

CLOUD IS CALLING YOU.



4PSA VoipNow Core[®] 2.0.3

Endpoint's Guide

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Endpoint's Guide

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Preface

Who Should Read This Guide

This User's Guide must be read by the 4PSA VoipNow Core endpoint owners.

This manual does not cover the installation procedure. For detailed installation instructions, please check the Release Notes.



Chapter 1

Edit Your Contact Information



Caution

At first login, you will be required to fill in your contact information from the **Endpoint Information** page. You will not be able to access and manage the application until all the required details are set up in the system.

In order to update your contact information, click the  Edit endpoint icon available in the  [Home](#) section, which can be accessed from the left navigation panel.

4PSA VoipNow Core allows you to update your account information:

- Update your contact information
- Change your login password

You can modify the following contact details:

- Company name
- Contact name
- Login



Note

The username must contain only the following character types:

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

- Password – Use this text box to change the password for the endpoint account.



Caution

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

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



Note

The password must contain only the following character types:

- Any of the **26 letters of the Latin alphabet [a-z]**, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
- Any combination of the **10 decimals [0-9]**, also included in the ASCII.
- Special characters like: **! ? @ # \$ % ^ * () _ + = { } ~ [] ; , . | ^ &**.

- Confirm Password
- Phone
- Fax
- Email – The email address where 4PSA VoipNow Core can send you notifications about events that occur in the system.



Caution

The system can send automatic notifications when predefined events occur. In order to change your notification preferences, as well as the email templates

used for sending these notifications, click the



Email templates icon located in the `Tools` area.

- Address
- City
- Postal/ZIP code
- Country
- Region - The regions of a country are listed in alphabetical order. The one selected by default is the first one on the list.
- Timezone - Use the drop-down list to select the timezone specific for your location. By default, the timezone of the chosen location is selected.
- Phone language



Click the OK button to submit the data. When all the required information has been filled in and you choose not to change it, the Cancel button will return you to the previous page without any modification.

Chapter 2

Manage the Application

My Interface Settings

4PSA VoipNow Core allows the endpoint to customize the application's default look and settings from the My Interface page. You can define the interface language, the application's skin and the number of rows in the records list.

To access this page, click the  [Settings](#) link situated in the left navigation panel. Next, click the  My Interface icon available in the Infrastructure settings area.

You can adjust the following preferences:

- Rows in table – Use this text box to set the number of rows that will be displayed in your interface. It can be any number between 1 and 9,999. The default value is 10.

- Expanded alerts - Use this text box to set the number of alerts displayed in the user context. It can be any number between 1 and 10. The default value is 3.
- Interface skin – Use this drop-down list to choose the skin used by the logged in user interface.
- System language – Use this drop-down list to choose the language used by the logged in user interface.



Caution

4PSA VoipNow Core 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 tooltip – Select this check box to enable/disable application tool tips displayed on mouse over images/icons.
- Display context help – Select this check box to enable/disable context help, displayed in the top area of the page, under the title.


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

Restore Dismissed Alerts

Alerts present on any page in the application can be hidden by pressing the [Dismiss alert](#) link. These settings are only available for the logged in user.

To restore all the dismissed alerts, click the  Restore dismissed alerts button available in the Tools area.

Set up an Access Policy

4PSA VoipNow Core allows you to set up an access policy for the endpoint account. To enter the Access policy page, click the  Access icon available in the Infrastructure settings area.

There are two types of access policies:

- Deny - When this policy is configured, the endpoint is not allowed to log in to the 4PSA VoipNow Core interface if his computer's IP is listed on the deny list. All the other IPs that are not included in the deny list can access the interface with the endpoint account.
- Allow - When this policy is configured, the endpoint can login to the 4PSA VoipNow Core interface only if his computer's IP address is listed in the allow list. All the other IPs that are not included in the allow list cannot access the interface with the endpoint account.







Note

You cannot set up both types of policies at the same time for the same IP (Network).

View the Networks List


In the Network Access Policy page you can see a list with all the allowed and denied networks available in the system. The following information is available:

- 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, 4PSA VoipNow Core 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 4PSA VoipNow Core 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.

Searching the Network List

When the network list is too long and you are searching for a specific one, you can use the following features:

- Search – Fill in the text you are looking for in the text box. Click the  button or the Search label to display only the networks that match your search criteria.
- Show all – Click this  button or the Show all label to display the entire list.

The search criteria will be retained even if you navigate to other pages until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

Add Allowed or Denied Network

In order to add allowed or denied networks, follow these steps:



1.




Click the Access icon. A new page where you can enter the subnet or IP addresses to which you want to allow/deny access opens.

2. 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.


3. Use the   buttons to add several subnet or IP addresses at the same time.
4. Click Ok to add the IP(s) to the allow/deny list. Click Cancel to go back to the previous page.

Remove a Network

To remove a network, select its corresponding check box and then click the  [Remove selected](#) link. You will be asked to confirm the removal.

Chapter 3

View Account Overview

You can view the details of your account in the  [Home](#) section, which can be accessed from the left navigation panel. 4PSA VoipNow Core displays the following information:

- Your endpoint login – The password you must use on your phone terminal in order to login to the server. This password is either identical with the endpoint account's one, either it is set up in the Phone authentication section of the endpoint features page.
- Endpoint internal number – The phone number assigned to the endpoint when it was added to the system.
- Endpoint terminal – If the endpoint is registered into the system, the terminal's type is displayed here.
- Endpoint state – The endpoint's type, from the network connection perspective.
- Endpoint IP address – The endpoint's IP address registered into the system.

- Endpoint registration – The date and time when the endpoint registration expires.
- Calls cost for { month } / { year } – The calls' cost in the current month.
- Outgoing time spent on { month } / { year } – The outgoing calls' total duration in the current month.
- Incoming time spent on { month } / { year } – The incoming calls' total duration in the current month.
- Number of recorded conversations – The total number of recorded conversations, the disk space used by them and the percent of available disk space.

Chapter 4


Manage Settings

Most settings that change the system behaviour can be managed starting from this page. The settings are grouped based on the target profile, for example, an endpoint account will not have the same options available as an administrator account.

To access this page, click on the  [Settings](#) link from the left navigation panel.

Manage Sessions

View the Sessions List


This page lists the server sessions currently in progress. In order to access the Manage Sessions page, click the  [Settings](#) link available in



the left navigation panel and then the  Sessions button located in the Infrastructure settings area. Multiple operations can be performed:



- Search the existing sessions
- Delete sessions

4PSA VoipNow Core displays the following information about each session:

- T – The type of the user that logged in the system displayed using an icon:
 -  Endpoint
- Login – The user name of the person who logged in to the system.
- IP - The IP of the machine from which the user logged in to the system.
- Login time - The time when the user logged in to the system.

Searching the Sessions List

When the sessions list is too long and you are searching for specific sessions, you can use the following features:

- Search – Use the text box to specify the words you are looking for. Click the  button or the Search label to display only the sessions that match your search criteria.
- Show all – Click this  button or the Show all label to display the entire list.


The search criteria will be retained even if you navigate to other pages until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

The sessions list can be filtered by login name, IP and log in time. To do so, click on a table header link. The order criteria is marked by the highlighted table header and the arrow indicates how the sessions list was sorted. The sort direction can be changed by another click on that header.

Remove a Session

To remove registered sessions, follow these steps:


1. Choose the sessions you want to remove by selecting their corresponding check boxes in the Manage Sessions page.
2. Click the  [Remove selected](#) link.
3. You will be asked to confirm the removal. If you want to proceed with the removal, click OK, otherwise click Cancel.







Note

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

Login History



You are able to see a detailed history of the login sessions by clicking the  Login history button located in the Tools area of the Session Management page.

The following information is available:

- T - The user's level is shown using an icon:
 -  Endpoint
 -  Unknown level
- O - The icon in this column shows if the respective user is logged in or not. The icon can be:
 -  User is online
 -  User is offline
- Username - The user names of the persons that logged in to the system.
- Number of logins - The number of login sessions establish by the respective user.
- First login - The date and time when the user logged in for the first time.
- Last login - The date and time when the user last logged in.

Searching the Login History List

When the login history list is too long and you are searching for specific sessions, you can use the following features:

- Search - Use the text box to specify the words you are looking for. Then click the  button or the Search label to display only the records that match your search criteria.
- Show all - Click the  button or the Show all label to display the entire list.


The search criteria will be retained even if you navigate to other pages until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

The login history list can be filtered by user name, number of logins, first login date and last login time. To do so, click on a table header link. The order criteria is marked by the highlighted table header and the arrow indicates how the login history list was sorted. The sort direction can be changed by another click on that header.


Clear Logs

You are able to clear logs according to two criteria:

- Clear logs starting from { date} to { date} - You can choose to clear the logs for a distinct period of time. Click the  Calendar icon to specify the start and end date of the time interval.
- Clear logs older than - You can choose to clear 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 of a Specific Account

You are able to see the login history of a specific account by clicking the respective user name in the login history list. The page containing the login history of a specific account displays the following information:

- Login time - The date and time when the user logged in.
- IP address - The IP address the user logged in from.
- Hostname - The hostname where the user logged in from.
- L - This column shows that the user logged in from the interface:
 -  Control panel log in

Searching the Account's Login History List

When the account's login history list is too long and you are searching for a specific record in the list, you can use the following features:

- Search - Use the text box to specify the words you are looking for. Then click the  button or the Search label to display only the records that match your search criteria.
- Show all - Click the  button or the Show all label to display the entire list.

The search criteria will be retained even if you navigate to other pages until a new search is performed.


You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

The account's login history list can be filtered by login time, IP address, host name and login type. To do so, click on a table header link. The order criteria is marked by the highlighted table header and the arrow indicates how the account's login history list was sorted. The sort direction can be changed by another click on that header.

Clear Logs for an Account

The procedure is identical to the one described in the [Clear Logs](#) section.

Failed Logins


You can see a list of the failed login attempts by pressing the  Failed logins button in the Tools section of the Sessions Management page.


The following information is available:

- L - This column shows that the user logged in from the interface.
- Login time - The date and time of the login attempt.
- Username - The user name used for the login attempt.
- Message - The reason for which the login attempt failed.
- IP Address - The IP address of the user who attempted to log in.
- Hostname - The hostname of the user who attempted to login.

Searching the Failed Login History List

When the failed login history list is too long and you are searching for specific records, you can use the following features:

- Search - Use the text box to specify the words you are looking for. Then click the  button or the Search label to display only the records that match your search criteria.

- Show all - Click the  button or the Show all label to display the entire list.

The search criteria will be retained even if you navigate to other pages until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

The failed login history list can be filtered by login time, user name, message, IP address and hostname. To do so, click on a table header link. The order criteria is marked by the highlighted table header and the arrow indicates how the failed login history list was sorted. The sort direction can be changed by another click on that header.


Clear Logs

The procedure is identical to the one described in the [Clear Logs](#) section.

Chapter 5

Endpoint Setup

If you want to edit the endpoint's features and functionalities, follow the next steps:

1. In the Endpoint Management page, choose the desired endpoint and click on its name.
2.  Click the Endpoint setup icon available in the Tools area.
3. The Edit Endpoint page will open, displaying two sections that can be customized:
 - Basic settings





Caution

Endpoint account will be able to see **Allowed codecs**, **Endpoint does not register and is always on IP {IP} Port {Port}** and **Permit usage of endpoint only from IP(s)** only if they have the **Endpoint SIP management** permission enabled by an upper level user.

- CallerID Name in public calls – This option is used when the endpoint is calling public destinations. You can choose from the drop-down list one of the 3 setup options:
 - Set by server - If this option is selected, phones with callerID display the endpoint owner's name.
 - Set by equipment - If this option is selected, phones with callerID display the caller name as it is set up from the phone terminal apparatus.
 - Anonymous - If this option is selected, phones with callerID display the string Anonymous.
- CallerID Number in public calls – This option is used when the endpoint is calling public destinations. You can choose from the drop-down list one of the 3 setup options:
 - Set by server - If this option is selected, phones with callerID display the public phone number of the endpoint.
 - Set by equipment - If this option is selected, phones with callerID display the phone number of that particular phone terminal apparatus.
 - Anonymous - If this option is selected, phones with callerID display the string Anonymous.
- CallerID on internal calls like on public calls – If this option is enabled and a public callerID is available, than that public callerID is used in local calls, as well as in external calls.
- Send SIP P-Asserted-Identity header – When enabled, a new header is added to all outgoing INVITE requests sent from this endpoint. The header contains the endpoint's callerID number (i.e. P-Asserted-Identity: sip:0003*003@localhost.localdomain).
- Ring endpoint for {time} seconds - Use the available text box to specify the maximum number a seconds an endpoint will be ringed. The default value is 30 seconds.
- Ping endpoint to check its status - When this option is enabled, the server can check the endpoints for presence regularly. If the endpoint does not answer in a time below this setting, it is considered offline.
- Allowed codecs - Use these check boxes to select the codecs supported by the phone device.
- Endpoint does not register and is always on IP {IP} Port {Port}
 - Use the available text boxes to specify the endpoint's IP address and

port so that it will no longer have to register to the server. All the calls will be redirected to that server.

- Permit usage of endpoint only from IP(s) - You can limit the usage of an endpoint only from certain IP(s). Use the available text box to specify the IP address. You can add/remove multiple IPs using the   icons.
- Equipment description - Use the available text box to specify a brief description of the apparatus.
- Call recording – This feature allows the user to record phone conversations.



Caution

Endpoint account will be able to see **Call recording** only if they have **Call recording function enabled** permission enabled by an upper level user.

- Record triggered – Use the available radio buttons to specify when/how call recording will be triggered:
 - Never – Although the call recording feature is enabled, it is not used.
 - All calls are recorded – When this option is enabled, 4PSA VoipNow Core will record all the endpoint's conversations.

Chapter 6

View Your Personal Charging Plan




Caution

This section will be displayed only if the endpoint was created with a charging plan attached to it.

4PSA VoipNow Core allows you to view detailed information about an endpoint account's charging plan. To access this information, follow the next steps:



Click the  My charging plan icon available in the **Tools** area. The information is grouped into several sections:

- Charging plan description
 - Charging plan name – The descriptive name of the charging plan.
 - Charging plan type – The type of the charging plan: prepaid or postpaid.

- Allow incoming calls - Yes – 4PSA VoipNow Core displays this information only if your account's endpoints can receive calls from endpoints that belong to the system as well as from endpoints outside the system.
- Allow outgoing external calls - Yes – 4PSA VoipNow Core displays this information only if your account's endpoints can make calls to destinations outside the system.
- Allow direct calls between endpoints - Yes – 4PSA VoipNow Core displays this information only if your account's endpoints can directly call other endpoints.
- Remaining incoming calls credit – The amount currently available for incoming calls.



Note

This information is available only for prepaid charging plans.

- Remaining outgoing calls credit – The amount currently available for outgoing calls.



Note

This information is available only for prepaid charging plans.

- Number of recharges



Note

This information is available only for prepaid charging plans.

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



Note

This information is available only for postpaid charging plans.

- Outgoing money limit – The supplementary credit for external outgoing calls.



Note

This information is available only for postpaid charging plans.

- External outgoing limits – The number of outgoing minutes available, per time interval. The number of outgoing minutes is displayed for each time interval included in the charging plan in the following format:

{ m } minutes limit in time interval { T }

The number of remaining minutes in current month is also displayed in format:

{ m } minutes limit in over usage. { m } minutes and 0 seconds remaining in { month }



Note

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

4PSA VoipNow Core displays this section only if the endpoints on the client account can make calls to destinations outside the system.

- Outgoing calls charges – 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 { U } seconds - For the first { T } seconds the call is taxed as one minute; afterwards, taxing is done every { U } seconds.

If the charges for external calls are computed using a fixed prices method, 4PSA VoipNow Core displays the costs for each time interval in the following format:

- Calls made in time interval { T } are charged with { money unit } / second – The price charged for external calls made in time interval { T } .

4PSA VoipNow Core displays the costs for the calls outside the time intervals specified above:

- Calls made outside these time intervals are charged { money unit } / second – The price charged for external calls made outside time interval { T } .
- External incoming calls charges – These charges apply to calls received from outside the system.



Note

4PSA VoipNow Core displays this information only if the endpoints are allowed to receive external calls.

- Calls are charged indivisible for the first {T} seconds and then every {U} seconds - For the first {T} seconds the call is taxed as one minute; afterwards, taxing is done every {U} seconds.
- External incoming calls are charged {money unit}/second - The fee charged to the endpoint for each incoming external call.
- Free minutes - This section provides an overview of the free minutes included in this user's charging plan.



Note

Some of these sections may not be displayed, depending on the user's charging plan.

All these fields are related to the permissions and fees set for the current user in his charging plan.

Chapter 7


View Your Charging Limits History



Caution

This section will be displayed only if:

- The endpoint was created with a charging plan attached to it.
- The endpoint was created with a Postpaid charging plan.

4PSA VoipNow Core allows you to view detailed information about an endpoint's charging limits. To access this information, click the  Charging limits icon available in the `Tools` area.

The Charging limits left section displays the remaining charging limits that can still be used by the client:

- Outgoing money limit
- Incoming money limit

The charging limits history table contains the following columns:

- Incoming money limit – Displays the supplementary credit available for the external incoming calls.
- Outgoing money limit – Displays the supplementary credit available for the external outgoing calls.
- Over usage minutes – Displays the supplementary over usage minutes limit.
- Every month – Displays the time frame for the charging limits:
 - Yes - If the imposed charging limits are automatically added every month.
 - No - If the imposed charging limits apply only to the current month.
- Order number – Displays the number of the request for allocating the new charging limits.
- Date added – Displays the date and time when the charging limits were enforced.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

Chapter 8

View Your Charging Credits History



Caution

This section will be displayed only if:

- The endpoint was created with a charging plan attached to it.
- The endpoint was created with a Prepaid charging plan.

4PSA VoipNow Core allows you to view detailed information about the history of recharges for the endpoint's charging credit. To access this information,



click the Charging credits icon available in the **Tools** area.

The Charging credits left section displays the remaining credit that can still be used by the client:

- Outgoing calls credit
- Incoming calls credit


The credit history table contains the following columns:

- Incoming calls credit – Displays the supplementary credit available for the incoming calls.
- Outgoing calls credit – Displays the supplementary credit available for the outgoing calls.
- Order number – Displays the number of the request for allocating the new charging credits.
- Date added – Displays the date and time when the charging credits were enforced.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

Chapter 9


Manage Your Time Intervals

To access this option, click the  Time intervals icon available in the Tools area.

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.

To access this page, click the  [Home](#) link in the left navigation panel.

Next, click the  Time intervals icon available in the Tools area. Multiple operations can be performed:

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

4PSA VoipNow Core displays the following information about each time interval:

- T – The method used to define the time interval:
 -  Individual days method
 -  Interval method
 -  Interval belonging to the owner user
- Name – The time interval's descriptive name. Click this link to edit the time interval's information.
- Intervals - The number of different time intervals defined for the specific time interval block. Click the link to see further information regarding the time intervals:
 - Hours - The hours used as the time interval limits.
 - Week days - The days used as the time interval limits.
 - Days of the month - The month period to which the time interval applies.
 - Month - The month to which the time interval applies.
- Created – The date when the time interval was created.





Note

There is one default time interval for each user in the system named `Full month` that covers the entire month.

Searching the Intervals List

When the time intervals list is too long and you are searching for a specific one, you can use the following features:

- Search – Fill in the text you are looking for in the text box. Click the  button or the `Search` label to display only the time intervals that match your search criteria.

- Show all – Click this  button or the show all label to display the entire list.

The search criteria will be retained even if you navigate to other pages until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

The time intervals list can be filtered by name and creation date. To do so, click on a table header link. The order criteria is marked by the highlighted table header and the arrow indicates how the time intervals list was sorted. The sort direction can be changed by another click on that header.


Add a New Time Interval

If you want to add a new time interval to the endpoint account, click the



Add time interval icon available in the endpoint's Tools area.

1.

In the Time Interval Management page, click on 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 block:
 - Name – Use the text box to fill in a descriptive name which will help to identify the time interval.
 - Matching algorithm – A time interval block can be described in two ways:
 - Individual days – This method allows 4PSA VoipNow Core to match the same time interval in different days. See the example below.
 - Interval – This method allows 4PSA VoipNow Core to match a continuous time interval that extends over several days. See the example below.
 - Timezone – Use the drop-down list to select the time zone for which your time interval is defined. The default value is `server_default`.



Note

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

In the description of a charging plan, this information is listed in the Outgoing calls charges area.

- The Matching intervals area allows you to enter multiple time intervals in order to have a more complex and comprehensive overview of the calls. Here you can enter the following parameters:
 - Start at hour and End at hour – Use the available text boxes to specify the limits of the time slot.
 - Start weekday and End weekday – Use these drop-down lists to select the days of the week that define the time slot.
 - Start day of month and End day of month – Use these drop-down lists to select the days of the month that define the time slot.
 - Month - Use this drop-down list to select the month that defines the time slot.
3. Use the   buttons if you want to add/remove several time intervals:
-  removes the corresponding time interval.
 -  adds another time interval.
4. Click OK to add the new time interval(s). Click Cancel to go back to the previous page without adding the interval(s).



Note

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

Example of a time interval defined in individual days

In the below time interval, 4PSA VoipNow Core matches the calls made or received between 8:00 – 20:00 hours, on Monday, Tuesday, Wednesday, Thursday and Friday between 1 and 31 of every month.

Time interval definition	
Name *	<input type="text" value="Individual"/>
Matching algorithm	<input type="text" value="Individual days"/>
Matching intervals	
Start at hour *	<input type="text" value="08"/> : <input type="text" value="00"/>
End at hour *	<input type="text" value="20"/> : <input type="text" value="00"/>
Start weekday	<input type="text" value="Monday"/>
End weekday	<input type="text" value="Friday"/>
Start day of the month	<input type="text" value="1"/>
End day of the month	<input type="text" value="31"/>
Month	<input type="text" value="--"/>

A time interval defined in individual days

Example of a contiguous time interval

In the below time interval, 4PSA VoipNow Core matches the calls made or received between Monday, 8:00 and Friday, 20:00, between 1 and 31 of every month.

Time interval definition

Name *
Interval

Matching algorithm
Interval

Matching intervals

Start at hour *
08 : 00

End at hour *
20 : 00

Start weekday
Monday

End weekday
Friday

Start day of the month
1

End day of the month
31

Month
--

A continuous time interval

Example of a time interval block with two different time intervals defined for individual time frames

In the below time interval block, 4PSA VoipNow Core matches the calls made or received between 8:00 - 18:00 hours on Monday, Tuesday, Wednesday, Thursday and Friday, every month between 1 and 31, as well as the calls made or received between 18:01 - 07:59 hours on Monday, Tuesday, Wednesday, Thursday and Friday, every month between 1 and 31.

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

Edit a Time Interval



To edit the properties of a time interval, click the  Time intervals icon available in the Infrastructure Features page, in the Infrastructure settings area, and follow these steps:

1. In the time interval list, click the name of the time interval you want to change.

2. A new page where you can rename the time interval and modify its start/end hours, days, dates will open. You can also change the matching algorithm.



Note

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

3. Click OK to save the changes you have made to the time interval. Click Cancel to return to the previous page without saving the changes.

Remove a Time Interval



To remove a time interval, click the Time intervals icon available in the Infrastructure settings area and follow the next steps:

1. Choose the time intervals you want to remove by selecting their corresponding check boxes.
2. Click the [Remove selected](#) link.
3. You will be asked to confirm the removal. If you want to proceed, click OK. Otherwise, click Cancel.

Chapter 10

Manage Your Endpoint's Call Rules

Manage Endpoint's Outgoing Call Rules

4PSA VoipNow Core allows endpoints to block certain outgoing calls, based on the time interval when the call was dialed and the callerID of the system user that dialed the number.

Outgoing Call Rules Overview

To access the outgoing call rules option, click the



Outgoing call rules icon available in the **Tools** area.

In the new opened page, you can view a list of all the rules available to the endpoint account. The following operations can be performed:

- Add new outgoing call rules
- Remove existing outgoing call rules

4PSA VoipNow Core displays the following information about each group:

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

-  Enabled
-  Disabled

Click this icon to change the rule's status.

- 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 in which the rule is applied.

Add an Outgoing Call Rule

To add new outgoing call rules, click the



Outgoing call rules icon available in the **Tools** area.

In the new opened page, you can find buttons, text boxes and drop-down lists that allow you to define one or more routing rules for outgoing calls. The following steps should be followed:

1. The first drop-down list displays the available actions. 4PSA VoipNow Core blocks the call to a certain number if the number is matched.
2. Use the number text box to match the number dialed by the endpoint user.



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.

3. Use the third drop-down list labeled if in time interval to select the time interval that this rule applies to.



Caution


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

4. Click OK to add the new routing group to the system. Click Cancel to go back to the previous page without adding the rule group.

Remove an Outgoing Call Rule



To remove call rules, click the  Outgoing call rules icon available in the **Tools** area and follow the next steps:


1. Choose the rules that you want to delete by selecting their corresponding check boxes.
2. Click the  [Remove selected](#) link.
3. You will be asked to confirm the removal. If you want to proceed, click OK. Otherwise, click Cancel.

Chapter 11

Manage Your Endpoint's Recorded Calls

4PSA VoipNow Core allows the users to record their conversations.




Endpoint's Recorded Calls Overview

To access the recorded calls option, click the  Recorded calls icon available in the **Tools** area.



When the call recording feature is enabled, in the Recorded Message Management page you can view a list of the calls recorded by the endpoint owner. Multiple operations can be performed on these recorded calls:

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

4PSA VoipNow Core displays the following details for each recorded call:

- T – This icon displays the call type:
 -  Incoming
 -  Outgoing
 -  Unknown
- From – The name of the file. It is automatically generated by 4PSA VoipNow Core using a specific format:
 - `date_time-type.ext` (e.g. `20051230_182345-in.wav`). Click this link to download the recorded file.
- Size – The size of the recorded file.
- Created – The date and time when the conversation recording started.
- Length - The recorded call duration.



Enable or Disable Call Recording

-  Activate Recording – Use this icon to activate call recording.
-  Deactivate Recording – Use this button to deactivate call recording.

>

Searching the Recorded Calls List

When the recorded conversations list is too long and you are searching for specific recordings, you can use the following features:

- Search – Use the text box to specify the words you are looking for. Click on the  button or the search label to display only the recorded calls that match your search criteria.
- Show all – Click this  button or the show all label to display the entire list.


Even if you navigate to other pages, the search criteria will be retained until a new search is performed.

You can change the number of entries per page by clicking the [10](#), [25](#) and [100](#) links available in the right side of the table. The total number of records is shown in the left side.

Another way to simplify the listing is to sort the recorded conversations by clicking a table header. The order criteria is marked by the highlighted table header and the arrow indicates how the recorded calls list was sorted. The sort direction can be changed by another click on that header.

Remove a Recorded Call

To remove recorded calls from the system, follow the next steps:

1. Choose the calls you want to delete by selecting their corresponding check boxes in the Recorded Messages Management page.
2. Click the  [Remove selected](#) link.
3. You will be asked to confirm the removal. If you want to proceed, click OK. Otherwise, click Cancel.



Chapter 12

View Your Call Costs

4PSA VoipNow Core offers an easy way to keep track of the calls made by all the endpoints in the system.

In the Call Report page, you can view a monthly report of all registered calls. You can also:





- Search for specific calls.
- Export the call list to a file in one of the available formats: Microsoft Excel or .csv.

To access this page, click the Call reports tab available in the Report Management page.

4PSA VoipNow Core displays a table containing the calls registered in the current month. To view the calls from a previous month, use the drop-down list available in the page.


The table includes the following details about each call:

- F – The call flow is displayed using an icon:

-  Incoming call
-  Outgoing call
- T – The call type is displayed using one of the icons:
 -  External call
 -  Direct calls between endpoints
- From – The number of the endpoint that initiated the call.
- To – The number of the endpoint that answered the call.
- Call started – The date and time when the call was initiated.
- Answered - The date and time when the call was answered.
- Call duration – The duration of the call.
- CallID – The unique number that Asterisk generated to identify the call.
- Called DID - The Direct Inward Dialing (DID) number that was called.
- Call cost – The cost of the call for the logged in user.




Note

You can filter the displayed columns by clicking the  [Show columns](#) button. After choosing the desired columns, click on **Apply** in order to save the changes. Likewise, if you cannot see some of the above columns, it is likely that they have been disabled using this control.

Searching the Calls List



To search the calls database, follow these steps:


1. 4PSA VoipNow Core automatically displays only the calls from the current month. If you want to view the call list for previous months, use the following options:
 - From number - Use this text box to fill in the number of the person who made the call.
 - To number - Use this text box to fill in the number of the person who answered the call.
 - CallID – Use this text box to fill in the unique number that Asterisk generated to identify the call.

- Called DID - The Direct Inward Dialing (DID) number which was called.
- 4PSA VoipNow calling extension – Use the available text box to filter calls by the name of the 4PSA VoipNow extension from the 4PSA VoipNow server that initiated the call.
- Received chargingID - Use the available text box to specify the chargingID that helps pointing out the endpoint that will be charged for the call.
- Call duration – Use this section to specify the call duration limits by filling in the fields from the rule:
Higher than {x} seconds and/or lower than {y} seconds
- Call cost – Use this section to specify the call cost limits by filling in the fields from the rule:
Higher than {x} and/or lower than {y}
- Call ended with – Use the drop-down list to filter calls that ended with:
 - Answered
 - No answer
 - Busy
 - Failed
 - Unknown
 - Not allowed
- Start search on {x} and end on {y} - Use these text boxes or click the  calendar icon to specify the period you want to search.
- Display - Use these radio buttons to filter the search results:
 - All calls – Select this option to display all the call types in the list.
 - Incoming calls – Select this option to display only the calls that were received.
 - Outgoing calls – Select this option to display only the calls that were placed.
- Limit search by call context – Use these radio buttons to filter the search results:
 - All calls – Select this option to display all the calls.
 - Direct calls between endpoints – Select this option to display only the calls made between endpoints.

- External calls – Select this option to display only the calls received from outside the system or sent to external destinations.
2. Click OK to display only the records that fit your search criteria.

Export Reports to an Easy-to-Edit Format

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

You have the possibility to customize the exported call cost report by choosing the columns you want to include in your report. To select the relevant columns that will appear in the exported report, click the  Show export button in the upper right corner of the screen. Select the check boxes corresponding to the column names you want to export. Disable the check boxes corresponding to the column names you want to leave out.

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

- Call flow - The direction of the call: incoming or outgoing.
- Call type - The received call type.
- To number - The phone number of the person who answered the call.
- From number - The phone number of the person who made the call.
- Call started - The date and time when the call started ringing on the destination phone.
- Call answered - The date and time when the call was answered. If the call was not answered, 4PSA VoipNow Core records the value: 0000-00-00 00:00:00
- Call duration - The total length of the received call.
- Call disposition - The way the call was terminated: it was either answered, not answered, failed, etc
- Call cost - The call cost as charged by the channel.
- Money unit - The currency currently used for charging.
- Call ID - The unique ID of the call generated by 4PSA VoipNow Core.

- Transfer source - If the call was transferred to another endpoint, this column will list the source endpoint.
- Transfer destination - If the call was transferred to another endpoint, this column will list the destination endpoint.
- Initially called endpoint - If the call was picked up from another endpoint, this column will display the endpoint that was originally called.

Chapter 13

Manage Your Email Templates

4PSA VoipNow Core 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.



To access this page click 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 saving the changes you have made.

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 in the Available external outgoing minutes plus the minutes remaining in the External outgoing over usage 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 to the email. Click Cancel to return to the previous page without saving the changes.

The events that can trigger an email notification are displayed in Email Template Management page and will be described in the next sections, along with the tags used by every notification.

The 'Endpoint 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 endpoint account is set to expire. This is the name specified in the provided endpoint 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 endpoint information.
- [login] - The username used to connect to the endpoint account, as it was specified in the provided endpoint information.
- [ext_number] - The telephone number assigned to the endpoint account.
- [public_number] - The number used on the public phone network for this endpoint.
- [expire_date] - The date when the user's account expires.

The 'Endpoint Account Expired' Email Template

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

The default tags used by this notification are listed below:

- [contact_name] - The name of the user whose endpoint account has just expired. This is the name specified in the provided endpoint 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 endpoint information.
- [login] - The username used to connect to the endpoint account, as it was specified in the provided endpoint information.
- [ext_number] - The telephone number assigned to the endpoint account.
- [public_number] - The number used on the public phone network for this endpoint.
- [expire_date] - The date when the user's account expired.

The 'Endpoint 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 endpoint account whose credit/number of minutes is below the customized limit. This is the name specified in the provided endpoint 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 endpoint information.
- [login] - The username used to connect to the endpoint account, as it was specified in the provided endpoint information.
- [ext_number] - The telephone number assigned to the endpoint account.
- [public_number] - The number used on the public phone network for this endpoint.
- [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 'Endpoint 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 endpoint account whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided endpoint 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 endpoint information.
- [login] - The username used to connect to the endpoint account, as it was specified in the provided endpoint information.
- [ext_number] - The telephone number assigned to the endpoint account.
- [public_number] - The number used on the public phone network for this endpoint.
- [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, 4PSA VoipNow Core 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 4PSA VoipNow Core interface, as it was specified in the provided reseller/client/endpoint 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.