CLOUD CALLING[™]





VoipNow[®] Professional 2.5.3 Phone Terminal Extension

User's Guide

For more information about VoipNow Professional, check: http://www.voipnow.com Copyright © 2012 4PSA.

User's Guide

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Table of Contents

Preface	7
Who Should Read This Guide	7
Chapter 1. Navigation	8
The Navigation Panel	8
The Top Frame Controls	9
The Main Frame Controls	9
Using the Search Functions	10
The Table Controls	11
How to Remove Table Records	11
Chapter 2. Edit Your Contact Information	13
Chapter 3. Manage the Application	16
My Interface Settings Restore Dismissed Alerts	16 17
Set up an Access Policy Add Allowed or Denied Networks Removal Confirmation	18 19 20
Chapter 4. Extension Management Page	21
Chapter 5. Manage Unified Communications Features	25
Manage Sessions View the Sessions List Login History Failed Logins	25 25 26 28
Chapter 6. Manage Your OpenID Identities	30
Chapter 7. Phone Terminal Setup	42
Provisioning and SIP	57
Chapter 8. Sharing Policies	67

Chapter 9. Phone Terminal Features	70
Manage the Phone Terminal's Voice Mailbox Voicemail Overview Searching the Voicemails List Check Your Messages Manage Greetings Enable or Disable the Mailbox	70 70 72 72 73 74
Manage the Phone Terminal's Fax Messages	74 76 76 77
The Phone Terminal's Queue Membership	81
Chapter 10. View Your Personal Charging Plan	88
Chapter 11. View Your Charging Limits History	94
Chapter 12. View Your Charging Credits History	96
Chapter 13. Manage Your Time Intervals	98
View Time Intervals	98
Add a New Time Interval Edit a Time Interval	99 103
Chapter 14. Manage Your Extension's Call Rules	104
Manage Extension's Incoming Call Rules Incoming Call Rules Overview Add an Incoming Call Rule Change the Incoming Call Rules Order	104 105 108 121
Manage Your Extension's Outgoing Call Rules Outgoing Call Rules Overview Add an Outgoing Call Rule	122 122 123
Chapter 15. Manage Extension's Recorded Calls	125
Extension's Recorded Calls Overview	125
Searching the Recorded Calls List	127

Enable or Disable Call Recording	127
Chapter 16. Manage Your Phone Call Screening Database	128
View the Category Numbers	128 129
Add a New Category Number Edit a Category Number	129 130
Manage Database Categories View the Database Categories Add a Database Category	131 131 131
Export Phone Numbers	132
Chapter 17. Manage Your Sounds	133
View the Sounds List	134
Add a New Sound Edit Sound Information	135 136
Removal Confirmation	138
Manage Sound Folders View the Folder List Add a New Sound Folder Removal Confirmation	138 138 139 139
Manage Sound Languages View the Language List Add a New Language Removal Confirmation	139 139 140 141
Chapter 18. Manage the CallNow Preferences	142
Chapter 19. Manage API Authentication	144
SystemAPI Control Add a New Authorized Application	145 148
CallAPI Control Add a New OAuth Authorized Application	149 156
CallAPI Events	158
Chapter 20. View the Report for Your Calls	161
Searching the Calls List	164

Export Reports to an Easy-to-Edit Format	167
Chapter 21. Manage Your Email Templates	169
The 'Extension Account Expiration Warning' Email Template	171
The 'Extension Account Expired' Email Template	171
The 'Extension Charging Limit Warning' Email Template	172
The 'Extension Charging Limit Exceeded' Email Template	173
The 'Forgot Password' Email Template	173
Chapter 22. Contact and Support	

Preface

Who Should Read This Guide

This Guide must be read by all the VoipNow Professional Phone terminal 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.
 - So <u>Home</u> 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.

• Inified 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.

🐺 Open menu 🔻	😢 <u>Help</u>
Navigation	controls

The default options are:

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



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 $\ \underline{Up \ level}$ icon.

In some pages that provide real time statistics, you can update the displayed information by clicking the Statistics link.



If you are impersonated as an extension and you want to return to your default account, then click the appropriate $\frac{1}{2}$ 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.

	🔎 <u>Search</u>	📃 <u>Show all</u>
--	-----------------	-------------------

🎦 Note

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

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

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

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 <u>10</u>, <u>25</u> and <u>100</u> 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 $\leq\leq 12345 \geq$ 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 ***** <u>Remove selected</u> link. A confirmation pop-up window will be displayed.



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 <a> 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: !?@#\$%V*()_+={}`~[];:,.|^&.
- Confirm password
- Phone
- Fax
- Email The email address where VoipNow Professional can send you notifications about events that occur in the system.

🛕 Caution

The system can send automatic notifications when predefined events occur. In order to change your notification preferences, click the \bowtie 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 E <u>Unified Communications</u> link available in the left navigation panel.
 - b. Than, click the **B** 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.

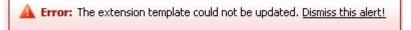
Only the system administrator can fix this problem.

- 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 return to the previous page without updating the preferences. The Default button overwrites your own account settings with the default ones.

Restore Dismissed Alerts

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



An alert message that can be dismissed

If you want all the previously hidden alert messages to be displayed again, click the A 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 E Unified Communications link located in the left navigation panel.
- 2. Next, click the *a* 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.

<u> </u>	Note		
	When adding multiple I for the same address.	Ps, you cannot set both the Deny a	nd the Allow policies
	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 Phone terminal.
 - Your phone terminal login The login that you must use on your phone terminal in order to login to the server. The password is either identical with the extension account password, either it is set up in the Phone authentication section of the extension features page.
 - Public phone number(s) If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs in the default currency (e.g.: 49932040495 (10.1 USD)). Otherwise, VoipNow Professional 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, then VoipNow Professional displays '-'.
- Extension terminal If the extension is registered to the system, then this line displays the terminal brand and model.
- Extension state The state of the extension, from the network connection perspective.
- Extension IP address The extension's IP address registered in the system.
- Extension's registration expires on The date and time the extension's registration expires.
- Last registration The date and time the extension was last registered on the phone terminal. If the extension was never registered, this line is not displayed.
- Password protected phone access status The message displayed here informs you if the phone terminal access is restricted or not using the Password Protection feature:
 - Currently access to phone is blocked The phone terminal cannot be used for dialing or receiving calls.
 - Currently access to phone is unrestricted The user can place and receive calls.

🎦 Note

To block/unblock the phone terminal, click the **C** Phone terminal setup icon and configure the **Password Protection** section, as described <u>here</u>.

• IM login - The username required to log in to IM, in the following format: extension_number@server_ip (e.g.: 0003*003@192.168.14.39).

🎦 Note

This line is displayed only if you parent client account has enabled your **IM management** feature.

 Number of voicemail messages – The total number of voicemail messages, the disk space used and the percent of available disk space.

- Number of fax messages The total number of fax messages, the disk space used and the percent of available disk space.
- Number of recorded conversations The total number of recorded conversations, the disk space used and the percent of available disk space.
- Number of sound files The total number of sound files, the disk space used and the percent of available disk space.
- Number of music on hold files The total number of music on hold files, the disk space used and the percent of available disk space.

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).



The displayed values are for the current month.

🎦 Note

The displayed values are the ones that were available when the statistics were last fetched and they are not updated in real-time. To refresh the data, click the <u>Update</u> link.

🎦 Note

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

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 <u>Update</u>

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 E 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
 - Seseller
 - Sclient
 - 🥔 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.

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 a 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:

		istory	🔎 <u>Search</u> 🔳 Show	all	
т	0	Username	Number of logins	First login	Last login
3	\$	admin	276	Mar 01, 2010 15:36:40	Jun 01, 2010 13:16:28
22	\$	<u>client</u>	1	Mar 12, 2010 17:50:46	Mar 12, 2010 17:50:46
52	5	client prepaid	1	Mar 15, 2010 09:53:59	Mar 15, 2010 09:53:59
32	\$	reseller prepaid	1	Mar 15, 2010 09:43:50	Mar 15, 2010 09:43:50
1 rec	ord	(s)			Number of entries per page: <u>10 25</u> 100

The following details about each entry are available:

- T The account's type:
 - \$ Admin
 - Seseller
 - Sclient
 - Ø Extension
 - Inknown level
- O This icon shows if the user is logged in or not:
 - Subser is online
 - Subset 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 a 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
 - Second Contract
 Second Contract
 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 a 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.

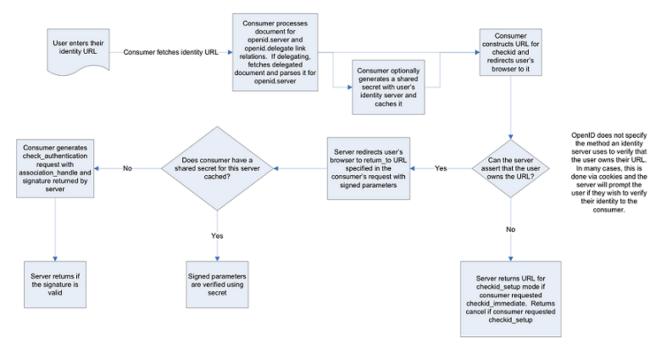
Starting version 2.5.0, you are able to log in to VoipNow Professional using OpenID authentication. This feature simplifies the registration process by allowing the you to sign in with an existing OpenID account (the OpenID identity defined for one of the providers supported by VoipNow Professional) 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. If fact, with OpenID, your password is only given to your identity provider.

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



The OpenID 1.1 Protocol Flow

The OpenID I dentities 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 4 Add OpenID identity icon to define a new identity for one of the supported OpenID providers.



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

 OpenID I dentities - 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 <u>An Example of OpenID Authentication</u> section.

The following information is displayed for each OpenID identity:

- S The identity's status:
 - Enabled

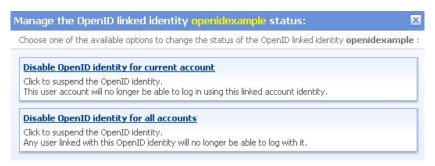
Click this icon to suspend the OpenID identity. A pop-up window will be displayed, allowing you to choose the proper action depending on the number of VoipNow Professional accounts linked to this OpenID identity:

• 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

B 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.

Refresh <mark>openide</mark> xa	ample OpenID identity	
granted permission to u The form below allows y Complete the form belo	centralized standard for authenticating users on different services through the same digital identity. An application with C use the respective identity for logging user in. you to setup an OpenID identity linked to this account and to grant permission to VoipNow Professional to use it. w. If you are not already logged in to the OpenID provider, you will be redirected to its homepage to login. If VoipNow P the OpenID identity you will be required to grant it access:	
	Login	
	Provider Google Profile	
	OpenID account * openidexample	
	Ok Cancel	
	Powered by 4PSA VoipNow. Copyrights 2002-2010 Radk Soft, Inc. All rights reserv	ed.

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:

New here				
	successfully verified <u>htt</u>	p://www.google.com/p	profiles/openidexam	<u>pie</u> as your
identity.				

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The test OpenID identity was successfully verified

 From provider - The OpenID provider the identity is linked to. Clicking the link will open in a new browser window the provider's homepage, as specified during configuration. In use by - The number of VoipNow Professional accounts using the identifier. On click, a pop-up window with information about those accounts is displayed.

VoipNow Professional accounts linked to openidexample OpenID identity 🗵

Administrator admin, created on Apr 29, 2010

Extension Joe Doe, created on Apr 29, 2010

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

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

🌯 Note

For more details, see the following section.

Remove an OpenID Identity

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

- 1. Choose the identity you want to remove by selecting its corresponding check box.
- 2. Click the **X** 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:



This pop-up panel allows you to unlink and remove an OpenID identity from the current account or all accounts using it.

<u>Delete OpenID identity for current account</u>

Click to unlink and delete this OpenID identity from the current account. This user account will be able to log in using this linked account identity.

Delete OpenID identity for all accounts

Click to unlink and delete this OpenID identity from all accounts. Any user linked with this OpenID identity will be able to log in using this linked account identity.

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

VoipNow Professional 2.5.3 User's Guide

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Add new OpenID identity		L
granted permission to use the resper The form below allows you to setup Complete the form below. If you are	ard for authenticating users on different services through the same digital identity. An application with OpenID support m e identity for logging user in. OpenID identity linked to this account and to grant permission to VoipNow Professional to use it. t already logged in to the OpenID provider, you will be redirected to its homepage to login. If VoipNow Professional is not tity you will be required to grant it access:	
Login		
	Provider Google Profile	
	OpenID account * openidexample	
	Ok Cancel	
Required fields	Powered by 4PSA VoipNow. Copyrights 2002-2010 Rack Soft, Inc. All rights reserved.	

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 Sogle Account
Email	: openidexample
	ex: pat@example.com
assword	
2	Stay signed in
	Sign in

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.

Google accounts	Sign in as a different user
192.168.14.39 is requesting you to sign in with Google •Google profile: <u>openidexample</u>	Account @yahoo.com
Sign in Cancel	
You can always change your Google Account approval settings. controlled by Google or its owners. <u>Learn more</u>	192.168.14.39 is not owned, operated, or
Logging in to your Googl	e 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 _____@yahoo.com

Google profile : <u>openidexample</u>

(Sign in) (Cancel)	
🗹 Remember me	
You can always change your Google Account approval settings. 19	2

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.

Google accounts

Sign in to 192.168.14.39 with your Google Account. Learn more

Email: openidexample
ex: pat@example.con
sword:
🔽 Stay signed in
Sign in

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 <u>http://www.qoogle.com/profiles/openidexample</u> 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 Phone Terminal Setup

In order to edit your extension's settings, follow the next steps:

- 1. Click the shore link located in the left navigation panel.
- 2. Next, click the C Extension preferences icon located in the Tools area.

The extension's behavior can be modified using the following controls:

- Basic Settings
 - Default music on hold folder This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Click the si icon to view the available folders. A pop-up panel that allows you to select the desired default music on hold folder is displayed. Click the folder name link to view the contained music on hold files.

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

Select a music on hold file

The following information is provided:

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

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

Sounds inside folder { path} - The sound files available in the chosen folder.

🎦 Note

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

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

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

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

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

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

 CallerID name in public calls – This feature allows you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. Use the drop-down list to choose one of the three available options:

- Set by server The callee's phone terminal will display, if it supports the CallerID function, the extension owner's Contact name.
- Set by equipment The callee's phone terminal will display, if it supports the CallerID function, the caller's name as it is set up from the phone terminal apparatus.
- Set by user If you select this option, a text box will be displayed, allowing you to set the CallerID name to a custom alphanumeric value. The value defined here will be displayed by the callee's phone terminal, if it supports the CallerID function.

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

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

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

Setup Extension Joe Doe (0039*001)

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

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

Customizing the CallerID name and the CallerID number

Note

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

🎦 Note

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

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

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

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

select a CallerID nu	mber from the pool			×
selectione or more Caller: a random one is sent 2) t	cal resource (like a SIP trunk IDs, but keep in mind that: 3 the system will send the Calle ent when the call is routed th) when you select mo erID associated with th	re than one CallerIDs on he resource that routes (n a resource,
Public Phone Numbers	-			
	📔 🔎 <u>Search</u> 🔳 <u>Show a</u>	<u>ill 🗶 Rer</u>	<u>move selected</u> 🛛 🛃 <u>Assi</u> c	<u>qn CallerIDs</u>
CallerID number	Show a	Resource	move selected 🔝 Assic	an CallerIDs
CallerID number		_	~	<u>ın CallerIDs</u>
		Resource	Default	an CallerIDs

The Callerl Ds pool

Note

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



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

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

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

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

🎦 Note

The public phone numbers can be defined for a certain channel by the system administrator.

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

🎦 Note

The public phone numbers can be assigned to the extension by its parent accounts.

- Resource The ID of the channel the public phone number was defined for.
- Default The CallerID's status:
 - Set as default A CallerID can be set as default if:
 - it is associated with the extension

🎦 Note

A CallerID can be set as default even if it has not been assigned to the extension's DID pool!

- it is not the default CallerID
- Yes The CallerID is associated with the extension and it is the default one.
- The CallerID has not been associated with this extension and cannot be used for outgoing calls.

To associate a CallerID with the extension, follow the next steps:

- 1. Select the corresponding check box(es).
- 2. Click the S Assign CallerIDs link

To disassociate a CallerID, follow he next steps:

- 1. Select the corresponding check box(es).
- 2. Click the K Remove selected link. You will be asked to confirm the action.

📐 Caution

When associating more than one CallerIDs to the extension, keep in mind the following:

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are three public phone numbers defined and assigned to the client owning the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

For example, let us assume that the outgoing calls are routed through Resource #1, for which there is one public number defined and assigned to the client owning the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 2255.

3. If the calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belong to another resource set as default, than the system will send the default CallerID.

For example, let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which there are no public phone numbers defined. Your default CallerID is set to 3689, that belongs to another resource (channel), Resource #3. When initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, 3689.

- Do not send CallerID on public calls [] (Anonymous) Select this check box if you do not want your CallerID to be sent to public destinations. The callee's phone terminal will display, if it supports the CallerID function, the Anonymous string.
- Send public CallerID on internal calls [] (if public CallerID is available) – Select this check box if you want the public CallerID, when available, to be used for local and extended local calls as well.

[Note

When this option is enabled, the association between the Phone terminal user's CallerID and an existing card code defined for the same CallerID is made.

- Preserve original CallerID on transferred calls Select this check box if you want VoipNow Professional to keep the original CallerID when the call is forwarded between destinations.
- Send SIP P-Asserted-Identity header When enabled, a new header is added to all outgoing INVITE requests sent from this extension. The header contains the extension's caller ID number, e.g. P-Asserted-Identity: sip:0003*003@localhost.localdomain.
- Hangup when extension does not answer in {x} seconds Use this text box to define the time interval a call is allowed to ring before being terminated by the VoipNow Professional server. The default value is 30 seconds.
- Do not keep calls in parking lots for more than {x} seconds Use this text box to define the time interval a call is allowed to remain in the parking lot before being transferred back to the extension that parked the call. The default value is 180 seconds.
- Instant Messaging
 - Enable server chat access Select this check box to allow the extensions to access the IM chat server.
- Calling Features
 - Call waiting active Calls are not rejected when the extension is busy. When this option is enabled, the user will be able to answer to multiple calls using the phone's call waiting features.
 - Do not disturb function active When this option is enabled, calls are rejected and a custom sound file is played to the callers trying to contact the extension.

 [] Play sound {folder} when DND is activated – Select this check box if you want a sound to be played to the callers trying to contact the extension while the Do not disturb function is enabled. Use the si icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.

Sounds List				×
	specific so	ound, 1	e sounds. You can use the availa To assign one, click the correspor layed.	
welcome The sound files matchin			eria. Click the name link to select	: a sound. <u>Display</u>
Listen			Name	Folder
	00:02	4	dir-welcome	1
	00:01	4	welcome	1
1-2 sound(s) of 2 total				

Selecting a sound file

The following information is provided:

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

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

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

🎦 Note

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

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

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

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

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

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

In order to display all the sounds available in the system for all the events, click the \equiv <u>Show all</u> link.

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

- Voicemail This feature allows callers to leave voice messages when the extension is unavailable or busy.
 - Enable voicemail When this check box is selected, the extension is able to use the voicemail function.

Enabling the voicemail recording will allow you to manage the extension's voicemails sharing from the Edit Sharing Policies page.

- Mailbox storage space The space limit allowed for the mailbox. Use this text box to specify the number of Mb that the mailbox should not exceed. If you do not want to set a size limit, select the Unlimited check box.
- Auto delete messages older than {x} days Use the this text box to specify the number of days after which all the messages will be auto deleted. Values for this parameter range from 1 to 999.
- New message notification Choose the action that will be performed by VoipNow Professional when the extension receives a new voicemail message:
 - Send alert email When this option is selected, the extension owner receives an email notifying him about a new voicemail message.
 - Send message by email When this option is selected, the extension owner receives the new voicemail message file by email.
- Voicemail password The password requested when the mailbox is accessed over the phone.

🎦 Note

If you do not set a password for the voice mailbox, the extension owner will not be able to access his mailbox over the phone. However, he will still be able to manage the voice mailbox through the VoipNow Professional interface.

- [] Voicemail automatically answers after {x} seconds When the check box is selected and the extension user does not answer in {x} seconds, than the call is transferred to Voicemail.
- Add extension to company directory Select this check box if you want to add your extension to the list containing the company's extension numbers. The company directory has a functionality similar to a phone agenda and can be accessed either directly from the keypad by dialing *22 or by using a specially designed IVR action called <u>Play company</u> <u>directory</u> and can be used when you want to call a certain extension, but you do not know its number. You will be asked for the name you are looking for and all the numbers matching that key combination will be played.

Note

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

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

🎦 Note

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

- Conference function enabled When this check box is selected, the extension is able to create and join conference calls.
- Conference room size Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Timeout on empty conference room { seconds} seconds Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9,999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.
- Enable music on hold When this option is selected, VoipNow Professional plays the files located in the Default music on hold folder if there is only one user present in the conference.

- Prompt for PIN on conference creation When this option is enabled, VoipNow Professional asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.
- Close the conference when all conference moderators exit When this option is enabled, VoipNow Professional terminates all the calls when all the conference moderators exit the conference.
- Announce user count on joining conference When this option is selected, VoipNow Professional announces any new participant about the number of users in the conference call.
- Announce users joining/leaving When this option is selected, VoipNow Professional announces the users about any participant joining or leaving the conference call.
- Fax Center This feature allows the extension to receive faxes and manage them by using the extension account.
 - Enable fax center If this check box is selected, the extension will be able to receive faxes. When a fax message is received, VoipNow Professional will save it into a file on the server. The extension user will be able to later retrieve them.

Enabling the voicemail recording will allow you to manage the extension's voicemails sharing from the Edit Sharing Policies page.

- Accept faxes sent by email to If this option is enabled, the extension will accept faxes sent to the administrator's email address, defaulted at installation.
- Accept fax from email Use the text box to specify the email addresses from which the extension should accept fax messages.

Use the = + buttons to remove/add email addresses from the list:

removes the email address.

🗄 adds another email address.

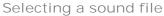
🎦 Note

This option is enabled only if the **Accept faxes sent by email to** check box has been previously selected.

Play sound { sound } before sending fax - Select this check box if you want to choose a sound that will be played before a fax message is sent.
 Use the sound to view the available sound files or manually fill in the

file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.

X Sounds List This pop-up panel displays a list of all the sounds. You can use the available controls to search or to listen to a specific sound. To assign one, click the corresponding name. By default, only the selected sound is displayed. Show all welcome Search The sound files matching the search criteria. Click the name link to select a sound. Display all Folder Listen Name 00:02 dir-welcome l 00:01 1 welcome I 1-2 sound(s) of 2 total



The following information is provided:

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

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

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

🎦 Note

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

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

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

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

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

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

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

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

- Maximum disk space for received faxes The space limit allowed for the storage of the received fax files. Use this text box to specify the number of Mb that the fax files should not exceed. If you do not want to set a size limit, select the Unlimited option.
- Auto delete received faxes older than {x} days Use the this text box to specify the number of days after which all received faxes will be auto deleted. Values for this parameter range from 1 to 999.
- New received fax notification Choose the action that will be performed by VoipNow Professional when the extension receives a new fax message:
 - send alert email When this option is selected, the extension owner receives an email notifying him about a new fax message.
 - send fax by email When this option is selected, the extension owner receives the new fax message file by email.
- Fax automatically answers after { x} seconds If the extension user does not answer after { x} seconds, the server will try to answer in order to detect a fax.
- If not a fax, send to voicemail When this option is enabled, the server will transfer the call to the extension's voicemail in case the call is not a fax. Otherwise the system will answer with fax tone.

🌯 Note

This option is available only if the **Enable Voicemail** check box is selected.

- Call Recording This feature allows the user to record phone conversations.
 - Call recording function enabled When this option is enabled, the user is able to use the call recording functions.
 - Enabling the voicemail recording will allow you to manage the extension's voicemails sharing from the Edit Sharing Policies page.
 - Call recording storage space Use this text box to specify the number of Mb that the recorded calls should not exceed. If you do not want to set a size limit, select the Unlimited option.

- Record triggered Use the available options to specify when/how call recording will be triggered:
 - Never Although the call recording feature is enabled, it is not used.
 - Only conferences When this option is enabled, VoipNow Professional will record only conference conversations. This option is available only if Conference feature is enabled.
 - When *1 is pressed When this option is enabled, the user will be able to start the recording of a conversation by dialing *1 on his phone pad.
 - All calls are recorded When this option is enabled, VoipNow Professional will record all the conversations of the extension.
- Play sound { sound} when call recording starts When this option is enable, VoipNow Professional plays the sound each time a recording operation starts. Use the si icon to view the available sound files or manually fill in the file's location. A pop-up panel listing all the sounds matching the name specified in the text box is displayed.

Sounds List				×
	specific sound	d. To	e sounds. You can use the avai o assign one, click the correspo ayed.	
welcome	P Sea	<u>rch</u>	Show all	
The sound files matching all	ng the search	crite	eria. Click the name link to selec	t a sound. <u>Display</u>
Listen	i i	I	Name	Folder
	00:02 【		<u>dir-welcome</u>	1
	00:01 【		welcome	1
1-2 sound(s) of 2 total				
	Sele	ectir	ng a sound file	

The following information is provided:

 Listen - Use the available I controls to listen to the sound file. Its total length is displayed as well, using the hours : minutes : seconds format. If you want download the file on your hard drive, click the **I** icon and confirm your choice.

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

🎦 Note

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

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

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

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

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

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

🌯 Note

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

The **Currently access to phone is blocked** message is displayed when the phone terminal usage is restricted. If you want to be able to dial/receive calls again, click the <u>Unblock</u> link.

Old access password

Note

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

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

Note

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

🎦 Note

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

🛕 Caution

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

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

The following configuration is recommended for a correct behavior:

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

Provisioning and SIP

VoipNow Professional can automatically configure the SIP devices associated with a Phone terminal extension using the default provisioning templates that contain configuration files specific to each device model. This feature is called provisioning and it helps you set and maintain identical configurations for a large number of equipments. Starting VoipNow Professional 2.5.1, major changes were made to the provisioning process in order to improve the customization options and to reduce the workload when dealing with a large number of devices and extensions. The Provisioning and SIP Preferences page was updated as well and it is now offering extra features.

You can manage the extension's SIP preferences or provision a new device using the controls grouped into the following fieldsets:

Provisioning

🔥 Caution

This section is displayed only if there is no SIP device already provisioned for the extension and if the **Allow to provision devices** permission level is not set to None!

 Use provisioning - Select this check box if you want to provision a new SIP device for the current Phone terminal extension. This will unlock the Device Information and the Device Settings fieldsets, allowing you to configure the equipment.

By doing so, the extension will get all its setup parameters from the provisioning server. Otherwise, you will have to manually set the device parameters.

🎦 Note

You have access to this option, regardless the **Allow to provision devices** permission level set for your parent accounts, as long as one of them granted you the Modify permission and if there is no device provisioned for your extension.

Device Information

🛕 Caution

This fieldset is not displayed if the extension's **Allow to provision devices** permission level is set to None, regardless if there is a device provisioned for this account or not!

You can use the available controls if you have previously selected the Use provisioning check box or if one of your parent accounts has provisioned a device for your extension. This fieldset provides the following customizable

preferences if you want to define a new SIP device or to edit the details of the existing provisioned device:

 Friendly name - Fill in a custom name that will differentiate the provisioned device. The value must be alphanumerical and must have between 3 and 32 characters in length. It is not unique.

🌯 Note

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

 Manufacturer - Use the drop-down list to choose the manufacturer that produces the device you want to provision. All the brands supported by the VoipNow Professional provisioning system are displayed.

🎦 Note

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

- Aastra
- Cisco
- Grandstream
- Linksys
- Polycom
- Snom
- Thomson
- Tiptel
- Yealink
- Model Select one of the device models available for the chosen manufacturer.
- Firmware/Version Use this drop-down list to select one of the firmware/ product versions corresponding to the selected brand and model. Have in mind that the configuration file may be different for the same device, depending on its firmware/version.

Note

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

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

🎦 Note

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

Check the supplied user guide for clarifications.

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

🎦 Note

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

🌯 Note

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

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

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

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

🎦 Note

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

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

Note

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

Note

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

- Status If you just want to define and assign the device without provisioning it, then you should select Disable. The provisioning file will not be generated. On the other hand, if you want to finalize the provisioning process, select Enable.
- Notes Use this text box if you want to add supplementary information about the device.

🎦 Note

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

If one of your parent accounts, including the system administrator, has previously assigned a line from a device to the current account, then, regardless the extension's Allow to provision devices permission level, the layout of this fieldset is changed as in the example below. Also, VoipNow Professional displays an information message on top of the page, reminding you to set your phone update location to the configuration file generated for it. The example is for a Snom 360 SIP device:

Extensions Management>Joe Doe>			
Provisioning and SIP Preferen	ces for Extension Joe Doe (0045*001)	🐺 Open menu 🔻	🥗 <u>Help</u> 👌 Up level
Use this page to edit the phone terminal's provis	ioning details.		
() Information: To be able to provision HTTP protocol (preferre	the phone system, set your phone update location to: d): https://192.168.14.39/pro/p/id/32783dad2/32783dad2_00041300	D000.html	
Device Information			
Friendly name *	Joe's Snom 360		
Manufacturer *	Snom		
Model *	360		
Firmware/Version *	6.2 and above		
Application version	None		
MAC address *	00:04:13:00:00:00 (in format XX:XX:XX:XX:XX:XX)		
Use MAC based provisioning			
Status	Enabled		
Notes	This is a test device.		

A Snom 360 SIP device is assigned to extension Joe Doe

Device Settings

🛕 Caution

This fieldset is not displayed if the extension's **Allow to provision devices** permission level is set to None!

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

🌯 Note

Not all the devices support configuration via a web browser. Check the documentation of the equipment you want to provision for additional information.

🛕 Caution

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

- Choose the Administrator password:
 - None No password will be required to connect to the device's browser based configuration interface.

- Automatically generated VoipNow Professional will randomly generate a password for you.
- Manually set If you like, you can manually set and confirm the Password using the two additional fields displayed.

🛕 Caution

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

- Phone update interval Optionally, you can set the number of minutes the device waits before checking for updates on the provisioning server. To do so, fill in this text box. The accepted values range from 1 to 99,999 minutes/seconds, depending on the device's settings. The default value is 10 minutes.
- The Update protocol list is automatically populated with the protocols used by the selected device to access the configuration file on the provisioning server. The possible options are:
 - HTTP This is the preferred method, if available.
 - HTTPS While it is more secure, this method requires the installation of a CA signed certificate on the web server.
 - TFTP Choose this legacy provisioning method only if HTTP is not available.
- The most important step when adding a device is to select the appropriate Provisioning template. For your account level, the drop-down list displays only the Server default template that includes the standard configuration files of all the devices supported by VoipNow Professional. Therefore, you can only provision your device using the default settings.
- Starting VoipNow Professional 2.5.2, you can set the time zone that will be used by the selected phone device. Basically, this option allows you to choose from the available drop-down list the time that will be displayed on the device's screen. This value may be different than the one used by your extension account.

When provisioning a new device, the your account's time zone (e.g.: GMT + 3) is automatically selected. You can choose to use it or select another one as you are not conditioned to keep the default value.

When editing the settings of an already provisioned device, the displayed time zone is the one of the device and not the one set for your account (if different). If you modify it, the provisioned device's time settings will be updated accordingly.

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

🎦 Note

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

🛕 Caution

You have complete access to your **Provisioning** and **SIP Preferences** fieldsets only if one of your parent accounts enabled your **Phone extension SIP management** permission. If not, then you have access only to the following features:

- Use the same password with interface
- Phone password
- Confirm phone password
- Equipment description
- Use the same password with interface When this option is enabled, the extension user's phone will use the account login password to authenticate to the VoipNow Professional server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.
- Phone (and IM) password The password used for logging in to the phone (and to the instant messaging client).
- Confirm phone (and IM) password Use this text box to re-enter the password used for logging in to the phone (and to the instant messaging client).
- Allowed codecs Use these check boxes to select the codecs supported by the phone device.

🎦 Note

The displayed codecs depend on the selection made by the system administrator.

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

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

🎦 Note

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

🔥 Caution

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

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

If one of your parent accounts, including the system administrator, has previously assigned a line from a device to the current account and if your Allow to provision devices permission level is set to View, then the details about that equipment are displayed in a special section:

- Provisioning Information
 - Device manufacturer The brand that manufactures the provisioned equipment (e.g.: Snom, Cisco).
 - Model The equipment type (e.g. 360 for Snom, 7960 for Cisco).
 - Firmware/Version The device's firmware or version chose for provisioning. It is important because each model version/firmware may have a distinct configuration file.
 - MAC address The device's Media Access Control address. The first three segments are unique for each device manufacturer (e.g.: 00:04:13 for Snom).
 - Device line The line to which the current extension is assigned to.

Also, VoipNow Professional displays an information message on top of the page, reminding you that a device is already provisioned for the current extension and to set your phone update location to the configuration file generated for it. The example is for a Snom 360 SIP device:

<u> Joe Doe (001)</u> >				
Provisioning and SIP F	Preferences	Sa Return to my account	🐺 Open menu 🔻	🛞 <u>Help</u> 🏠
Jse this page to edit the phone terr	minal's provisioning details.			
HTTP proto	col (preferred): https://192.	m, set your phone update location to: 168.14.39/pro/p/id/32783dad2/32783 for this extension and the device is en a		he provisioning information.
Provisioning Information				
	Snom			
evice manufacturer	Snom 360			
– Device manufacturer Aodel		3		
Provisioning Information Device manufacturer Model Firmware/Version MAC address	360			

A Snom 360 SIP device is assigned to extension Joe Doe

Chapter 8 Sharing Policies

Using the controls available in the Edit Sharing Policies page you can allow your extension to share its call history and its voicemail messages, recorded calls and received fax messages (if these features have been already enabled) with other extensions in the group(s) where it is member. If enabled, you will be able to read the shared information from his own interface, but you will not be able to delete anything.

To access this page, click the 🦠 Sharing policies icon available in the Tools area.

• Share my voicemail with

Note

This sharing option is available only if the **Enable voicemail** check box was previously selected in the extension's configuration page.

For more details about configuring the extension, see the <u>Phone Terminal</u> <u>Setup</u> section.

Share my incoming faxes with

🎦 Note

This sharing option is available only if the **Enable fax center** check box was previously selected in the extension's configuration page.

For more details about configuring the extension, see the <u>Phone Terminal</u> <u>Setup</u> section.

Share my recordings with

Note

This sharing option is available only if the **Call recording function enabled** check box was previously selected in the extension's configuration page.

For more details about configuring the extensions, see the <u>Phone Terminal</u> <u>Setup</u> section.

Share my call history with

Note 🎽

From the **Available groups** lists you may choose with whom the extension will share its call history, voicemails, fax messages or recorded calls:

- EVERYBODY If you select this option, then the Phone terminal extension will share its voicemail messages with all the extensions that have the voicemail enabled and that belong to the same client account.
- NOBODY The extension will not share anything with anyone.
- {group_name} The list displays all the groups created by client where the extension is member. You can choose the group(s) the extension will share data with by clicking the corresponding name. You may select as many groups as you want.

To unassign a group, simply click on its name in the **Assigned groups** list. Also, if you want to unassign all the groups, click NOBODY.

🎦 Note

Inside a group, it is not necessary for an extension to have any sharing option enabled in order to be able to see another extension's call history.

For example, *Extension 1* shares its call history with NOBODY and it is member of *Group A*. *Extension 2* is part of the same *Group A* and shares its call history with all

the group members (it has the **{group_name}** option selected. Than, *Extension 1* will be able to see the call history for *Extension 2*.

Chapter 9 Phone Terminal Features

Manage the Phone Terminal's Voice Mailbox

This feature gives the user the possibility to leave a voice message if the called extension is unavailable and if it has the Voice Mailbox option enabled.

Voicemail Overview

To access the Mailbox Management page, follow the next steps:

- Click the so <u>Home</u> link located in the left navigation panel.
- Next, click the ≥ Mailbox icon.

🎦 Note

The **Mailbox** icon is available only if the extension has the voicemail feature enabled.

Here, you can find a list with all the voicemail messages recorded for your extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that your extension is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my voicemail with Group 1 policy enabled, then its voicemail files will be visible to your extension as well.

- Search for specific messages.
- Download message files on your computer.
- Remove voicemail messages.
- Activate/deactivate the voicemail feature.

VoipNow Professional displays the following details about each existing voicemail message:

• Listen - Use the available \square \square \square controls to listen to the message. Its total length is displayed as well, using the hours : minutes : seconds format.

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

- From The CallerID and the extension of the person who left the voicemail message.
- Mailbox The number of the extension the voicemail message belongs to.
- Folder The folder where the voicemail is stored.
- Size The voicemail size, in KB.
- Received at The date and time the voicemail message was recorded.



Searching the Voicemails List

When you are searching for specific voicemail messages, you can use one or more of the available filters:

Show mailbox { owner } Search { Caller I D } , where:

- {owner} Use the drop-down list to choose whose voicemail messages to be displayed:
 - Personal Only the voicemails received by the current extension are displayed.

📋 Note

This is the default value.

 {extension_no} - Depending on how many extensions in the group(s) have the voicemail Sharing Policy enabled, you can choose from the list the {extension_no} whose messages you want to see.

🎦 Note

For example, Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their voicemails with the Phone Terminals group. Therefore, Extension 1 will be able to see the voicemails both of Extension 2 and Extension 3.

• All - Both the personal messages and the ones belonging to all the extensions in the group(s) that have the voicemail Sharing Policy enabled are displayed.

The list will be automatically updated according to your choice.

• {CallerID} - Use the available text box to specify the CallerID of the user that left the voicemail message you are looking for.

Check Your Messages

If you want to listen to your voicemail messages, you have the following options:

• Use your computer – This method will be described in this section.

 Use your phone – This can be done by calling *95 from your local phone. If you want to listen to your messages from a remote location, call your extension's public phone number and then dial * during the voicemail invitation message.

To download the messages on your computer, follow the next steps:

- 1. Choose the voicemail message you want to save on your computer from the Message List.
- 2. Click its corresponding link available in the From column. Use the download pop-up panel to confirm if you want to save the file on your computer or just to open it.

🎦 Note

VoipNow Professional names the message file using the standard format $msg{xxxx}$.ext, where $\{xxxx\}$ is a number automatically assigned by VoipNow Professional and ext is the sound file extension.

3. Save the file on your local computer.

Now you can listen to the voicemail message using your favorite media player.

Note

Once you have downloaded a voice message, the message is marked as read and automatically moved from the **INBOX** folder to the **OLD** folder.

Manage Greetings

This feature allows you to upload new greeting files or to visualize the ones available in the system. The greeting is the message callers will hear prompting them to leave a voicemail message.

The Greetings of Extension { extension_name} page can be accessed by clicking the Manage greetings icon available in the Tools area.

The information is grouped into several sections:

- Upload Greeting Use this section to add new greeting messages.
 - Greeting type Use the drop-down list to select the greeting message type:
 - Temporary greeting

- Unavailable message
- My name
- Busy message
- Greeting file Use the
 button to locate the greeting file on your computer.

🌯 Note

The accepted file extensions are: .mp3, .wav, .gsm and .raw.

- Click Ok to upload the selected file or Cancel to return to the previous page without adding the greeting.
- Greetings VoipNow Professional displays the following information about each existing greeting file:
 - Listen to greeting The greeting file's name. Click the link to listen to it.
 - Greeting type The greeting type.
 - Size The greeting file size, in Kb.
 - File created The date when the greeting file was added to the system.

Enable or Disable the Mailbox

- B Activate voicemail Click this icon to activate the voice mailbox.
- 📴 Deactivate voicemail Click this icon to deactivate the voice mailbox.

Manage the Phone Terminal's Fax Messages

VoipNow Professional allows the Phone terminal type extensions to send and receive fax messages that can be managed through the VoipNow Professional control panel.

Fax Center Overview

To access the Fax Messages Management page, follow the next steps:

- Click the 🏶 Home link located in the left navigation panel.
- Next, click the 🤗 Fax center icon.

🎦 Note

The *Here* **Fax center** icon is available only if the extension has the voicemail feature enabled.

Here, you can find a list with all the fax messages received by your extension and, if the extension is part of a group, by all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that your extension is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my incoming faxes with Group 1 policy enabled, then its faxes will be visible to your extension as well.

Multiple operations can be performed using the controls available in this page:

- Search for specific fax messages.
- Download fax files on your computer.
- Remove fax messages.
- Enable/disable the fax center.
- Manage sent faxes.

VoipNow Professional displays the following details about each fax message:

- T This icon displays the fax message type:
 - 🥏 Incoming
 - Ø Outgoing
- From The CallerID of the fax machine that sent the fax message. Click this ID to download the file on your computer.
- Faxbox The number of the extension that received the fax message, for example 0006*001.
- Pages The number of pages the message was received in.
- Size The fax file's size, in KB.
- Received The date when the fax file was received.

🎦 Note

The new messages are displayed using bold characters.

Searching the Fax Messages List

When you are searching for specific fax files, you can use one or more of the available filters:

Search { text } belonging to { owner } , where:

- { text } Use the available text box to specify the sender's CallerID.
- {owner} Use the drop-down list to choose whose fax messages to be displayed:
 - Personal Only your faxes will be displayed.

Note This is the default value.

 {extension_no} - Depending on how many extensions in the group(s) have the received faxes Sharing Policy enabled, you can choose from the list the {extension_no} whose messages 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 fax messages with the Phone Terminals group. Therefore, your extension will be able to see the faxes both of Extension 2 and Extension 3.

 All - Both your messages and the ones belonging to all the extensions in the group(s) that have the received faxes Sharing Policy enabled are displayed.

After you have decided on the filters you want to use, click the $\stackrel{>}{\sim}$ <u>Search</u> link to display only the fax messages that match your search criteria.

Enable or Disable Fax Center

- 🖻 Enable fax center Use this icon to enable the fax center.
- B Disable fax center Use this button to disable the fax center.

View the Sent Faxes List

VoipNow Professional allows your extension to send fax messages using:

- email messages, by attaching the fax content as a .pdf, .jpg or .tiff file to an email message, which is sent to a special faxing email address on the server. For more information, go to the <u>VoipNow Professional</u> Knowledge Base area.
- the VoipNow Professional interface, by uploading a fax message as a .pdf, .jpg or .tiff file using the controls available in the Sent Fax Messages Management page, available for all the Phone terminal extensions that were configured to manage fax files.

To access the Sent Fax Messages Management page, click the Sent faxes icon available in the Tools area.

Here, you to send fax messages to various recipients and check the list of all the messages successfully sent or that are in process of being sent.

- Upload Fax Files Use the controls available in this section when you want to send a new fax message.
 - Send fax to recipients {number} Phone numbers (separated by commas) Use the expandable text box to specify the phone numbers you want to send the fax to. You cannot list more phone numbers then the Maximum number of fax recipients set by the system administrator.
 - Fax file Use the button to locate the file(s) you want send. You cannot add more files than the Maximum number of files per composed fax set by the system administrator. Only the .pdf, .jpg and .tiff file types are supported.

Use the = + buttons to add several files to the fax message.

- Send later When this check box is selected, the fax message will be saved under the status Not approved. Later, you will be able to click the <u>Approved</u> link in order to send the fax to its recipient(s).
- Click Ok to upload the new fax. Click Cancel to go cancel return to the previous page without sending the fax message.
- Sent Faxes This section displays the following information about each sent fax message:
 - Source This icon shows how the fax message was sent:
 - 🗟 From the VoipNow Professional interface.
 - Ising an email message.

- ID The fax message ID that shows the chronological order in which the fax messages were sent.
- Approved This column displays the fax message's approval status:
 - Yes The fax message is approved.

🎦 Note

All the fax messages added from the interface are already approved.

 <u>No</u> - The fax message has not been approved yet. It can be either preapproved, if the Status column displays Pre-Approved, or a regular unapproved email2fax message. You can click the <u>No</u> link to manually approve the fax.

Note

The Pre-Approved status is available only for the fax messages sent by email that contain special headers.

- -- This sign is displayed when an unapproved fax message was removed from the system.
- Fax to The extension number of the fax message's recipient(s).
- Status A fax message can have one of the following states:
 - Not approved The fax message has not been approved.
 - Pre-Approved The Pre-Approved Fax mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow Professional . Also, it will no longer be required to click a link in order to accept sending the fax message.

🎦 Note

There is no confirmation needed for a fax message in the **Pre-Approved** status, it will be automatically sent in a few minutes after its creation.

- Approved The fax message is approved and can be sent by clicking the link.
- Scheduled for sending The fax message is scheduled for sending and VoipNow Professional tries to deliver it to the destination.
- Sent The fax message was successfully sent to all recipients.

- Partially sent The fax message was sent only to some of the recipients. Click the link to finalize the operation.
- Send failed The fax message was not sent due to an error. Click the link to send it again.

🎦 Note

If a fax message's status is **Partially sent** or **Send failed**, you can reschedule it for sending by clicking either its status, either the <u>Resend</u> link available in the **Sent on** column.

• Canceled - This fax message will no longer be sent to anyone.

🎦 Note

This status is displayed after clicking the <u>Cancel</u> link available in the **Sent on** column.

- Purged A fax message reaches this status after it is erased from the system. This happens when the fax message has been stored in the system longer then the number of days allowed.
- Size The size of the fax message, displayed in KB or MB.
- Added The date the fax message was added to the system.
- Sent on This field has different values, depending on the fax message status:
 - If the fax message status is Sent or Partially sent, then here it is displayed the date when it was sent.
 - If the status is <u>Send failed</u>, then here two links are displayed:
 - <u>Resend</u> Click the link to retry to send the fax.
 - <u>Cancel</u> Click the link if you do not want to send the fax message anymore. The status will change to Canceled .
 - If the fax message's status is different from the above values, then only the <u>Cancel</u> link is displayed.
- Info Clicking the available icon will open a pop-up panel that displays all the attempts to send the message and their outcome.

Fax info

Fax approved from: 192.168.1.22

Attempt to	Date	Result
All destinations	Jun 16, 2010 14:54:19	Scheduled call
0006*001	Jun 16, 2010 15:39:50	Call not answered
All destinations	Jun 16, 2010 17:58:27	Scheduled call
0006*001	Jun 16, 2010 17:58:28	Call not answered
All destinations	Jun 16, 2010 17:58:37	Canceled

🎦 Note

The message displayed above the table shows the IP address from where the fax message sending was approved, for example 192.168.1.22.

The following information is available for each attempt:

- Attempt to The recipient's phone number. When there are two or more recipients, the phone number is replaced by All destinations.
- Date This is the date when the system tried to send the fax.
- Result The sending process outcome.

🎦 Note

The first line displayed in the pop-up panel for all the fax messages shows that the application initiated the call in order to send the fax to all the specified destinations.

Searching the Sent Faxes List

When you are searching for specific sent faxes, you can use one or more of the available filters:

Search in faxes { extension_number } between { starting_date } and { ending_date } , where:

- { extension_number } Use the text box to specify the number of the extension the fax message was sent to.
- {starting_date} Use the available text box or the
 in calendar button to specify the starting date of the time interval in which you want to search
 in the starting date of the time interval in which you want to search
 in the starting date of the time interval in which you want to search
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for particular messages. This date must be before or equal to the date the fax was added. The date format must be yyyy-mm-dd.

 {ending_date} – Use the available text box or the adar button to specify the ending date of the time interval in which you want to search for particular messages. This date must be after or equal to the date the fax was added. The date format must be yyyy-mm-dd.

After you have decided on the filters you want to use, click the $\stackrel{>}{\sim}$ <u>Search</u> link to display only the messages that match your search criteria.

The Phone Terminal's Queue Membership

Caution

This option is available only for the Phone terminal extensions that have the multi-user aware permission enabled.

The Queue Membership page can be accessed by clicking the & Queue member icon available in the Tools area.

Here you can find a list of all the queues the extension is member of (either as an agent or as a supervisor). You can change the extension's membership options or configure its authentication PIN code by using the available controls.

The information is grouped into the following sections:

- Member Preferences This section allows you to secure the extension's access to the queues by defining a PIN code that will be required each time the extension will try to log in to those queues.
 - Require authorization to connect to queue Select this check box if you want to enable the password authentication when connecting to the queue.

🎦 Note

If this option is not enabled, the following two fields will be grayed out.

🛕 Caution

The authorization PIN code is mandatory for the extensions set as queue **supervisors**!

- Old queue login PIN VoipNow Professional will display this field if the extension has a PIN code already set up.
- Queue login PIN Use the available text box to specify the PIN required when dialing *96 or *97 to log in as queue agent or supervisor. The numeric value must have between 2 and 10 digits.
- Confirm queue login PIN Fill in the same PIN as above.
- Queue Settings VoipNow Professional displays the detailed information about each queue the current extension belongs to.

_		<i>P</i>	Search 📃 Show all						
s	Туре	Name 🔺	Last logged in	Last logged off	Last call	Penalty	Calls	State	Connected to
V	8	Martha Reed (004)	Jul 01, 2010 12:14:19	Jul 01, 2010 10:44:09	Jul 01, 2010 10:34:20	0	3	Logged in	0003*001
~	3	Queue #2 (017)	Jun 28, 2010 13:37:58	Jun 23, 2010 10:16:34	Jun 14, 2010 17:21:51	0	5	Logged in	0003*001

The queues the extension is member in

The queues the extension is member in

- S This queue's status:
 - Enabled
 - Disabled
- Type The extension's role inside the queue:
 - B Queue supervisor

🎦 Note

The queue supervisor is able to listen to any of the active queue conversations by dialing ***999** from his phone terminal, followed by the number of the queue extension. VoipNow Professional will announce the extension number of the first active agent found and will start playing his conversation. To listen to the next available call, the queue supervisor must dial *.

The supervisor can listen to the active queue conversations ONLY if he is logged in from his extension. For example, agent 0077*001 is marked as a supervisor for queue 0077*004. If he logs in from another extension, 0077*003, and dials ***999004**, he will not be able to listen to the active conversations.



A queue supervisor extension can log in to the queue only after dialing the PIN code set up in the **Member Preferences** section.

- Icocal queue agent
- Name The name and the extension number (e.g.: Joe Doe (001)) of the queue the current phone terminal is member of.
- Last logged in The date and time the extension last logged in to the queue.
- Last logged off The date and time the extension last logged out from the queue.
- Last call The date and time of the last call made to the queue.
- Penalty This value determines the order in which VoipNow Professional tries to assign calls to the agents. When a call is received, VoipNow Professional first applies the distribution algorithm to the set of agents with Penalty = 1. If no available agent is found, VoipNow Professional applies the algorithm to the agents with Penalty = 2 and so on. Fewer calls will be assigned to agents with high Penalty values.

The accepted values range from 0 - the most calls will be assigned to this agent - to 100 - the highest penalty level, causing the fewest calls to be distributed to this agent.

- Calls The total number of calls received by the extension as a member of a certain queue.
- State The queue member's status that can be managed by clicking the available link. For each status, various actions are possible:
 - If the agent is <u>Logged out</u>, click the link and choose the action you want to perform.

Change Agent Status	(
You can choose below what you want to do with this agent. Any action you perform will immediately go live, but it will not affect the agent if he is currently involved in a call.	3
This will login agent 0003*002 on extension Paul Hewit (0003*002) . He will be able to receive calls immediatly. Are you sure?	
Yes, I want to login him on 0003*004 queue only.	
Yes, I want to login him on all queues.	
No, forget about this.	

The actions available for a logged out local agent

This pop-up window allows you to log in a local agent and to choose the extension he will receive the calls at. The following message is displayed:

This will login agent {extension_number} on extension {extension}. He will be able to receive calls immediately. Are you sure?, where:

- { extension_number } The agent's extension number.
- {extension} By default, the calls are routed to the agent's extension, but you can use the drop-down list to choose another one. All the extensions belonging to the same client account are displayed.

This feature is useful when the agent is away from his office and he can log in to the queue only from one of his colleagues' extensions.

The available actions are:

- Yes, I want to log in the agent to the {queue_number} queue only Click this action if you want to log in the local agent to the current queue only.
- Yes, I want to log in the agent to all queues Choose this action to log in the local agent simultaneously to all the queues he is member of.
- No, forget about this Click here to close the panel without logging in the local agent.
- If the agent is <u>Logged in</u>, click the link and choose the action you want to perform.

nange Agent Status	
ou can choose how to change the agent's status using the actions below. Any modification mediately go live, but it will not affect the agent if he is currently involved in a call.	n you make will
ou can immediately pause agent 0003*001 on phone 0003*001. Are you su	re?
Yes, I want to pause him on 0003*004 queue only.	
Yes, I want to pause him on all queues.	
ou can log out agent 0003*001 from phone 0003*001 immediately. Are you	ı sure?
Yes, I want to log out the agent from the 0003*004 queue only.	
Yes, I want to log out the agent from all queues.	

The actions available for a logged in local agent

This pop-up window allows you to log out or to pause a local agent. The following messages are displayed:

- 1. You can immediately pause agent { extension_number} on phone { connected_to}. Are you sure?, where:
 - { extension_number } The agent's extension number.
 - {connected_to} The number of the extension the local agent is logged in from.

The available actions are:

• Yes, I want to pause the agent on {queue_number} queue only - Click this action if you want to pause the local agent on the current queue.

🌯 Note

When paused, an agent cannot receive calls.

- Yes, I want to pause the agent on all queues Choose this action if you want to pause the local agent on all the queues he is member of.
- 2. You can log out agent {extension_number} from phone {connected_to} immediately. Are you sure?

The available actions are:

- Yes, I want to log out the agent from the {queue_number} queue only Click this action if you want to log out the local agent from the current queue.
- Yes, I want to log out the agent from all queues Choose this action if you want to log out the local agent from all the queues he is member of.
- No, forget about this Click here to close the panel without logging out or pausing the local agent.
- If the agent is <u>Paused</u>, click the link and choose the action you want to perform.

Change Agent Status	×
You can choose how to change the agent's status using the actions below. Any modification you make will immediately go live, but it will not affect the agent if he is currently involved in a call.	
This will unpause agent 0003*001 on phone 0003*001. He will be able to receive calls immediately. Are you sure?	
Yes, I want to unpause him on 0003*004 queue only.	
Yes, I want to unpause him on all queues.	
No, forget about this.	

The actions available for a paused local agent

This pop-up window allows you to unpause a local agent. The following message is displayed:

This will unpause agent {extension_number} on phone {connected_to}. He will be able to receive calls immediately. Are you sure?

The available actions are:

- Yes, I want to unpause the agent on {queue_number} queue only Click this action if you want to enable the local agent to receive calls on the current queue.
- Yes, I want to unpause the agent on all queues Choose this option to unpause the local agent and to allow him to receive calls on all the queues he is member of.
- No, forget about this Click here to close the panel without unpausing the local agent.
- Connected to This is where the agent connected from. For the local agents, the extension number (e.g.: 0003*001) is displayed.



The number is displayed only if the agent is logged in to the queue!

When you are searching for a particular queue, use the controls available above the table.

You can change the number of entries per page by clicking the <u>10</u>, <u>25</u> and <u>100</u> links available in the right side of the table. The total number of records is shown in the left side.

You can sort the queues by clicking a table header. The order criteria is marked by the highlighted table header and the arrow indicates how the queues were sorted. The sort direction can be changed by another click on the corresponding header.

Chapter 10 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 So Home link located in the left navigation panel.
- 2. Next, click the Shy 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.

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.

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.

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.

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.
- External incoming 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 11 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 L Charging limits icon available in the Tools area.

🔀 <u>Remove selecte</u>					
Date added	number	ease monthly Or	Included minutes	Outgoing money limit	Incoming money limit
Jul 29, 2010 16:08:40	3	Yes	28 minutes	30 USD	75 USD
Jul 29, 2010 16:07:57	2	No	180 minutes	-1,000 USD	-5,800 USD
Jul 29, 2010 16:07:36	1	No	45 minutes	100 USD	120 USD

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 12 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.

redit 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	28	May 28, 2010 12:38:48

2 recharge(s)

Number of entries per page: 10 25 100

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 13 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 State Ink located in the left navigation panel.
- 2. Than, click the S 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 <u>Details</u> 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.

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	-		
	1. carat			
* 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.

lame *	Interval days			
1atching algorithm	Interval	-		
ïmezone <mark>*</mark>	Server default	-		
1atching 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	-		
1onth	March	•		
				2

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 Outgoing calls charges 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.



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 go back to the previous page without adding anything.

Note

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

Edit a Time Interval

To edit the 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 <u>Add Time</u> <u>Intervals</u> 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 14 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 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 following the next steps:

1. Choose the desired extension from the Extension Management page and click its name link.

2. Next, click the FIncoming 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:

			oming Call Rules	r	🎻 Apply th	ie changes 🔠	Show columns	Kerr	nove selecte	<u>ed</u>
No	5	р	Action	Number check	In time interval	Destination	Ring for	Final	Key	Г
1	V		Play busy	Is anonymous	Anytime		0 seconds	Yes	1	
2	V		Transfer to	Matches number 058	Weekdays (own)	004	20 seconds	No	2	Г
3	V		Hang up	Matches number 325	Anytime		0 seconds	Yes	3	Г

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.

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	Bhow columns	🗶 <u>Remove selected</u>

Two pending changes in the rules' order

In order for the changes to be effective, you have to click the *Apply the* <u>changes</u> link.

- Action The operation performed when the caller's number matches the rule:
 - Play busy VoipNow Professional plays a busy signal to let the caller know that the number he is trying to reach is engaged in another call.
 - Play congestion VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
 - Hang up VoipNow Professional hangs up the incoming call.
 - Transfer to VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.
 - Cascade VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.
 - Authenticate VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired 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 or Cascade, this column displays where the call will be redirected: either to another phone number or to the extension's Voicemail.

[Note

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

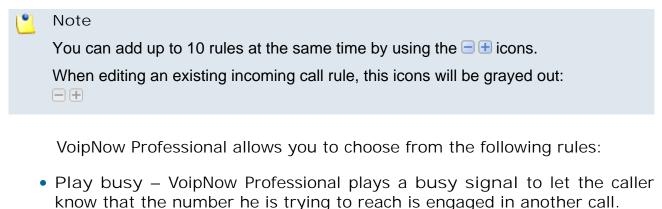
- Ring For This column displays for how many seconds the extension(s) to which the calls are transferred to will be rung before hanging up. The option is specific to the Transfer to and Cascade actions.
- Extension Status This column displays if the rule requires the status of the extension receiving the incoming call to be checked or not. The option is specific to the Transfer to action.
- Call Status This column displays if the rule requires the reason for which the call had to be transferred to be checked or not. For example, one can choose to transfer only the calls Rejected by the targeted extension. 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 <a> 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 I ncoming Call Rules section provides all the buttons, text boxes and drop-down lists required to define one or more incoming call rules.



- Play congestion VoipNow Professional plays a fast busy signal (known in telephony as a congestion tone) to let the caller know that the call was unsuccessful.
- Hang up VoipNow Professional hangs up the incoming call.
- Transfer to VoipNow Professional can transfer the call to another destination or to voicemail, depending on the chosen settings.

[Note

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

- Cascade VoipNow Professional routes calls through a series of options if the targeted extension is not available. The call cascade settings can be configured to ring other local extensions, remote extensions or ring groups.
- Authenticate VoipNow Professional requires the caller to provide a password before his call can be transferred to the desired destination.

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 incoming calls that match or do not match the expression you will later specify or for all the incoming calls, no matter their CallerID:
 - matches The incoming call matches the number specified in the next text box.
 - does not match The incoming call does not match the number specified in the next text box.
 - is anonymous The incoming call does not have any CallerID information.

🌯 Note

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

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

🎦 Note

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

🎦 Note

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

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

🛕 Caution

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

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

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

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

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval } Use this drop-down list to choose the time interval when the incoming calls must be checked.

🎦 Note

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

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

🛕 Caution

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

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

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

Adding the 'Play congestion' Rule

The Play congestion rule structure is:

{Play congestion} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the <u>Adding the 'Play busy'</u> <u>Rule</u> section.

Adding the 'Hang up' Rule

The Hang up rule structure is:

{Hang up} when CallerID {callerID_action} {number} and call is in time interval {time_interval}.

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Do not follow} other rules when call is not completed.

For detailed information about these fields, see the <u>Adding the 'Play busy'</u> <u>Rule</u> section.

Adding the 'Transfer to' Rule

The Transfer to rule structure is:

{Transfer to} {transfer_destination} {destination_number} and ring these for {ring_time} seconds

when CallerID {callerID_action} {number} and call is in time interval {time_interval}

and extension status is {extension_status} and call status was {call_status}.

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

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

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {future_action} other rules when call is not completed.

Where:

• { transfer_destination } - Use this drop-down list to select if you want the calls to be transferred either directly to the extension's voicemail or to another number.

Note

In order to be able to transfer the calls to the extension's voicemail, the **Enable voicemail** check box must be selected from the **Phone terminal setup** page.

Note

If you have chosen to transfer the calls to the extension's voicemail, then the **{destination_number} and ring these for {ring_time} seconds** text will be replaced with **voicemail of extension {current_extension_number}** to underline that the call is directly diverted to the voicemail.

Also, the

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

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

lines will not be displayed.

🎦 Note

By default, the first value available in the list is selected, **number(s)** in this case.

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

🎦 Note

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

- {ring_time} Fill in the number of seconds the extension to which the calls are transferred to will be ringed before hanging up. The default value is equal to the one previously set for the Number of seconds to call option by the system administrator.
- {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.



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



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

🎦 Note

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

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

🛕 Caution

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

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

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

- X Matches any digit from 0-9.
- Z Matches any digit form 1-9.
- N Matches any digit from 2-9.

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

- . Matches one or more characters.
- * Matches 0, 1 or any number of the previous expression.

For example:

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

- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval } Use this drop-down list to choose the time interval when the incoming calls must be checked.



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

- { extension_status } Use this drop-down list to select the status of the extension receiving the incoming call:
 - does not matter All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of its status.
 - registered The incoming calls will be transferred to the new destination(s) only if the current extension is registered.
 - not registered The incoming calls will be transferred to the new destination(s) only if the current extension is not registered.

Note

By default, the first value available in the list is selected, **does not matter** in this case.

- {call_status} Use this drop-down list to select the reason for which the incoming calls have to be transferred to the new destination(s):
 - does not matter All the incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of their status.
 - not answered Only the calls that have not been answered will be transferred to the new destination(s).
 - busy If a call is received when the callee is involved in another conversation, than this call will be transferred to the new destination.

🎦 Note

By default, the first value available in the list is selected, **does not matter** in this case.

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

🌯 Note

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

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

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



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

 {call_action} - Use this drop-down list to choose whether you want the current extension to be called as well when an incoming call is received or not. If you select do not call, then only the extension the calls are transferred to will be ringed.

Note

By default, the first value available in the list is selected, **do not call** in this case.

- {current_extension_number} This is the current extension's number.
- {rule_position} Use this text box to specify the rule's order in the list.

🛕 Caution

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

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

- {key_value} Use this text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key_value}.
- {future_action} Choose if you want the rule to be considered final or not:

- Do not follow The rule is final and no other rules will be applied after it if the call is not completed.
- Follow This rule is not final and other rules can be applied after it if the call is not completed.

Adding the 'Cascade' Rule

The Cascade rule structure is:

{Cascade} when CallerID {callerID_action} {number} and call is in time interval {time_interval} and ring below numbers for {ring_time} seconds:

etail number {destination_number} after {waiting_time} seconds

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

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

🎦 Note

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

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

🌯 Note

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

🎦 Note

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

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

🛕 Caution

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

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

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

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

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

For example:

- Number 0. will match any number starting with 0.
- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval } Use this drop-down list to choose the time interval when the incoming calls must be checked.

🎦 Note

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

 {ring_time} - Use this text box to specify for how many seconds the destination cascade extension(s) will be ringed when an incoming call is received. • { destination_number } - Use the available text box to fill in the numbers to be called in cascade.

🌯 Note

It is possible to add up to 10 cascade rules/numbers to a single rule using the = \oplus icons.

🌯 Note

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

- { waiting_time} Use this text box to specify after how many seconds since the previous destination was called VoipNow Professional will attempt to call the next one.
- {rule_position} Use this text box to specify the rule's order in the list.

🛕 Caution

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

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

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

Adding the 'Authenticate' Rule

The Authenticate rule structure is:

{Authenticate} when CallerID {callerID_action} {number} and call is in time interval {time_interval} require password {password} and play sound {sound} $\$

Add in position {rule_position}. Can be managed from the extension with keypad code {key_value}. {Follow/Do not follow} other rules when call is not completed.

Where:

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

🎦 Note

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

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

🎦 Note

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

🎦 Note

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

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

🛕 Caution

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

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

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

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

For example:

- Number 0. will match any number starting with 0.
- Number 1X[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval } Use this drop-down list to choose the time interval when the incoming calls must be checked.

Note

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

- { password} Use this text box to specify the password that the caller will have to provide in order for his call to be routed to the desired destination.
- {sound} Use the is to select the sound to be played to the caller when the password is requested. A pop-up panel listing all the available sounds matching the name specified in the text box is displayed. The following information is available:
 - P Click the
 icon to play or to download the sound.
 - Name The name of the sound file. Click the link in order to select this sound.
 - Folder This column displays the file's folder location.

🎦 Note

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

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

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

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

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

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

In order to display all the sounds available in the system for all the events, click the \equiv <u>Show all</u> link.

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

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

🛕 Caution

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

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

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

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 🖗 I ncoming 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		
		💢 <u>Remove selected</u>
5 Action	Number	In time interval 🔲
🔽 Block	342	Anytime 🗖

The outgoing call rules table

The details available for each existing rule are:

- S This rule's status 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 2 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 = \oplus icons.

The default rule structure is:

{action} number {number} if in time interval {time_interval} Where:

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

🔥 Caution

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

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

For example:

- Number 0. will match any number starting with 0.
- Number 1x[123]N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.
- { time_interval } Use this drop-down list to choose the time interval when the outgoing calls must be checked.

🎦 Note

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

🔥 Caution

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

Chapter 15 Manage Extension's Recorded Calls

VoipNow Professional offers the possibility to record your extension's incoming and outgoing calls, including the scheduled conferences, if your parent account has enabled the required option option for your extension.

Extension's Recorded Calls Overview

The Recorded Messages Management page can be accessed by clicking the • Recorded calls icon available in the Tools area.

Here, you can find a list with all the incoming and outgoing calls recorded for your extension and, if the extension is part of a group, for all the other extensions that have the appropriate Sharing Policy enabled (either with EVERYBODY, or only with the group(s) the current extension is member of).

For example, let us assume that your extension is part of Group 1. Extension 002 is also part of that group. If extension 002 has the Share my recordings with Group 1 policy enabled, then its recorded calls files will be visible to your extension as well.

Multiple operations can be performed using the controls available in this page:

- Search for specific recordings.
- Download recorded conversations on your computer.
- Remove recorded conversations.
- Activate/deactivate the call recording feature.

VoipNow Professional displays the following details about each existing recorded call:

- T This icon displays the type of the call that was recorded:
 - Incoming
 - 🔮 Outgoing
 - 🔹 ፇ Unknown
- Listen Use the available 🗖 🕮 controls to listen to the call. Its total length is displayed as well, using the hours : minutes : seconds format.

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

• From – The number of the extension recording the call. It is always the number of the current extension.

Additionally, if the extension recording the call is different from the initial caller, then VoipNow Professional displays, between parenthesis, the caller's CallerID.

🎦 Note

Also, VoipNow Professional displays, between parenthesis, the caller's CallerID name and CallerID number, exactly how they are displayed on the called party's screen. For example, the **From** column can display:

0087*014 (0100*001 via Joe Doe <0100*001>)

where:

- 0087*014 is the number of the current Phone terminal extension recording the call.
- 0100*001 is the number of the extension calling the Phone terminal extension.
- Joe Doe is the name of the extension that transferred/routed the call to the current number, the one initially called by the user.

- <0100*001> is the caller's CallerID number.
- Taken as a whole, 0100*001 via Joe Doe represents the CallerID name displayed on the called party's screen when receiving the call.
- To The number or the CallerID of the other party involved in the call. It can be both the caller or the callee.

This column can also display:

- Anonymous If the other party decided to hide its identity.
- Unknown If the identity of the other party involved in the call could not be established.
- Folder The folder where the recorded calls are stored. Both the calls initiated and received by that extension are saved in the same folder.
- Size The size of the recorded file, in KB.
- Created The date and time when the recorded conversation started.

Searching the Recorded Calls List

When you are searching for specific recorded call files, you can use one or more of the available filters:

Show folder { folder } Search { text } , where:

• {folder} - Use the drop down list to select the folder in which you want to search for certain recorded calls. Basically, the folder name is the number of the extension that recorded the calls. If you do not to limit the search, select All.

The list will be automatically updated according to your choice.

• {text} - Use the available text box to specify the number or the CallerID of the extension you are looking for. The search results include both the incoming and the outgoing recorded calls.

Enable or Disable Call Recording

- B Activate recording Use this icon to activate call recording.
- 📴 Deactivate recording Use this button to deactivate call recording.

Chapter 16 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.

- Patabase 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 \blacksquare 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



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 \blacksquare 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.



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 desired location content of the collection of the content of the conten

Chapter 17 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 4 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 = \pm 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 I controls to listen to the sound file.
 Its total length is displayed as well, using the hours : minutes : seconds format.

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

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

🎦 Note

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

Removal Confirmation

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

Manage Sound Folders



The **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 = \oplus 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 4 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 \blacksquare \blacksquare 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 18 Manage the CallNow Preferences

The CallNow interface allows anyone in the world with Internet access to contact your VoipNow Professional extension. After filling in the requested details, the extension will call the user back based on the number of the external request. The extension's specific routing, screening and charging rules will apply exactly as if the call was initiated by the extension.

Note

When the feature is not activated, VoipNow Professional displays the following message:

🛕 Warning: The CallNow feature is not activated. To use CallNow with your extension, you should activate and configure it.

The CallNow function can be activated by following the next steps:

- 1. Select the Allow people to call me check box.
- 2. Configure the parameters available in the Allow CallNow section:

- CallNow ID Use the available text box to fill in the CallerID associated to this extension or use the default one (e.g.: ba538fb568343064).
- I am available only in time interval Use the drop-down list to choose one of the already defined time intervals in which the extension owner will be available to be contacted via CallNow. By default, the Anytime interval is selected.
- Do not allow people to contact me while I am on the phone Select this check box if you would like all the CallNow requests to be rejected while the extension owner is involved in a call.
- Confirmation required before connecting me to caller Select this check box if you want the extension owner to confirm before accepting a CallNow request.
- Show my name on the public CallNow interface Select this check box if you want the extension owner's name to be made public in the CallNow interface.
- Ask for the name of the caller Select this check box if you do not want the anonymous callers to be accepted.
- Use image validation on the public interface When this check box is selected, a random validation security image is used.
- Language Use the drop-down list to select the language in which the CallNow interface will be displayed. You may choose either the default language or User's choice to let the caller decide.
- Message on the public interface Use this text box to specify a welcome message for the extension's public interface.
- 3. Click Ok to activate CallNow. A confirmation message that includes the extension's personal CallNow URL is displayed:

Information: CallNow function activated. If you want people to call you, then you should let them now your personal CallNow URL: http://192.168.14.39/callnow/Joe_Doe or https://192.168.14.39/callnow/Joe_Doe

where Joe_Doe is the CallNow ID specified earlier.

For more information about CallNow, click here.

Chapter 19 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 <u>SystemAPI Control</u> 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 <u>CallAPI</u> <u>Control</u> section.
- CallAPI Events This is the event triggering mechanism (RemotePBX without XML control). For more details, see the <u>CallAPI Events</u> 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 feature. 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 mange the remote applications or plug-ins that are authorized to use certain VoipNow Professional resources.

The SystemAPI Control Settings page has two sections:

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

🎦 Note

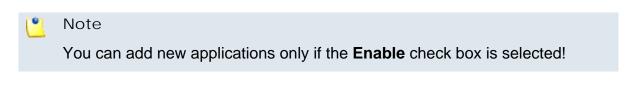
In case you choose this authentication method, it will not required to add the third party application to the system!

🚹 Caution

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

 Authorized Applications - This section allows you to manage the third party applications that will be able to use the SOAP API and that will authenticate using a customer key and a customer secret rather than 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.



The following details are displayed for each existing application:

- S The application's status:
 - Section Enabled

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

Solution
 Solution
 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 <u>Add a New</u> <u>Authorized Application</u> section.

You can click the $\ensuremath{\$\xspace{1pt}}$ icon to open the application's home page in a new window.

dit Authorized Application	
This pop-up panel allows you to up	date the details for a new third party application.
Application Info	
Name *	Call monitoring
Description	This plug-in is designed to monitor the calls flow and to provide relevant traffic information.
Homepage *	http://www.foo.com/callmonitoring/
Contact Info	
Admin email *	contact@foo.com
Admin phone	430588931756
User Agreement	
Allow 2 legged	
Consumer key	4~UJLX51mY-1dDWMF9C.TzQANq1w~cMp
Consumer secret	d_58xTz2kt~O6IXLfjX-yN5RQHgz~K1X <u>Regenerate</u>
* Required fields	V Ok Sancel

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 Application	s 👂 Search 🗐 Show all	
A Toggle search		🔠 Show columns 🛛 🗶 Remove selected
S Application	Description	Configured 🗖
🐒 Call monitoring ჽ	This plug-in is designed to mo	Jul 14, 2010 🗖
1 application(s)	This plug-in is designed to monitor the calls flow and to provide relevant traffic information.	Number of entries per page: <u>10 25 100</u>

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 Standard 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 I nfo This section allows you to set up generic details about the application.
 - Name Use the available text box to fill in the application's descriptive name, for example Google Apps.
 - Description Use this text box to specify some brief details about the application.
 - Homepage It is mandatory to fill in the application's home page that can be afterwards accessed by clicking the si icon.
 - Contact Info This section allows you to define the application administrator's contact email address and phone number.
 - Admin email Filling in a contact email address for the administrator is mandatory.
 - Admin phone
 - 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 <u>Regenerate</u> 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

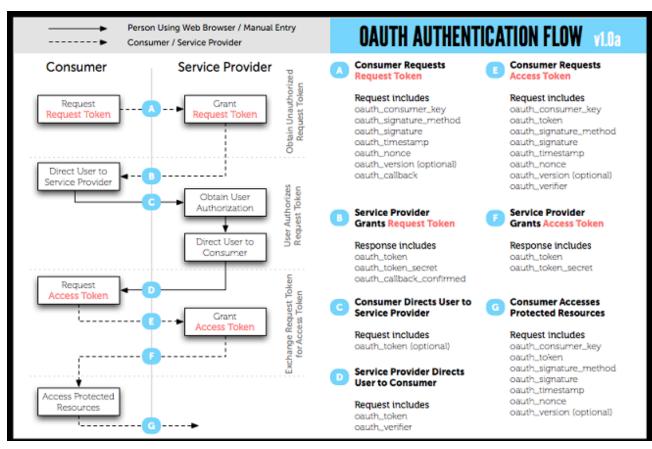
🔥 Caution

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.

Use OpenID		
Login *	admin	
Password *	•••••	Forgot your password?
Request token *		
Access duration	Until revoked	

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 <u>CallAPI Guide</u> and the <u>OAuth Guide</u>.

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:

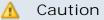
- Access
 - Enable Select this check box to allow the users to access the CallAPI and to define new third party applications that will fetch data from the VoipNow Professional CallAPI.
 - Allow legacy authentication Select this check box if you want to allow users to log in to the CallAPI using their 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.



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.



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 Applicatio	ons (OAuth)		
A Toggle search	Add new application		🎬 Show columns 💢 Remove selected
S Application	Description	Access Tokens	Configured 🔻 🗖
🔉 Local calls manage	🔝 Test third-party application f	<u>1 token(s)</u>	Jul 15, 2010 🗖
Lapplication(s)	Test third-party application for CallAPI.		Number of entries per page: 10 25 100

The table displaying the available authorized application

- S The application's status:
 - Sector
 Sector

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.

Solution
 Solution
 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 <u>Add a New</u> <u>OAuth Authorized Application</u> section.

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

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

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.

Manage Access Tokens for A	pplication <mark>Local</mark> c	alls manage	er:	×
Access Tokens				
Sear	th 🗐 Show all			
A Toggle search			🗶 <u>Re</u>	move selected
Token 🔻	Authorized By	Issued On	Lifetime	Used On 🗖
q.pjrb1Xbd_ThsRbTAf~BOY5C8I2-rW	'P rack	Jul 05, 2010	Until revoked	Jul 05, □ 2010
1 token(s)		Number of e	ntries per p	age: 10 <u>25 100</u>

The access tokens management window

The following information is available for each access token:

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



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

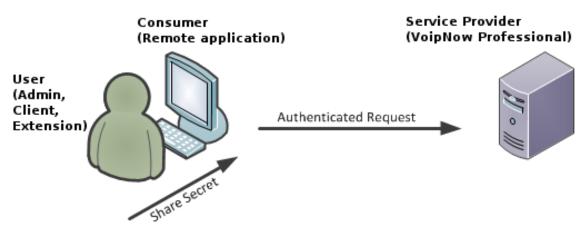
• Configured - The date when the application details were last modified.

Add a New OAuth Authorized Application

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

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

system, via CallAPI) on behalf of the User (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 <u>Regenerate</u> 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:
 - <u>Dial-Out</u> The request will be sent when the extension places an outgoing call.
 - <u>Dial-In</u> The request will be sent when the extension receives an incoming call.
 - Hangup The request will be sent when the extension hangs up.

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

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

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

Note This is the default selection.

- POST Use this method when you want to send data to be processed (e.g.: from a HTML form) to the third party application. The data is included in the body of the request. This may result in the creation of a new resource, in updating the existing resources or in both.
- Request ID Use the available text box to fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.
- Make request to Use this text box to specify the URL address where the request will be made. For more details, see the <u>CallAPI guide</u>.
- 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 \blacksquare = icons. You can add up to 10 requests per event.

To confirm your settings, click <u>Apply</u>. A message will be displayed on top of the page, informing you about the outcome.

Add VoipNow Professional to Applicatio	n CallAPI 🛛 🗶
VoipNow Professional can notify third party applicat know what you are doing,	ions using REST calls, for more details check the CallAPI external documentation. Add an event only if you
Send request on event	Dial-In
Request	
Request method *	IGET -
Request ID *	REQUEST1
Make request to (for more details check the CallAPI manual) *	http://RemoteHost/event.php?arg1=test
This is active	
Note	This is a test request.
	Apply Cancel

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 💢 <u>Clear selected</u> 🔎 <u>Search</u> 📃 <u>Show all</u> Г 5 Event **Configured URLs** Updated Jul 19, 2010 12:22:30 Dial-In 1 Dial-Out 4 Never Hangup Never 4

3 events

Number of entries per page: <u>10 25 100</u>

The CallAPI events table

Chapter 20 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 d 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

- Stended local call
- 🔹 💣 External call
- A The call application type:
 - 🦨 Dial
 - 🔹 💪 Queue
 - 🦸 IVR
 - 🔹 💪 Voicemail
 - Onference
 - 💰 Park
 - 🔹 💰 Unpark
 - 🔹 🗳 Callback
 - ^A Calling card
 - A 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

Se	epter	nber 2010	•		
Т	A	From	То		
<u>8</u>	0	0028*001	0003*006		
<u></u>	0	ہر 0028*00	Company: Foo Industries		
P	68	08057	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.
- I nitiated 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 \blacksquare <u>Show</u> <u>columns</u> panel.

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

🎦 Note

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

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

Note

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

• Call cost – The total amount that 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.



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

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

Export Reports to an Easy-to-Edit Format

- <u>Export to Excel</u> Click this link to export the call costs report to a Microsoft Excel file.
- <a>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 21 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 22 Contact and Support

For online help and support please visit:

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

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

Index

A

Access policy, 18 Account details, 21 Add database numbers, 130 Add incoming call rule, 108 Alerts, 17 Announcement sound, 133 API authentication, 144

В

Basic settings, 42

С

CallAPI control, 149 Add new application, 156 Call costs, 161 Calling features, 48 CallNow, 142 Call recording, 54, 127 Call screening database, 128 Add, 129 Edit, 130 (see also Add) Export, 132 Charging credits, 96 Charging limits, 94 Charging plan, 88 Conference settings, 51

D

Database categories, 131 Add, 131 Edit, 132 (see also Add)

E

Edit email body, 170 Export, 167 Extension account Incoming call rules, 104 Extension account expiration warning, 171 Extension account expired, 171 Extension charging limit exceeded, 173 Extension charging limit warning, 172

F

Failed logins, 28 Fax center, 52 Enable/disable, 76 Fax messages, 74 Sent, 77 Forgot password, 173

G

Greetings, 73

I

Import database numbers, 129 Individual days, 100 Instant messaging, 48 Interval, 100

L Login, 26, 27

Μ

Mailbox, enable/disable, 74 Matching intervals, 103 Music on hold, 133 My interface, 16

Ν

Network Allow or deny, 19 Remove, 20 Notifications, 14, 169

Ο

OpenID Add new identity, 34 Remove identity, 35 Outgoing call rules, 122

Ρ

Υ

Your OpenID identities, 30

Password, 14 Phone number collections, 128 Phone terminal queue membership, 81 Member preferences, 81 Queue settings, 82 Provisioning, 57, 58

R

Recorded calls, 125

S

Sessions, 25 Setup, 42 SIP preferences, 64 Sound folders, 138 Add, 139 Remove, 139 Sound language, 139 Add, 140 Edit, 140 Remove, 141 Sounds Add, 135 Edit , 136 Remove, 138 SystemAPI control, 145 Add new application, 148

Т

Time interval, 98 Time interval definition, 100 Time intervals Add, 99

U

Unified Communications settings, 25

V

Voicemail, 50 Voice mailbox, 70 Voicemail messages, 72