

Virtual IPPBX Administration Guide



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1.Introduction

Virtual IPPBX Administrator Guide

Virtual IPPBX system is a scalable telephony solution featuring a range of traditional telephony and emerging VoIP technologies. The creation of a national/global voice networks in addition to a complete range of Analog, Digital, and VoIP channels, all fully supported. Functionality includes: Voicemail, IVR, ACD Queues, Real time all recording/monitoring, Conferences, Auto Provisioning, Music on Hold and much more.

2. Login

In order to login into the online self care point your browser to: www.pbx.virtualglobalphone.com

» Site Manager

You are currently using SSL.

Please enter your details below:

E-mail:

Password/PIN:

Language: English

» Login



Email:

Email address used for signup **Example:** mike@domain.com

Password/PIN:

Password will be sent along with the welcome email **Example:** 44@3Th~

3. Administration Interface

Following menus will be explained here:

- Extensions
- DIDs
- Conferences
- IVR
- Queues
- Voicemail
- Monitor
- Reports
- Fax

The screenshot shows the Virtual IPPBX Administration Interface. The top navigation bar includes 'VirtualIPPBX', 'Preferences', 'Help', 'Logout', and a language selector set to 'English'. The right side of the header shows 'Release: 2.2.1.0', 'Users: 1', and 'System Date: 13 Jun 2010 03:'. A green 'Running' status indicator is visible in the top right corner.

The left sidebar contains a 'Select a tenant' dropdown set to 'VirtualGlobalPhone (#:)' and a menu with options: Extensions, System, Ring Groups, DIDs, Conferences, IVR, Queues, Voicemail, Monitor, Reports, and FAX. The 'Extensions' menu is currently selected.

The main content area features a search bar with a magnifying glass icon and a search button. Below the search bar are checkboxes for 'Name', 'E-mail', 'Extension', and 'MAC'. A table displays the search results for extensions:

Name	Extension	User Agent	Status	Protocol
Vgp_support	10000	Generic SIP	Active	SIP
Vgp_sumithra	10001	Generic SIP	Active	SIP
VGP_billing	10002	Generic SIP	Active	SIP
vgp_santhosh	10005	Generic SIP	Active	SIP

At the bottom of the table, there are navigation links: '<previous' and 'next >'. The page number 'Page 1 of 1' is also displayed.

Menu	Description
Applications Menu	Applications menu provides access to all applications, site settings, SM settings, log out and help links.
Virtual IPPBX	Clicking on Virtual IPPBX will display its menu showing all available sections.
Help	A link to help documentation.
Logout	This link allows user to log out.

Menu	Description
Virtual IPPBX menu	Virtual IPPBX menu is located on the left and it displays all administration sections available.
Data Area	Data are displays all results from various actions performed.
System Actions Menu	System actions status on the top right allows viewing of the system status and performing of start, stop and restart actions on one or more servers.

3.1 Extensions

Extensions are associated with all IP Phones / Soft phones registered to the current business phone systems.

In this you will find two submenu / functionality
System
Ring Groups

The screenshot shows the VirtualIPPBX web interface. At the top, there is a navigation bar with 'VirtualIPPBX', 'Preferences', 'Help', 'Logout', and a language selector set to 'English'. Below this is a 'Select a tenant' dropdown menu showing 'VirtualGlobalPhone (#)'. A sidebar on the left contains a menu with items: 'Extensions' (highlighted), 'System', 'Ring Groups', 'DIDs', 'Conferences', 'IVR', 'Queues', 'Voicemail', 'Monitor', 'Reports', and 'FAX'. The main content area has a search bar and a table of extensions. The table has columns for Name, Extension, User Agent, Status, and Protocol. There are also 'Add Extension' and 'Search' buttons at the top of the main area.

Name	Extension	User Agent	Status	Protocol
Vs [redacted]	10000	Generic SIP	Active	SIP
Vs [redacted]	10001	Generic SIP	Active	SIP
Vs [redacted]	10002	Generic SIP	Active	SIP
Vs [redacted]	10005	Generic SIP	Active	SIP

3.1.1 System



In this you will find below functionality
Search
Add/Edit Extensions
Advanced Options

3.1.1.1 Search

System extensions lists all local and remote UADs/Phones connected to the current tenant with the following details:

The screenshot shows the search results for system extensions. It features a search bar at the top with 'Add Extension' and 'Search' buttons. Below the search bar is a table with columns for Name, Extension, User Agent, Status, and Protocol. The table lists several extensions with their respective details. There are also 'previous' and 'next' navigation links at the bottom of the table.

Name	Extension	User Agent	Status	Protocol
John	10000	AASTRA 53i	Active	SIP
Cindy	10001	Generic SIP	Active	SIP
Paul	10002	Generic SIP	Active	SIP
Jessica	10003	Generic SIP	Active	SIP
Denis	10006	Snom 320	Active	SIP
X-Lite	10007	X-Lite	Active	SIP

Field	Description	Example
Name	Full name of the user device is registered to	Peter Yu
Extension	IP Phone / Soft phones (UAD) extension number	1111
User Agent	IP Phone / Soft phones (UAD) type	Sipura SPA-841
Status	IP Phone / Soft phones (UAD) system status	Active/Inactive
Protocol	Protocol used by the IP Phone / Soft phones (UAD)	SIP/IAX
	Edit IP Phone / Soft phones (UAD) configuration	
	Delete IP Phone / Soft phones (UAD) from the system	

3.1.1.2 Add/Edit Extension

Procedure of adding a new system extension is divided into two steps. In first step UAD/Phone type and extension location needs to be provided.



Tip

By default, 'Single Extension' will be created. 'Advanced Options' offer the facility to add multiple extensions as well. For more information check the 'Adding Multi Extensions' chapter.

Add/Edit Extension

Field	Description	Example
UAD (User Agent Device)	Select the model of new system UAD/Phone. In case that UAD/Phone is not listed here, navigate to 'Settings: UAD' Edit desired UAD/Phone and set its 'Status' to 'Active'. Now, that UAD/Phone will be available in this list.	Linksys SPA-941
Location	Select the location of new UAD/Phone. Location refers to whether UAD/Phone is in 'Local' (LAN) or 'Remote' (WAN) network.	Local/Remote

In second step, basic UAD/Phone information is set.



Tip

Since this is an extension on a business phone system (Tennant) you will see that Username is prefixed with tenant code, which is required for a UAD/Phone to register to the system. Nevertheless, when you register you will be able to dial other users on the tenant with only their number.

Add/Edit Extension

Field	Description	Example
Extension	System extension number By default, this field is automatically populated, but can be changed to any Extension number.	Setting '1008' here will create new system extension with the same network number. By default, this field is automatically populated, but can be changed to any Extension number.
Name	Full name of the person using the Extension. This name is sent in a Caller ID information	Setting 'Joanna Cox' here will show this name on other UAD/Phone display when the call is made
E-mail	Email address associated with the extension and used for various system notifications	Setting 'joanna@domain.com' here will transfer all Voicemail notifications, Extension PIN and other details to this email
Reset Inclusive	Reset extension inclusive minutes Click on this button and confirm with 'Yes' to reset inclusive minutes.	Button
Username	Username used by the UAD/Phone for the registration with the Virtual IPPBX. By default, this field is Extension network number and cannot be changed.	In this case this value is set to '30010008'.
Secret	Secret/Password used by the UAD/Phone for the registration with the Virtual IPPBX. By default this field is automatically populated, but can be changed to any value	t8C1OGvK
PIN (Personal Identification Number)	Four digit number used for account authorization. NOTE: This number must always be four (4) digits long	If PIN for this extension is set to '8474', provide it when asked for it by the Virtual IPPBX when checking your Voice inbox or other Enhanced Services



Tip

- After Extension is created, 'Permissions' group will be editable for the administration.
- Do not paste a value to 'Name' and 'Email' fields but please type it in. If these values are pasted, 'Advanced options' will need to be opened and the system will prompt for missing values.
- Once extension is created, 'Save & Email' button becomes available. This command sends Extension details on provided 'E-mail' address.

3.1.1.3 Search

Search bar filters extensions by name, e-mail and number

Search Extensions

Field	Description	Example
Search	Search phrase	Provide a search phrase here and hit enter to filter the records
Name	Should search filter be applied to names UADs are registered to	Check the box to search the names
E-mail	Should search filter be applied to email addressed associate with the UADs	Check the box to search the email addresses
Number	Should search filter be applied to extension numbers	Check the box to search extension numbers

3.1.1.3 Adding Multi Extensions

Do email to support@virtualgobalphone.com

Authentication

These options are used for UAD/Phone authentication with the Virtual IPPBX

Authentication

Field	Description	Example
Username	Username used by the UAD/Phone for the registration with the Virtual IPPBX	By default, this field is the same as extension network number and cannot be changed. In this case this value is set to '1008'.
Secret	Secret/Password used by the UAD/Phone for the registration with the Virtual IPPBX	By default this field is automatically populated, but can be changed to any value
PIN (Personal Identification Number)	Four digit number used for account authorization. NOTE: This number must always be four (4) digits long	If PIN for this extension is set to '8474', provide it when asked for it by the Virtual IPPBX when checking your Voice inbox or other 'Enhanced Services'

Permissions

In this chapter we will cover:

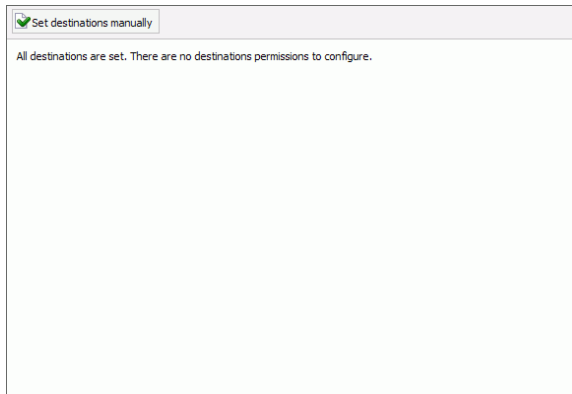
- Destinations
- Enhanced Services



Destinations

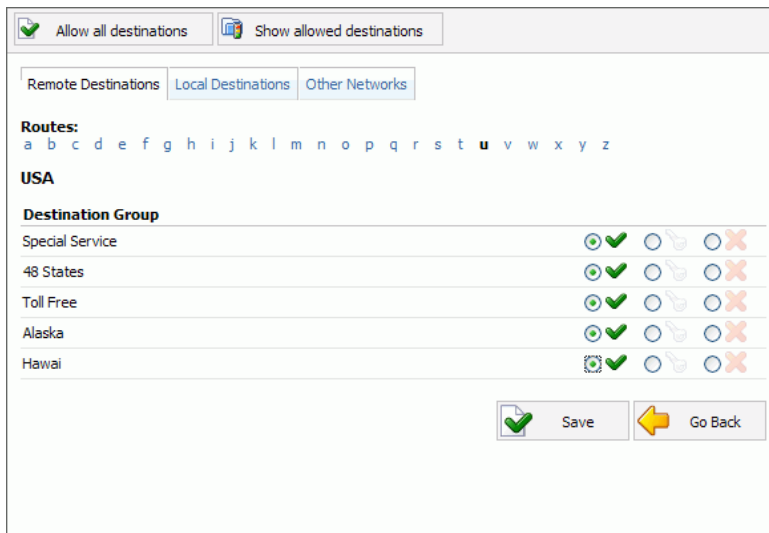
These options grant/deny certain local/worldwide destinations, conferences, enhanced services or call monitoring to edited extension.

If the image below is displayed, all destinations are allowed for the user extension. Should extension permissions be changed, click 'Set destinations manually' button.






Manually, destinations are set through the following groups:

- **Remote** - E164 PSTN destinations, Virtual IPPBX (A to Z).
- **Local** - All destinations within the system/network (Extensions, IVR, Queues, Conferences...).
- **Other Networks** - Other Business phone networks we are connected to.



Possible extension permissions to destinations are:

-  Authorized:
-  PIN Required:
-  Not Authorized:

Enhanced Services

In this chapter we will cover:

- Caller ID
- Call Pickup
- Last Caller
- Call Filters & Blocking
- Do Not Disturb
- Call Forwarding
- Follow Me
- Group Hunt
- Speakerphone Page
- Directory / BLF List
- Speed Dial
- Web Callback
- Instant Recording
- Delete Recordings
- Listen to Recordings
- Remote Access
- Call Monitoring
- Phone Callback
- Monitor Conferences

Enhanced Services (sorted by priority)

<input checked="" type="checkbox"/>	01	Caller ID	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	02	Call Pickup	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	03	Last Caller	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	04	Call Filters & Blocking	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	05	Do Not Disturb	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	06	Call Forwarding	[*71/*72]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	07	Follow Me		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	08	Group Hunt		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	09	Speakerphone Page	[*399]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	10	Directory / BLF List		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	11	Speed Dial	[*130]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	12	Monitor Queues		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	13	Instant Recording	[*159]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	14	Delete Recordings		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	15	Listen to Recordings		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	16	Remote Access		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	17	Call Monitoring		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	18	Monitoring Conferences		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
<input checked="" type="checkbox"/>	19	Operation times	[*401/*402]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit

In order to allow permissions to be changed via Online Self Care click on the relevant left checkbox.




 Save

Precedence

Enhanced services are ordered by priority (marked by numbers 01, 02 ...). Higher the priority equals higher precedence of the enhanced service. For example, due to a similarity of 'Follow Me' and 'Group Hunt' services, if both are enabled, 'Follow Me' will be executed due to higher precedence and not the 'Group Hunt'.

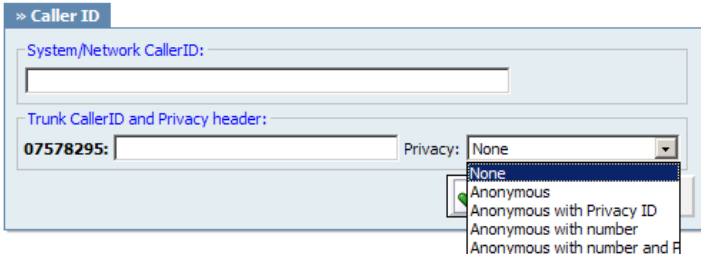
Accessibility

Each service has two or more accessibility options:

- 
 Unavailable
- 
 PIN Required
- 
 Available

Caller ID

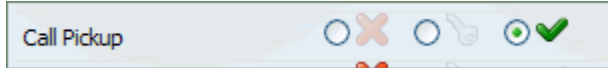
Custom Caller ID displayed on UAD/Phone display of the called party. Any information provided here will override default Caller ID (Extension number and user name)



Caller ID

Field	Description	Example
System/Network Caller ID:	Information provided here will replace default Caller ID information on System/Network level	Set this option to 'JaKe 2007' and call extension 1005 for example. On the display of the 1005 UAD/Phone, 'JaKe 2007' will be displayed as a caller id information on system/network level
Trunk CallerID:	For each trunk available on the system there will be a field in which you may set custom Caller ID that is used when calling over that specific trunk.	John Cricthon
Privacy:	What anonymity to use when setting CallerID on a trunk. If selected option contains Privacy ID that field will be added to SIP header.	Anonymous with number selection will display anonymous <061234567> as CallerID.

Call Pickup



Call Pickup

Field	Description	Example
Call Pickup:	This service enables user to pickup ringing calls of the same call group	Dial '*8' to pickup a call from the same call group, or '**88 + \$EXTENSION' to pickup calls from different call groups

Example:

Extension A:

- Call Group = 1
- Pickup Group = 3,4

Extension B:

- Call Group = 2
- Pickup Group = 1
- If A is ringing, B can pickup the ringing call by dialing '*8'.
- If B is ringing, A cannot pickup the ringing call because B's call group = 2, and A can pickup only call groups 3,4



Tip

Grouping works only within a technology (SIP to SIP or IAX to IAX).

Last Caller



Last Caller

Field	Description
Last Caller:	This service will dial the last extension that was calling you. For example, dial '*149' to hear the extension number and then press '1' to call that number NOTE: Access code for this service can be customized through 'Settings: Access Codes'.

Call Filters & Blocking

This service filters and blocks all incoming calls based on a set of rules. For example, calls can be filtered based on whether they are anonymous, belong to specific caller or telemarketer.



Tip

Access code for this service can be customized through 'Settings: Access Codes'.

» Call Filters & Blocking

Caller Number	Destination Type	Destination	
Anonymous callers	Do Nothing		+

Options

Telemarketer block: Yes No

Call Filters & Blocking

Field	Description	Example
Caller Number:	Anonymous caller or defined number which will be sent to Destination	Anonymous caller or when you click on PLUS sign you will have a new line in which you could set a number like 062123456
Destination Type:	Type of the destination to where the call with Caller Number will be directed NOTE: Any number of callers can be added by clicking on the plus icon	If chosen type is 'Always Busy', once the extension set in Caller Number dials in, Busy signal will be heard
Destination:	This is where you enter destination to which you want to direct calls if suitable type is chosen like: Call Forwarding or Voicemail. Also if type was Ring tone then you could set Custom ringtone for known UAD registered on this extension	1008 or <Simple-2>
Telemarketer block:	Set to 'Yes' to block the telemarketer calls.	Yes, No

When a call comes in, it is handled in a way defined by Destination Type select box
For Anonymous callers:

Destination Types

Field	Description	Example
Call Forward	Incoming call is forwarded to given number in Destination field	1000
Privacy Manager	To reach you Anonymous caller must set his CallerID	
Always Busy	You are always busy for anonymous callers	
Voicemail	Anonymous caller is forwarded to given extensions voicemail	2000
Not in service	Called number is 'Not in service'	
Ring Tone	With this option it is possible to set custom ring tone for anonymous callers (or known ones too)	Look down for examples

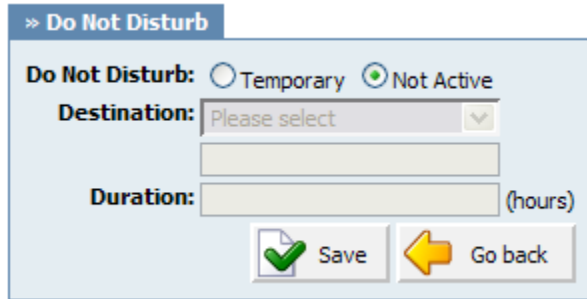
For specific extensions:

Destination Types

Field	Description	Example
Call Forward Number	Incoming call is forwarded to given number in Destination field	1000
No Answer	Incoming call isn't answered	
Busy	You are busy for incoming call from this extension	
Voicemail	Incoming call is forwarded to given extensions voicemail	2000
Not in service	Called number is 'Not in service'	
Ring Tone	With this option it is possible to set custom ring tone for this caller	Look down for examples

Do Not Disturb

This service temporarily redirects all incoming calls to set destination number. For example, if you wish not to be disturbed, you may activate this service, Set 'Destination'='Voicemail', enter '1000' in the field bellow and set 'Duration'='1'. This will redirect all calls coming to your extension to voice inbox of the extension 1000.



Do Not Disturb

Field	Description	Example
Do Not Disturb:	Activate the DND service	This service can be set only on a temporary basis. Select 'Temporary' to activate it
Destination:	Destination to be dialed once DND is enabled	Select between 'Voicemail' or 'Call forward'. If Voicemail is set, then in the field bellow type the voice mailbox number, '1002' for example
Duration:	Time in hours DND service will be active for	Set '1' to enable the service for one hour

Call Forwarding

This service forwards calls to other extensions depending on extension response/status. For example, calls can be forwarded to other extensions(local/remote) or voice boxes unconditionally, or only if extension is busy, when nobody answers the call or when line is unavailable.

If none of the destinations answers, call is then directed to extensions voicemail.



Tip

Access code for 'Unconditional Call Forwarding' can be customized through 'Settings: Access Codes'.

» Call Forwarding

Unconditional

Destination Timeout +

Busy

Destination Timeout +

No Answer


Destination Timeout +

Line Unavailable

Destination Timeout +

Options

Play Call Forward message: Yes No Allow ES CallerID: Yes No

 Save  Go back

Call Forwarding

Field	Description	Example
Play Call Forwarding Message:	Notify users of a transfer being made	If this option is set to 'Yes', the caller would hear a 'Please wait, your call is being forwarded. You're not being charged for the forwarding part of the call' message, notifying user that a transfer is being made
Allow ES CallerID:	Allows a callee to see the call as if the current extension is making it	If this option is set to 'Yes' callee will see the extension from which call is forwarded, otherwise it will see the original caller.
Unconditional:	Forward all incoming calls	Calls can be forwarded to other extension numbers(Local or Remote) and to local voicemail boxes no matter who is calling. Voicemail box of the current extension is default Destination Type
Busy:	Forward all incoming calls if the extension is busy	Calls can be forwarded to other extension numbers(Local or Remote) and to local voicemail boxes if the line has reached the maximum incoming calls limit. Voicemail box of the current extension is default Destination Type
No Answer:	Forward all incoming calls if the extension doesn't answer the incoming call	Calls can be forwarded to other extension numbers(Local or Remote) and to local voicemail boxes if no one answers the call. Voicemail box of the current extension is default Destination Type
Line Unavailable:	Forward all incoming calls if the line is unavailable	In case your line gets cut off or from any reason you cannot connect UAD/Phone to system, all calls that were supposed to reach you can be redirected to extension/voice box number set here Voicemail box of the current extension is default Destination Type
Destinations:	In this field you will enter destinations to which you want to forward current call depending on your extensions state. You can enter multiple destinations for each state, but they need to be separated by timeout seconds, meaning that when first extension in list hasn't answered in timeout seconds next one is ringing and so on.	2222
Timeout:	Ringtime in seconds. After that current destination will stop ringing.	15

Follow Me

This service rings all provided destinations in a sequence. If call is not answered by any of the provided extensions, call gets transferred to 'Last Destination' extension, which can be Voicemail if 'Is Voicemail' option is selected.



Tip

If placing calls to mobile/proper number it may take 2-3 seconds until call is placed over Zaptel

» Follow Me

Destination	Timeout			+
1002	30	↑	↓	✖

Options

Dial options:

Last Destination

Last Destination: Is Voicemail:

⚠ If all destinations fail after 'Timeout', 'Last Destination' will be called.

Follow Me

Field	Description	Example
Destination	Local/Proper/Mobile numbers to be dialed	1005, 1006, 1007, 1008
Timeout:	Ring time in seconds	Time in seconds destinations will ring. If the call is not answered during this period, it gets transferred to next priority number
Dial Options:	Additional call properties	This service can be assigned additional call properties, such as allowing the called party to transfer the call etc
Last Destination:	The last destination number dialed if none of the 'Priority' numbers answers the call	Set this field to 1005. If none of the extensions answers, extension 1005 is dialed
Is Voicemail:	Select whether or not Last Destination is a Voicemail box.	Yes

Group Hunt

This service rings all provided destinations at the same time. If call is not answered by any of the provided extensions, call gets transferred to 'Last Destination' extension which can be Voicemail if 'Is Voicemail' option is selected.

» Group Hunt

Destination			+
108	↑	↓	✖
104	↑	↓	✖

Options

Timeout: **Dial options:**

Last Destination

Last Destination: **Is Voicemail:**

If all destinations fail after 'Timeout', 'Last Destination' will be called.

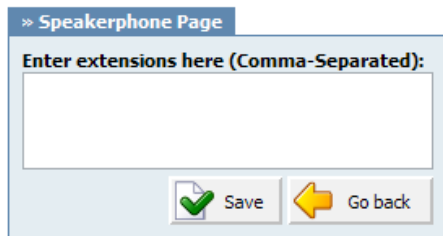
Group Hunt

Field	Description	Example
Destination	Local/Proper/Mobile numbers to be dialed	Enabling this option for extension 1005 and setting some Destinations will ring them all for Timeout seconds
Timeout:	Ring time in seconds	Time in seconds all destinations will ring.
Dial Options:	Additional call properties	This service can be assigned additional call properties, such as allowing the called party to transfer the call etc
Last Destination:	The last destination number dialed if none of the 'Priority' numbers answers the call	Set this field to 1005. If none of the priority extensions answers, extension 1005 is dialed
Is Voicemail:	Select whether or not Last Destination is a Voicemail box.	Yes

Speakerphone Page

Speakerphone Page

Field	Description	Example
Enter extensions here:	This service enables the message transmit to multiple phones by dialing '*399'	Set this field to '1000,1001,1002' for example. Now dial*399. Extensions 1000,1001,1002 will be paged. If UAD/Phone supports it, the call will automatically go to the speakerphone, otherwise it will just ring



Example: Set this field to '1000,1001,1002' for example. Now dial*399. Extensions 1000,1001,1002 will be paged. If UAD/Phone supports it, the call will automatically go to the speakerphone, otherwise it will just ring



Tip

Phones by default have 10 seconds to auto answer.

Directory / BLF List

Directory is used to enter all extensions that you want as contacts and when used with Busy Line Field enabled phone, you can select which of those extensions will be monitored by your BLF buttons on the phone

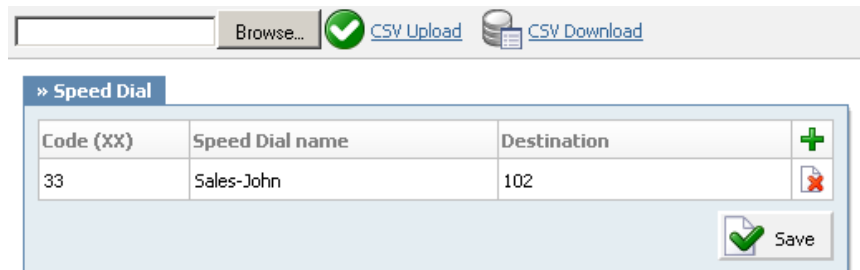
Speed Dial

Speed Dial is used with *130 Access Code. When you dial *130XX, where XX is two digit Speed Dial Code, you will dial extension associated with that code.



Tip

This is useful only if you have more than 6 digits in your extensions.



Code (XX)	Speed Dial name	Destination
33	Sales-John	102

Speed Dial

Field	Description	Example
Code (XX)	Two digit code which is entered after Speed Dial Access Code, *130 as default	22
Speed Dial Name	Short description of the Destination to which this Code points.	Sales-John
Destination	Destination to which this Code is pointing.	1005

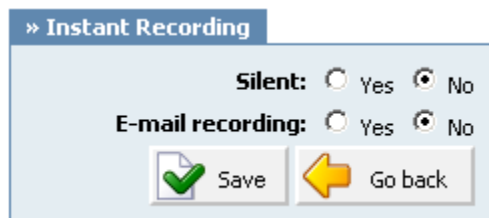
CSV Upload is used when you have all the codes written in simple CSV file in form:

- *Code, Name, Destination*

CSV Download is used when you want to download already set Dial Codes in CSV file

Instant Recording

This service enables instant call recording, started anytime during the conversation, by dialing *159. For example, with this service enabled, you may listen to any call made by extension 1000 for example. Simply dial *159 + 1000



Instant Recording

Field	Description	Example
Silent:	Should parties in conversation be informed that calls are being recorded	With active 'Instant Recording' service, dial *159 anytime during the active call. From the point when you dial this code, the call will be recorded.
E-mail recording:	With this option you can allow the system to send each recorded file that was activated with Instant recording *159 on the e-mail of the extension that has activated it.	Yes, No

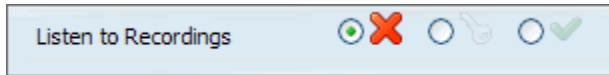
Delete Recordings

This service enables user to delete recorded calls via 'Self Care: CDR'. For example, with this option enabled, user logs into self care, navigates to 'CDR', selects recorded message and clicks on 'Advanced: Delete Recordings'



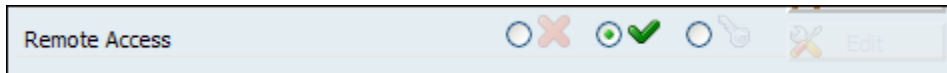
Listen to Recordings

This service enables user to listed recorded calls via 'Self Care: CDR'. For example, with this option enabled, user logs into Self Care, navigates to 'CDR', selects recorded message and clicks on 'Listen' button. Selected sound file will be downloaded to local computer from where it can be played in preferred audio player



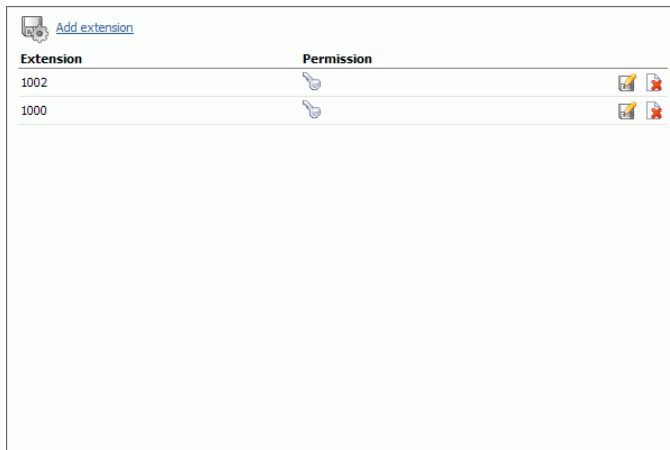
Remote Access

This service enables user access system from remote location. For example, IVR '1001' has the following options set, '4'='Remote access', 'Extensions'='Destination'. Once remote user enters the IVR through the trunk and DID, he will press '4', type in his extension number and PIN number (both confirmed with '#') and dial any local, mobile or proper number.



Call Monitoring

This service monitors active calls in real time. For example, extensions 1000 and 1001 are in conversation. Extension 1005 dials '*199 1000'. From that moment, active call and all other calls made by extension 1000 will be monitored by extension 1005, until 1005 hangs up.

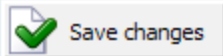



Click 'Add extension' button to add extension to monitoring list

» Monitoring

Extension:

Permission: Access Granted
 PIN Required
 No Access

 Save changes  « Go back

Add/Edit

Field	Description	Example
Extension:	Extension number that is to be monitored. NOTE: By typing 'ALL' in this field, you'll be able to monitor all Virtual IPPBX extensions	If you wish to monitor extension 1000, just provide extension number here. If Virtual IPPBX contains hundreds of extensions it would be impractical to type all of them here. Instead type 'ALL' to monitor all of them.
Permission:	Sets the way monitored extension is accessed	<ul style="list-style-type: none"> • Access Granted - Monitor without providing PIN • PIN Required - Ask for PIN before monitoring other extension • No Access - Don't monitor this extension, but leave it in the 'Monitoring' window.

Monitor Conferences

This option enables you to enter *500 Access Code followed by non-delimited list of conferences numbers which you want to listen to, while in the same time you would not be able to talk to any of them. If you want to speak to one of the conferences you will type ** and then one of the conference numbers that you are already listening to. Typing *0 will reset the situation so you will not be able to talk to any of the conferences again, unless you use ** access code.

2. Ring Groups

Ring Groups are used to group a number of UADs/Phones into one network destination. Each Ring Group is assigned a network number which once dialed rings all extensions assigned to group.





 Add Ring Group			
Ring Group	Extension	Destinations	Last Destination
Accounts	1111	1001, 1002, 1003, 1004 ...	1010
Billing	2222	1001, 1002, 1003, 1004	-
Customer Services	3333	1001, 1002, 1003, 1004	-

Table 3.41. Ring Groups

Field	Description	Example
Ring Group:	Ring group name	Accounts
Extension:	Ring group extension number	Once user dials this number all destinations assigned to ring group will ring (e.g. 1111)
Destinations:	Extension numbers assigned to a ring group	Once a ring group number is dialed all destinations set here will ring at the same time (e.g. 1001, 1002, 1003...)
Last Destination:	Last destination to be called if none of the destination extensions answers the call	1010
	Edit ring group configuration	Click to edit ring group configuration
	Delete ring group from the system	Click to delete a ring group from the system

Add/Edit Ring Group

» Ring Group  [Advanced Options](#)

Ring Group

Name: ✓

Extension: ✓

Notice! : Enter comma separated list of extension numbers in text box.

Extensions:

Notice! : If all destinations fail after 'timeout', 'Last Destination' will be called.

Clicking on 'Add Ring Group' or 'Edit' button will open following ring group options:

Add/Edit Ring Group



Field	Description	Example
Name:	Unique Ring group name	Set 'Accounts' here to create the same ring group
Extension:	Unique network number associated with the Ring group	When this number is dialed, all extensions associated with it will ring at the same time
Extensions:	System extensions associated with the ring group	Provide an extension list separated by commas here (e.g. 1001,1002,1003...). When ring group 'Extension' number is dialed, all extensions set here will ring at the same time. NOTE: If all destinations fail after 'timeout', 'Last Destination' will be called.

3. DIDs

- Search
- CSV Upload/Download
- Add DID
- Advanced Options
- DIDs in Slaves
- Edit DID

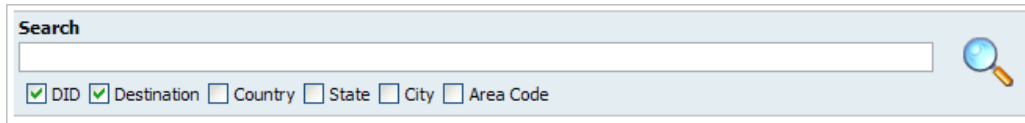
DIDs are used to point all incoming calls (that come over trunks) to specific system destinations.

DIDs

Field	Description	Example
DID/Channel:	DID number or a PSTN channel slot number.	1000/1
Provider:	Provider name	VirtualGlobalPhone / VIGIL INC
Trunk:	Trunk used by a DID	Your SIP ID
Destination:	Trunk destination and destination network number	Network User - 5000
Status:	DID status	Active/Inactive
	Edits the DID configuration	Click to edit the DID configuration
	Deletes a DID from the system	Click to delete a DID from the system

Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by DID value, Trunk name, Provider name and Destination value

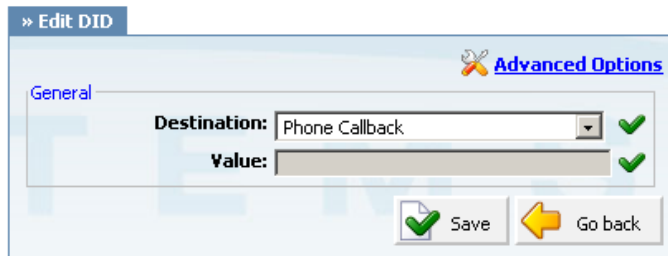


Search

Field	Description	Example
Search:	Search phrase	Provide a search phrase here and hit enter to filter the records
DID:	Should search filter be applied to DID values	Check the box to search DID values
Destination:	Should search filter be applied to DID destinations	Check the box to search DID destinations
Country:	Should search filter be applied to country field	Check the box to search countries
State:	Should search filter be applied to state field	Check the box to search states
City:	Should search filter be applied to city field	Check the box to search cities
Area Code:	Should search filter be applied to area code field	Check the box to search area codes

Edit DID

When you click on Edit button besides a DID you will be able to edit that DID, settings its destination etc.



Edit DID

Field	Description	Example
Destination:	Virtual IPPBX destination DID will transfer all calls to. (Extensions, IVRs, Queues, Voicemails, Remote Access, Conferences and even to Fax to Email service)	Extensions, IVRs, Queues, Voicemails, Remote Access, Conferences or Fax to Email
Value:	Destination extension all DID calls will be transferred to.	If 'Destination'='Extension', set the extension number here (e.g. 1002). In case 'Destination'='IVR', set the IVR extension number here

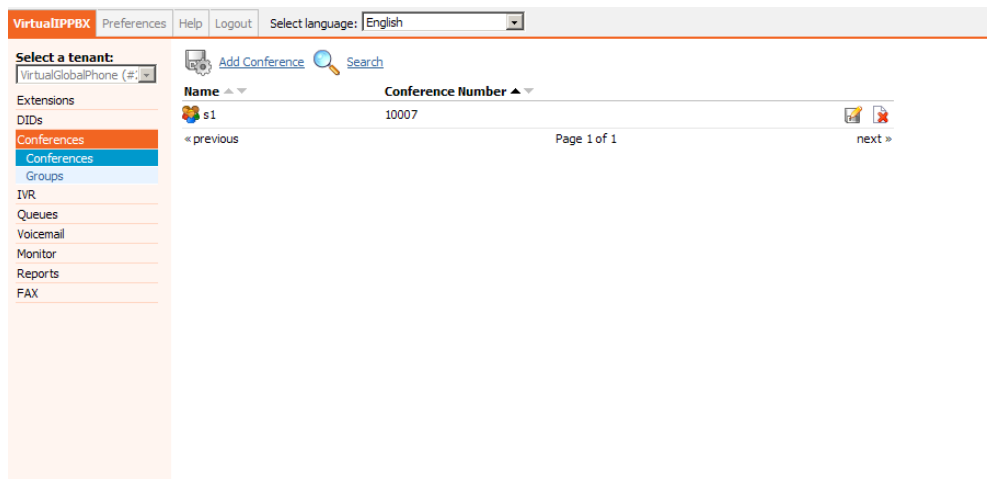
**Tip**

If using 'Fax to email', set 'Value' field to email address (email@domain.com) or extension number (1002). If extension number is used, fax will go to email address associated to the extension. Email which arrives to specified address will contain both TIFF and PDF versions of the FAX



Conferences

- Search
- Add Conference
- Advanced Options
- Groups
- Add Conference Group

Conferences allow two or more participants to communicate with each other at the same time using voice, video or both. This screen lists all system conferences with the following details



Conferences

Field	Description	Example
Name:	Conference name	Sales, Development
Conference Number:	Conference system or network number	2255
	Edits the Conferences configuration	Click to edit Conference configuration
	Deletes a Conference from the system	Click to delete a Conference from the system

Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by Name and Number

Search

Field	Description	Example
Search:	Search phrase	Provide a search phrase here and hit enter to filter the records
Name:	Should search filter be applied to conference names	Check the box to search conferences names
Number:	Should search filter be applied to conference numbers	Check the box to search conference numbers

Add Conference

Click on 'Add Conference' button will allow you to add new conference.

Add/Edit Conference

Field	Description	Example
Conference Name:	Unique Conference identifier/name This name will be displayed once 'Conferences' menu is selected	Main
Conference Number:	Unique Conference Virtual IPPBX number. This number is to be dialed in order to access the conference	106
Conference Group:	Here you can select a conference group that you have made before. In this group you can define users permissions and conference options.	Staff

Groups

Conference Groups are used to make groups of users that will have selected permissions for conferences using them.



[Add Conference Group](#)

Group Name ▲ ▼	Users	
Allow all		
Staff	101, 108, 109	
Tech Support	100, 108, 114, 126	
Users	101, 102, 109, 111, 113	
« previous	Page 1 of 1	next »

Groups

Field	Description	Example
Group Name:	Name of the conference group	Staff
Users:	User Extensions that are added to this group	101, 108, 109
	Edits the Conference Group configuration	Click to edit Conference Group configuration
	Deletes a Conference Group from the system	Click to delete a Conference Group from the system

Add Conference Group

When you click on Add Conference Group button, you will be able to add a new Conference Group.

» Edit Conference Group

General

Group Name:

Options

Announce user join/leave: Quiet mode: Record conference:
 Enable music on hold: Present menu: Announce number of participants:
 Set talker detection: Close the conference when last marked user exits: Wait the marked user before allowing anyone to talk:
 Set talker optimization:

Users

Enable All Users

Extension	Name	Admin	Marked	Talk-Only	Lstn-Only	Exit-#	Exit-Digit				
108	John Crichton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Save Go back

Add Conference Group

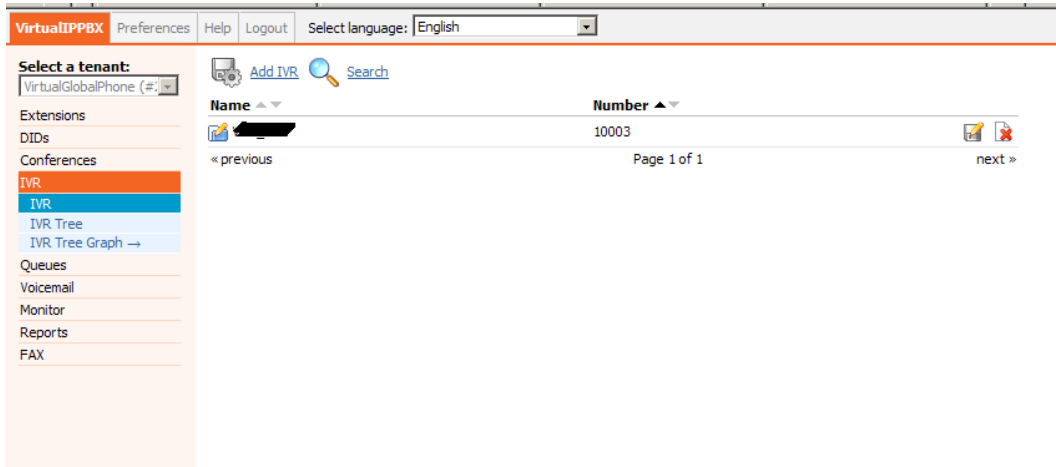
Field	Description	Example
Group Name:	Unique Conference Group name	Staff
Announce user join/leave:	If this option is checked/enabled, all new conference members will be asked to say their name and press the '#' key before they enter the conference. This name will be recorded and played to other conference members when caller joins/leaves the conference.	John dials 1001 sales conference and is asked to say his name and to press the '#' key. Of course, he says 'John' and presses the '#' key. At the same time, all conference members will hear 'John has entered the conference'. When John leaves, all conference members will hear 'John has left the conference' message.
Quite mode:	If this option is checked/enabled, conference members will not hear the enter and leave sound.	
Record conference:	This option will record the conference, so that you can download the record file. NOTE: You can download the recorded file in Conferences: CDR's, by selecting a conference and clicking on the Listen button.	Yes
Enable music on hold:	Enable MOH(Music On Hold) if there is a single member in a conference.	John enters the conference and he is the only one there. Don't let John feel alone. Enable this feature to play MOH class music files until someone else joins the conference.
Present menu:	Returns the Conference options once * is dialed while in the conference	John enters the sales conference and dials '*'. Conference options are played back (e.g. 'Please press 1 to mute/unmute yourself').
Announce number of participants:	Announces the number of conference participants to a new conference member. There is currently only 1 other participant in the conference.	Sales conference has this option enabled and is currently empty. John enters the conference and hears 'You are currently the only person in this conference' played back to him.
Set talker detection:	Enable the talker detection which is sent to manager interface and conferences List	Yes

Field	Description	Example
Close the conference when last marked user exits:	Closes the conference once the last marked user exits, no matter how many participants are still active in the conference conversation; their calls get immediately dropped.	John (marked user) enters the sales conference. This conference has this option enabled and there are 3 more members participating in the conference conversation. As soon as John leaves the conference, all other conference members will have their calls dropped and will no longer be able to talk to each other.
Wait the marked user before allowing anyone to talk:	Disables the conference conversation until the marked user enters the conference.	This option is enabled for sales conference. There are 3 members waiting for John (marked user) to enter the conference. These 3 members will hear nothing, and will not be able to talk to each other until the John enters the sales conference.
Set talker optimization:	Treats talkers who aren't speaking as being muted, meaning no encode is done on transmission and received audio that is not registered as talking is omitted causing no buildup in background noise.	Yes
Enable All Users:	With this option you will allow all users to enter a conference.	Yes
Extension	The extension number of the user that you have added to the group.	233
Name	The name of the user that you have added to the group.	John Crichton
Admin	Sets the admin conference mode. If this option is enabled, conference calls coming from the extension will be treated with admin privileges.	No
Marked	Sets the marked conference mode. If this option is enabled, conference calls coming from the extension will be treated with less than admin, but higher than regular conference participants privileges.	No
Talk-Only	Sets the talk only conference mode. If this option is enabled, conference calls coming from this extension will be allowed to talk only (no voice will be heard on the UAD/Phone).	No
Lstn-Only	Sets the listen only conference mode. If this option is enabled, conference calls coming from the extension will be allowed to listen only (no voice will be sent from the UAD/Phone).	No
Exit-#	If this option is enabled, user will be allowed to exit the conference by dialing the '#' key.	No
Exit-Digit	If this option is enabled, user will be allowed to exit the conference by dialing any digit.	No

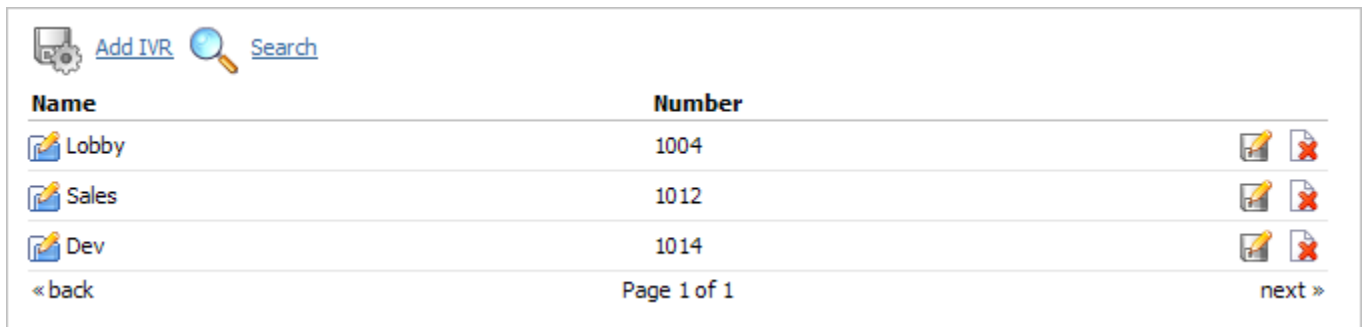
IVR

- IVR
- IVR Tree
- IVR Tree Graph



IVRs are automated answering machines which guide callers to his destination by providing a number of choices and waiting for a caller response (dialed digit).



IVR



IVR

Field	Description	Example
Name:	IVR name	Welcome
Number:	IVR network number	1010
	Edits the IVR configuration	Click to edit IVR configuration
	Deletes an IVR from the system	Click to delete an IVR from the system

Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by Name and Number



The search interface consists of a light blue header with the word 'Search' in bold. Below the header is a white search input field. To the right of the input field is a magnifying glass icon. Below the input field are two checkboxes: 'Name' and 'Number', both of which are checked.

Search

Field	Description	Example
Search:	Search phrase	Provide a search phrase here and hit enter to filter the records
Name:	Should search filter be applied to IVR names	Check the box to search IVR names
Number:	Should search filter be applied to IVR numbers	Check the box to search IVR numbers

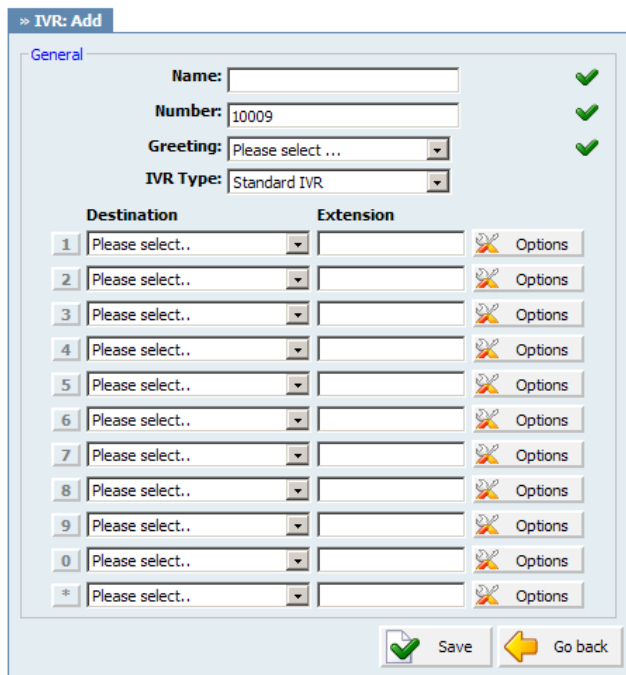
Add/Edit IVR

A click on 'Add/Edit' button will open standard IVR options



Tip

Make sure to create a greeting sound before adding a new IVR. You may create one by dialing '*301' from your UAD/Phone or by uploading a custom sound file from your computer through 'System: Sounds'



The 'IVR: Add' window has a title bar with '» IVR: Add'. The 'General' tab is active. It contains the following fields:

- Name:** [Text input field] ✓
- Number:** 10009 ✓
- Greeting:** Please select ... ✓
- IVR Type:** Standard IVR

Below these fields is a table with columns 'Destination' and 'Extension'. Each row has a 'Destination' dropdown menu, an 'Extension' text input field, and an 'Options' button with a scissors icon.

	Destination	Extension	
1	Please select..		Options
2	Please select..		Options
3	Please select..		Options
4	Please select..		Options
5	Please select..		Options
6	Please select..		Options
7	Please select..		Options
8	Please select..		Options
9	Please select..		Options
0	Please select..		Options
*	Please select..		Options

At the bottom of the window are two buttons: 'Save' (with a green checkmark icon) and 'Go back' (with a yellow arrow icon).

Add/Edit IVR

Field	Description	Example
Name:	Unique IVR identifier/name	This name will be displayed once IVRs are accessed
Number:	Unique network IVR number	This number is to be dialed in order to access the IVR
Greeting:	Greeting sound file	Once user enters the IVR, a greeting with instructions is played(e.g. 'Welcome. For Sales Press 1...'). Select the greeting file played by this IVR here. NOTE: Kindly contact your sales person or write an email to support@virtualglobalphone.com to record your personal greetings
IVR Type:	Set the proper IVR type	Virtual IPPBX works with two type of IVRs: Single and Multi digit ones. Single digit IVR is used for small range of options(0-9). Multi digit IVR support between(10-9999999999) and is shared with all Multi Digit IVRs.
Destination:	Set the proper destination for each digit pressed	Once a greeting message(e.g. 'Press 1 for Sales') is played to user, provide the valid destination where the call is to go to once 1 is pressed. If John from sales department is to be dialed, select 'Extension' in this field. If you wish to provide additional options to caller, you can point him to another IVR with its set of options by selecting 'IVR' here.
Extension:	This field further describes the 'Destination' field. In case 'Remote Access' or 'Queue' are selected under 'Destination', a predefined options will be available for selection under this option.	In the example above we have set the Virtual IPPBX destination. In this option we set which destination part is to be dialed exactly. If 'Destination'='Extension', provide the extension number here. If 'Destination'='IVR' provide the IVR number here etc...

Destination Types

Field	Description	Example
IVR	Destination for this selection is IVR with number entered into Extension field	401
Queue	Destination for this selection is Queue which is selected from Extension select box	Queue 1
Conference	Destination for this selection is Conference with number entered into Extension field	500
Extension	When Extension is selected, destination for this selection is Extension with number entered into Extension field	198
Voicemail	With this option selected, you can leave voicemail to specified extension	198
Directory	With this option selected, you will have the ability to dial an extension by entering first three letters of extensions last name if it is provided	
Fax to E-mail	When user chooses this option his fax then can be sent as an E-mail to number provided in Extension field	222
Call External Number	When Call External Number is selected, destination for this selection is an external number that you will enter in the Extension field	004412345678


When you click on the Options button you will get following window with two or three options, depending on Destination selection

Options for digit 1

Default CallerID:

Language:

Queue Priority (1-10):

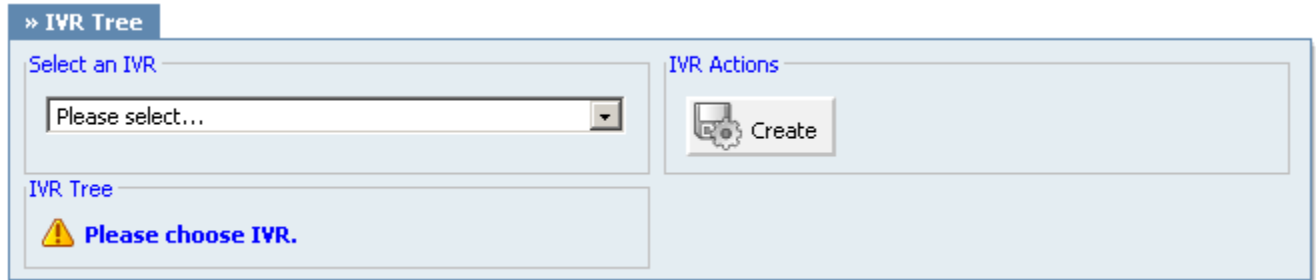
 Save

Options for digit

Field	Description	Example
Caller ID:	Overrides the incoming Caller ID with custom information	Sometimes, it is useful to know from which IVR the call is coming from. By settings 'Lobby IVR' here, all calls coming through this IVR will display 'Lobby IVR' on phone display. To show the actual phone number along with our data use '%CALLERID%' with our text(e.g. 'Lobby IVR %CALLERID%'). This will display 'Lobby IVR 55528790' on our phone display, where 55528790 is the phone number of the person calling us.
Language:	Language used for this choice	us
Queue Priority:	If selected destination is a queue, this is where you set your priority in regards to other callers in that queue, with 1 being highest priority.	5

IVR Tree

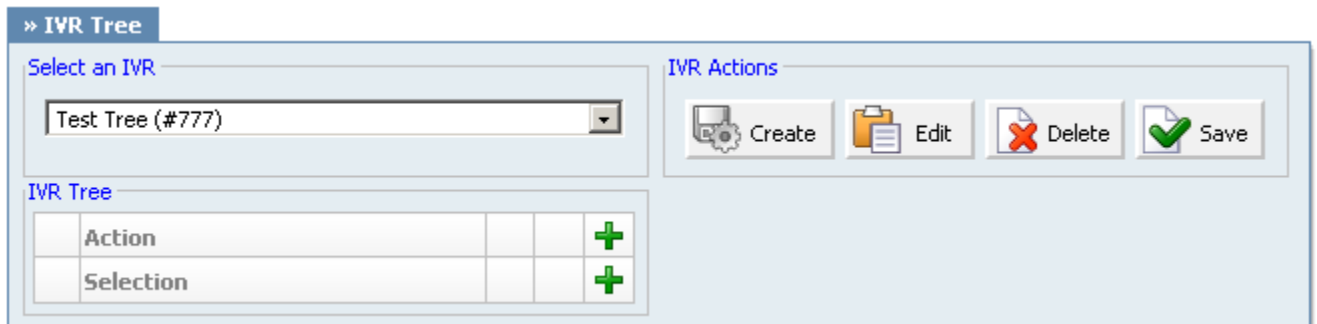
IVR Tree is a special form of IVRs where creation of particular IVR is more graphically oriented than it is with regular IVRs.



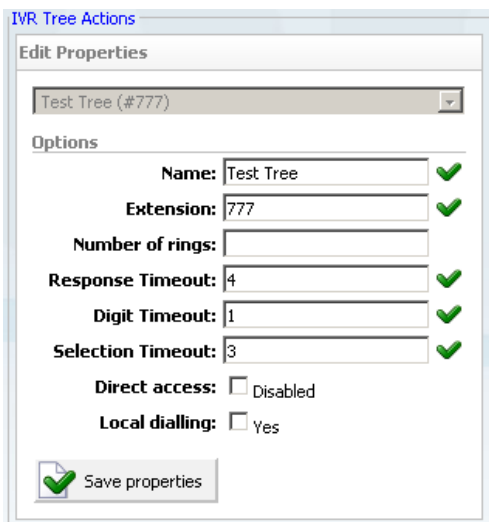
Add/Edit IVR

When you click on 'Create' button, you will be asked to enter IVR name and number after which IVR will be available for editing.

After you've created or selected existing IVR, you can edit it



If you click on 'Edit' button, you will get 'Edit Properties' dialog where you can edit this IVR's properties



Edit Properties

Field	Description	Example
Name:	IVRs name	Test Tree
Extension:	IVRs extension number	777
Number of rings:	Number of rings before caller enters the IVR	4
Response Timeout:	Time period in seconds during which an IVR option must be dialed by user. Useful when Local dialing is turned on.	4
Digit Timeout:	Timeout in seconds during which new digit must be dialed. Useful when Local dialing is turned on.	1
Selection Timeout:	Timeout in seconds during which selection must be made.	3
Direct access:	This option, if turned on, disables direct access to this IVR. This means that this IVR can be accessed only through other IVR.	
Local dialing:	Enable user to dial local extensions while inside IVR.	

Button 'Delete' of course is used to delete given IVR.

'Save' button must be pressed every time a change has been made so it could take place.

Actions & Selections

The screenshot shows a window titled 'IVR Tree' containing a list of items. The list is divided into two sections: 'Action' and 'Selection'. Each item in the list has three icons to its right: an up arrow, a down arrow, and a delete icon (a red 'X' in a square). A plus sign icon is located at the top right of each section header.

Action			
Set Queue Priority: 4	↑	↓	✖
Wait: 4	↑	↓	✖
Start Recording	↑	↓	✖
Play Sound: greeting-default-attendant	↑	↓	✖
Selection			+
Selection 1: 666	↑	↓	✖
Selection 2: 101	↑	↓	✖
Selection 3: 102	↑	↓	✖
Selection 4: 102	↑	↓	✖
Selection 5: 666	↑	↓	✖
Selection 6: 101	↑	↓	✖
Selection 7: 103	↑	↓	✖
Selection 8: 104	↑	↓	✖
Selection 9: 105	↑	↓	✖
Selection 0: 777	↑	↓	✖

As you can see on example picture, main part of IVR Tree are Actions and Selections. Action or Selection can be added by clicking on a plus icon, and also can be deleted by clicking on delete button right by it.

Actions are items that are going to be executed when user enters IVR, in order in which they are placed in the list. Actions can be added by clicking on the plus button.

Arrows pointing up or down are used to change the order of items which is very important for Actions but non-important for Selections. Clicking on the up arrow on an action puts that action in front of previous item, or clicking on down arrow puts that action after the next item.

IVR Tree Actions

Add Action

Dial Local Extension

Options

Extension: 303

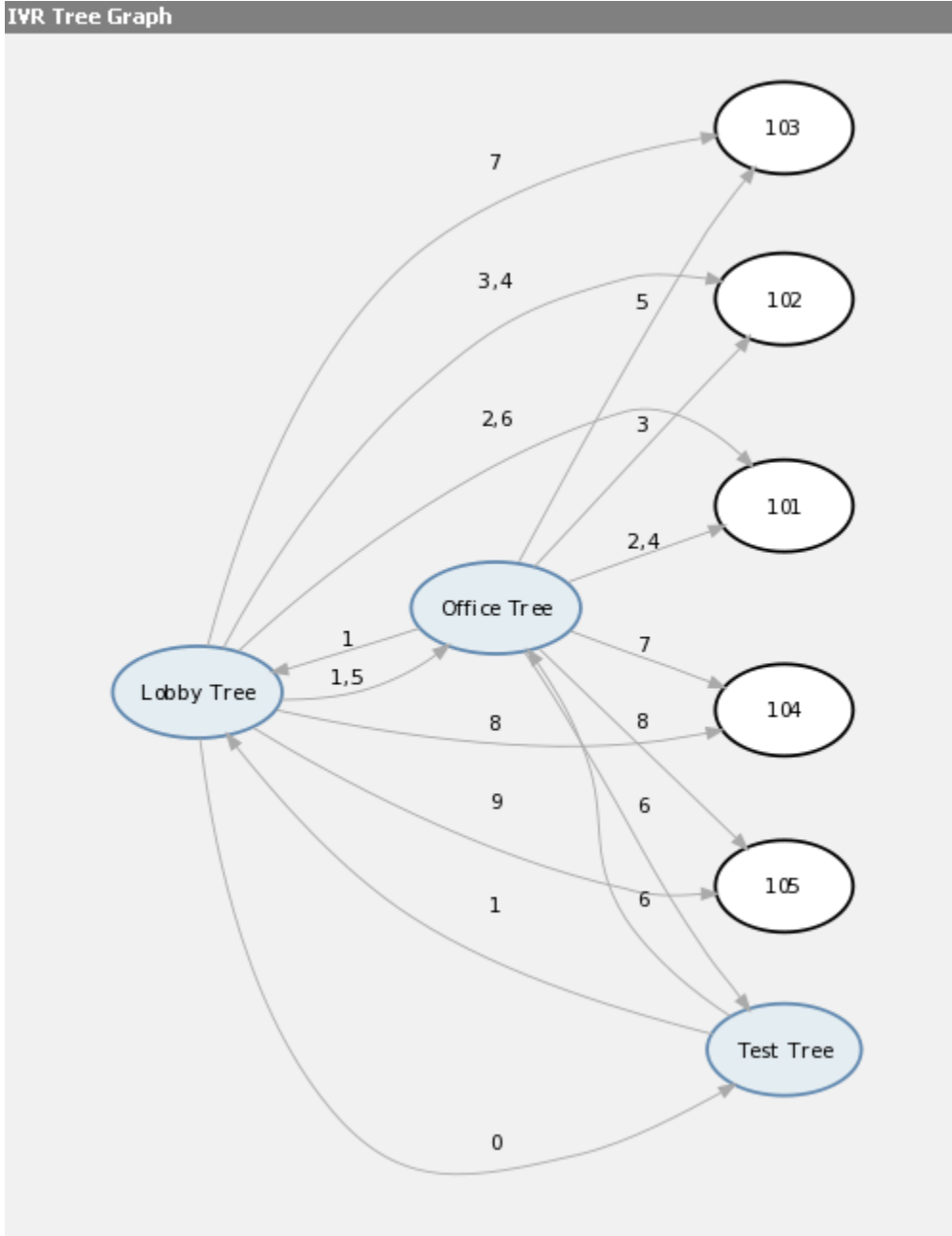
Add Action

Available actions

Field	Description	Example
Dial Local Extension	This option lets you to dial local extension which is set in Extension field, when action is executed.	303
Dial Remote Extension	This option lets you to dial remote extension which is set in Destination field.	404
Dial Voicemail	Enables you to leave a voicemail to given extension	505
Check Voicemail	This option enables you to check voicemail of extension which you provide with your keypad.	
Go to context	Go to given context and extension	Context: time, Extension; 222
Start Recording	Start recording further conversation	If Silent recording is turned on user will not hear the announcement that his call is recorded
Set Queue Priority	If the user is about to enter a queue he is going to enter it with given priority.	5
Set Language	Set language that is going to be used in IVR	Use the two letter notation like 'us'
Play Sound	Play a sound file which user can select and also set a language for it if the sound file was supplied in several languages. Also you can set here to accept DTMF tones or keypad buttons during play so you can dial local extensions if that option is enabled in IVR properties.	
Change CallerID	Change users CallerID	John Doe
Wait	Wait given number of second before IVR continues to execute actions.	5
Busy signal	Play 'Busy' sound to user.	
Hangup	Hangup current call.	

IVR Tree Graph

When you click on IVR Tree Graph menu, you will get graphical representation of your IVR Tree





Queues

- Search
- Add/Edit Queue
- Advanced Options

Queue is a place where calls are stack up and where they wait to be answered. During the waiting period callers are played various MOH (Music On Hold) sound files.

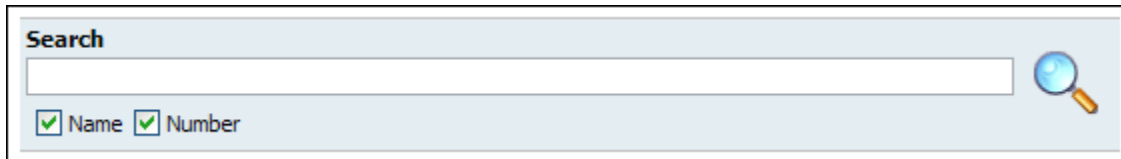
This screen lists all system queues with the following details:

Queues

Field	Description	Example
Name:	Queue name	Patience
Number:	Queue network number	1001
	Edits the queue configuration	Click to edit queue configuration
	Deletes a queue from the system	Click to delete a queue from the system

Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by Name and Number



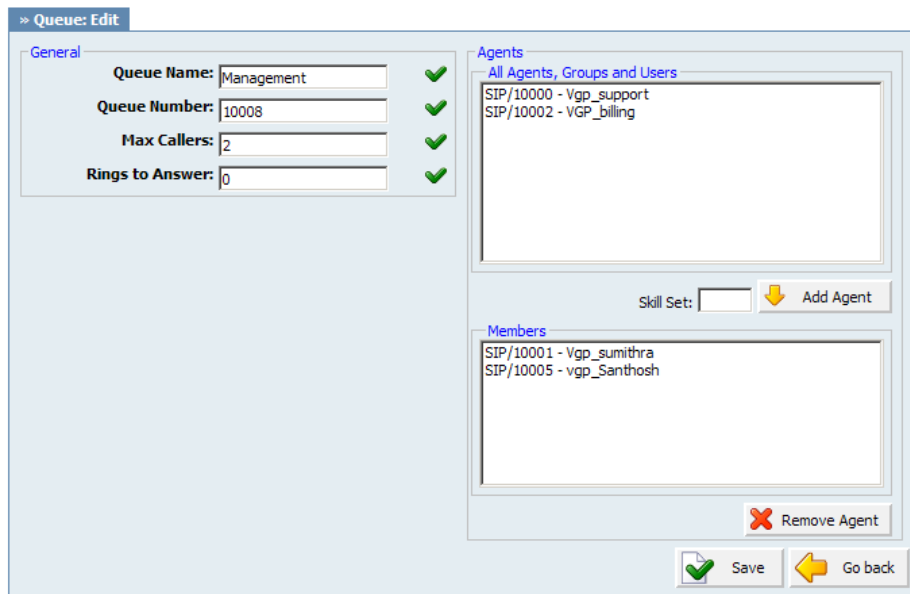
The search interface consists of a light blue header with the word "Search" in bold. Below the header is a white search input field. To the right of the input field is a magnifying glass icon. Below the input field are two checkboxes: "Name" and "Number", both of which are checked.

Search

Field	Description	Example
Search:	Search phrase	Provide a search phrase here and hit enter to filter the records
Name:	Should search filter be applied to queue names	Check the box to search queue names
Number:	Should search filter be applied to queue numbers	Check the box to search queue numbers

Add/Edit Queue

Clicking on 'Add/Edit' Queue will open standard options shown below



The "Queue: Edit" form is divided into two main sections: "General" and "Agents".

General Section: Contains four input fields with green checkmarks to their right:

- Queue Name: Management
- Queue Number: 10008
- Max Callers: 2
- Rings to Answer: 0

Agents Section: Contains two lists of agents:

- Agents:** All Agents, Groups and Users
 - SIP/10000 - Vgp_support
 - SIP/10002 - VGP_billing
- Members:**
 - SIP/10001 - Vgp_sumithra
 - SIP/10005 - vgp_Santhosh

Below the agents lists are buttons for "Add Agent" (with a dropdown arrow) and "Remove Agent" (with a red X icon). At the bottom of the form are "Save" (with a green checkmark) and "Go back" (with a yellow arrow) buttons.

Add/Edit Queue

Field	Description	Example
Queue Name:	Unique queue network name/identifier	Provide a unique queue identifier/name here
Queue Number:	Unique network queue number	This number is to be dialed in order to access the queue
Max Callers:	Maximum number of callers allowed to wait in a queue at the same time. This number should be set in accordance to number of agents answering the queue calls	If this field is set to 4, only 4 callers will be allowed to enter the queue. If caller number 5 tries to enter the queue he will be transferred to Virtual IPPBX 'Redirect Extension' number.
Rings to Answer:	Number of rings played to caller before entering the queue. Keep the rings between 1 and 3.	Rather than just 'falling' into a queue and hearing the queue greeting message, play the ringing sound to caller first.
Agents:	A list of all Virtual IPPBX agents that can act as a queue members (e.g. SIP/1001 - John Doe).	From this list select the queue agent and press the 'Add Agent' button. This will add selected agent to queue member list.
Skill Set:	Prioritize which members are called by the system more often. Higher the skill equals less calls assigned to the agent	If agent X is more skilled then agent Y, naturally, you would like to pass more calls to agent X. Set this field for agent X to 1, and for agent Y to 2. Once a skill is set for an agent, you can see it in the members list separated by a comma(SIP/1001 - John Doe,1)
Add Agent:	Assigns one of the available agents to a queue members list	If you would like a local user, John Doe, to answer the queue calls, select his name from the agents list and click this button. John Doe will be assigned to queue members list
Members:	A list of all members answering the queue calls	If user John Doe is assigned to answer the queue calls, with all calls trying to go to him first(skill set = 1), 'SIP/1001 - John Doe,1' is displayed among other users/extensions, agents and agent groups
Remove Agent:	Removes user, agent or agent group from the queue member list	If user John Doe is no longer to answer the queue calls, just select his name from the members list and click his button

**Tip**

Static Login: Agent can login/logout from his extension only and stay logged in until the static logout number is dialed by the Agent.

Dynamic Login: Agent can login from any extension and stay logged in as long as the connection is not hangup by the Agent.

Dynamic Callback Login: Agent can login from any extension and stay logged in until the dynamic callback logout number is dialed by the agent.

- To do a static login dial: ***200 + \$QUEUE_NUMBER** (*2003001)
- To do a static logout dial: ***201 + \$QUEUE_NUMBER** (*2013001)
- To do a dynamic login dial: ***202 + \$AGENT_NUMBER + AGENT_PIN** (*2023001 + 1050)

Once a caller is in a queue, agent can set any proper, mobile or network number to dynamically login into queue by dialing:

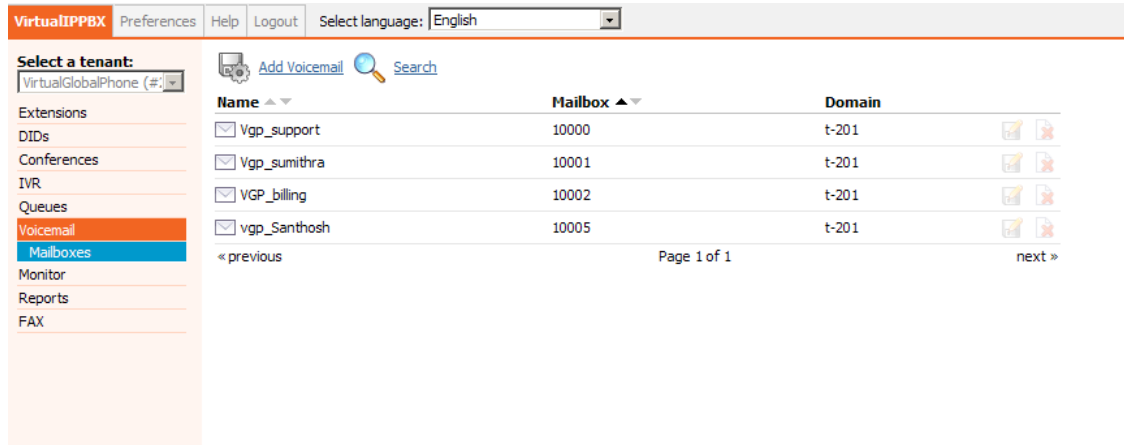
- To do a dynamic callback login do: ***203 + \$AGENT_NUMBER + AGENT_PIN + EXTENSION** (*2033001 + 1050)
- To do a dynamic callback logout do: ***203 + \$AGENT_NUMBER + AGENT_PIN + #** (*2033001)

NOTE: Agents can login/logout from PSTN phones also.

Voicemail

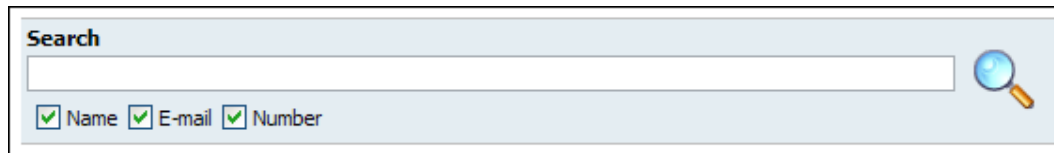
- Search
- Mailboxes
- Groups

Virtual IPPBX voicemail is an advanced answering machine. Although each extension is equipped with a voice mailbox, voice mailboxes can be created on its own as well from this location.



Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by Name, Email and Extension number



















Search

Field	Description	Example
Search:	Search phrase	Depending on which check boxes are selected below (Name, E-mail, Number) provide corresponding phrase here. For example, if e-mail is selected bellow, type some email address here e.g. email@domain.com and click the search icon or hit enter on the keyboard
Name:	Search voice mailboxes by user name	Check this box and under 'Search' type the user's name or surname and click the Search icon or hit enter on the keyboard to display results
E-mail:	Search voice mailboxes by email address	Check this box and under 'Search' type the user's email address and click the Search icon or hit enter on the keyboard to display results
Number:	Search voice mailboxes by network extension	Check this box and under 'Search' type the voice mailbox network extension and click the search icon or hit enter on the keyboard to display results

Mailboxes



This screen lists all system mailboxes with the following details:

 [Add Voicemail](#)  [Search](#)

Name ▲▼	Mailbox ▲▼	Domain	
<input type="checkbox"/> John	10000	t-300	 
<input type="checkbox"/> Cindy	10001	t-300	 
<input type="checkbox"/> Paul	10002	t-300	 
<input type="checkbox"/> Jessica	10003	t-300	 
<input type="checkbox"/> Denis	10006	t-300	 
<input type="checkbox"/> X-Lite	10007	t-300	 
<input type="checkbox"/> John Crichton	10008	t-300	 

« previous Page 1 of 1 next »

Mailboxes

Field	Description	Example
Name:	Full name of the voice mailbox user	Peter Doyle
Mailbox:	Voice mailbox extension number	1006
	Edits the voice mailbox configuration	Click to edit voice mailbox configuration
	Deletes a voice mailbox account from the system	Click to delete a voice mailbox from the system



Tip

Edit and Delete commands will be disabled for users with the system extension. Their voicemail settings are edited via self care or by editing their extension.

Voice Mailbox Access:

In order to access custom voice mailboxes from any Virtual IPPBX extension dial '*124 + \$VOICE_MAILBOX_NUMBER'. For example '*124 2000'

Add/Edit Voicemail

Clicking on 'Add Voicemail/Edit' Voicemail will open voicemail screen shown below.

» Voicemail: Add

General

Mailbox: ✓

Name: ✓

PIN: ✓

E-mail: ✓

Send E-mail: Yes No N/A

Pager e-mail:

Greeting message: ▼

Unavailable message:

Reset Unavailable message: Yes No N/A

Busy message:

Reset Busy message: Yes No N/A

Skip Instructions: Yes No N/A

Attach: Yes No N/A

Delete After E-mailing: Yes No N/A

Say CallerID: Yes No N/A

Allow Review mode: Yes No N/A

Allow Operator: Yes No N/A

Operator Extension:

Play Envelope message: Yes No N/A

Hide from directory: Yes No N/A

Rings to answer:

Voicemail Delay:

Timezone: ▼

Add/Edit Voicemail

Field	Description	Example
Mailbox:	Unique network voice mailbox extension number	Set this field to 5001 for example. Now, in order to dial into this voice mailbox, simply dial 5001 from any Virtual IPPBX extension
Name:	Full name of voice mailbox owner	John Smith
Domain:	Domain/Context this voice mailbox belongs to	Advanced feature. Leave this field set to 'default' unless you are know what you are doing
PIN (Personal Identification Number):	Four digit number used for voice mailbox authentication	Each voice mailbox has a unique PIN. In order to login to your voice mailbox, provide this number once asked for it by the operator e.g. 1947
Email:	Email address associated with the voice inbox. This email is used for new voice message notification and audio file attachments	If 'john@domain.com' is set here, once this mailbox receives a new message, notification and attached voice message (depending if this option is enabled) is sent to this email address
Send E-mail:	Whether or not to send e-mail to address given above	Yes, No, N/A
Pager e-mail:	Provide the pager e-mail address here	If 'john@pager.com' is set here, once this mailbox receives a new message, notification is sent to this pager email address
Greeting message:	Greeting message played to users before they are transferred to voice mailbox to leave the message	Mailbox user may choose between 'Busy' and 'Unavailable' message
Unavailable message:	Upload the custom unavailable message. Unavailable message supports: WAV, wav and gsm files only	If the default unavailable message does not suit your needs, click the 'Browse' button, upload a custom message and select it under 'greeting message' – Contact support@virtualglobalphone.com
Reset Unavailable message:	Reset current unavailable message	To reset current unavailable message click this button. The message will be deleted from the filesystem
Busy message:	Upload the custom busy message. Busy message supports: WAV, wav and gsm files only	If the default busy message does not suit your needs, click the 'Browse' button, upload a custom message and select it under 'greeting message'
Reset Busy message:	Reset current busy message	To reset current busy message click this button. The message will be deleted from the filesystem
Skip instructions:	Skip the instructions telling users how to leave a voice message	Once the caller reaches the voice mailbox, instructions on how to leave voice message are played. You are encouraged to set this option to 'Yes' all the time
Attach:	Should the voice message be attached and sent along with the notification email	Caller leaves a voice message to John. With this option set to 'Yes', notification email John gets will have a voice message attached to it so John can listen to it without signing in to his voice mailbox
Delete After E-mailing:	Should the voice message sound file be deleted from the filesystem after sending it as an attachment to user's email address	Caller leaves a voice message to John. With this option set to 'Yes', voice message will be deleted after sending it as an attachment to John's email address
Say CallerID:	Should extension number which left the voice message be announced to mailbox owner	With this option set to 'Yes', John will hear '... from phone number 1004...' when checking mailbox, for example.
Allow Review mode:	Allow user to review his voice message before committing it permanently to voice mailbox	After caller leaves the voice message and presses '#', additional review options are allowed: 1 to accept the recording, 2 to re-record your message etc...

Field	Description	Example
Allow Operator:	Allow caller to reach the operator from the voice inbox by pressing '0'	Once user leave a voice message and presses #, additional options, including '...press 0 to reach an Operator' are heard
Operator Extension:	Local extension number that is dialed once '0' is pressed to reach the Operator	Once the caller leave a voice message to John and presses '0' to reach the Operator, extension number provided here (e.g. 1001) will be dialed
Play Envelope Message:	Announces date and time when the voice message was left in inbox	With this option enabled, John will hear 'First message, 11:52, 02 Feb 2007' for example, when checking his voice mailbox
Hide from directory:	This option will allow you to hide your voicemail extension from the directory list.	Yes, No, N/A
Rings to answer:	Number of rings played to caller before a call is allowed to enter the Voicemail	Rather than just 'falling' into Voicemail, it is recommended to set the number of ring sounds played to caller NOTE: By default, this field is empty which means that there isn't going to be any ringing. Caller will 'fall' into Voicemail
Voicemail Delay:	Delay time in seconds inserted before the Busy/Unavailable message is played to caller. This solves the 'half-played' file problem. Keep this value between 1-3	Caller is to leave a voice message to John. It hears '...ot at home right now...'. Adding '1' to this field will add one second pause before the message is played. So, now new callers will hear the greeting message without the first part being cut off 'I am not at home right now...'
Timezone:	Set the correct date and time format for message envelope.	Some countries prefer time format in mm-dd-yy or dd-mm-yy format. Select among the available options

Disk Space Used By Voicemail Recording

With continuously tone 60 seconds:

- wav49 = 91.0kb
- wav = 863.0kb
- gsm = 91.0kb

With continuously silent tone (without sound) 60 sec:

- wav49 = 0.38kb
- wav = 3.0kb
- gsm = 0.32k b

Monitor

Here you are able to monitor all the extensions of your company.

Extensions

Refresh Interval	Protocol	Status	Letter						
10 sec	Update	ALL	ALL	Sort	Monitor	Transfer	Hangup	Details	Reboot
Name	Extension	IP	Status	User-Agent	On Call	Channels			
vgp_Santhosh	SIP/10005	59.90.236.179:5063	Online (226 ms)	Yealink SI ...		Please select...			
VGP_billing	SIP/10002	-	Offline	-		Please select...			
Vgp_sumithra	SIP/10001	59.90.236.179:1061	Online (156 ms)	Grandstrea ...		Please select...			
Vgp_support	SIP/10000	-	Offline	-		Please select...			

Monitored extensions are displayed in real-time with the following details:

Extensions

Field	Description	Example
Name:	Name of the user extension is registered to	Peter Doyle
Extension:	Protocol used by the extension/Extension network number	SIP/2002
IP:	IP address: port UAD/Phone registers from	192.168.1.1:5060
Status:	UAD/Phone network status (Online/Offline) + (ping time)	Online (56ms)/Offline
User Agent:	UAD/Phone Brand/Version	Grandstream 101
On Call:	Is user participating in conversation at this moment	Yes, No
Channels:	Shows the current channels available. Used with 'Listen', 'Transfer', 'Hangup' and 'Details' commands	SIP/1111-1de6 (Bridged Call)

If you click on an IP address, it will open up a new window showing phones web interface, if it has one enabled.



Tip

Certain call actions (such as transferring calls, hanging up etc...) can be performed on active calls as well

Search

Refresh Interval	Protocol	Status	Letter
10 sec ▼	Update	ALL ▼	ALL ▼
		ALL ▼	Sort

Search

Field	Description	Example
Refresh Interval:	Time interval in seconds at which data details should be refreshed	Select '10 sec' in this field for example and click the 'Update' button
Protocol:	Filter the data based on the protocol type (ALL, SIP, IAX)	Select 'ALL' for example, and click the 'Sort' button to display both SIP and IAX extensions
Status:	Sort extensions based on their network status (ALL, Online, Offline)	Select 'Online' for example, and click the 'Sort' button to display extensions that are registered/online only
Letter:	Sort extensions based on the user name they belong to	Select 'B' for example, and click the 'Sort' button to display extensions that belong to users whose names start with letter B (e.g. Brown James)

Actions



Actions

Field	Description	Example
Listen:	Listen active conversations. Select one of the active conversations under 'Channels', click this button and provide extension number that is to listen active conversation. NOTE: You may listen active conversations by dialing *199 + \$EXTENSION number as well. But, no matter which method you listen the calls with, the listen service has to be enabled in the enhanced services of the extension that listens the call.	Let's say that extensions 1000 and 1001 are in conversation. Select this button and type 1005 into popup window. Extension 1005 will ring and once the handset is picked up, active conversation will be heard.
Transfer:	Transfer a party from the active conversation to different destination	Let's say that extensions 1000 and 1001 are in conversation. Select one extension (e.g. 1000) under 'Channels' and click this button. Type 1005 into popup window. Extension '1001' will be transferred to extension '1005'
Hangup:	Hangup active conversation	Let's say that extensions 1000 and 1001 are in conversation. Select one extension (e.g. 1000) under 'Channels' and click this button. Conversation between these two extensions will be terminated.
Details:	Display more technical details about the active call	Let's say that extensions 1000 and 1001 are in conversation. Select one extension (e.g. 1000) under 'Channels' and click this button. New popup window will open with more details about the ongoing call

Full Details - SIP/500-081a2ef8



Print



Mail



Close

-- General --

Name: SIP/500-081a2ef8

Type: SIP

UniqueID: pbx_521-1205847698.1

Caller ID: 500

Caller ID Name: Denis

DNID Digits: 061234567

State: Ring (4)

Rings: 0

NativeFormat: 4

WriteFormat: 64

ReadFormat: 4

1st File Descriptor: 20

Frames in: 421

Frames out: 423

Time to Hangup: 1205934098

Elapsed Time: 0h0m9s

Direct Bridge:

Indirect Bridge:

-- PBX --

Context: default

Reports

Reports display detail records of all Virtual IPPBX calls, system action logs, CLI messages and SMTP logs.

VirtualIPPBX Preferences Help Logout Select language: English

Select a tenant: VirtualGlobalPhone (#)

Extensions
DIDs
Conferences
IVR
Queues
Voicemail
Monitor
Reports
CDR
FAX

Search/Filter Listen Call Print E-mail

From	To	Date/Time	Duration	Status
VCP_billing (10000)	[REDACTED]	15 Jun 2010 14:58:31	00:05:11	Answered
[REDACTED]	[REDACTED]	15 Jun 2010 14:57:55	00:05:47	Answered
VCP_billing (10000)	[REDACTED]	15 Jun 2010 10:30:31	00:01:58	Answered
[REDACTED]	[REDACTED]	15 Jun 2010 10:30:01	00:02:28	Answered
Vcp_billing (10000)	[REDACTED]	15 Jun 2010 09:40:01	00:05:14	Answered
[REDACTED]	[REDACTED]	15 Jun 2010 09:38:54	00:06:21	Answered
[REDACTED]	[REDACTED]	15 Jun 2010 09:37:31	00:00:08	Not Answered
[REDACTED]	[REDACTED]	15 Jun 2010 09:36:22	00:01:16	Answered
[REDACTED]	[REDACTED]	14 Jun 2010 22:21:32	00:01:21	Answered
[REDACTED]	[REDACTED]	14 Jun 2010 22:20:27	00:02:26	Answered
[REDACTED]	[REDACTED]	14 Jun 2010 21:00:01	00:00:06	Answered
vcp_billing (10000)	[REDACTED]	14 Jun 2010 19:32:58	00:00:49	Answered
V_billing (10000)	[REDACTED]	14 Jun 2010 19:32:58	00:00:49	Answered
[REDACTED]	[REDACTED]	14 Jun 2010 18:59:14	00:00:07	Answered
[REDACTED]	[REDACTED]	14 Jun 2010 18:57:58	00:00:26	Answered
unk [REDACTED]	[REDACTED]	13 Jun 2010 07:15:26	00:00:25	Answered

« previous Page 1 of 4 GO next »

Slave tenants can view CDRs of a calls that were made on them, and can't view CDRs from other tenants.

CDR

CDR displays detail records of all calls you received.


Search/Filter Listen Call Print E-mail Advanced

Actions
[CLIR](#) [Delete Recording](#) [Download CSV](#)




From	To	Date/Time	Duration	Billing	Cost	Status
Cindy (10001)	John (10000)	04 Dec 2008 13:42:06	00:00:24	00:00:24	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 13:41:20	00:00:44	00:00:44	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 13:40:54	00:00:18	00:00:18	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 13:40:41	00:00:04	00:00:04	Answered	
Cindy (10001)	*388	04 Dec 2008 12:00:14	00:00:07	00:00:07	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 11:59:57	00:00:10	00:00:10	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 11:59:45	00:00:09	00:00:09	Answered	
Cindy (10001)	John (10000)	04 Dec 2008 11:59:33	00:00:09	00:00:09	Answered	
Cindy (10001)	John (10000)	03 Dec 2008 16:03:37	00:00:28	00:00:28	Answered	
Cindy (10001)	*301	03 Dec 2008 12:21:13	00:00:03	00:00:03	Answered	
John (10000)	Cindy (10001)	01 Dec 2008 15:56:54	00:00:33	00:00:33	Answered	

« previous Page 1 of 1 GO next »

CDR

Field	Description	Example
From:	Extension number the call was made from	If call was made from extension 1001 to extension 1004, '1001' is displayed here.
To:	Extension number the call was made to	If call was made from extension 1001 to extension 1004, '1004' is displayed here.
Date/Time:	Date and Time when the call was made	04 Oct 2006 10:44:10
Duration:	Call duration time in hh:mm:ss format	00:12:45
Billing:	Time billed by the system	00:12:45
Status:	Displays the call status	Depending on whether a call was answered or not, this field value may have the following content: <ul style="list-style-type: none"> • Answered • Not Answered • Busy • Error
	This icon is displayed once a call is recorded and 'Delete' or 'Listen' enhanced service is active	
<input type="checkbox"/>	This is a box used with the CDR commands to select a desired call	

Search/Filter

Start Date	End Date	From	To	ID
Aug-1-2008 	Aug-31-2008 	Destination(s) ▼	Destination(s) ▼	
Start Time	End Time	From	To	Status
00:00:00	23:59:59			Please select 

Search/Filter

Field	Description	Example
Start Date:	Select a Search/Filter start date	Click on a small 'Calendar' icon next to a field and select desired date
End Date:	Select a Search/Filter end date	Click on a small 'Calendar' icon next to a field and select desired date
From:	Select whether you want to search CDRs by Destination(s) or Trunk from where the call got in	Destination(s) or Trunks
To:	This field points to Destination(s) or Trunk for which you are searching	Trunk
ID:	ID of the CDR. When user selects a CDR, ID field shows that CDRs ID. If there are problem on the system, customer can supply support team with problematic CDR ID which helps in locating it.	1221447123.66
Start Time	When searching for CDRs this is the start time in the Start Date	Time in hh:mm:ss format like 10:15:30
End Time	When searching for CDRs this is the end time in the End Date	Time in hh:mm:ss format like 15:20:30
From	If you chose Destination(s) in From Select box, you will enter extension from which the call came. If your selection was Trunk, you will have a Select box in this place where you can choose a trunk on the system from which the call came.	<ul style="list-style-type: none"> • Destination(s) - 1009 • Trunk - Sales
To	Here you will enter number of the destination or select a trunk in which the call ended up.	1007
Status:	Search calls by selecting desired call status	Click on a 'Please Select' button and select one of the available fields: <ul style="list-style-type: none"> • All • Answered • Not Answered • Busy • Error



Tip

After making any changes to search filter, be sure to click the search icon

Actions

In this chapter we will cover:

- Listen
- Call
- Print
- Email
- Advanced

Listen

Field	Description	Example
Listen:	Once the 'Listen' icon is displayed next to a call record it means that the specific call was recorded.	To play recorded calls, check the box next to a 'Listen' icon and click 'Listen'. Browser will prompt you to open the sound file in your favorite audio player or to download the sound file.



Tip

By default the sound format is available as a .gsm file. To change the recording format go to: 'Settings: Servers: Edit: Recordings format' and select one of the available sound formats:

- gsm
- wav
- wav49
- ogg

Call

To establish a call between two extensions all you need to provide is the caller \$EXTENSION number and the \$DESTINATION extension

Call

Caller

Destination [Call](#)

Field	Description	Example
Caller	Extension that will make a call	Provide any extension number here, 1001 for example
Destination:	Destination extension that will be dialed by 'Caller' extension	To select a destination extension, first check a box next to a CDR record. This field will display two extensions listed under 'From' and 'Destination' selected record



Tip

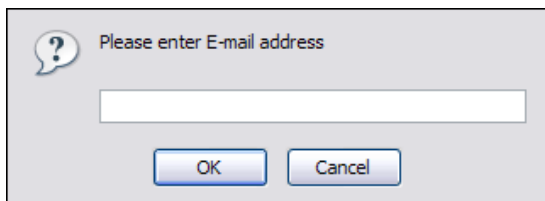
After setting 'Caller' and 'Destination' extensions click the call icon

Print

Check the box next to a call record and click the 'Print' button. This action will open a new popup window with the printing interface.

From	To	Date/Time	Duration	Status
VGP_billing (10002)	919739098014	15 Jun 2010 14:58:31	00:05:11	Answered
12019053065	VirtualGlobalPhone (10004)	15 Jun 2010 14:57:55	00:05:47	Answered
VGP_billing (10002)	919739098014	15 Jun 2010 10:30:31	00:01:58	Answered
17183218055	VirtualGlobalPhone (10004)	15 Jun 2010 10:30:01	00:02:28	Answered
Vgp_sumithra (10001)	919739098014	15 Jun 2010 09:40:01	00:05:14	Answered
17183218055	VirtualGlobalPhone (10004)	15 Jun 2010 09:38:54	00:06:21	Answered
Vgp_sumithra (10001)	919739098014	15 Jun 2010 09:37:31	00:00:08	Not Answered
17183218055	VirtualGlobalPhone (10004)	15 Jun 2010 09:36:22	00:01:16	Answered
Vgp_sumithra (10001)	919739098014	14 Jun 2010 22:21:32	00:01:21	Answered
anonymous	VirtualGlobalPhone (10004)	14 Jun 2010 22:20:27	00:02:26	Answered
unknown	VirtualGlobalPhone (10004)	14 Jun 2010 21:00:01	00:00:06	Answered
vgp_Santhosh (10005)	VGP_billing (10002)	14 Jun 2010 19:32:58	00:00:49	Answered
VGP_billing		14 Jun 2010		

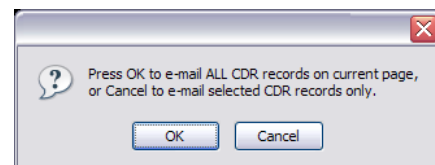
Email



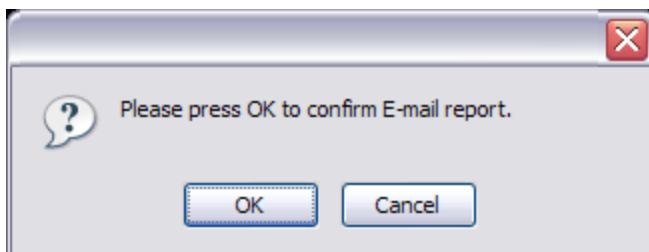
A dialog box with a question mark icon and the text "Please enter E-mail address". Below the text is a text input field. At the bottom are two buttons: "OK" and "Cancel".

Click on 'Email' button to send all reports listed on page or select a box next to a report and click 'Email' button to send only selected ones

Provide E-mail address where report is to be sent and click 'OK' button to proceed or 'Cancel' to abort the email action



A dialog box with a question mark icon and the text "Press OK to e-mail ALL CDR records on current page, or Cancel to e-mail selected CDR records only." Below the text are two buttons: "OK" and "Cancel".



A dialog box with a question mark icon and the text "Please press OK to confirm E-mail report." Below the text are two buttons: "OK" and "Cancel".

Press 'OK' to email all CDR records on the current page (even if they are not selected) or click 'Cancel' to print selected records only

Finally, press 'OK' button to confirm email action or 'Cancel' to abort the email action

Fax

Fax window displays all faxes received by the Virtual IPPBX and the ones transferred to remote systems as well.

VirtualIPPBX Site Settings SM Settings Help Logout Select language: English

Select a tenant: [dropdown]

- Extensions
- DIDs
- Conferences
- IVR
- Queues
- Voicemail
- Monitor
- Reports
- FAX**
 - Received FAXes
 - System
 - LCR
 - Settings

Delete
 Download PDF
 Download TIFF

From (RSID)	Destination	Date/Time	Pages	Size	Sent	
	[redacted]	11 Jun 2010 01:01:04	1	8KB		
	[redacted]	11 Jun 2010 00:59:59	1	8KB		
	[redacted]	08 Jun 2010 20:58:09	1	6KB		
	[redacted]	08 Jun 2010 20:16:38	1	4KB		
	[redacted]	08 Jun 2010 17:32:20	1	8KB		


Received Faxes

This screen lists all faxes received by the Virtual IPPBX with the following details

Delete
 Download PDF
 Download TIFF

From (RSID)	Destination	Date/Time	Pages	Size	Sent	
700	303	03 Mar 2008 15:49:00	-	-		
405	977	10 Jan 2008 17:10:41	1	-		
405	700	16 Nov 2007 10:15:15	1	-		
405	601	16 Nov 2007 10:11:23	1	-		
405	601	16 Nov 2007 10:10:03	1	-		
700	405	16 Nov 2007 10:14:09	1	-		

Received Faxes

Field	Description	Example
Delete	With Delete button you will remove selected fax from the list	
Download PDF	Download selected fax as a PDF file	
Download TIFF	Download selected fax as a TIFF file	
From:	Extension number fax was sent from	032445231
Destination:	Email address attached fax was sent to. If Extension number is displayed here, fax is sent to email address associated with the extension	email@domain.con 1001
Date/Time:	Date/Time was was received	04 May 2007 12:48:12
Pages:	Number of pages in received fax	1
Size:	Fax size in KB	14KB
Sent:	Shows whether fax was sent remotely or not	Red icon indicates local and green one indicated remote fax destination
	Box used for download/delete fax actions	Select this box and click 'Download' button to download selected fax