow Preferences

🎦 Note

As this module is not yet operational, you can skip configuring the available options.

Note

This section is available only if the client owning the extension has the **MyVoipNow management** permission enabled.

Level

Standard

Note

Use the available drop-down list to choose the access type the extension will be granted to MyVoipNow.

The Standard level offers the extension free access to the MyVoipNow service, usually offered with included advertising.

<u> </u>	Note					
	If you choose None, then all the next options	will be grayed out.				
Adve	ertising	selected				
<u> </u>	Note					
	This feature allows you to grant the extension advertising related options.	on the possibility to manage the				
Shov	w browser chat	selected				
	Note					
	The chat allows fast and straightforward communications between extensions					
	directly from the MyVoipNow interface.	nunications between extensions				
		A.11				
Shov	w active calls	All				
<u> </u>	Note					
	You can choose whose active calls will be visible to the extension account user in his MyVoipNow interface.					
	The available visibility levels are:					
	• 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 extension account will be displayed. 	ns belonging to the same client				
D		A 11				

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

🎦 Note

Depending on your wish, the extension user will be able to perform the specific action on:

- 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.

Unpark calls

Parked by me

• Incoming Phone Number Selection

🌯 Note

This section is displayed only if one of the following conditions is fulfilled:

- The system administrator has defined at least one public phone number for one of the available channels from the Channels >> Channel {channel_name} Management >> Add Public Phone Numbers to Channel {channel_name} page.
- The client account this extension belongs to has at least one public phone number that has not been assigned to another extension account.
- The reseller and the client the extension belongs to have the **See stacked phone numbers** permission enabled.

This section allows you to assign/unassign public phone numbers to the extension account from the client's pool.

 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

🎦 Note

You may control the extension's sharing policies only if its **Extension is multi user aware** permission is enabled.

Share my voicemail with	EVERYBODY
Share my recordings with	My group
Share my call history with	EVERYBODY

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*.

Phone Terminal Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the *C* Phone terminal setup icon available in the extension's management page.

The following options are available:

- 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 sicon 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 music on hold folder		×
Folder	Listen	Sounds inside folder ////
//// (Provider 3)	02:01	fpm-calm-river
	02:41	fpm-sunshine
	02:19	fpm-world-mix
	1-3 sound(s) of 3 total	

Select a music on hold file

The following information is provided:

- Listen Use the available I 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.

Setup Extension Joe Doe (0039*001)

Use this page to edit the phone terminal settings for extension 0039*001.

Basic Settings						
Default music on hold folder	🛐					
CallerID name in public calls	Set by user 💽 JD					
CallerID number in public calls	Set by user 7264					

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 <u>Change</u> link. A pop-up window will be displayed, allowing you to manage the CallerIDs:

Select a CallerID num	ber 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	🔎 <u>Search</u> 🗐 <u>Show all</u>	💢 <u>Remove :</u>	selected 📓 Assign Calle	erIDs			
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: <u>10</u> 2	25 <u>100</u>			

The CallerI Ds pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

🎦 Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

🎦 Note

The public phone numbers can be defined for a certain channel from the <a> Channels >> Channel {channel_name} management >> Add public phone numbers to channel {channel_name} page. For more information, see this section.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

Note

The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page.

- 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 S Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the K 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.

- 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 $\boxed{\text{Unified Communications}} >> \text{System preferences} >> IM tab.$

- 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 si 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	P	5earch	show all			
The sound files matching the search criteria. Click the name link to select a sound. Display \underline{all}						
Listen		Name	Folder			
	00:02	4	dir-welcome	1		
	00:01	4	welcome	1		
1-2 sound(s) of 2 total						

Selecting a sound file

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

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

🌯 Note

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

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

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

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Enabling the voicemail recording will allow you to manage the extension's voicemails sharing by editing its Roles and phone numbers.

- 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 Play company directory and can be used when you want to call a certain extension, but you do not know its number. You will be asked for the name you are looking for and all the numbers matching that key combination will be played.

Note

It is not mandatory to add the extension to the company directory. Therefore, have in mind that the extension's number will not be returned as a search result when someone is looking for it if you had not previously added it to the list.

 Conference Settings – This feature allows more than two extension owners to take part to the same phone conversation.

🎦 Note

The **Conference** function is available only for the extensions that have **Extension is multi-user aware** permission enabled.

- Conference function enabled When this check box is selected, the extension is able to create and join conference calls.
- Conference room size Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Timeout on empty conference room { seconds} seconds Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9,999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.
- Enable music on hold When this option is selected, VoipNow Professional plays the files located in the Default music on hold folder if there is only one user present in the conference.
- Prompt for PIN on conference creation When this option is enabled, VoipNow Professional asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.
- Close the conference when all conference moderators exit When this option is enabled, VoipNow Professional terminates all the calls when all the conference moderators exit the conference.
- Announce user count on joining conference When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.

- Announce users joining/leaving When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.
- Fax Center This feature allows the extension to receive faxes and manage them by using the extension account.
 - Enable fax center If this check box is selected, than the extension will be able to receive faxes. When a fax message is received, VoipNow Professional will save it into a file on the server. The extension user will be able to later retrieve them.

Enabling the fax center will allow you to manage the extension's fax messages sharing by editing its Roles and phone numbers.

- 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 si 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	_ /	5earch	<u>show all</u>			
The sound files matching the search criteria. Click the name link to select a sound. Display all						
Listen	i i		Name	Folder		
	00:02	4	dir-welcome	1		
	00:01	4	welcome	1		
1-2 sound(s) of 2 total						

Selecting a sound file

The following information is provided:

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

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

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

🎦 Note

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

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

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

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- 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.
 - 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 si 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 <u>Search</u> <u>Show all</u> The sound files matching the search criteria. Click the name link to select a sound. Display					
all	ig the seal	circin		a sound, <u>orspidy</u>	
Listen			Name	Folder	
	00:02	4	dir-welcome	1	
	00:01	4	welcome	T	
1-2 sound(s) of 2 total					

Selecting a sound file

The following information is provided:

 Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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

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

- Password Protection This feature allows the extension user to block the access to the phone terminal for a certain period of time. The terminal can be blocked/activated from its key pad by dialing the password set in this section. A blocked phone terminal cannot be used for placing or receiving calls. If the Voicemail feature is enabled, than the incoming calls will be redirected to voicemail while the phone terminal is blocked.
 - Protected phone access active Select this check box if you want to enable the Password Protection feature for this extension.

🎦 Note

After enabling this feature and defining the required password, the following message will be displayed next to the check box: **Currently access to phone is unrestricted**. Clicking the <u>Block</u> link will restrict the phone terminal usage.

If the access is restricted, the **Currently access to phone is blocked** message is displayed. Click the <u>Unblock</u> link to allow the extension user to dial/receive calls normally.

Old access password

🎦 Note

This line is displayed only when editing the extension's settings, if a password was previously defined for the **Password Protection** feature.

 Password to access telephony - Use the available text box to specify the password the user will have to dial to block/activate the access to his phone terminal.

Note

The password must be a number between 3 and 12 digits in length.

🎦 Note

When this feature is enabled, to block/activate the phone terminal, the user has to first dial ***11** using the terminal's key pad and than, the password defined in this section.

🔥 Caution

To define the behavior of the extension for the case when the user cannot answer a call, you must take into account the following parameters:

- Consider 'No answer' after {no answer} seconds
- Voicemail automatically answers after {voicemail answer} seconds
- Fax automatically answers after {fax answer} seconds
- If not a fax, send to voicemail

The following configuration is recommended for a correct behavior:

- {no answer} > {voicemail answer} > {fax answer}.
- If not a fax, send to voicemail check box selected.

Provisioning and SIP

VoipNow Professional can automatically configure the SIP devices associated with a Phone terminal extension using either customized provisioning templates added by the extension's parent accounts (including the system administrator) or the default configuration files, specific to each device model. This feature is called provisioning and it helps you set and maintain identical configurations for a large number of equipments.

🎦 Note

At extension level, the Phone terminal account owner is allowed to use ONLY the default provisioning template to configure the required device.

Starting VoipNow Professional 2.5.1, major changes were made to the provisioning process in order to improve the customization options and to reduce the workload when dealing with a large number of devices and extensions. The Provisioning and SIP Preferences for Extension { extension_name} page was updated as well and it is now offering extra features.

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.

You can provision a new device using the controls grouped into the following fieldsets:

- Provisioning
 - 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

As a system administrator, you have access to this option regardless the **Allow to provision devices** permission level set for the extension.

• Device Information

You can use the available controls if you have previously selected the Use provisioning check box:

- 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.
- 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.
- 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 autopopulated with the first three segments specific to each manufacturer (e.g.: 00:04:13 for Snom). The value must have the standard format: xx:xx:xx:xx:xx; where x is a hexadecimal digit (e.g.: 0-9, A-F or a-f).

Note

Check the equipment's manual to find its MAC address.

Note

You can also edit this parameter when a device is already provisioned for this account.

 Use MAC based provisioning - If the Allow MAC based provisioning on HTTP(S) - [] (less secure) option is enabled from the <u>Unified</u> <u>Communications</u> >> Provisioning templates >> Global preferences section and the Update protocol is either HTTP or HTTPS, then if you select this check box, the provisioning link will be generated based on the device's MAC address.

The provisioning link could be, for Aastra devices:

- If this check box is selected and the Update protocol is set to HTTP: http://192.168.4.170/pro/p/00085D000000.
- If this check box is not selected and the Update protocol is set to HTTP: http://192.168.4.170/pro/p/0019/0020/001.

Note

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

http://192.168.14.39/pro/p/0038/0039/001/0004f2111111.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.

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

🎦 Note

If the extension's **Allow to provision devices** permission level is set to Modify and a device is already provisioned for this account, then you are able to modify the selection.

- Notes Use this text box if you want to add supplementary information about the device.
- 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.

- 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.
- 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.

🎦 Note

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

- Regenerate provisioning files Select this check box if you want the provisioning files available for the current extension to be regenerated with the new settings.
- SIP Preferences

Note

This fieldset is called **SIP and IM Preferences** if the extension's **Enable chat server access** permission is enabled. More details can be found <u>here</u>.

🛕 Caution

The users that log in to the VoipNow Professional interface using a reseller, client or extension account have complete access to the **Provisioning** and **SIP Preferences** fieldsets only if the **Phone extension SIP management**

permission is enabled. If this permission is disabled, then these users have access only to the following features:

- Use the same password with interface
- Phone password
- Confirm phone password
- Equipment description

The **Phone extension SIP management** permission can be enabled when the account is created from the **Roles and Phone Numbers for {account_type} {account_name}** page.

- Use the same password with interface When this option is enabled, the extension user's phone will use the account login password to authenticate to the VoipNow Professional server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.
- Phone (and IM) password The password used for logging in to the phone (and to the instant messaging client).
- Confirm phone (and IM) password Use this text box to re-enter the password used for logging in to the phone (and to the instant messaging client).
- DTMF Use this drop-down list to choose the DTMF mode. The default option is rfc2833. If you choose the auto option, Asterisk automatically detects whether the channel supports rfc2833 or not. If not, Asterisk uses the inband mode.
- A PBX is connected to this extension [] Enable for SIP trunking service - This option allows the system to direct an incoming call made to a public phone number to a particular extension on the PBX server connected to the extension for which the current setting is enabled. When the call is sent to the PBX server, the public phone number that was called is saved and thus the call can be directed to the chosen extension on the PBX server.

🎦 Note

For this setting to be available, your license must support SIP trunking (the **Maximum number of SIP trunking channels** must be bigger then 0).

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 reached.

Anyhow, if after upgrading to VoipNow Professional 2.5.1/2.5.2 or when purchasing a different license than the one you have, the total number of concurrent calls set for your existing extensions is greater than the number supported by the license, then you will be able to deselect this check box to reduce the number of SIP trunking channels.

- Ping the extension to check its status When enabled, the server sends ping SIP messages to the extension regularly. Usually, this option is used for extensions behind NAT.
- The extension is behind the same private network as the server -This option is available only if the <u>Unified Communications</u> >> System Preferences >> SIP >> Deployment Infrastructure is set to NAT (Network Address Translation) or to Public/Private Networks Routing.

Select this check box if your extension is located inside the private network of your SIP server, in order to prevent non necessary NAT processing.

- Allow re-invites from this extension Select this check box to allow this extension to send re-INVITES.
- Extension publishes its own state Select this check box if you do not want the server to send presence notifications to the phones that are watching this extension for presence. If this option is enabled, then the server will no longer send any notification events unless this extension explicitly publishes its presence by sending PUBLISH messages to the SIP server.
- Force enable of MWI Select this check box if you want to receive Message Waiting Indicator notifications, but your phone does not send explicit subscriptions for MWI. Most phones do not need this option.
- Allowed codecs Use these check boxes to select the codecs supported by the phone device.



The list of possible codecs displayed in the **Allowed codecs** section can be modified from the in <u>Unified Communications</u> >> **System Preferences** >> **General** page.

 Phone does not register, is located on IP { } Port { } and { has to/ does not have to } authenticate - All the incoming calls from this IP/ Port require/do not require authentication.

The drop-down list is disabled until an IP address is filled in.

🎦 Note

If the same IP is in use by another extension that does not have to authenticate, an error message is displayed, telling you that this configuration cannot be saved.

🛕 Caution

For the moment, the has to authenticate option is not functional. Please avoid using it!

- Allow extension SIP connection only from IP {IP_address} (maximum class C (/24) - You can use this text box to limit the extension usage to an IP or a network. Only the IP(s) specified here will be allowed to receive and make calls from this extension. Registration on the phone is still needed in order to receive calls. You can add several IPs by using the 🗄 🖻 buttons.
- Equipment description Use this text box to briefly describe your device.

Adding a Queue Extension Account

A call Queue is used to distribute multiple calls to a group of Phone terminal extensions called Agents or Members. The calls enter a Queue and are answered by the Agents in a FIFO order (First In, First Out).

Queue Extension Account Information

🎦 Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Queue Extension type.

Queue Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

🌯 Note

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.

By default, the Queue extensions ARE multi user aware. Therefore, you cannot enable this option.

	Call API management	selected
	CallerI D management	selected
	Sound management	selected
•	Limits	
	Maximum disk space for sound files*	10
	Maximum disk space for music on hold files*	10
	Maximum number of queue members*	100
	Maximum public concurrent calls*	5



This option allows you 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.

Maximum internal concurrent calls* 50

Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- Sharing Policies
 - 🎦 Note

The Queue extensions can share only their call history and the recorded conversations.

Queue Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the ^{sh} Queue setup icon available in the extension's management page.

The following options are available:

- 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.

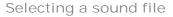
- Call recording storage space When the call recording option is enabled, you have the possibility to limit the storage space for the recordings. If you don't want to limit the space, select the Unlimited check box.
- Local Agents Behavior
 - Ring an agent for a maximum of { x} seconds The { x} value 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.

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	4	dir-welcome	1		
	00:01	4	welcome	1		
1-2 sound(s) of 2 total						



The following information is provided:

 Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

X



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 sicon 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.

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 <u>Search</u> <u>Show all</u> The sound files matching the search criteria. Click the name link to select a sound. <u>Display</u> <u>all</u>						
			N	Folder		
Listen			Name	rolder		
	00:02	4	dir-welcome	L.		
	00:01	4	welcome	I		
1-2 sound(s) of 2 total						

Selecting a sound file

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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

- / placed before the name of a folder signals the extension's default folder.
- Announce [] position and/or [] hold time every { y} seconds Choose the announcements you want to be made to the caller every { y} seconds:
 - Select the first check box if you want the callers to be informed about their position in the queue.

🎦 Note

The caller will be announced of his position in the queue using the There are sound and The elapsed queue hold time sound set in the Sound files setup section.

 Select the second check box if you want the callers to be informed about the time they have been waiting in the current queue for their call to be answered by an agent. The sound played to the user when this option is enabled is the one entered in the 'The elapsed queue hold time' sound field.

Note

Both check boxes can be selected at the same time.

- Periodic announcements every {x} seconds A periodic announcement is a message like Thank you for holding, your call is important to us. The value {x} specifies the frequency of these announcements. The default value is 30 seconds.
- Exit to extension on key pressed When this option is enabled, the caller can exit the queue by pressing the O key on his phone pad. The

call will be transferred to another extension belonging to the same client account. Use the text box to specify the extension's number. Also, you can click the 2 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
 - 켧 Queue
 - 🗐 Interactive Voice Response (IVR)
 - 💐 Voicemail center
 - Onference
 - 🔹 ち 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 si 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.

Folder	Listen	Sounds inside folder ///
//// (Provider 3)	02:01	fpm-calm-river
	02:41	fpm-sunshine
	02:19	fpm-world-mix

Select a music on hold file

The following information is provided:

- Listen Use the available I 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 sicon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

Sounds List				×
	specific so	ound, 1	ne sounds. You can use the avail Fo assign one, click the correspor layed.	
welcome The sound files matchin			teria. Click the name link to select	t a sound. <u>Display</u>
Listen			Name	Folder
	00:02	4	dir-welcome	1
	00:01	4	welcome	T
1-2 sound(s) of 2 total				
	c	Select	ing a sound file	

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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

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

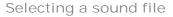
For example, if you decided to Allow calls to enter queue when 'There are agents on queue, even logged out', but there are no agents assigned to this queue, you can enable this option and allow the calls to be transferred to another extension on the same client account. In this way, the incoming calls 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 sound 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	P :	5earch	<u>show all</u>		
The sound files matching the search criteria. Click the name link to select a sound. Display all					
Listen			Name	Folder	
	00:02	4	dir-welcome	1	
	00:01	4	welcome	1	
1-2 sound(s) of 2 total					



The following information is provided:

 Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

Note

You can use the text boxes to specify the numbers of the extensions the calls will be transferred to or you can click the \checkmark icon to see a list with all the

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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:
 - C Phone terminal
 - 🔹 켧 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.

Adding an IVR Extension Account

An IVR extension is used to create an interactive menu that can be used by callers to get information without having to connect to a human operator.

IVR Extension Account Information

Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a IVR Extension type.

IVR Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can

define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

Note

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.

Call API management	selected
CallerI D management	selected
Sound management	selected
Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

🎦 Note

This option allows you 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.

Maximum internal concurrent calls* 50

Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5



This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- Sharing Policies



The IVR extensions can share only their call history.

IVR Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the setup icon available in the extension's management page.

The following options are available:

- 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. 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 sicon 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.

Gelect music on hold folder		×
Folder	Listen	Sounds inside folder ////
//// (Provider 3)	02:01	fpm-calm-river
	02:41	fpm-sunshine
	02:19	fpm-world-mix
	1-3 sound(s) of 3 total	

Select a music on hold file

The following information is provided:

- Listen Use the available I 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 *a* icon will open a popup 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
 - 켧 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
 - B Disabled
- Extension The extension's descriptive name.

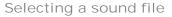
Click the link to select an extension.

- 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 sicon 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	/	5earch	<u>show all</u>	
The sound files matching the search criteria. Click the name link to select a sound. Display all				
Lister	I		Name	Folder
	00:02	4	dir-welcome	1
	00:01	4	welcome	1
1-2 sound(s) of 2 total				



The following information is provided:

 Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

- /// placed before the name of a folder signals the reseller's default folder.
- // placed before the name of a folder signals the client's default folder.
- / placed before the name of a folder signals the extension's default folder.
- Description Use this text area to associate some notes about the purpose and content of the IVR.

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Adding a Voicemail Center Extension Account

This extension type 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.

Voicemail Center Extension Account Information

🌯 Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Voicemail center Extension type.

Voicemail Center Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

10

🎦 Note

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.

CallerID management	selected
Sound management	selected
Limits	

Maximum disk space for sound files*

Maximum disk space for music on hold 10 files*

Maximum public concurrent calls* 5



This option allows you 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.

Maximum internal concurrent calls* 50

🎦 Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

🎦 Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- Sharing Policies

🎦 Note

The Voicemail extensions can share only their call history.

Voicemail Center Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the 4 Voicemail center setup icon available in the extension's management page.

One option can be customized:

Play sound {folder} { sound} before connecting to voicemail center

 When the check box is selected, use the sound to choose the sound that will be played to the caller before he is connected to the extension. A popup window listing all the available sounds matching the name specified in the text box is displayed.

Sounds List				×
	i specific sou	und. 1	ne sounds. You can use the avail Fo assign one, click the correspor layed.	
welcome	- P <u>s</u>	<u>earch</u>	Show all	
The sound files matchi <u>all</u>	ng the sear	ch crit	eria. Click the name link to selec	t a sound. <u>Display</u>
Lister	r i		Name	Folder
	00:02	4	dir-welcome	1
	00:01	¥	welcome	1
1-2 sound(s) of 2 total				
	S	elect	ing a sound file	

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

• Name - The name of the sound file. Click the link to select it.

• Folder - This column displays the file's folder location.

Note

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

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

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

Adding a Conference Extension Account

This extension type allows the creation of conferences that can be accessed by system users as well as external callers.

Conference Extension Account Information

🌯 Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Conference Extension type.

Conference Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

Note

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.

CallAPI management	selected
CallerID management	selected
Sound management	selected
Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

Note

This option allows you 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.

Maximum internal concurrent calls* 50

Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- <u>Sharing Policies</u>

Note

The Conference extensions can share only their call history and the recorded conversations.

Conference Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the & Conference setup icon available in the extension's management page.

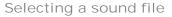
The following options are available:

- Conference Settings
 - Play sound {folder} {sound} before connecting to conference center – When the check box is selected, use the sound 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.

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	P :	5earch	<u>show all</u>		
The sound files matching the search criteria. Click the name link to select a sound. Display all					
Listen			Name	Folder	
	00:02	4	dir-welcome	1	
	00:01	4	welcome	1	
1-2 sound(s) of 2 total					



The following information is provided:

 Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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- 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.

- 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 si 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 I 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.

Adding a Callback Extension Account

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.

Callback Extension Account Information

🌯 Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Callback Extension type.

Callback Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

Note

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.

CallerID management	selected
Sound management	selected
• Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

Note

This option allows you 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.

Maximum internal concurrent calls* 50

🎦 Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- <u>Sharing Policies</u>



The Callback extensions can share only their call history.

Callback Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the *b* Callback setup icon available in the extension's management page.

The following options are available:

- Basic Settings
 - CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name .

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with

three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.

🎦 Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.

🎦 Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up window will be displayed, allowing you to manage the CallerIDs:

select a CallerID nu	imber from the poo	bl		×
selectione or more Caller a random one is sent 2) t	IDs, but keep in mind that the system will send the (unk) in order to communica it: 1) when you select mor CallerID associated with th d through an unknown res	e than one CallerIDs or e resource that routes	n a resource,
Public Phone Number	s D Search 🗐 Sho	wall 🔀 <u>Ken</u>	nove selected 🔩 Assi	
				<u>qn CallerIDs</u>
CallerID number	Rings back to 🔺	Resource	Default	ign CallerIDs
CallerID number			Default -	_
		Resource		_

The CallerI Ds pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

🎦 Note

The public phone numbers can be defined for a certain channel from the **Channels** >> Channel {channel_name} management >> Add public phone numbers to channel {channel_name} page. For more information, see this section.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

🎦 Note

The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page.

- 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 S Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the K 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.
- Trigger call return after { x} seconds of ringing Use this text box to insert the number of seconds a caller should wait until the server transfers his connection.
- Callback Number Behavior
 - 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 Use this control to select the sound that will be played to the user that made the call, upon automatically interrupting the conversation (e.g.: a sound announcing that credit value is 0).
- Service client must dial remote party number in { x } seconds Use this text box to specify the time interval (in seconds) the user has at its disposal to dial the remote party's number. After this time interval, VoipNow Professional will consider the request as being completed.
- 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 callerIDs' 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.

Adding a Call Card Extension Account

This extension type allows the implementation of a calling card system on the VoipNow Professional server.

Calling Card Extension Account Information

Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Call card Extension type.

Calling Card Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

Permissions

Extension is multi user aware

selected

🎦 Note

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.

CallerID management	selected
Sound management	selected
• Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

Note

This option allows you 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.

Maximum internal concurrent calls* 50

Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts. Maximum concurrent text to speech 5



This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- Sharing Policies

Note

The Call card extensions can share only their call history.

Calling Card Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the <a> Call card setup icon available in the extension's management page.

The following options are available:

- Basic Settings
 - CallerID name in public calls This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's Contact name .

- CallerID number in public calls This feature allows you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the two available options:
 - Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension's public phone number.
 - Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID number to a custom numeric value with three or more digits. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

By default, the text box contains the extension's phone number.

🎦 Note

The system can send the **CallerID** name set by server and the **CallerID** number set by user or vice-versa.

🎦 Note

If you choose the *Set by user* option, the **Currently using CallerID numbers** line will be disabled and you will not be able to select a CallerID to be associated with the extension's outgoing calls.

 Currently using CallerID numbers - This feature allows you to choose one or more CallerID numbers that will be sent when an outgoing call is initiated. The available numbers are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

The custom text box displays the CallerID number(s) currently in use. The default number is displayed using bold characters.

To add a CallerID number, click the <u>Change</u> link. A pop-up 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 Image: Show all state of the selected state of							
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: <u>10</u>	<u>25 100</u>			

The Callerl Ds pool

Note

In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.

🎦 Note

It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

The following details are available in the Public Phone Numbers table:

 CallerID number - The CallerID of the DID assigned to the client owning this extension.

This will be the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension.

🎦 Note

The public phone numbers can be defined for a certain channel from the <a> Channels >> Channel {channel_name} management >> Add public phone numbers to channel {channel_name} page. For more information, see this section.

 Rings back to - The extension that rings the DID associated with this CallerID. If the CallerID was not assigned to the extension, then '-' is displayed.

Note

The public phone numbers can be assigned to the extension from the **Roles and Phone Numbers for Extension {extension_name}** page.

- 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 S Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the **K**<u>Remove selected</u> 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.
- Service Behavior
 - 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. The currency is the system's default one.
 - Play when the call cannot 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. Clicking the sicon will open a pop-up window that displays a list of all the available sounds matching the name specified in the text box.

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	📃 🔎 S	iearch	Show all				
The sound files matching the search criteria. Click the name link to select a sound. Display all							
Lister	n		Name	Folder			
	00:02	4	dir-welcome	1			
	00:01	¥	welcome	1			
1-2 sound(s) of 2 tota	ıl						

Selecting a sound file

The following information is provided:

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

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

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

🍍 Note

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

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

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

х

- 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 {x} seconds Use this text box to specify the time interval (in seconds) the user has at its disposal to dial the remote party number. After this time interval, VoipNow Professional will consider the request as being completed.

Adding a Intercom/Paging Extension Account

This extension type 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.

Intercom/Paging Extension Account Information

Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a IVR Extension type.

Intercom/Paging Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

• Permissions

Extension is multi user aware

selected

Note

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.

CallerID management	selected
Sound management	selected
• Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

Note

This option allows you 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.

Maximum internal concurrent calls* 50

🎦 Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5

Note

This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- <u>Sharing Policies</u>

Note

The Intercom/paging extensions can share only their call history.

Intercom/Paging Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the 4 Intercom/paging setup icon available in the extension's management page.

The following options are available:



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 si 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 <u>Search</u> <u>Show all</u> The sound files matching the search criteria. Click the name link to select a sound. <u>Display</u> <u>all</u>					
_					
Listen			Name	Folder	
	00:02	4	<u>dir-welcome</u>	1	
	00:01	4	welcome	1	
1-2 sound(s) of 2 total					

Selecting a sound file

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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

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

Adding a Queue Login Center Extension Account

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!

Queue Login Center Extension Account Information

🌯 Note

For more information on how to define the account information, see the <u>this</u> section as the available options are similar for all the extension types.

At the last step, pay attention to select a Queue login center Extension type.

Queue Login Center Extension Permissions and Phone Numbers

By default, after you enter the extension account information, the Roles and Phone Numbers for Extension {ext_name} setup page opens. You can define the permissions and phone numbers or you can choose to customize them later.

Input form example

• Permissions

Extension is multi user aware

selected

🎦 Note

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.

CallerID management	selected
Sound management	selected
• Limits	
Maximum disk space for sound files*	10
Maximum disk space for music on hold files*	10
Maximum public concurrent calls*	5

Note

This option allows you 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.

Maximum internal concurrent calls* 50

🎦 Note

This option allows you to limit the number of active simultaneous calls between the extension and any other internal network destination. The maximum value depends on the ones set for the extension's parent accounts.

Maximum concurrent text to speech 5



This option allows you to limit the number of calls that use the text to speech application at the same time.

This line is available only if the **Allow text to speech** option was enabled from the <u>Unified Communications</u> >> **System Preferences** page.

Account expiration date

Unlimited

- Incoming Phone Number Selection
- Sharing Policies

🌯 Note

The Queue login center extensions can share only their call history.

Queue Login Center Extension Information

By default, after you have defined the permissions, you can set up the options specific to the chosen extension type.

If you do not want to finalize the process now, skip this step and come back later by clicking the \clubsuit Queue login center setup icon available in the extension's management page.

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 is icon to view the available sound files or manually fill in the file's location. A popup window listing all the sounds matching the name specified in the text box is displayed.

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	4	dir-welcome	1.		
	00:01	4	welcome	1		
1-2 sound(s) of 2 total						
Selecting a sound file						

The following information is provided:

Listen - Use the available I 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 **I** icon and confirm your choice.

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

🌯 Note

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

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

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

Chapter 6 Configuring a Phone Extension

After you have created a Phone terminal type extension, you can connect a phone to the system and make calls. In order to do this, you need a software or a hardware SIP phone. Most phones require the following details:

- Username The user name is displayed in the extension context, in the Extension Overview section.
- Password The password is the same with the extension user interface password, setup on account creation. The password can also be edited in Edit Extension Information page.
- SIP Server The address of the SIP server is the IP or hostname of the server where VoipNow Professional is installed.
- SIP Proxy Address You can setup it with the same value as the SIP server address.

The phone terminal will report the status of the connection to the system. You can try an echo test to check if the connection is OK. In order to perform this test, dial *52 from your extension phone keypad. Check the Phone Getting Started manual for more details about all features that can be accessed over the phone.

When the extension is registered in the system, you can also see it in the VoipNow Professional interface. Go to the extension context and if your phone terminal is registered it will appear in the Extension Overview section.

Chapter 7 Contact and Support

For online help and support please visit:

- Support Zone: <u>https://help.4psa.com</u>
- Knowledge Base: <u>http://kb.4psa.com</u>
- Documentation: <u>http://help.4psa.com/docs/</u>

For mailing addresses and phone numbers from our offices: http://www.4psa.com/contactus If you have any question, do not hesitate to contact us.

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