

CLOUD CALLING™



# VoipNow® Professional 2.5.3 Interactive Voice Response (IVR) User's Guide

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## User's Guide

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For suggestions regarding this manual contact:

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

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# Preface

## Who Should Read This Guide

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




## Chapter 1

# Navigation

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

## The Navigation Panel

VoipNow Professional groups all the important features into several categories that can be accessed at any time from the navigation panel, available in the left side of the screen. This panel has two sections that provide access to specific options:

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

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

## The Top Frame Controls

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



The top frame controls

The three controls are:

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

## The Main Frame Controls

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



Navigation controls


The default options are:


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




#### Note

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

Going down in the application structure, you will be able to move up one level and return to the previous page by using the  [Up level](#) icon.

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




If you are impersonated as an extension and you want to return to your default account, then click the appropriate  [Return to my account](#) link.

## Using the Search Functions



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



#### Note

In some cases, if you want to hide/reveal the search options, click the  [Toggle search](#) link.

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

- Search – Use the text box to specify the words you are looking for. Click the  [Search](#) link to display only the records that match your search criteria. The table will be updated accordingly.
- Show all – Click the  [Show all](#) link to display the entire list.

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

## The Table Controls

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

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


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

Pages: [First](#) [<<](#) [1](#) [2](#) [3](#) [4](#) [5](#) [>>](#) [Last](#)




### Note

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

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

## How to Remove Table Records

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

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



#### Note

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

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


## Chapter 2

# Edit Your Contact Information



### Caution

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

Later, if you want to update your contact information or your username and password, click the  Edit extension icon available in the Tools area. The following details can be modified:

- Company name
- Contact name
- Login - The username required for authentication.



### Note

The username must contain only the following character types:

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



#### Caution

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

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




#### Note

The password must contain only the following character types:

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



#### Caution

The system can send automatic notifications when predefined events occur. In order to change your notification preferences, click the  **Email templates** icon located in the **Tools** area.

- Address

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

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




## Chapter 3

# Manage the Application

### My Interface Settings

VoipNow Professional allows you to customize the application's default appearance from the My Interface Settings page. There, you can define your interface language and skin or the number of rows displayed in the tables.

There are two possibilities to access this page:

1. From the top frame by clicking the  [My interface](#) link.
2. By navigating through the application's menus:
  - a. Click the  [Unified Communications](#) link available in the left navigation panel.
  - b. Then, click the  My interface icon located in the Unified Communications Settings section.

The following preferences can be customized according to your needs:

- Default Interface Preferences - This section displays the general customizable interface preferences:
  - Rows in table – Use this text box to set the number of rows that will be displayed in the interface for all the tables and lists. The allowed values range from 1 to 9,999. The default value is 50.
  - Expanded alerts - Use this text box to set the number of alerts displayed for your user context. The allowed values range from 1 to 10. The default value is 3.
  - Interface skin – Use this drop-down list to choose the your application interface skin.
  - System language – Use this drop-down list to choose the language used by your application interface.



#### Caution

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

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

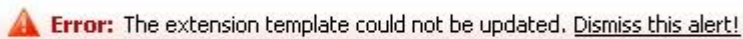
Only the system administrator can fix this problem.

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

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

## Restore Dismissed Alerts

The alert messages displayed on any page in the application can be hidden by pressing the [Dismiss this alert!](#) link.



An alert message that can be dismissed

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

## Set up an Access Policy

VoipNow Professional allows you to set up an access policy for the extension account.

You can navigate to the Access Policy page by following the next steps:

1. Click the 📠 [Unified Communications](#) link located in the left navigation panel.
2. Next, click the 🗲️ Access icon available in the Unified Communications Settings area.

There are two types of access policies:

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

VoipNow Professional displays the following information about each IP address:

- N - The network's order number.
- A - The network's permission:
  - 🟢 - Allowed
  - 🛑 - Denied
- P - Use these icons to change the position of a certain network inside the list:

- ▲ Up
- ▼ Down



#### Note

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

Click the [Apply changes](#) link to save the changes you have performed in the network list.

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

## Add Allowed or Denied Networks

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

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



#### Note

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

#### Add Networks

Subnet or IP address \*

Allow

192.168.14.77

in position

2



Subnet or IP address \*

Deny

192.168.14.77

in position

3



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

This combination will error out

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

## Removal Confirmation

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



## Chapter 4

# Extension Management Page

The {extension\_name} management page has two distinct sections, one with all the controls needed to manage the account and the other one with general statistics about the extension. The information is grouped into the following sections:

- Tools - This section contains all the features that can be customized for the current extension by clicking the corresponding icons.
- Extension Overview - In this section, VoipNow Professional displays your account's details:
  - Extension type – The extension type, in this case Interactive Voice Response.
  - Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional will not display this line.
  - Extension internal number - The phone number assigned when the extension was added to the system.

- Member in group(s) - The group(s) the extension is part of, displayed in the following format: {group\_name (group\_code)}. If the extension is not part of any groups, VoipNow Professional displays '-'.
- Number of sound files – The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files - The total number of music on hold files, the disk space used and the percent of available disk space.

VoipNow Professional helps you visualize a quick report about the extension's call costs and the time spent on local and external calls:

- Call Costs

- To public network - The extension's outgoing external calls cost, in the default currency (e.g.: 17.25 USD).
- From public network - The extension's incoming external calls cost, in the default currency (e.g.: 17.25 USD).
- Local calls - The extension's internal calls cost, in the default currency (e.g.: 17.25 USD).



#### Note

The displayed values are for the current month.



#### Note

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

- Minutes Used

- To public network - The total duration and the number of outgoing external calls placed in the current month (e.g.: 14:29:46 in 138 phone calls).
- From public network - The total duration and the number of incoming external calls received in the current month (e.g.: 14:29:46 in 138 phone calls).
- Local calls - The total duration and the number of internal calls placed and received in the current month (e.g.: 14:29:46 in 138 phone calls).



#### Note

The displayed values are for the current month.



#### Note

The displayed values are the ones that were available when the statistics were last fetched and they are not updated in real-time. To refresh the data, click the [Update](#) link.



#### Note

If the report has never been updated, then the `No data available` message is displayed in both the **Call Costs** and **Minutes Used** sections.

### Quick Call Report

**Call Costs**

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

**Minutes Used**

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

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

The extension's quick call report

If you want to fold the panel, click the icon.



## Chapter 5

# Manage Unified Communications Features

The Unified Communications page allows you to manage the sessions, your access policies and the interface.





## Manage Sessions

The currently opened sessions, the login history and the failed login attempts can be accessed from the Manage Sessions page:

1. Click the  [Unified Communications](#) link located in the left navigation panel.
2. Next, click the  Sessions icon available in the Unified Communications Settings area.

## View the Sessions List

All the users currently logged in are displayed in the Sessions list that provides the following information details:

- T – The type of the logged in user:
  -  Admin
  -  Reseller
  -  Client
  -  Extension
- Login – The username of the person who logged in to the system.
- IP - The IP address of the machine used to log in to the system.



#### Note

If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.

- Login time - The date and time the user logged in to the system.




#### Note



You cannot delete your own sessions, but only those of the other users connected to the server.

## Login History








If you want to see a detailed history of the login sessions, than click the  Login history button available in the Tools area.

The Login History page has two sections:

- Clear Logs - You may remove the login logs from the database using one of the two criteria:
  - Clear logs starting from { date} To { date} - You can choose to clear the logs from a distinct period of time. Click the  calendar icon to specify the start and end dates of the time interval.
  - Clear logs older than - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- Login History - This table displays a list of all the accounts that logged in to the system:

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

The following details about each entry are available:


- T - The account's type:
  -  Admin
  -  Reseller
  -  Client
  -  Extension
  -  Unknown level
- O - This icon shows if the user is logged in or not:
  -  User is online
  -  User is offline
- Username - The username specific to the account that logged in to the system.
- Number of logins - This number displays for how many times the particular user logged in to the system.
- First login - The date and time the user logged in for the first time.
- Last login - The date and time the user logged in for the last time.

## Login History of a Specific Account

The full login history of a specific account can be accessed by clicking the corresponding username link available in the Login History list.

The Login History for {username} page has two sections:



- Clear Logs - You may remove the login logs from the database using one of the two criteria:

- Clear logs starting from { date} To { date} - You can choose to clear the logs from a distinct period of time. Click the  calendar icon to specify the start and end dates of the time interval.
- Clear logs older than - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- Login History - This table displays the login history of the selected account:
  - Login time - The date and time the user logged in.
  - IP address - The IP address the user logged in from.




#### Note


If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.

- Hostname - The hostname the user logged in from.
- L - This icon displays if the user logged in from the interface or by using API:
  -  Control panel log in
  -  CallAPI log in



## Failed Logins

The list of the unsuccessful login attempts can be accessed by clicking the  Failed logins icon available in the Tools area.

The Failed Logins page has two sections:

- Clear Logs - You may remove the login logs from the database using one of the two criteria:
  - Clear logs starting from { date} To { date} - You can choose to clear the logs from a distinct period of time. Click the  calendar icon to specify the start and end dates of the time interval.
  - Clear logs older than - You can choose to clear the logs older than a specified number of days/weeks/years. Select the time unit from the drop-down list and specify the number of time units in the text box.
- Failed Login Attempts - This table displays details about all the accounts that failed to login to the system:

Username - The username specific to the account that tried to log in to the system.

- L - This icon displays if the user tried to log in from the interface or by using API:
  -  Control panel failed log in
  -  CallAPI failed log in
- Login time - The date and time of the login attempt.
- Message - The reason for which the login attempt failed.
- IP Address - The IP address the user tried to log in from.



#### Note

If the user logged in from the VoipNow4Plesk module, the IP of the respective Plesk server will be displayed here.


- Hostname - The hostname of the user who attempted to login.

## Chapter 6

# Manage Your OpenID Identities



### Caution

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

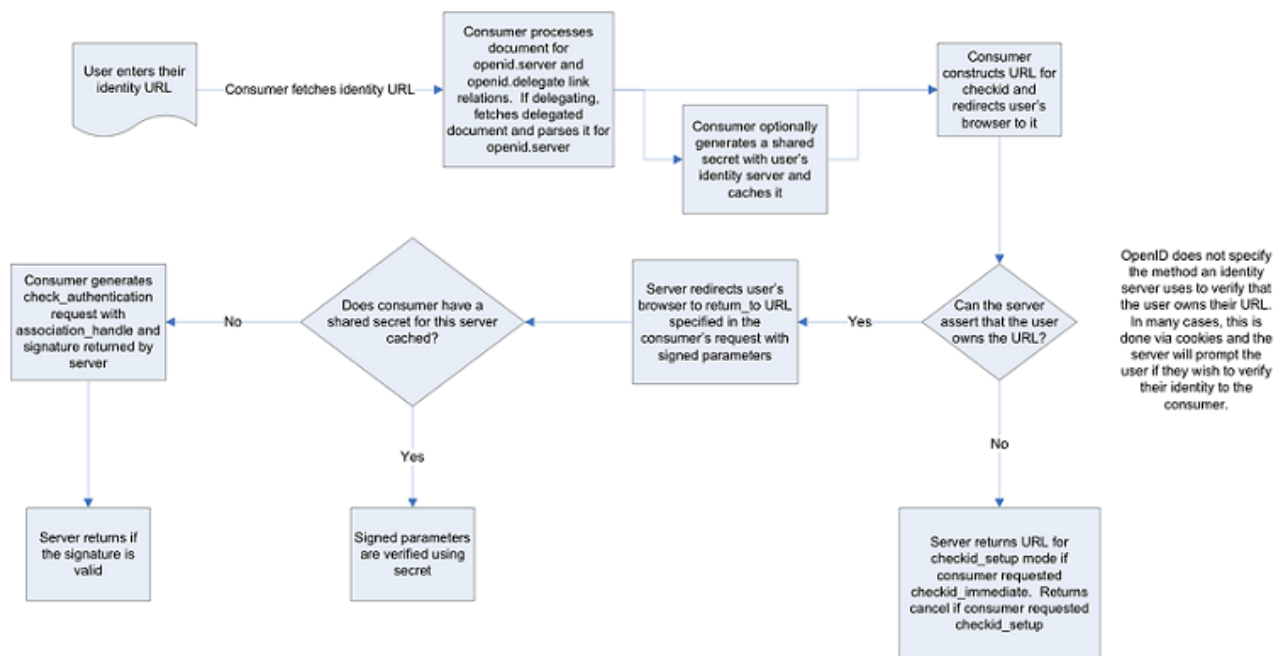
Starting version 2.5.0, you are able to log in to VoipNow Professional using OpenID authentication. This feature simplifies the registration process by allowing the you to sign in with an existing OpenID account (the OpenID identity defined for one of the providers supported by VoipNow Professional)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

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

In order to use the OpenID registration, you have to define your OpenID identity linked to your VoipNow Professional account for one of the supported

OpenID providers. When trying to log in, the provider will confirm your identity to VoipNow Professional and you will be able to connect to the application without having to type in any password. In fact, with OpenID, your password is only given to your identity provider.

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



The OpenID 1.1 Protocol Flow

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



#### Note

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

The page has two sections:

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




#### Note

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

- **OpenID Identities** - This table displays the OpenID identities defined by you or by the system administrator, linked to your account or to other VoipNow Professional accounts. You will be able to use an OpenID identity to log in to your extension account. The process is described in detail in the [An Example of OpenID Authentication](#) section.

The following information is displayed for each OpenID identity:

- **S** - The identity's status:

-  **Enabled**

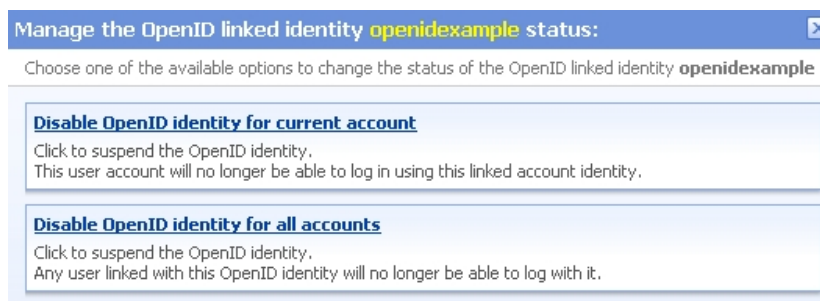
Click this icon to suspend the OpenID identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity:

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



Disabling an OpenID identity used by a single account

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



Disabling an OpenID identity used by multiple accounts

-  **Disabled**

Click this icon to reactivate the identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity. You may choose to enable it either for the current account only or for all

the accounts using it. Depending on your choice, the user or the users will be able to log in to the application again.

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

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



Refreshing an OpenID identity

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



The test OpenID identity was successfully verified

- From provider - The OpenID provider the identity is linked to. Clicking the link will open in a new browser window the provider's homepage, as specified during configuration.

- In use by - The number of VoipNow Professional accounts using the identifier. On click, a pop-up window with information about those accounts is displayed.



The accounts using the test OpenID identity




#### Note

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

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

## Add a New OpenID Identity

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

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

- If you are logged in to the provider with this OpenID, you will be authorized to use it to connect to your VoipNow Professional account.
- If you are not logged in, you will be redirected to the provider's OpenID endpoint page where you will be asked to log in. After the registration will be successfully completed, your OpenID identity will be accepted for connecting to your VoipNow Professional account.




#### Note

For more details, see [the following](#) section.

## Remove an OpenID Identity

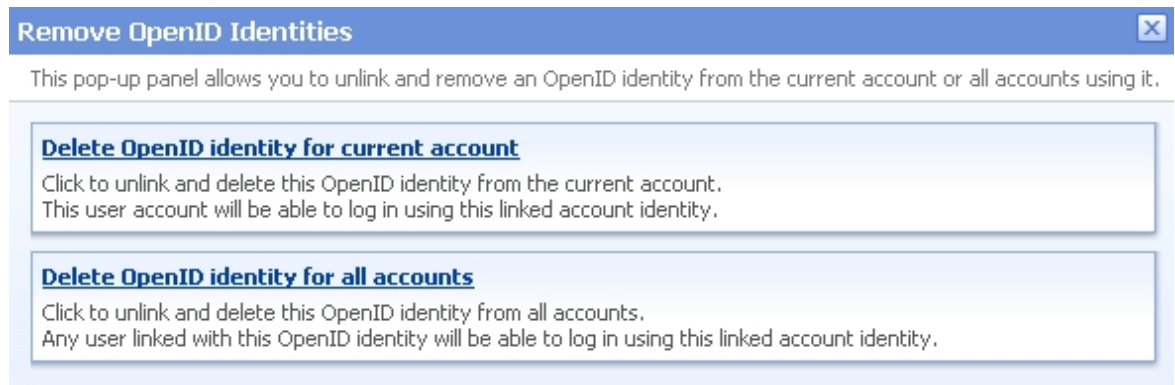
To remove an OpenID identity from the system, follow the next steps:

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



Removing the OpenID identity for a single account

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




Removing the OpenID identity for multiple accounts

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

## An Example of OpenID Authentication

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

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

1. In this example, we will consider that your Google Profile username is `openidexample`. This actually is your OpenID that will be associated to your VoipNow Professional account and that will be used to connect to the application.
2. To add the OpenID identity, follow the next steps:
  - a. Click the  Add OpenID identity icon available in the Tools section.
  - b. Use the displayed pop-up window to link your `openidexample` OpenID provided by Google Profile to your VoipNow Professional account:
    - Provider - Select Google Profile .
    - OpenID account - Fill in your OpenID, `openidexample` .

**Add new OpenID identity**

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

**Login**

Provider:

OpenID account \*:

Required fields: \*

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Adding your OpenID identity for the Google Profile account

Click Ok to confirm the settings.

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

- If you are not logged in:
  - Google Profile will ask you to connect in order to see if you actually are openidexample.



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

Sign in with your  
**Google Account**

Email:   
 ex: pat@example.com

Password:

☒ Stay signed in

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

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

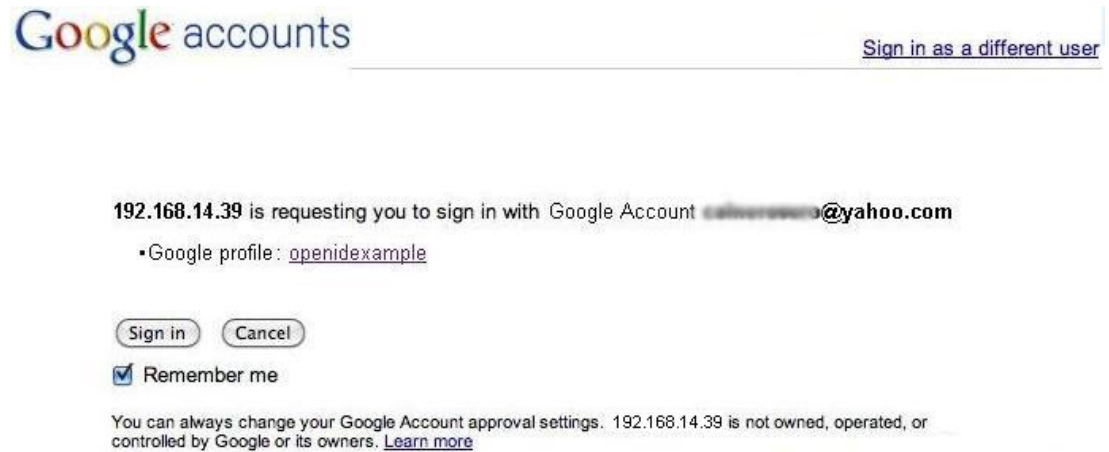
©2010 Google - [Google Home](#) - [Terms of Service](#) - [Privacy Policy](#) - [Help](#)

Verifying your identity

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

Fill in your password and click the Sign in button.

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



Logging in to your Google Profile account

Click Log in.

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

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

- If you are logged in, the verification is done automatically and the OpenID provider will not ask you to confirm your identity.
- d. Your OpenID identity is now available. You will be able to log in to your VoipNow Professional account using the openidexample OpenID.

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

• Google profile : [openidexample](#)

☒ Remember me

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

Your OpenID identity

3. Now, to log in to your VoipNow Professional account with your OpenID, you can do as follows:
  - a. Select the Use OpenID check box available in the login screen.
  - b. Choose Google Profile as your OpenID provider.
  - c. Fill in your [openidexample](#) OpenID as Username.
  - d. Click the Login button.

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

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



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

Sign in with your  
**Google Account**

Email:   
ex: pat@example.com

Password:

☒ Stay signed in

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

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

©2010 Google - [Google Home](#) - [Terms of Service](#) - [Privacy Policy](#) - [Help](#)

Verifying your identity



#### Note

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



#### Note

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



## Login to 4PSA VoipNow Professional

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

**Information:** You have successfully verified  
<http://www.google.com/profiles/openidexample> as  
your identity.

**admin**, created on Apr 29, 2010

Extension **Joe Doe**, created on Apr 29, 2010

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Selecting the account to be logged in to

## Chapter 7

# View Your IVR Schema

VoipNow Professional allow you to visualize the graphical representation of the IVR contexts, including the links between them (e.g.: Jump to context and Time interval based jump action types). This schema contains all the contexts and the corresponding actions defined by your parent accounts (either the client, the reseller or the system administrator).

The IVR {extension\_name} Schema page can be accessed by clicking the 🗺️ IVR schema icon.



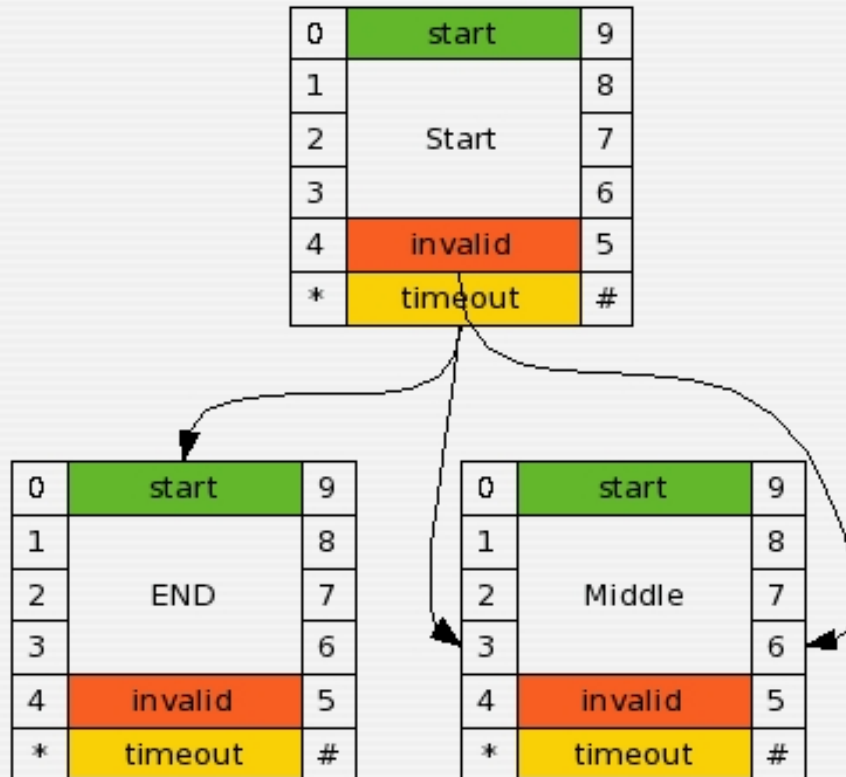
### Note

The 🗺️ icon is displayed if there are no contexts added to your IVR.

The below example shows how the IVR schema can look like when there are three contexts defined:

## IVR Schema

You can click on the context options to go the option's corresponding page.



IVR schema example





### Note

The IVR will work based on the contexts, options and the actions set up by your parent account. You are not able to modify them in any way.

## Chapter 8

# View Your Personal Charging Plan

VoipNow Professional allows you to view detailed information about your account's current charging plan. To access this page, follow the next steps:

1. Click the  [Home](#) link located in the left navigation panel.
2. Next, click the  My charging plan icon situated in the **Tools** area.

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

- Charging Plan Description - This section displays basic information about the charging plan, including the call permissions and the available credit limits.
  - Charging plan name – The charging plan's descriptive name.
  - Charging plan type – The charging plan type: prepaid or postpaid.
  - Allow incoming calls - Yes (from any network) – VoipNow Professional displays this information only if the extension can receive calls both from the extensions inside and outside the system.

- Allow calls to public network - Yes – VoipNow Professional displays this information only if the extension can make calls to destinations outside the system.
- Allow local calls to extensions - Yes (owned by the same client like caller) – VoipNow Professional displays this information only if the extension can make calls to destinations outside the system.
- Allow extended local calls to extensions - Yes (owned by other clients in the infrastructure) – VoipNow Professional displays this information only if the extension can call other extensions in the system (that do not belong to the same client account).
- Limit for calls from public network {amount} {currency} (Remaining: {available\_amount} {currency}) – The amount currently available for incoming calls and the total amount initially available to the extension.



#### Note

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



#### Note

This information is available for `postpaid` charging plans only.

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



#### Note

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



#### Note

This information is available for `postpaid` charging plans only.

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



#### Note

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



#### Note

This information is available for prepaid charging plans only.

- Remaining outgoing calls credit {amount} {currency} (Remaining: {available\_amount} {currency} – The total amount initially available for external outgoing calls and the amount currently available to the extension.



#### Note

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



#### Note

This information is available for prepaid charging plans only.

- Number of recharges - This line is available only if the the extension's credit was supplemented and it shows for how many time extra credit was added to the account.



#### Note

This information is available for prepaid charging plans only.

- Free Minutes - This section provides an overview of the free minutes included in this user's charging plan.
  - {total\_amount} free minutes for area codes {codes} ({amount} free minutes remaining) - The number of free minutes initially available for certain area codes and the remaining minutes currently available to the extension.
- Limits for Calls to Public Network – The number of outgoing minutes included in the charging plan, per time interval.



#### Note

This information is available for postpaid charging plans only.



#### Note

VoipNow Professional displays this section only if the extension can make calls to destinations outside the system.

- {m} included minutes limit Anytime - The number of minutes included in the extension's charging plan that can be used for outgoing calls Anytime (the system default time interval).
- {m} included minutes limit in time interval {T} - The number of minutes included in the extension's charging plan that can be used for the outgoing calls initiated in the time interval {T}.
- {m} minutes and {s} seconds remaining in {current\_month} / {year} - The number of remaining minutes that can still be used for the outgoing calls initiated in the time interval {T}, in the current month.
- Charges for Outgoing Calls – These are the charges applied to conversations after the user has exceeded the number of available minutes.
  - Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies to internal and public network calls.
    - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
  - Local calls are charged {amount} {currency} /second – The fee charged for calls between extensions belonging to the same client account.



#### Note

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



#### Note

VoipNow Professional displays this information only if the extension can call locally.

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



#### Note

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



#### Note

VoipNow Professional displays this information only if the extension can call locally extensions on different client accounts.

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



#### Note

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



#### Note

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

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



#### Note

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



#### Note

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

- Charges for Incoming Public Calls – These charges apply to calls received from outside the system.

- Calls are charged indivisible for the first {T} seconds and then every {T} seconds. Applies only to calls from public network. - For the first {T} seconds, the call is taxed as one minute; afterwards, taxing is done every {T} seconds.
- Incoming public calls are charged {amount} {currency} /second  
- The price charged for the received external calls.



#### Note

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





#### Note

VoipNow Professional displays this information only if the extension is allowed to receive external calls.

## Chapter 9

# View Your Charging Limits History

VoipNow Professional allows you to view detailed information about the charging limits added by the parent accounts to supplement the ones enforced by the extension's charging plan. To access this information, click the  Charging limits icon available in the Tools area.

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

The extra limits


The Limits History table displays the following information:

- Incoming money limit – Displays the supplementary credit for external incoming calls.

- Outgoing money limit – Displays the supplementary credit for external outgoing calls.
- Included minutes – Displays the supplementary minutes allocated to the extension.
- Increase monthly – Displays when the added charging limits will be used:
  - Yes - The charging limit will be automatically applied monthly.
  - No - The charging limit will be applied only once, in the current month.
- Order number – Displays the number of the request made to allocate the new charging limits.
- Date added – Displays the date when the charging limits were enforced.

## Chapter 10

# View Your Charging Credits History

VoipNow Professional allows you to view detailed information about the recharges made by the parent accounts to supplement the charging credits enforced by the extension's charging plan. To access this information, click the  Charging credits icon available in the Tools area.

Credit History				
Incoming calls credit	Outgoing calls credit	Order number	Date added	
20,000 USD	10,000 USD	1	May 28, 2010 12:39:44	
100,000 USD	25,000 USD	-	May 28, 2010 12:38:48	
2 recharge(s)			Number of entries per page: 10 <a href="#">25</a> <a href="#">100</a>	

The extra credits

The Credit History table displays the following information:

- Incoming calls credit – Displays the supplementary credit for incoming calls.
- Outgoing calls credit – Displays the supplementary credit for outgoing calls.

- Order number – Displays the number of the request made to allocate the new charging credits.
- Date added – Displays the date when the charging credits were enforced.



## Chapter 11

# Manage Your Time Intervals

## View Time Intervals

Time intervals are used to match calls to a certain period of time. This can be done for charging reasons or in order to filter incoming/external calls. In the Time Interval Management page, you can view a list of all the available time intervals added to the system.

This page can be accessed by following the next steps:




1. Click the  [Home](#) link located in the left navigation panel.
2. Then, click the  Time intervals icon available in the **Tools** area.

Multiple operations can be performed:

- Add a new time interval.
- Search the time intervals list.
- Edit an existing time interval.

- Remove time intervals.

VoipNow Professional displays the following information about each time interval:

- T – The method used to define the time interval:
  -  Individual days method
  -  Interval method
  -  Interval belonging to the owner user
- Name – The time interval's descriptive name. Click this link if you want to edit it.
- Intervals - The number of different time intervals that the calls will be matched to. Clicking the [Details](#) link will open a pop-up panel that displays the time interval's specific parameters:
  - Hours - The hours that mark the time interval limits.
  - Week days - The days that mark the time interval limits.  
For example, 2 - 6 shows that the time interval limits are Monday and Friday.
  - Days of the month - The month period the time interval is applied to.
  - Month - The month the time interval is applied to.



#### Note


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

- Created – The date when the time interval was created.

## Add a New Time Interval

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

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

1. In the Time Interval Management page, click the  Add time intervals icon.
2. A new page opens, allowing you to enter information about the new time interval:

- The Time Interval Definition area has two fields which represent the generic description of the time interval:
  - Name – Use the text box to fill in a descriptive name which will help identifying the time interval.
  - Matching algorithm – The calls can be matched to an existing time interval depending on the algorithm:
    - Individual days – The calls are matched to this time interval if they are made or received in different days, within the time frame set in the Matching Intervals section.

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

**Time Interval Definition**

Name \* Individual days

Matching algorithm Individual days

Timezone \* Server default

**Matching Intervals**

Start at hour \* 08 : 00

End at hour \* 20 : 00

Start weekday Monday

End weekday Friday

Start day of the month 10

End day of the month 25

Month March

\* Required fields

Ok Cancel

A time interval defined for individual days

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

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

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

A continuous time interval

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

Time interval definition

Name \*

Different time intervals

Matching algorithm

Interval

Matching intervals

Start at hour \*

08 : 00

End at hour \*

18 : 00

Start weekday

Monday

End weekday

Friday

Start day of the month

1

End day of the month

31

Month

--

Start at hour \*

18 : 01

End at hour \*

07 : 59

Start weekday

Monday

End weekday

Friday

Start day of the month

1

End day of the month

31

Month

--

A time interval block with two different time intervals

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



#### Note

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

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

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



#### Note

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

3. Use the buttons if you want to add/remove several time interval limits:
  - removes the corresponding time interval limits.
  - adds other time interval limits.
4. Click Ok to add the new time interval. Click Cancel to return to the previous page without adding anything.



#### Note

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

## Edit a Time Interval

To edit the properties of a time interval, follow these steps:

1. In the time interval list, click the name of the time interval you want to change.
2. A new page where you can rename the time interval and modify its start/end hours, days, dates will open. You can also change the matching algorithm.



#### Note

For more information on the fields in these sections, read the [Add Time Intervals](#) section.

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



## Chapter 12


# Manage API Authentication

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

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

- **SystemAPI Control** - This section allows the users to define remote applications that can configure extensions, charging plans, etc. via SOAP and that are authenticated using a consumer key and a consumer password instead of the older authentication methods that used the user's VoipNow Professional username and password or an encryption key. For more details, see the [SystemAPI Control](#) section.
- **CallAPI Control** - This section allows the users to define remote applications that can control the phone calls via the REST interface and that can be authenticated using OAuth. For more details, see the [CallAPI Control](#) section.
- **CallAPI Events** - This is the event triggering mechanism (RemotePBX without XML control). For more details, see the [CallAPI Events](#) section.

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

The first three sections can be accessed by clicking the  SystemAPI & CallAPI icon available in the Tools area.

## SystemAPI Control

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

The SystemAPI Control Settings page has two sections:

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



### Note

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



### Caution

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

- Authorized Applications - This section allows you to manage the third party applications that will be able to use the SOAP API and that will authenticate using a customer key and a customer secret rather than your VoipNow Professional username and password. This new authentication method, based on the OAuth protocol, enables the users' remote applications to access various resources from VoipNow Professional

without requiring their owners to disclose their credentials, increasing the connection's security.

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



#### Note

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

The following details are displayed for each existing application:

- S - The application's status:
  - Enabled  
To suspend the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. If enabled, the requests received from this application will no longer be authorized to use the VoipNow Professional SOAP API.
  - Disabled  
To reactivate the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. The data fetching requests coming from this application will be accepted again.
- Application - The third party application's name. Click the link if you want to modify the its parameters. For more details, see the [Add a New Authorized Application](#) section.

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

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

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

---

**Application Info**

Name \*

Description

Homepage \*

---

**Contact Info**

Admin email \*

Admin phone

---

**User Agreement**

Allow 2 legged ☒

Consumer key

Consumer secret  [Regenerate](#)

---

\* Required fields

Editing an authorized application



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

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

The table displaying the available authorized application

## Add a New Authorized Application

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

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

new application (the Consumer) and will allow it to use the requested resources.

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

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

## CallAPI Control



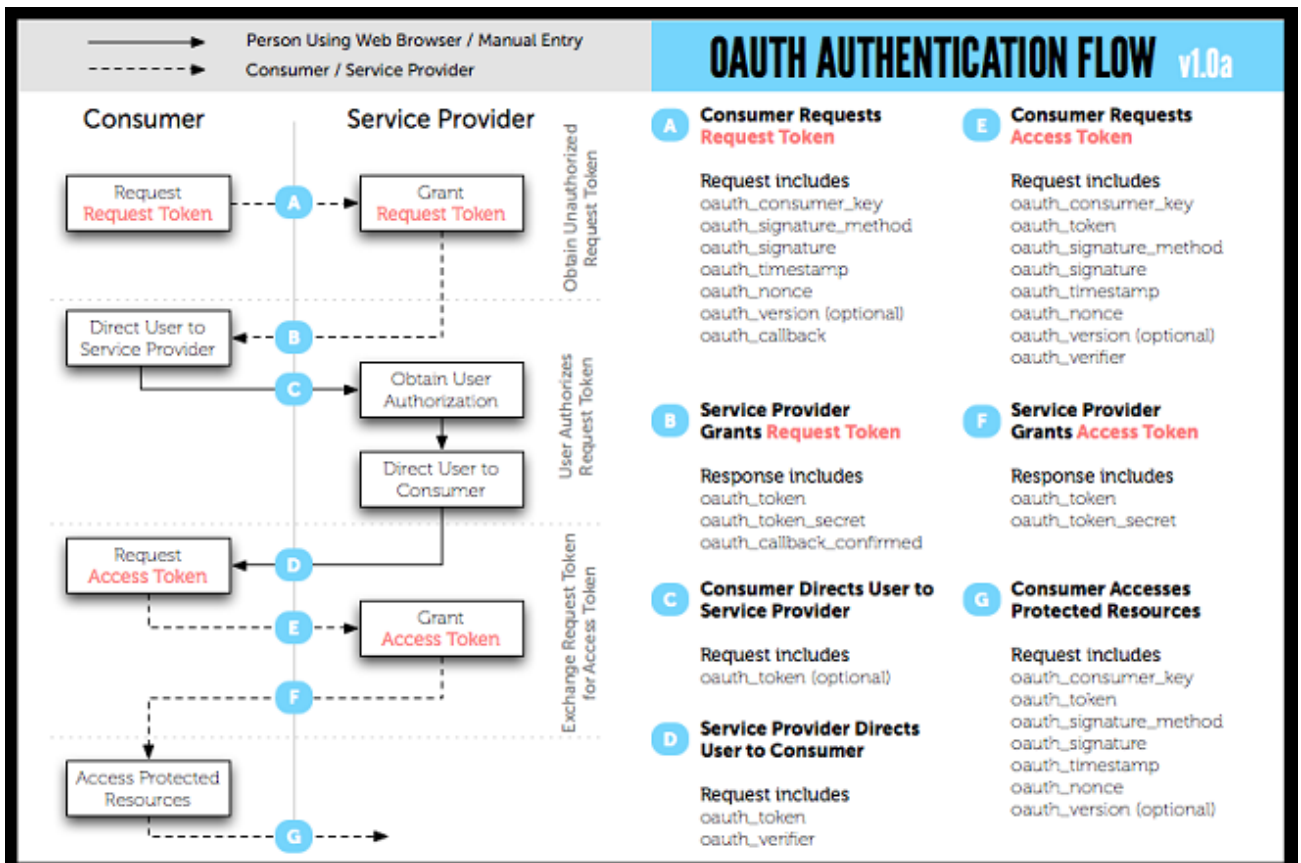
### Caution

This section is available only if the system administrator or your parent accounts have enabled the **CallAPI management** for your extension account.

VoipNow Professional now provides the tools required by third party applications to access the system resources on behalf of a resource owner, in our case, the extension account. The remote applications will be able to handle local and external calls using this VoipNow Professional extension and it will be authenticated with the OAuth protocol.

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

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



The OAuth 1.0 Protocol Flow

The OAuth based authentication is made using two credentials sets:

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

OAuth includes two types of tokens:

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



#### Note

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

The login page

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

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

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

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

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

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



#### Note

For more information, see both the [CallAPI Guide](#) and the [OAuth Guide](#).

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

The CallAPI Control Settings page has three sections:

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



#### Note

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



#### Note

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



#### Caution

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

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



#### Note

The password must be at least 5 characters long.

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

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



#### Note

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

The following details are displayed for each existing application:

Authorized Applications (OAuth)			
<input type="text"/>		<a href="#">Search</a>	<a href="#">Show all</a>
<a href="#">Toggle search</a>	<a href="#">Add new application</a>	<a href="#">Show columns</a>	<a href="#">Remove selected</a>
5 Application	Description	Access Tokens	Configured <input type="checkbox"/>
Local calls manager	Test third-party application f ...	1 token(s)	Jul 15, 2010 <input type="checkbox"/>
1 application(s)		Test third-party application for CallAPI.	Number of entries per page: 10 <a href="#">25</a> <a href="#">100</a>

The table displaying the available authorized application

- S - The application's status:


-  Enabled

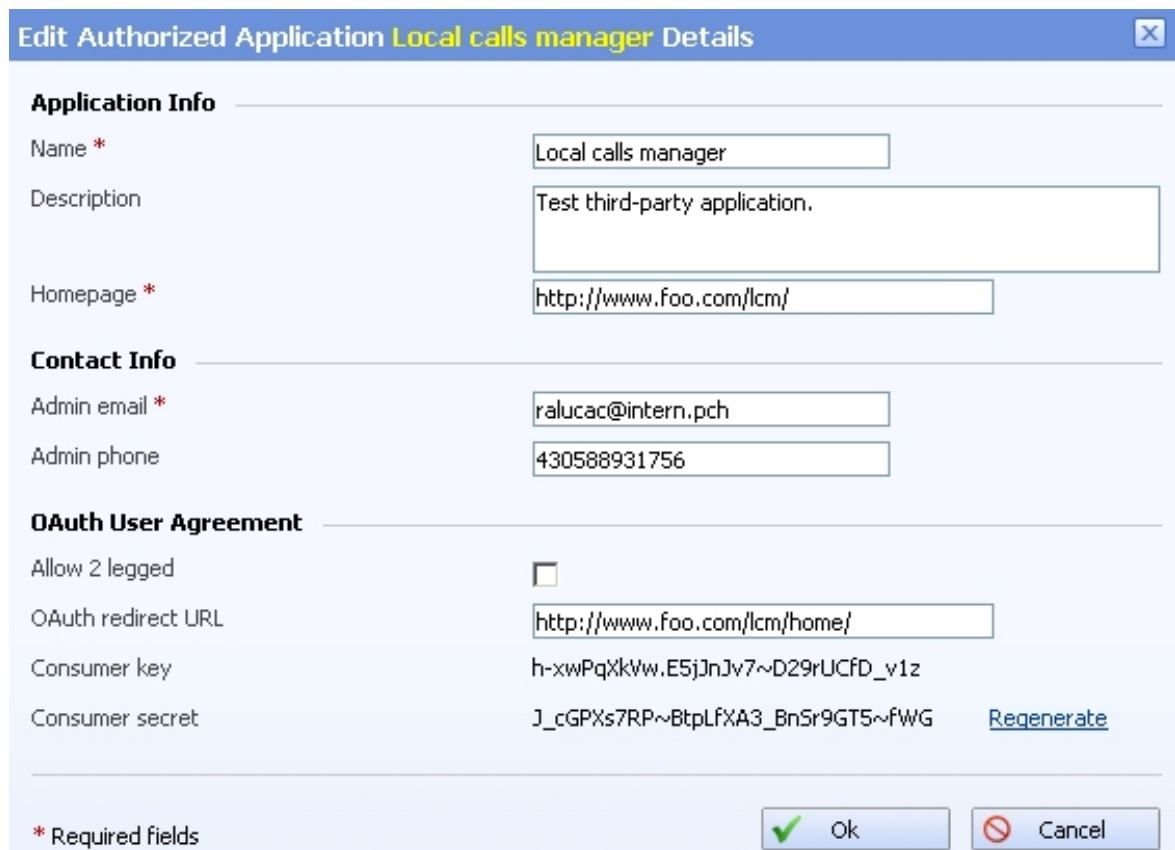
To suspend the authorized application, click this icon and select the appropriate action available in the displayed pop-up window. If enabled, the requests received from this application will no longer be authorized to use the VoipNow Professional CallAPI.

-  Disabled

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

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

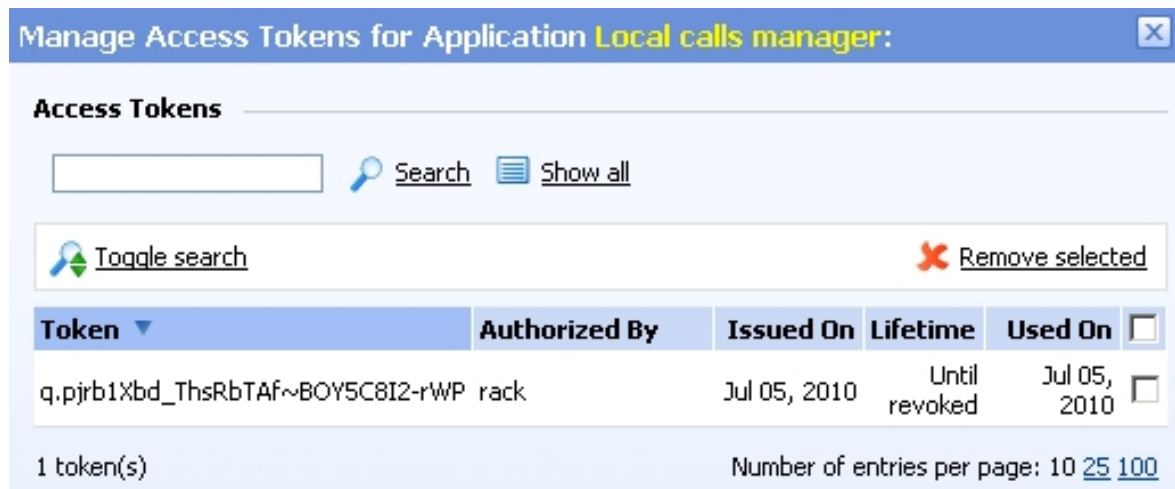
You can click the  icon to open the application's home page in a new window.



Edit Authorized Application Local calls manager Details	
<b>Application Info</b>	
Name *	Local calls manager
Description	Test third-party application.
Homepage *	<a href="http://www.foo.com/lcm/">http://www.foo.com/lcm/</a>
<b>Contact Info</b>	
Admin email *	ralucac@intern.pch
Admin phone	430588931756
<b>OAuth User Agreement</b>	
Allow 2 legged	<input type="checkbox"/>
OAuth redirect URL	<a href="http://www.foo.com/lcm/home/">http://www.foo.com/lcm/home/</a>
Consumer key	h-xwPqXkVw.E5jJnJv7~D29rUCfD_v1z
Consumer secret	J_cGPxs7RP~BtplfXA3_BnSr9GT5~fWG <a href="#">Regenerate</a>
* Required fields	
<input checked="" type="checkbox"/> Ok <input type="checkbox"/> Cancel	

Editing an authorized application

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



The access tokens management window

The following information is available for each access token:

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





#### Note

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

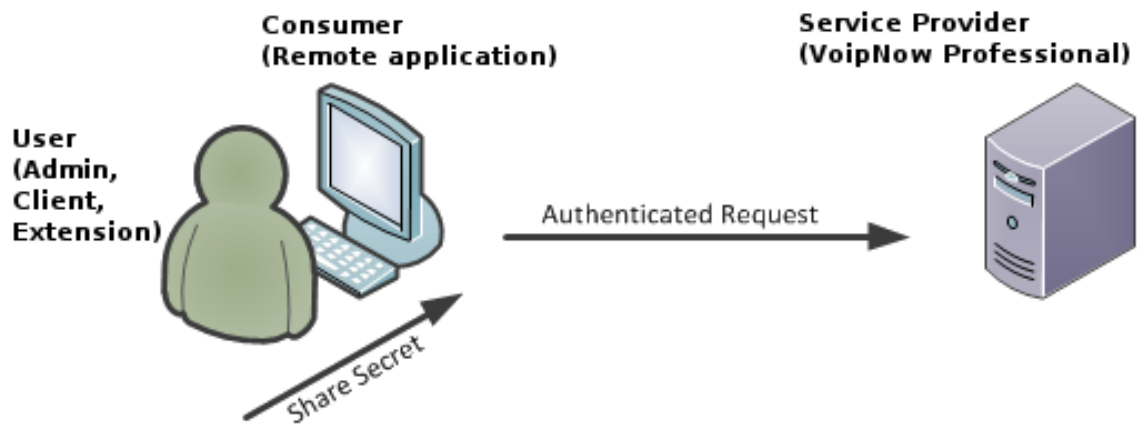
- Configured - The date when the application details were last modified.

## Add a New OAuth Authorized Application

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

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

system, via CallAPI) on behalf of the User (you). Basically, this process implies 3 parties, the User, authenticated by the tokens, the Consumer, authenticated by the consumer key and secret and the Service Provider, VoipNow Professional.



The 3 legged authentication method

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

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

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

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


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

## CallAPI Events



### Caution

This section is available only if the system administrator or your parent accounts have enabled the **CallAPI management** for your extension account.



VoipNow Professional can notify third party applications using REST calls when one of the three supported events occurs. To do so, you can use the controls available in the CallAPI Events tab that can be accessed at extension level by clicking the  SystemAPI & CallAPI icon available in the Tools area.



### Note

This feature is very useful for example if you want to use a remote application that, in case of an incoming call, can display in the VoipNow Professional interface details about the caller, like its CallerID, number dialed, if it was redirected from another extension in the system, etc.

VoipNow Professional to Third Party Application REST Calls table displays information about the three supported events and it allows you to configure them as per your request. The following details are available for each event:

- S - The event's configuration status:
  -  Not configured
  -  Configured
- Event - All three supported events:
  - [Dial-Out](#) - The request will be sent when the extension places an outgoing call.
  - [Dial-In](#) - The request will be sent when the extension receives an incoming call.
  - [Hangup](#) - The request will be sent when the extension hangs up.

Click on the corresponding links to configure the events. A pop-up window is displayed, providing the controls required to set up the event:

- Send request on event - The name of the event for which a request will be sent to the defined URL address.
- Request method - Use the drop-down list to choose how the request will be sent:

- GET - This HTTP request method is used to send only the URL and the header to the server.



#### Note

This is the default selection.

- POST - Use this method when you want to send data to be processed (e.g.: from a HTML form) to the third party application. The data is included in the body of the request. This may result in the creation of a new resource, in updating the existing resources or in both.
- Request ID - Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.
- Make request to - Use this text box to specify the URL address where the request will be made. For more details, see the [CallAPI guide](#).
- This is active - When this check box is selected, the request is automatically sent each time the event for which it was defined happens.
- Note - Here you can write a brief description for the request.

You can define more than one request for the same event using the icons. You can add up to 10 requests per event.

To confirm your settings, click [Apply](#). A message will be displayed on top of the page, informing you about the outcome.







Add VoipNow Professional to Application CallAPI
✕

VoipNow Professional can notify third party applications using REST calls, for more details check the CallAPI external documentation. Add an event only if you know what you are doing.

Send request on event	Dial-In
<b>Request</b>	
Request method *	<div style="border: 1px solid #ccc; padding: 2px;">GET</div>
Request ID *	<div style="border: 1px solid #ccc; padding: 2px;">REQUEST1</div>
Make request to (for more details check the CallAPI manual) *	<div style="border: 1px solid #ccc; padding: 2px;">http://RemoteHost/event.php?arg1=test</div> <div style="text-align: right; padding: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">-</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin: 0 5px;">+</div> </div>
This is active	<input checked="" type="checkbox"/>
Note	<div style="border: 1px solid #ccc; padding: 2px;">This is a test request.</div>
<a href="#">Apply</a> <a href="#">Cancel</a>	

A configured request for the 'Dial-In' event

- Configured URLs - The number of URL addresses configured for the event. If none, VoipNow Professional displays '-'.
- Updated - The date and time the event was last modified. If the event is not configured, VoipNow Professional displays Never.

VoipNow Professional to Third Party Application REST Calls				
<input type="text"/>		 <a href="#">Search</a>	 <a href="#">Show all</a>	 <a href="#">Clear selected</a>
S	Event	Configured URLs	Updated	<input type="checkbox"/>
	<a href="#">Dial-In</a>	1	Jul 19, 2010 12:22:30	<input type="checkbox"/>
	<a href="#">Dial-Out</a>	-	Never	<input type="checkbox"/>
	<a href="#">Hangup</a>	-	Never	<input type="checkbox"/>
3 events			Number of entries per page: <a href="#">10</a> <a href="#">25</a> <a href="#">100</a>	

The CallAPI events table


## Chapter 13

# Manage Your Extension's Call Rules

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

## Manage Your Extension's Incoming Call Rules

VoipNow Professional allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, VoipNow Professional can perform a set of predefined actions. For example, let's assume that from 9:00 to 17:00 the extension owner is working in another office and is waiting for an important call. All he has to do is define a rule that will transfer all the calls from his personal extension to the one in his new office.

The Edit Incoming Call Rules page can be accessed by clicking the  Incoming call rules icon available in the **Tools** area.

The following actions can be performed:

- Add new incoming call rules.

- Change the existing rules' priorities.
- Edit the rule's parameters.
- Remove existing incoming call rules.

## Incoming Call Rules Overview

The Existing Incoming Call Rules are displayed in a table:

Existing Incoming Call Rules									
0 changes pending in the rules order				<a href="#">Apply the changes</a>	<a href="#">Show columns</a>	<a href="#">Remove selected</a>			
No	S	P	Action	Number check	In time interval	Destination	Ring for	Final	Key <input type="checkbox"/>
1			<a href="#">Play busy</a>	Is anonymous	Anytime		0 seconds	Yes	1 <input type="checkbox"/>
2			<a href="#">Transfer to</a>	Matches number 058	Weekdays (own)	004	20 seconds	No	2 <input type="checkbox"/>
3			<a href="#">Hang up</a>	Matches number 325	Anytime		0 seconds	Yes	3 <input type="checkbox"/>

The incoming call rules table

The details available for each existing rule are:

- No – The rule's position inside the group that defines when a certain rule will be checked. For example, 2 means that, when an incoming call is received, the rule will be verified second, after the one from the first position.
- S – This rule's status is displayed using an icon:
  - Enabled
  - Disabled



### Note

The status of all the newly added rules is automatically set by VoipNow Professional to enabled. To disable the rule, click the corresponding icon.

- P – Use the available up and down arrows icons to change the rule's position inside the group.



### Note

All the changes made are counted: {x} changes pending in the rules order. The counter, located above the table, is increased for each rule whose position has been modified.

Existing Incoming Call Rules

2 changes pending in the rules order
✔ Apply the changes
Show columns
✖ Remove selected

Two pending changes in the rules' order

In order for the changes to be effective, you have to click the ✔ [Apply the changes](#) link.

- Action – The operation performed when the caller's number matches the rule:
  - Play busy – VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.
  - Play congestion – VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
  - Hang up – VoipNow Professional hangs up the incoming call.
  - Transfer to - VoipNow Professional can transfer the call to another destination.



#### Note

You can edit the rule's parameters by clicking the action link. The rule will be displayed in the top area of the page, in the **Add Incoming Call Rules** section.

- Number Check – VoipNow Professional can apply the rule to the calls that match or do not match the phone number specified by the rule. The possible values for this field are:
  - Matches number {callerID} – For the rule to be applied, the caller's phone number must match the specified CallerID.
  - Does not match number {callerID} – For the rule to be applied, the caller's phone number must be different than the specified CallerID.
  - Is anonymous – The rule will be applied if the incoming call does not have any CallerID information.
  - Is any - The rule is applied to all the incoming calls, no matter their CallerID.
- In Time Interval – The time interval when the incoming call must be received for the rule to be applied.
- Destination – In case the action is Transfer to , this column displays the phone number(s) where the call will be redirected.



#### Note

If more than one destination was defined for a rule, then all the numbers will be displayed separated by "," (comma). For example: 0100\*001,08005,09010.

- Ring For - This column displays for how many seconds the extension(s) to which the calls are transferred to will be rung before hanging up. The option is specific to the Transfer to action.
- Final - This column displays if the rule is final or not.
- Key - The text box displays the key that can be used to enable/disable the routing rule from the phone terminal pad by dialing \*74 {key}. To modify the current key, fill in a new value and click the [Apply the changes](#) link available on the right side of the list table.



#### Caution

There is an implicit rule that accepts **ALL** the calls from **ALL** the destinations in **ANY** time interval that is not shown!

## Add an Incoming Call Rule

The Add Incoming Call Rules section provides all the buttons, text boxes and drop-down lists required to define one or more incoming call rules.



#### Note

You can add up to 10 rules at the same time by using the icons.

When editing an existing incoming call rule, these icons will be grayed out:



VoipNow Professional allows you to choose from the following rules:

- Play busy – VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.
- Play congestion – VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
- Hang up – VoipNow Professional hangs up the incoming call.

- Transfer to - VoipNow Professional can transfer the call to another destination.



#### Note

Starting VoipNow Professional 2.5.1, the called party, if a public destination, can be allowed to transfer the calls as well.

After configuring the desired incoming call rules, click Ok to add them to the list or Cancel to return to the previous page without saving anything.

## Adding the 'Play busy' Rule

The Play busy rule structure is:

{ Play busy} when CallerID { callerID\_action} { number} and call is in time interval { time\_interval}.

Add in position {rule\_position}. Can be managed from the extension with keypad code {key\_value}. {Do not follow} other rules when call is not completed.

Where:

- { callerID\_action} - Use this drop-down list to choose whether the Play busy rule will be performed for the incoming calls that match or that do not match the expression you will later specify or for all the incoming calls, no matter their CallerID:
  - matches – The incoming call matches the number specified in the next text box.
  - does not match – The incoming call does not match the number specified in the next text box.
  - is anonymous – The incoming call does not have any CallerID information.



#### Note

If this option is selected, than the next text box is grayed out.

- is any - The Play busy rule will be used for all the incoming calls, no matter their CallerID.



#### Note

If this option is selected, than the next text box is grayed out.



#### Note

The default value is, in this case, **is any**.

- { number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



#### Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '\*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit from 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

\* - matches 0, 1 or any number of the previous expression

For example:

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

- { time\_interval} - Use this drop-down list to choose the time interval when the incoming calls must be checked.



#### Note

By default, the first value available in the list is selected, **anytime** in this case.

- { rule\_position} - Use this text box to specify the rule's order in the list.



#### Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).

- {key\_value} - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing \*74 {key\_value}.
- {Do not follow} - This rule is considered final and no other rules will be applied after it if the call is not completed.

### Adding the 'Congestion' Rule

The Congestion rule structure is:

{Congestion} when CallerID {callerID\_action} {number} and call is in time interval {time\_interval}.

Add in position {rule\_position}. Can be managed from the extension with keypad code {key\_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the [Adding the 'Play busy' Rule](#) section.

### Adding the 'Hang up' Rule

The Hang up rule structure is:

{Hang up} when CallerID {callerID\_action} {number} and call is in time interval {time\_interval}.

Add in position {rule\_position}. Can be managed from the extension with keypad code {key\_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the [Adding the 'Play busy' Rule](#) section.

### Adding the 'Transfer to' Rule

The Transfer to rule structure is:

{Transfer to} number(s) {destination\_number} and ring these for {ring\_time} seconds

when CallerID {callerID\_action} {number} and call is in time interval {time\_interval}

Before connecting the caller to destination {action} for his name.

Also, {permission} public called destinations to transfer calls.

Add in position {rule\_position}. Can be managed from the extension with keypad code {key\_value}. {future\_action} other rules when call is not completed.

Where:

- {destination\_number} - Use this text box to specify the number(s) of the extension(s) you want to transfer the incoming calls to.



#### Note

The destination numbers may belong to other local extensions, remote extensions or ring groups.

- {ring\_time} - Fill in the number of seconds the extension to which the calls are transferred to will be ringed before hanging up. The default value is the one set up by the system administrator for the Number of seconds to call option that it is imposed across all the platform.
- {callerID\_action} - Use this drop-down list to choose whether the Transfer to rule will be performed for the incoming calls that match or that do not match the expression you will later specify, or for all the incoming calls, no matter their CallerID:
  - matches – Only the incoming calls whose CallerID matches the number specified in the next text box will be transferred.
  - does not match – Only the incoming calls whose CallerID does not match the number specified in the next text box will be transferred.
  - is anonymous – Only the incoming calls that do not have any CallerID information will be transferred.



#### Note

If this option is selected, then the **{number}** text box is grayed out.

- is any - The Transfer to rule will be used for all the incoming calls, no matter their CallerID.



#### Note

If this option is selected, then the **{number}** text box is grayed out.



#### Note

The default value is, in this case, **is any**.

- { number} - Use this text box to specify an extension number or a regular expression the incoming call will be matched to.



#### Caution

Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the **Is anonymous** option to route anonymous calls.

Pay attention to the **{number}** entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '\*' characters.

The number entry supports the Asterisk number matching. You can enter an expression that matches multiple numbers. Remember that:

X - Matches any digit from 0-9.

Z - Matches any digit from 1-9.

N - Matches any digit from 2-9.

[] - Matches any digit or letter in the brackets.

. - Matches one or more characters.

\* - Matches 0, 1 or any number of the previous expression.

For example:

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

- { time\_interval} - Use this drop-down list to choose the time interval when the incoming calls must be checked.



#### Note

By default, the first value available in the list is selected, **anytime** in this case.

- { action} - Use the drop-down list to select if you want the caller's name to be requested before connecting the call or not.



#### Note

The default value is **don not ask**.

- { permission} - Use the available drop-down list to decide whether to allow the called public phone number(s) to further transfer the call(s) to other destinations or not.

For example, let us assume that you have decided to transfer the incoming calls to 1234. If you choose **Allow**, then 1234 will be able to redirect the calls transferred to it to another destination.



#### Note

The extension that has this option set to **Allow** within an Incoming Call Rule (ICR) rule is charged for any transfer the public destination performs.

- { rule\_position} - Use this text box to specify the rule's order in the list.



#### Caution

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the call rules in case an incoming call is received.

The checking is made in order and all rules are final (meaning that the program stops checking when the first rule is matched).




- { key\_value} - Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing \*74 { key\_value}.
- { future\_action} - Choose if you want the rule to be considered final or not:
  - Do not follow - The rule is final and no other rules will be applied after it if the call is not completed.
  - Follow - This rule is not final and other rules can be applied after it if the call is not completed.

## Change the Incoming Call Rules Order

The rule's position in the group is very important because it defines the order in which VoipNow Professional verifies the existing rules in case of an

incoming call. The program verifies the conditions of the rules and stops checking when it finds the first rule whose conditions are true.


To change a rule's order, follow the next steps:

1. Click the  Incoming call rules icon available in the **Tools** area.
2. In the Existing Incoming Call Rules list, to move a certain rule to a higher position, click the  up arrow. To move a rule to a lower position, click the  down arrow.



#### Note


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

3. Click the  [Apply changes](#) link to save the changes you have made on the call rules list.

## Manage Your Extension's Outgoing Call Rules

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

### Outgoing Call Rules Overview

The Edit Outgoing Call Rules page can be accessed by clicking the  Outgoing call rules icon available in the **Tools** area.

The following actions can be performed:



- Add new outgoing call rules.
- Change the priorities of the rules.
- Delete existing outgoing call rules.

The Existing Outgoing Call Rules are displayed in a table:

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


The outgoing call rules table

The details available for each existing rule are:

- S – This rule's status is displayed using an icon:
  -  Enabled
  -  Disabled



#### Note

The status of all the newly added rules is automatically set by VoipNow Professional to **enabled**. To disable the rule, click the corresponding  icon.



- Action – The measures taken by the application against a certain phone number.
- Number - The phone number affected by the chosen action.
- In time interval – The time frame when the rule is applied.

## Add an Outgoing Call Rule

The Edit Outgoing Call Rules page provides the buttons, text boxes and drop-down lists that allow you to define one or more routing rules for outgoing calls.



#### Note

You can add up to 5 rules at the same time by using the   icons.

The default rule structure is:

{ action} number { number} if in time interval { time\_interval}

Where:

- The first drop-down list displays the available actions. If you choose **Block**, VoipNow Professional prevents the outgoing calls to reach the specified { number}.
- Use the { number} text box to specify the telephone number you want to prevent the extension from calling.



#### Caution

Pay attention to the **number** entry. The number supports the Asterisk number matching system. You can enter an expression that matches multiple numbers. Remember that:

X - matches any digit from 0-9

Z - matches any digit from 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

\* - matches 0, 1 or any number of the previous expression

For example:

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

- { time\_interval} - Use this drop-down list to choose the time interval when the outgoing calls must be checked.



#### Note

By default, the first value available in the list is selected, **Anytime** in this case.




#### Caution

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

## Chapter 14


# Manage Your Phone Call Screening Database


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

The Call Screening Database page can be accessed by clicking the  Call screening database icon available in the Tools area.

## View the Category Numbers

The Call Screening Database page has two sections:

- Tools - You can use the available icons to add new database categories and phone numbers:
  -  Add phone number - Click this icon to go to the Add Phone Numbers page that allows you to define the new database number.

-  Database categories - Click this icon if you want to add a new database category for screening using the controls available in the Database Categories section.
- Phone Numbers - This list displays all the phone numbers currently defined for screening. The following information is available for each number:
  - Number - The screening number. Only the numbers owned by the current user can be edited by clicking the number link. The screening numbers owned by other users cannot be modified.
  - Database category - The database category the screening number belongs to.
  - Tag - The identification tag.
  - Owner - The category's owner that can be either the current user or the system provider (administrator).

## Searching the Category Numbers

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

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

## Add a New Category Number



### Note


In order to add numbers, at least one database category must be defined for the current user.

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

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

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

- Import Database Numbers - Use this section if you want to import the numbers from a file:

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



#### Note

The uploaded file entries must be in the following format:

```
{phone_number} , {category_name}
```

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



#### Note

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

You can add/remove several numbers by using the   icons.

If you want to add the new number(s), click Ok. Else, click Cancel to back to the previous page.

## Edit a Category Number

You can edit only the category numbers defined for the current level. To do so, follow the next steps:

1. Choose the desired number from the Call Screening Database management page and click it.
2. The information in the Modify Number page is grouped into the following sections:
  - Import Database Numbers

- Modify Database Number



Note

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

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

## Manage Database Categories

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

### View the Database Categories

VoipNow Professional displays the following information about each category:

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

### Add a Database Category

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

- Name - The database category's name.
- Tag - The identification tag.
- Available to - Use this drop-down list to specify the category's visibility:
  - Extension level – The new database category will be visible to the extension user. This is the only available option.
- Description - Use this text area to associate a note about the purpose and content of the database category.

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

If you want to add the new category(ies), click Ok. Else, click Cancel to go back to the previous page.

## Edit a Database Category

You can edit only the categories defined for the current level. To do so, follow the next steps:

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




### Note

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

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

## Export Phone Numbers

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

Click the  [Export numbers](#) link placed above the Collection Numbers table, then save the .csv file to the desired location.



## Chapter 15

# Manage Your Sounds

There are two types of sounds: music on hold and announcements sounds.

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

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

## View the Sounds List



### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account. If this permission hasn't been activated, you will not be able to see the **Sounds** icon in the **Tools** area.

The Sound Management page displays a list of all the sounds available in the system. To access it, follow the next steps:

1. Click the [Home](#) link located in the left navigation panel.
2. Next, click the Sounds icon available in the **Tools** area.

Multiple operations can be performed:

- Add and remove sounds from the system.
- Search for specific sounds.
- Organize sound files by using sound languages and folders.

VoipNow Professional displays the following information about each sound:

- S – This icon displays the sound's status:

- Enabled
- Disabled

Click the icon to change the sound's status.

- M – This sound's type:

- Announcement
- Music on hold

- Name – The name of the sound. Click this link to edit the sound.
- Folder – The folder where the sound is located in the system.
- Languages – The number of languages for which this sound is defined.



### Note

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

- Updated – The date when the sound was last modified.



#### Caution

You cannot remove sounds that are currently used!

You cannot remove a music on hold sound if:

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

## Add a New Sound



#### Caution


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



#### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account. If this permission hasn't been activated, you will not be able to see the **Sounds** icon in the **Tools** area.

To add a new sound, follow the next steps:

1. Click the  Add sound icon available in the **Tools** area.
2. A new page opens, allowing you to enter information about the new sound:
  - Sound Form
    - Name – The descriptive name of the sound.
    - This is music on hold – Select this check box to specify the purpose of the sound. When this option is enabled, the sound can be played to a caller that is on hold. Otherwise, the sound is used for announcement purposes only.
    - Folder – Use this drop-down list to select the folder where the sound will be stored.
  - Record Over the Phone
    - I want to record sound over the phone – When this option is enabled, VoipNow Professional gives you the possibility to record the sound file over the phone rather than uploading it.
  - Upload Sound Files

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



#### Note

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

When the This is music on hold check box is selected, the following options are available:

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

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



#### Note

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

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

## Edit Sound Information

If you want to modify the sound's properties, follow the next steps:

1. Click the name link of the sound you want to modify from the Sounds list.
2. The Edit Sound Information page allows you to modify the sound's parameters and to add new versions of the sound in different languages:
  - Sound Properties - This section cannot be modified. It displays the sound's name, its type and the folder where it is stored.
  - Record Over the Phone

- I want to record sound over the phone - Select this check box if you want to use your phone terminal to record the new sound.
- Upload Sound Files – Use this section to upload files containing sound versions in different languages.



#### Note




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


Use the   buttons to remove/add sound versions in different languages.



#### Note

If the sound is a `music on hold` sound, you can use the **Upload sound files** section to replace the current music on hold file.

- Existing Sounds - In this section, VoipNow Professional displays the following information about each uploaded file:
  - Listen - Use the available    controls to listen to the message. The sound's total length is displayed as well, using the `hours : minutes : seconds` format.

If you want download the sound on your hard drive, click the  icon and confirm your choice.
  - Filename – The name of the sound file.
  - Sound file size – The file's size in Kb.
  - Folder – The folder where the file is located.
  - Language – The language associated with the sound file.



#### Note

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

## Removal Confirmation

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


## Manage Sound Folders



### Note

The **Sounds** section is available only if the **Sound Management** permission has been activated for your account. If this permission hasn't been activated, you will not be able to see the **Sounds** icon in the **Tools** area.

## View the Folder List

The Sound Folder Management page displays a list of the sound folders containing at least one sound file defined for the current account. To access it, click the  Folders icon located in the **Tools** area.

Multiple operations can be performed:

- Add a new sound folder.
- Delete sound folders and their content.
- Search for specific folders.

VoipNow Professional displays the following information about each folder:

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








### Note

The sounds inside the folder that are currently used by extensions cannot be deleted. The folder that contains them cannot be deleted either.

## Add a New Sound Folder

Each time you add new sound files in the system, you choose the folder name where you want them to be stored. If you want to store a sound in a specific folder, other than the ones already existent, you can add a new sound folder before adding the sound file.

To do so, follow the next steps:

1. In the Sound Folder Management page, click the  Add folder icon.
2. A new page opens, allowing you to enter the name of the new folder.
3. Use the   buttons to add several folders at the same time:
  -  adds a new folder input text box.
  -  removes the corresponding text box.
4. Click Ok to add the new sound folder(s). Click Cancel to go back to the previous page without adding the folder(s).


## Removal Confirmation

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

## Manage Sound Languages

### View the Language List

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

The Sound Language Management page displays a list of the languages available in the system and can be accessed by clicking the  Sound languages icon located in the Tools area.

Multiple operations can be performed:

- View a detailed list of the system languages.

- Add a new sound language.
- Search for specific languages.
- View the sounds that have files in different languages.
- Remove sound languages from the system.

VoipNow Professional displays the following information about each sound language:

- Language name – The name of the language.








#### Note

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

- Sound files – The number of sound files associated to the language. Click the link to view the sound files list.
- Created – The date when the language was added to the system.

## Add a New Language

To create a new language, follow the next steps:

1. In the Sound Language Management page, click the  Add sound language icon.
2. A new page opens, allowing you to provide the name of the new sound language. Use the drop-down list to add one of the available languages to the system.
3. Use the   buttons to add several languages at the same time:
  -  adds another drop-down list so you can create another language.
  -  removes the corresponding drop-down list.
4. Click Ok to add the new sound language(s). Click Cancel to go back to the previous page without adding the language(s).

## Edit Language Details

To change a language's details, follow the next steps:

1. Click the name of the language that you want to modify.

2. A new page in which you can use the Name drop-down list to choose another name for the language opens.
3. Click Ok to save your changes. Click Cancel to return to the previous page without renaming the language.

## Removal Confirmation

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

## Chapter 16

# View the Report for Your Calls

VoipNow Professional provides detailed statistics about your extension's incoming and outgoing calls.

The Call Reports of Extension {ext\_name\_no} page can be accessed by clicking the 📞 Call reports icon available in the Tools area.

A detailed list of all the calls for the current and the previous months is displayed. Multiple operations can be performed:

- Search for specific calls.
- Export the call list to a Microsoft Excel file.
- Export the call list to a .csv file.

The Call List table provides details about all the calls registered in the current month. To view the calls from any previous month, use the available drop-down list and select the desired value.

The table includes the following details about each call:

- T – The call type:
  - 🏠 Local call

- 🏠 Extended local call
- 🌐 External call
- A – The call application type:
  - 📞 Dial
  - 🔄 Queue
  - 🗂 IVR
  - 📧 Voicemail
  - 🔄 Conference
  - 📅 Park
  - 🔄 Unpark
  - 🔄 Callback
  - 📇 Calling card
  - 🗣 Intercom/paging
  - 🗂 Queue center
- From – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001\*007) of the person who made the call.



#### Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that made the call:

- **Name**
- **Company**
- **Email**
- **Status**

Call List			
September 2010			
T	A	From	To
🏠	🔄	0028*001	0003*006
🏠	🔄	0028*00	
🏠	📞	08057	

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



#### Note

For outgoing calls, the number of the extension that placed the call (reference extension) is displayed using **bold** characters. As you extension is the one both receiving and placing calls, this number will always be your extension's number.

- To – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001\*007) of the person who answered the call.



#### Note

Holding the mouse cursor over an extension number will display an info message that provides details about the extension that received the call.




#### Note

For incoming calls, the number of the extension that received the call (reference extension) is displayed using **bold** characters. As you extension is the one both receiving and placing calls, this number will always be your extension's number.

- Transfer source - This column lists the number of the source extension if the call was transferred to another extension. If not, then '-' will be displayed.
- Transfer destination - This column lists the number of the destination extension if the call was transferred to another extension. If not, then '-' will be displayed.
- Call schematic - This column displays the call flow and the reference extension:
  - Your extension's name followed by the ➡ icon for an outgoing call.
  - The ← icon followed by your extension's name for an incoming call.
- Initiated - The date and time the caller dialed the callee's number, initiating the call.



#### Note

This column is not visible by default. It can be enabled from the  [Show columns](#) panel.

- Ringing started – The date and time the called extension started ringing.




#### Note

The **Initiated** and **Ringing started** parameters show the actual time required for the called extension to start ringing from the moment the call was initiated by the caller.

- Answered – The date and time the call was answered.
- Call duration – The total length of the call, displayed in the hh:mm:ss format.
- Call ID – The unique number generated by Asterisk to identify the call.



#### Note

This column is not visible by default. It can be enabled from the  [Show columns](#) panel.

- Call cost – The total amount that you have to pay for the call.

## Searching the Calls List

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

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



#### Note

This is the default value.

- {extension\_no} - Depending on how many extensions in the group(s) have the call history Sharing Policy enabled, you can choose from the list the {extension\_no} whose traffic you want to see.



#### Note


For example, your extension is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their

call history with the Phone Terminals group. Therefore, your extension will be able to see the call history both of Extension 2 and Extension 3.

- All - The call histories of both your extension and of all the extensions in the group(s) that have the call history Sharing Policy enabled are displayed.
- From number - If you want only certain received calls to be displayed, then you can use the drop-down list and the text box to search through the list:
  - Starting with - Only the calls received from the number(s) starting with the digit(s) filled in the text box will be displayed.
  - Ending with - Only the calls received from the number(s) ending with the digit(s) filled in the text box will be displayed.
  - Exact match - Only the calls received from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- To number - If you want only the calls placed to certain phone number(s) to be displayed, then you can use the drop-down list and the text box to search through the list:
  - Starting with - Only the calls placed from the number(s) starting with the digit(s) filled in the text box will be displayed.
  - Ending with - Only the calls placed from the number(s) ending with the digit(s) filled in the text box will be displayed.
  - Exact match - Only the calls placed from the number(s) matching exactly the digit(s) filled in the text box will be displayed.
- CallID - If you want only the calls matching a certain CallID to be displayed, use this text box to fill in the unique number that Asterisk generated to identify the call.
- Call duration - Use this section to specify the call duration limitations by filling in the fields from the next rule:

Bigger than {x} seconds and/or smaller than {y} seconds
- Call cost - Use this section to specify call cost limitations by filling in the fields from the next rule:



Bigger than {x} and/or smaller than {y}
- Call ended with - Use the drop-down list to filter the calls based on their resolution:
  - Answered - Displays only the calls that were answered.
  - No answer - Displays only the calls that were not answered.
  - Busy - Displays only the calls that could not be answered because the callee was involved in another call.

- **Failed** - Displays only the calls that could not reach their destination.
- **Unknown** - Displays only the calls whose resolution is unknown.
- **Not allowed** - Displays only the calls that were not authorized to reach their destination.
- **Start search on { x} and end search on { y}** - Use the text boxes or click the corresponding  calendar icon to specify the period you are searching for.
- **Display** - Use these radio buttons to filter the search results:
  - **All** – Select this option to display both the incoming and the outgoing calls matching your other filters.
  - **Incoming calls** – Select this option to display only the received calls matching your other filters.
  - **Outgoing calls** – Select this option to display only the placed calls matching your other filters.
- **Limit search by call context** – Use these radio buttons to filter the search results:
  - **All** – Select this option to display all your extension's calls.
  - **Local calls** – Select this option to display only the calls made to local numbers (between extensions belonging to the same client).
  - **Extended local calls** – Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
  - **External calls** – Select this option to display only the calls received from outside the system or sent to external destinations.
- **Limit search by application** – Use these check boxes to filter the search results by the application used by Asterisk to handle the call:
  - **Dial** – Select this option to display the calls between two phone terminals.
  - **Queue** – Select this option to display the calls targeted at a queue extensions.
  - **Conference** – Select this option to display the conference calls.
  - **Voicemail** – Select this option to display the calls that ended in the voice mailbox.
  - **Voicemail center** – Select this option to display the calls to a voicemail center extension type.
  - **IVR** – Select this option to display the calls targeted at an IVR extensions.

- Park – Select this option to display the calls that were parked.
- Unpark – Select this option to display the calls that were picked up from the parking lot.
- Calling card - Select this option to display the calls that were made using a calling card extension type.
- Intercom/Paging - Select this option to display the calls made through an intercom/paging extension type.
- Callback - Select this option to display the calls that were made using a callback extension type.
- Fax - Select this option to display the fax messages.
- Supervising - Select this option to display the supervised calls.

Click Ok to display only the records that fit your search criteria. Click Show all to display all the records from the data base.

## Export Reports to an Easy-to-Edit Format

-  [Export to Excel](#) – Click this link to export the call costs report to a Microsoft Excel file.
-  [Export to CSV](#) - Click this link to export the call costs report to a .csv format file.

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. The relevant columns can be selected from the Export Columns section.

This is the list of all possible columns you can export in your customized report:


- Call flow - The call direction: incoming or outgoing .
- Call type - The received call type.
- Application - The application that answered the call. Any of the applications listed under Limit search by application (see above) can answer the call.
- To number – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001\*007) of the person who answered the call.

- From number – The CallerID, for example <8754 >, or, if the call is initiated from inside the system, the extension number (e.g.: 007 or 0001\*007) of the person who made the call.
- Call initiated - The date and time the caller dialed the callee's number, initiating the call.
- Ringing started – The date and time the called extension started ringing.
- Call answered - The date and time the call was answered. If the call was not answered, VoipNow Professional records the 0000-00-00 00:00:00 value.
- Call duration - The total length of the received call, in seconds.
- Call disposition - The way the call was terminated: it was either answered, not answered, failed, etc.
- Charging plan - The charging plan that generated the call cost.
- Call cost - The cost of the call as charged by the channel.
- Money unit - The currency currently used for charging.
- CallID - The unique number generated by Asterisk to identify the call.
- Transfer source - If the call was transferred from another extension, this column will list the source extension.
- Transfer destination - If the call was transferred to another extension, this column displays the destination extension.
- Initially called extension - If the call was picked up from another extension, this column displays the extension that was originally called.
- Callback CallerID - If the caller used a callback extension to route its call to a remote destination, this column displays the authorized CallerID (the number from which the user dialed the system).
- Calling card code - If the caller used a calling card to call a destination number, this column displays the code introduced to authenticate and charge the call.
- Flow reference extension - The extension that initiated an outgoing call or the extension that received an incoming call.

## Chapter 17

# Manage Your Email Templates

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

The Email Templates Management page can be accessed by clicking the  Email templates icon available in the `Tools` area.



### Note

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

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

1. From the available check boxes, select the ones corresponding to the users you want to notify.
2. Click **Ok** to save your options. Click **Cancel** to return to the previous page without modifying anything.

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

The Preferences section can be used by the reseller to specify the conditions required for sending the warning emails:

- Send expiration notices {x} days in advance – Use this text box to specify how many days before the account expiration a notifications is dispatched to the users.
- Send charging limit warnings when the account is below {y} minutes or {credit\_limit} {currency} – A charging limit warning is generated in one of the following cases:

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

Use the first text box to specify this time limit.

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

Use the second text box to specify this money limit.

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

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

You can customize the subject and the content of an email notification by following the next steps:

1. Click the 📧 icon corresponding to the chosen event.
2. A new page allowing you to edit the email subject and email body opens. Modify the text, keeping in mind the following rules:
  - You may use only plain text when writing the email subject and content. The email is also sent in plain text format.
  - You can include tags that will be automatically replaced by the system with the appropriate content. Examples:  
[recipient\_name] is replaced with the name of the person receiving the notification.
3. Click Ok to save the changes. Click Cancel to return to the previous page without modifying anything.

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

## The 'Extension Account Expiration Warning' Email Template

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

The default tags used by this notification are listed below:

- [contact\_name] - The name of the user whose extension account is set to expire. This is the name specified in the provided extension information.
- [recipient\_name] - The name of the person who receives the email.
- [company\_name] - The name of the company, as it was specified in the provided extension information.
- [login] - The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext\_number] - The telephone number assigned to the extension account.
- [public\_number] - The number used on the public phone network for this extension.
- [expire\_date] - The date when the user's account expires.

## The 'Extension Account Expired' Email Template

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

The default tags used by this notification are listed below:

- [contact\_name] - The name of the user whose extension account has just expired. This is the name specified in the provided extension information.
- [recipient\_name] - The name of the person who receives the email.
- [company\_name] - The name of the company, as it was specified in the provided extension information.
- [login] - The username used to connect to the extension account, as it was specified in the provided extension information.

- [ext\_number] - The telephone number assigned to the extension account.
- [public\_number] - The number used on the public phone network for this extension.
- [expire\_date] - The date when the user's account expired.

## The 'Extension Charging Limit Warning' Email Template

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

The default tags used by this notification are listed below:

- [contact\_name] - The name of the contact person specified for the extension account whose credit/number of minutes is below the customized limit. This is the name specified in the provided extension information.
- [recipient\_name] - The name of the person who receives the email.
- [company\_name] - The name of the company, as it was specified in the provided extension information.
- [login] - The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext\_number] - The telephone number assigned to the extension account.
- [public\_number] - The number used on the public phone network for this extension.
- [minutes\_out] - The number of outgoing minutes left for this user.
- [money\_left] - The credit for outgoing calls currently available to this user.
- [money] - The currency used in the system.
- [month] - The month when the notification is sent.
- [minutes\_limit] - The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money\_limit] - The credit limit specified in the Send charging limit warnings when the account is below field.

## The 'Extension Charging Limit Exceeded' Email Template

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

The default tags used by this notification are listed below:

- [contact\_name] - The name of the contact person specified for the extension account whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided extension information.
- [recipient\_name] - The name of the person who receives the email.
- [company\_name] - The name of the company, as it was specified in the provided extension information.
- [login] - The username used to connect to the extension account, as it was specified in the provided extension information.
- [ext\_number] - The telephone number assigned to the extension account.
- [public\_number] - The number used on the public phone network for this extension.
- [minutes\_out] - The number of outgoing minutes left for this user.
- [money\_left] - The credit for outgoing calls currently available to this user.
- [money] - The currency used in the system.
- [money\_left\_incoming] - The credit for incoming calls currently available to this user.
- [month] - The month when the notification is sent.
- [minutes\_limit] - The minutes limit specified in the Send charging limit warnings when the account is below field.
- [money\_limit] - The credit limit specified in the Send charging limit warnings when the account is below field.

## The 'Forgot Password' Email Template

For this event, VoipNow Professional will send an email message containing a temporary password to the user who has forgotten his own and requested a new one. This password is valid only for the time period specified in the Login Preferences page, in the Expiration time for new password field.

The default tags used by this notification are listed below:

- [recipient\_name] - The name of the person who receives the email.
- [login] - The username used to connect to the VoipNow Professional interface, as it was specified in the provided reseller/client/extension information.
- [new\_password] - The new password, generated in order to replace the forgotten one.
- [valid\_minutes] - The new password can be activated only for the time specified here.
- [url] - The new password activation URL.
- [ip] - The IP address of the user who has requested the new password.



#### Note

This notification can be sent only to a custom email address.



## Chapter 18

# Contact and Support

For online help and support please visit:

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

For mailing addresses and phone numbers from our offices:

<http://www.4psa.com/contactus>

If you have any questions, do not hesitate to contact us.

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