



4PSA VoipNow® 2.0.3

Phone Terminal Extension Guide

For more information about 4PSA VoipNow, check:

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Phone Terminal Extension Guide

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Preface

Who Should Read This Guide

This Extension's Guide must be read by the 4PSA VoipNow extension owners.



Chapter 1

Edit Your Contact Information



Caution

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

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

4PSA VoipNow 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
- Password – Use this text box to change the password for the reseller account.



Caution

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

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

- Confirm Password
- Phone
- Fax
- Email – The email address where 4PSA VoipNow 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
- State/Province
- 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 - The time zone selected by default is one you have previously set up from  [Unified Communications](#) >> Interface Preferences page.




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 allows you to customize the application's default look and settings in the My Interface Settings page. Here you can define the interface language, the application's skin, the number of rows in the records list for the logged in user and several other options.

To access this page, you can either click the  [My interface](#) link from the right corner of the top frame, either on the  My interface button located in the Unified Communications settings area of the  [Unified Communications](#) page.

You can adjust the following preferences based on your needs:

- 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 9999, the default value being 50.

- 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 being 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 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 – Use this check box to enable/ disable application tooltips displayed on mouse over images/ icons.
- Display context help – Use this check box to enable/ disable context help, displayed in the top area of the page, under the title.
- Program logo – Choose the logo that will be displayed at the top of the user's interfaces. Fill in the text box with the location of the file on your computer or use the Browse button to locate the file.



Caution


It is recommended to use an image file in a GIF, JPEG, or PNG format with a height of 50 pixels.

- Logo URL – The logo file has a hyperlink attached to it. Use this text box to fill in the destination of this hyperlink. It can be your business website for example.



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 settings.

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 allows you to set up an access policy for the extension account. To enter the Access policy page, click the  Access icon available in the Unified Communications settings area of the  [Unified Communications](#) page.

There are two types of access policies:

- Deny - When this policy is configured, the extension is not allowed to log in to the 4PSA VoipNow 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 extension account.
- Allow - When this policy is configured, the extension can login to the 4PSA VoipNow 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 extension account.







Note

You cannot set up both types of policies at the same time.

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 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 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 desired networks.
- 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:


- 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.
- Subnet or IP address - Use the drop-down list to specify if you want to allow or to deny access for the subnet or IP address filled in the first text box. Use the second text box to specify the position of the address inside the networks list.
- Use the   buttons to add several subnet or IP addresses at the same time.
- 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. There, in the Account overview section, 4PSA VoipNow displays the following information:

- Extension type – The extension type, in this case `Phone terminal`.
- Your phone terminal login – The pass you must use on your phone terminal in order to login to the server. The password is either identical with the extension account's one, either it is set up in the Phone authentication section of the extension features page.
- Public phone number(s) – If one or more public phone numbers are assigned to the extension, they will be displayed here with their corresponding monthly costs (e.g. 49932040495 (10.1 USD)).
- Extension internal number – The phone number assigned to the extension when it was added to the system.
- Extension terminal – If the extension is registered to the system, the terminal's type is displayed here.

- Extension state – The extension's type, from the network connection perspective.
- Extension IP address – The extension's IP address registered into the system.
- Extension registration expires on – The date and time when the extension registration expires.
- IM login - The login that you must use on your phone terminal in order to be able to use the instant messaging chat.
- Calls cost for { month} – The calls' cost in the current month
- Outgoing time spent on { month} – The outgoing calls' total duration in the current month.
- Incoming time spent on { month} – The incoming calls' total duration in the current month.
- Number of voicemail messages – The total number of voicemail messages, the disk space used and the percent of available disk space.
- Number of fax messages – The total number of fax messages, the disk space used by them and the percent of available disk space.
- Number of recorded conversations – The total number of recorded conversations, the disk space used by them and the percent of available disk space.
- Number of sound files – The total number of sound files, the disk space used by them and the percent of available disk space.
- Number of music on hold files - The total number of music on hold files, the disk space used by them and the percent of available disk space.

Chapter 4



Manage Unified Communications Features

From this page you can manage your sessions and your access policies or you can customize your interface.

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





Manage Sessions

View the Sessions List

In order to view the sessions list, click the  [Unified Communications](#) link available in the left navigation panel. Then click the  Sessions button. This link will open the Manage Sessions page, where you can view a list of all the sessions. Multiple operations can be performed on the sessions:

- Search the existing sessions
- Delete sessions

4PSA VoipNow displays the following information about each session:

- T – The type of the user that logged in the system displayed using an icon:
 -  Admin
 -  Reseller
 -  Client
 -  Extension
- Login – The username of the person who logged in to the system.
- IP - The IP of the machine after which the user logged in the system.





Note

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

- Logon 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 on 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, click OK, otherwise click Cancel.

Login History

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



The following information is available:

- T - The user's level is shown using an icon:
 -  Admin
 -  Reseller
 -  Client
 -  Extension
 -  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 username of the persons who 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 username, 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 from 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 username 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.





Note

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

- Hostname - The hostname where the user logged in from.
- L - This column shows whether the user logged in from the interface or by using API:
 -  Control panel log in
 -  CallAPI 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 whether the user logged in from the interface or by using API.
- Login time - The date and time of the login attempt.
- Username - The username 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.





Note

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

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

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, username, 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

Phone Terminal Setup

In order to edit your extension's settings, click the  [Home](#) link available in the left navigation panel and then on the  Extension preferences icon located in the `Tools` area.

4PSA VoipNow displays the following options which will allow you configure the extension:

- Basic settings
 - Default music on hold folder – This folder contains the sound files that will be played in order, when the caller is on hold or when the extension waits for an operation to be performed. Use the  icon to view available folders and all the music on hold files inside the chosen folder. A pop-up window that displays a list of all the available sounds matching the name filled in the text box opens. The following information is available:
 - P - Click the  icon to play or to download the sound.

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

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

In order to display all the sounds available in the system for all the events, click the [Display all](#) link located under the search controls.

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.



Note

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


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

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




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

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

- CallerID name in public calls – This option is used when the extension 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 extension 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 extension 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 extension.
 - 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.
- Use the following callerID – Use the text box to specify the phone number that will be displayed when the extension user is calling external destinations. Also, you can click the  icon to see a list with all the available phone numbers. A pop-up window will be displayed, allowing you to choose the number.


The Extensions list pop-up window displays the following details:


- T - This icon displays the extension type:
 -  Phone terminal
- S - This icon displays the extension's status:
 -  Enabled
 -  Disabled
- Extension - The name of the extension.
Click the link to select the callerID associated to the extension.
- Extension number - The extension number.
- CallerID - The public phone number that will be displayed when the extension use will call external destinations.

If the extensions list is too long, you can use the available controls to search for a specific one.

- 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 and extended 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 extension. The header contains the extension's caller ID number, i.e. P-Asserted-Identity: sip:0003*003@localhost.localdomain.
- Consider 'No answer' after {x} seconds – Use this text box to set the time interval a call is allowed to ring before being terminated by the 4PSA VoipNow server.
- Parking timeout {x} seconds – Use this text box to set the time interval a call is allowed to remain in the parking lot before being transferred back to the extension that parked the call.

- CallAPI access [] with preferred agent - Select this check box to allow the extensions to access CallAPI and choose the agent that you will use for CallAPI. Selecting a different agent than the one you use may lead to unexpected behavior. Select NONE if you intend to send direct commands to CallAPI.
 - Instant messaging
 - Enable server chat access – Select this check box to allow the extensions to access the IM chat server.
 - Calling features
 - Caller waiting active – Calls are not rejected when the extension is busy. When this option is enabled, the user will be able to answer to multiple calls using the phone call waiting features.
 - Do not disturb function active – When this option is enabled, calls are rejected and a custom sound file is played to the callers trying to contact the extension.
 - Play sound { folder} when DND is activated – This sound is played to the callers trying to contact the extension while the Do not disturb function is enabled. Clicking the  icon will open a pop-up window that displays a list of all the available sounds matching the text filled in the text box. The following information is available:
 - P - Click the  icon to play or to download the sound.
 - Name - The name of the sound file. Click the link in order to select this sound.
 - Folder - This column displays the file's folder location.
- If you are searching for a particular sound, you can use the available controls.
- In order to display all the sounds available in the system for all the events, click the [Display all](#) link located under the search controls.
- 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.
- Authentication to reach extension active – This feature ensures privacy by requesting callers to dial a password (i.e. a number) before being connected to the extension. Select this check box to enable this option.
 - Password required to connect – Use this text box to set the password that the caller is required to dial.


- Play sound – Use the  icon to select the sound played to the callers when the extension requires a password. A pop-up window that displays a list of all the available sounds matching the text filled in the text box opens. The following information is available:

- P - Click the  icon to play or to download the sound.
- Name - The name of the sound file. Click the link in order to select this sound.
- Folder - This column displays the file's folder location.




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

In order to display all the sounds available in the system for all the events, click the [Display all](#) link located under the search controls.

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.



- Cascade calls to {extension number} after {number} seconds – This feature allows incoming calls to ring multiple extensions in a predefined order:
 - {extension number} - Use the text box to specify the number of the extension that you want the call to ring in the first place. Also, you can click the  icon to see a list with all the extensions available for that client. A pop-up window will be displayed, allowing you to choose the extension number.

The Extensions list pop-up window displays the following details:

- T - This icon displays the extension type:
 -  Phone terminal
- S - This icon displays the extension's status:
 -  Enabled
 -  Disabled
- Extension - The name of the extension.
Click the link to select the extension.
- Extension number - The extension number.

If the extensions list is too long, you can use the available controls to search for a specific one.

- {number} - If the call is not answered for the specified number of seconds, the next extension number will be ringed. The values range between 5 and 999 seconds.

You can use the   buttons to add/ remove several extensions to the list.



Note

You can add to the list as many extensions as the client account has.




Note

The **Cascade call** function is only available if there is at least one phone terminal extension on the same client account and the extension has **Extension is multi-user aware** permission enabled.






Note

The extensions in the cascade must be different. If you try to add the same extension twice, 4PSA VoipNow displays an error message. The destination extensions must belong to the same client account.

- Ring all extensions - Select this check box if you want to specify the extensions that will be ringed simultaneously when an incoming call is received. Use the text box to specify the extension's number. Also, you can click the  icon to see a list with all the extensions available for that client. A pop-up window will be displayed, allowing you to choose the extension number.



The Extensions list pop-up window displays the following details:

- T - This icon displays the extension type:
 -  Phone terminal
- S - This icon displays the extension's status:
 -  Enabled
 -  Disabled
- Extension - The name of the extension.

Click the link to select the extension.

- Extension number - The extension number.

If the extensions list is too long, you can use the available controls to search for a specific one.

You can use the   buttons to add/ remove several extensions to the list.



Note

You can add to the list as many extensions as the client account has.



Note

The **Cascade calls to** and the **Ring all** functions cannot be activated at the same time.

- Voicemail – This feature allows callers to leave voice messages when the extension is unavailable or busy.
 - Enable voicemail – When this check box is selected, the extension is able to use the voicemail function.
 - Mailbox storage space – The space limit allowed for the mailbox. Use this text box to specify the number of Mb that the mailbox should not exceed. If you do not want to set a size limit, select the Unlimited check box.
 - Autodelete messages older than { x } days - Use the this text box to specify the number of days after which all the messages will be autodeleted. Values for this parameter range from 1 to 999.
 - New message notification – Choose the action that will be performed by 4PSA VoipNow when the extension receives a new voicemail message:
 - send alert email – When this option is selected, the extension owner receives an email notifying him about a new voicemail message.
 - send message by email – When this option is selected, the extension owner receives the new voicemail message file by email.
 - Voicemail password – The password requested when the mailbox is accessed over the phone.



Note

If you do not set a password for the voice mailbox, the extension owner will not be able to access his mailbox over the phone. However, he will still be able to manage the voice mailbox through the 4PSA VoipNow interface.

- Voicemail automatically answers after {x} seconds – If the extension user does not answer after {x} seconds, voicemail answers.
- Add extension to company directory – When this option is selected, the extension is added to the company directory.
- Conference settings – This feature allows more than two extension owners to take part to the same phone conversation.






Note

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

- Conference function enabled – When this check box is selected, the extension is able to create and join conference calls.
- Conference room size – Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- Timeout on empty conference room {seconds} seconds – Use this text box to set the timeout until the conference ends when there are no participants left. You can fill in any number between 1 and 9999. If the conference is scheduled to close when all moderators exit, this option is not going to be taken into consideration.
- Enable music on hold – When this option is selected, 4PSA VoipNow plays the files located in the Default music on hold folder if there is only one user present in the conference.
- Prompt for PIN on conference creation – When this option is enabled, 4PSA VoipNow asks the conference creator to set a password; all the users that join the conference have to dial this password in order to access the conference.
- Close the conference when all conference moderators exit – When this option is enabled, 4PSA VoipNow terminates all the calls when all the conference moderators exit the conference.

- Announce user count on joining conference – When this option is selected, 4PSA VoipNow announces any new participant about the number of users in the conference call.
- Announce users joining/ leaving – When this option is selected, 4PSA VoipNow announces the users about any participant joining or leaving the conference call.
- Fax Center – This feature allows the extension to receive faxes and manage them by using the extension account.
 - Enable fax center – When this check box is selected, the extension is able to receive faxes. Upon the receipt of a fax, 4PSA VoipNow will save it into a file on the server; the extension user can later retrieve them.
 - Accept faxes sent by email to - If this option is enabled, the extension will accept faxes sent to the administrator's email address, defaulted at installation.
 - Accept fax from email - Use the text box to specify the email addresses from which the extension should accept fax messages.


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


 removes the email address.

 adds another email address.

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

- Play sound { sound} before sending fax - Select this check box if you want to choose a sound that will be played before a fax message is sent.

Use the  icon to select the sound. A pop-up window that displays a list of all the available sounds matching the text filled in the text box. The following information is available:

- P - Click the  icon to play or to download the sound.
- Name - The name of the sound file. Click the link in order to select this sound.
- Folder - This column displays the file's folder location.

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

In order to display all the sounds available in the system for all the events, click the [Display all](#) link located under the search controls.

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.



- Maximum disk space for received faxes – The space limit allowed for the storage of the received fax files. Use this text box to specify the number of Mb that the fax files should not exceed. If you do not want to set a size limit, select the `Unlimited` option.
- Autodelete received faxes older than { x } days - Use the this text box to specify the number of days after which all received faxes will be autodeleted. Values for this parameter range from 1 to 999.
- New received fax notification – Choose the action that will be performed by 4PSA VoipNow when the extension receives a new fax message:
 - send alert email – When this option is selected, the extension owner receives an email notifying him about a new fax message.
 - send fax by email – When this option is selected, the extension owner receives the new fax message file by email.
- Fax automatically answers after { x } seconds – If the extension user does not answer after { x } seconds, the server will try to answer in order to detect a fax.
- If not a fax, send to voicemail – When this option is enabled, the server will transfer the call to the extension's voicemail in case the call is not a fax. Otherwise the system will answer with fax tone.



Note

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

- Call recording – This feature allows the user to record phone conversations.
 - Call recording function enabled – When this option is enabled, the user is able to use the call recording functions.
 - Call recording storage space – Use this text box to specify the number of Mb that the recorded calls should not exceed. If you do not want to set a size limit, select the `Unlimited` option.
 - Record triggered – Use the available options to specify when/ how call recording will be triggered:
 - Never – Although the call recording feature is enabled, it is not used.

- Only conferences – When this option is enabled, 4PSA VoipNow will record only conference conversations. This option is available only if Conference feature is enabled.
- When *1 is pressed – When this option is enabled, the user will be able to start the recording of a conversation by dialing *1 on his phone pad.
- All calls are recorded – When this option is enabled, 4PSA VoipNow will record all the conversations of the extension.
- Play sound { sound} when call recording starts – When this option is enable, 4PSA VoipNow plays the sound each time a recording operation starts. Use the  icon to select the sound. A pop-up window that displays a list of all the available sounds matching the text filled in the text box. The following information is available:
 - P - Click the  icon to play or to download the sound.
 - Name - The name of the sound file. Click the link in order to select this sound.
 - Folder - This column displays the file's folder location.

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

In order to display all the sounds available in the system for all the events, click the [Display all](#) link located under the search controls.

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.



Caution

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

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

The following configuration is recommended for a correct behavior:

- **{no answer} > {voicemail answer} > {fax answer}.**

- If not a fax, **send to voicemail** check box selected.

Provisioning and SIP

4PSA VoipNow can automatically configure the phone associated with a Phone terminal extension. This feature is called provisioning and it helps you set and maintain identical configurations for a large number of phone devices.



This page can be accessed by clicking the Provisioning and SIP icon available in the Tools area of each extension.

The default behaviour is the following: after a new phone terminal is added to the system, 4PSA VoipNow displays this message:

Extension John Smith (0197*002) has been successfully added.

Click [here](#) if you want to provision this extension now. If you want to provision every newly added extension click [here](#).

However, if you previously chose to perform provisioning each time you add a new phone terminal, 4PSA VoipNow displays the following message:

You have been directed to this page because you previously opted to provision every newly added phone terminal. If you do not want to provision and you do not want to be directed here on new phone terminal additions, click [here](#).

You must set the hostname or IP address of the provisioning server before being able to provision any extension.

After doing so, a new page will open, allowing you to fill in the following details:

- Phone provisioning



Caution

Users that log in to the 4PSA VoipNow interface using a reseller, client or extension account have complete access to the **Phone provisioning** and **SIP and IM preferences** sections, only if the **Phone extension SIP management** permission is enabled. If the **Phone extension SIP management** permission is disabled, then these users have access only to the following features from the **SIP and IM preferences** section:

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

- Use provisioning - When this check box is selected, the phone device associated with the extension will get all its setup parameters from the provisioning server. Otherwise, the extension user will have to manually set the phone parameters.
- Phone brand and model – Use this drop-down list to select one of the phone brands and models supported by the 4PSA VoipNow provisioning system.



Note

The current 4PSA VoipNow version supports the following phone brands: Aastra, Cisco, Grandstream, Linksys, Polycom, Snom, Thomson.

- Firmware – Use this drop-down list to select one of the firmware versions corresponding to the selected brand and model. The list contains the firmware versions available in the 4PSA VoipNow provisioning database.
- Phone MAC – The MAC address of the phone. Check your phone documentation to obtain it. You must enter the MAC address in the following format: xx:xx:xx:xx:xx:xx, where x is a hexadecimal digit (i.e. 0-9, A-F or a-f).
- Phone admin username – The username for logging in to the phone's browser based configuration interface.



Note

Not all phones support configuration via a web browser. Check the documentation for your specific phone.

- Phone admin password – The password for logging in the phone's browser based configuration interface.
- Confirm phone admin password – Use this text box to re-enter the password for logging in the phone's interface.
- Phone update interval – The number of minutes the phone waits before checking for updates on the provisioning server. The default value is 10 minutes. Allowed values range from 1 to 99999 minutes.

- Update protocol – The protocol used by the phone to access the configuration file on the provisioning server. Use the drop-down list to select one of the available protocols.
- Regenerate provisioning location – When this check box is selected, 4PSA VoipNow will delete the existing configuration file and create a new configuration file with a different name.
- SIP and IM preferences
 - Use the same password with interface – When this option is enabled, the extension user's phone will use the account login password to authenticate to the 4PSA VoipNow server. If the check box is disabled, you can use the two following text boxes to set and confirm the phone password.
 - Phone and IM password - The password used for logging to the phone and IM.
 - Confirm phone and IM password - Use this text box to re-enter the password used for logging to the phone and IM.
 - DTMF – Use this drop-down list to choose the DTMF mode. The default option is rfc2833. If you choose the auto option, Asterisk automatically detects whether the channel supports rfc2833 or not; if the channel does not support rfc2833, Asterisk uses inband mode.
 - Ping extension to check its status – When enabled, the server sends ping SIP messages to the extension regularly. Usually this option is used for extensions behind NAT.
 - The extension is behind the same private network as the server - This option is available only if the Deployment Infrastructure NAT (Network Address Translation) and the Public/Private Networks Routing options are enabled. Check this option if your extension is located inside the private network of your SIP server.
 - Allow re-invites from this extension - Check this option allow extension to send RE-INVITES.
 - Extension publishes its own state - Check this option if you do not want the server to send presence notifications to the phones that are watching this extension for presence. If it is checked, the server no longer sends any notification events unless this extension explicitly publishes its presence by sending PUBLISH messages to the SIP server.
 - Force enable of MWI - Check this option if you want to receive message waiting notifications, but your phone does not send explicit subscriptions for message waiting. Most phones do not need this.

- Allowed codecs – Use these check boxes to select the codecs supported by the phone device.





Note

The list of possible codecs displayed in **Allowed codecs** can be modified in the Unified Communications>System Preferences>General page



Caution

The users that log in to the 4PSA VoipNow interface with a reseller, client or extension account will be able to see **Allowed codecs** only if they have the **Phone extension SIP management** permission enabled.

- Phone does not register and is located on IP - The extension will no longer register to the server and its location is given by this IP and this port.
- Allow extension SIP connection only from IP - You can use this field to limit the usage of the extension to an IP or network. Only the IP(s) specified here will be allowed to receive and make calls from this extension. Registration on the phone is still needed in order to receive calls. You can add several IPs by using the   buttons.
- Equipment description – Use this text box to briefly describe your phone model.


Chapter 6

Phone Terminal Features

Manage a Phone Terminal's Voice Mailbox

If someone tries to reach an extension with this feature enabled when it is unavailable or engaged in a call, he will be able to leave a message.

Voicemail Overview

To access the voicemail, choose the desired extension from the Extension Management page and click on its name. Next, click the  Mailbox icon available in the Tools area.



Note



The **Mailbox** icon is available only if the extension is Phone terminal type and the voicemail feature is enabled.

In the Mailbox Management page, you can view a list of the voicemail messages recorded for the selected extension. Multiple operations can be performed:

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

4PSA VoipNow displays the following details for each voicemail message:

- P – The priority of the message is displayed using an icon:
 - normal
 - attention
 - urgent



These priority levels are generated when the message is recorded by interrogating the person that leaves the message.

- From – The callerID and the extension of the person that left the voicemail message. Click this link to download the message file.
- Folder – The folder where the message file was stored.
- Size – The message file's size.
- Created – The date when the voicemail message was recorded.
- Length – The length of the message displayed in the following format:
hours : minutes : seconds.

You can force the update of this page by clicking the Refresh icon available in the top right side of the main frame.

Searching the Voicemails List

When the messages list is too long and you are searching for specific messages, 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 messages 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 message list by clicking a table header. The order criteria is marked by the highlighted table header and the arrow indicates how the reseller list was sorted. The sort direction can be changed by another click on that header.

Check Your Messages

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

- Use your computer – This method is described in this section.
- Use your phone – This can be done by calling *95 from your local phone. If you want to listen to your messages from a remote location, you can call your extension public phone number and then dial * during the voicemail invitation message.

Download Messages on Your Computer

To download the messages on your computer, choose the desired extension from the Extension Management page and click on its name. Next, click the



Mailbox icon available in the Tools area and follow the next steps:

1. In the From column of the message table, click the link corresponding to the message you want to save on your computer. A download dialog box appears displaying information about the file you have selected.



Note

4PSA VoipNow names the message file using the standard format `msg{xxxx}.ext`, where `{xxxx}` is a number automatically assigned by 4PSA VoipNow and `ext` is the sound file extension.

2. Save the file on your local computer.

Now you can locate the downloaded message on your computer and play it using your favorite media player.



Note

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

Manage Greetings



To access this page, click the Manage greetings button from the Mailbox Management page. A new page opens, allowing you to enter information about the new greeting file, to search or delete the existing greeting files.

The information on the new greeting file is grouped into the Upload greeting section:

- Greeting type – Use the drop-down list to select the type of greeting file that will be added:
 - Temporary greeting
 - Unavailable message
 - My name
 - Busy message
- Greeting file – Use the Browse button to locate the greeting file on your computer.

Click Cancel to go back to the previous page without adding the greeting file or OK to proceed with the upload.



4PSA VoipNow displays the following information about each greeting file:

- Listen to greeting – The name of the greeting file. click the link to listen it.

- Greeting type – The type of the greeting file.
- Size – The size of the greeting file in Kb .
- File created – The date when the greeting file was added to the system.

Searching the Greeting Files List

When the file list is too long and you are searching for specific greeting files, 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 greeting files 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.

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

Remove Greeting Files

To remove greeting files from the system, follow the next steps:


1. Choose the files 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.

Remove a Voicemail Message



To remove recorded Voice mail messages from an extension account, click the chosen extension link in the Extension Management page. Next, click the



Mailbox icon and follow the next steps:

1. Choose the messages 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.


Enable or Disable the Mailbox

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

Manage a Phone Terminal's Fax Messages

4PSA VoipNow allows the Phone terminal extension type to receive fax messages and manage them through the 4PSA VoipNow control panel.



Fax Center Overview

To access the fax messages option, choose the desired extension from the Extension Management page and click on its name. Next, click the  Fax Center icon available in the Tools area.

When the fax center feature is enabled, in the Fax Messages Management page you can view a list of the faxes received by the extension. Multiple operations can be performed on these files:

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

4PSA VoipNow displays the following details for each fax message:

- T – This icon displays the fax message's status:
 -  Incoming
 -  Outgoing
- From – The callerID of the fax machine that sent the fax message. Click this link to download the fax file on your computer.
- Pages – The number of pages of the fax.
- Size – The fax file's size.
- Created – The date when the fax file was created on the server.





Note

New messages are displayed in bold style.

Searching the Fax Messages List

When the fax list is too long and you are searching for specific faxes, 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 fax messages 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 fax messages by clicking a table header. The order criteria is marked by the highlighted table header and the arrow indicates how the reseller list was sorted. The sort direction can be changed by another click on that header.

Remove a Fax Message

To remove fax messages from an extension account, click the chosen extension link in the Extension Management page. Next, click the  Fax center icon and follow the next steps:

1. Choose the messages 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.



Enable or Disable Fax Center

-  Enable Fax Center – Use this icon to enable the fax center option.
-  Disable Fax Center – Use this button to disable the fax center option.

View the Sent Faxes List



4PSA VoipNow allows the extensions to send fax messages. Faxes are sent using:

- email messages - by attaching the fax content as a PDF, JPG or TIFF file to an email message, which is sent to a special faxing email address on the server. For more information, go to the [4PSA VoipNow](#) Knowledge Base area.
- the 4PSA VoipNow interface - by uploading a fax message as a PDF, JPG or TIFF file using the controls from the Fax Messages Management page located in the Fax center area of each extension.



To access the sent faxes list, choose the desired extension from the Extension Management page and click on its name. Next, click the  Fax Center icon available in the Tools area and then the  Sent Faxes icon.

A new page opens, allowing you to send faxes and see details about the fax messages in the system.

To send a fax use the controls from Upload fax files area:

- Send fax to recipients - List of phone numbers that you want to send the fax to. The list cannot have more phone numbers than the Maximum number of fax recipients set by the system administrator.
- Fax file - Upload fax file. You can only upload a number of files. This number cannot have to be at least equal to the Maximum number of fax files per email set by the system administrator. Only PDF, JPG and TIFF file types are supported.
- Use the   buttons to add several files to the fax message.
- Send later - When this option is selected, the fax message will be saved under the status Not approved. Later, you will be able to click the [Approved](#) link to approve the fax and to send it to the recipient.
- Click Ok to upload the new fax. Click Cancel to go cancel any action.

4PSA VoipNow displays the following information about each sent fax message:


- Source
 -  fax interface
 -  email message
- ID - The fax message ID.
- Approved - The fax message's status can be:
 - Approved - In which case here it will be displayed Yes.
 - Not Approved - In which case here it will be displayed [No](#) as a link. Click the link to approve the fax message.
 - -- - This means that the fax message was Not Approved and it has been removed from the system.
- Fax to - The list of recipients.

- Status - A fax message can have the following states:
 - Not approved - The fax message has not been approved.
 - Approved - The fax message has been approved and you can click the link to send it.
 - Scheduled for sending - The fax message is scheduled for sending.
 - Sent - The fax message was sent to all recipients.
 - Partially sent - The fax message was sent only to a part of the recipients. Click the link to send the fax to the other recipients.
 - Send failed - The fax message was not sent. Click the link to send it again.







Note

If the state of a fax message is Partially sent or Send failed, you can re-schedule it for sending either by click its state from the list, or by clicking the [Resend](#) link newly available from 4PSA VoipNow 2.0.3.

- Cancelled - This fax message will not be sent anymore.
- Purged - A fax message reaches this status after the fax has been erased from the system. This happens when the fax message has been in the system longer then the number of days allowed.
- Size - The size of the fax message displayed in KB or MB.
- Added - The date when the fax message was added to the system.
- Sent on - This field has different values, depending on the status of the fax message:
 - When the fax message status is Sent or Partially sent, then here it is displayed the date when the fax was sent.
 - When the fax message's status is different from the above values, then here it is displayed a Cancel link. Click this link if you do not want to send the fax any more.
- Info - Clicking the  icon will open a page with historical information about the fax message:
 - Attempt to - The recipient's phone number. When there is more then one recipient, the phone number is replaced by All destinations.
 - Date - This is the date when the system tried to send the fax.
 - Result - Fax historical information.

Searching the Sent Faxes List

- Search in faxes – Fill in the text you are looking for in the text box.
- between – Use the text box to fill in a date in the following format yyyy-mm-dd. Use the  button to display a calendar and select the desired date. This date has to be lower or equal to the fax added date, for the fax message to be compliant with the search criteria.
- and – Use the text box to fill in a date in the following format yyyy-mm-dd. Use the  button to display a calendar and select the desired date. This date has to be higher or equal to the fax added date, for the fax message to be compliant with the search criteria.
- Then click the  button or the Search label to display only the sounds 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 sound list by clicking a table header link. The order criteria are marked by the highlight of the table header and the arrow indicates the direction. The sort direction can be changed by another click on that header.

View a Phone Terminal's Queue Membership

In this page you can view a list of the queues in which the extension is an agent and you can set the queue login PIN required to connect to the queue.

This page is available for the Phone terminal extensions that have the multi-user aware permission enabled and that has agents in a queue.





To access this option, choose the desired extension from the Extension

Management page and click on its name. Next, click the  Queue member icon available in the Tools area.

If you would like to secure the extension's access to queues, check the Require authorization to connect to queue option. This will enable the Queue login PIN and Confirm queue login PIN text boxes where you can set up a PIN made up of 1 to 4 digits. Enter the same PIN in both text boxes and click the OK button. This PIN will be required when dialing *96 or *97 to login as agent in queue. 4PSA VoipNow will display the Old queue login PIN field if the extension already has a PIN set up.

View the Queues List

4PSA VoipNow displays the following information about each queue that includes the current extension:



- S – This icon displays the status of the queue to which the extension belongs:
 -  Enabled
 -  Disabled
- V – The role of the extension in the queue:
 -  specifies that the extension user is a supervisor
 -  specifies a regular agent

Click the icon to change the role of the extension in the queue.

- Name – The name of the queue in which the extension is member. Click on the link to go to the queue extension context.
- Penalty – This value determines the order in which 4PSA VoipNow tries to assign calls to the agents. When a call is received, 4PSA VoipNow first applies the distribution algorithm to the set of agents with `Penalty = 1`. If no available agent is found, 4PSA VoipNow applies the algorithm to the agents with `Penalty = 2` and so on. Agent with high `Penalty` values will be assigned fewer calls normally.
- Since – The date when the extension become member in the queue

Searching the Queues List

When the queue list is too long and you are searching for specific queues, 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 queues 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.

The queues list can be filtered by name, penalty 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 queues list was sorted. The sort direction can be changed by another click on that header.

Chapter 7

Edit Your Extension's Permissions and Phone Numbers

To modify the permissions and phone numbers of your extension, follow these steps:

1.



Click the Extension permissions and phone numbers icon available in the Tools area.

2. A new page opens, allowing you to modify the following fields:

- Permissions
 - Extension is multi-user aware – This option allows the extension to see the other extensions on the same client account and to access the functions that forward calls to other extensions, like call forwarding, transfer, ring-all, etc.



Note

The **Extension is multi-user aware** option is only displayed for `Phone terminal` extensions. Other extension types **MUST** be multi-user aware by design because otherwise they cannot serve their purpose.

- Phone extension SIP management – When this option is enabled, the extension user is allowed to use the provisioning features on his phone terminal extensions. Additionally, he can choose the Allowed codecs for the phone terminal extensions. For more information on this topic, see the [Provisioning](#) section.



Note

The `Phone extension SIP management` option is displayed only for **Phone terminal** extensions.

- IM management - This option allows the extension to manage the chat application for its clients.
- CallAPI management - When this option is enabled, the extension is able to manage the CallAPI permission.
- Sound management – This option allows the extension to manage sound files, folders, and languages.
- Limits
 - Maximum disk space for sound files – Use the available text box to specify the maximum storage space reserved for the sounds created by the extension user. If you do not want to limit the disk space, select the `Unlimited` check box.
 - Maximum disk space for music on hold files – Use the available text box to specify the maximum storage space reserved for the music on hold files. If you do not want to limit the disk space, select the `Unlimited` check box.
 - Maximum concurrent calls – Use the available text box to limit the number of external calls that can be active at the same time. If you do not want to limit the extension, select the `Unlimited` check box.



Note

The **Maximum concurrent calls** option is available for phone terminal extensions only. Both incoming and outgoing calls are counted.

- Maximum concurrent text to speech – Use the available text box to limit the number of calls that are allowed to use the text to speech application at the same time. If you do not want to limit the extension, select the `Unlimited` check box.



Note

This line is available only if the **Allow text to speech** option was enabled from the [Unified Communications](#) >> **System Preferences** page.

In order to use the text to speech functions, you must make sure that:

- There is at least one Cepstral voice engine installed on your server.
- There is at least one voice support license and one concurrency port license installed on your server (licenses can be purchased from the 4PSA store).

More details about the Cepstral engine installation can be found in the 4PSA VoipNow release notes.

- Account expiration date – To specify the date when the extension account becomes invalid, deselect the `Unlimited` check box and provide a date using the text box or the available calendar button.
- Incoming phone number selection – Use the two lists to associate one or more public phone numbers from the client's pool with the extension.



Note


This section is displayed only if there are phone numbers available in the client account where the extension is located.


When you assign a public phone number to an extension, the phone number becomes exclusive to that extension. No other extension can use it. From that moment on, callers from outside the 4PSA VoipNow system can reach that extension by dialing the phone number.

3. Click OK to save the changes to the account. Click Cancel to return to the previous page without saving the changes.

Chapter 8

View Your Personal Charging Plan

4PSA VoipNow allows you to view detailed information about your account's current charging plan. To access this information, click the  [Home](#) link available

in the left navigation panel and then on the  Charging plans icon situated in the Tools area.

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

- Charging plan description
 - 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 displays this information only if your extension can receive calls from extensions that belong to the system as well as from extensions outside the system.

- Allow outgoing external calls - Yes – 4PSA VoipNow displays this information only if your extension can make calls to destinations outside the system.
- Allow outgoing local calls - Yes – 4PSA VoipNow displays this information only if your extension can call other extensions on the same client account.
- Allow outgoing extended local calls - Yes – 4PSA VoipNow displays this information only if your extension can call other extensions in the system (not on the same client account).
- 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 – 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 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 { m } remaining in { month }



Note

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

4PSA VoipNow displays this section only if the extensions 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 { T } seconds - For the first { T } seconds the call is taxed as one minute; afterwards, taxing is done every { T } seconds.
 - Local calls are charged { money unit } / second – The fee charged for calls between extensions on the same client account.



Note

4PSA VoipNow displays this information only if the extensions can call locally.

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



Note

4PSA VoipNow displays this information only if the extensions can call locally to extensions on different client accounts.

If the charges for external calls are computed using a fixed prices method, 4PSA VoipNow 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 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 displays this information only if the extensions are allowed to receive external calls.

Chapter 9


View Your Charging Limits History



Caution

This section will be displayed only if:

- Charging is enabled on the 4PSA VoipNow server.
- The extension was created with a charging plan attached to it.

4PSA VoipNow allows you to view detailed information about a extension's charging limits. To access this information, click the  Charging limits icon available in the **Tools** area.

The charging limits history table contains the following columns:

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

- Overusage minutes – Displays the supplementary over usage minutes limit.
- Every month – Displays the time frame for the charging limits: current month or monthly.
- Order number – Displays the number of the request for allocating the new charging limits.
- Date added – Displays the date when the charging limits were enforced.

Chapter 10

View Extension's Charging Credits History

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



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

The charging credits history table contains the following columns:

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


Chapter 11

Manage Your Time Intervals

View Time Intervals




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

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 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 number displayed 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

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

To add a new time interval, click the  [Home](#) link in the left navigation panel. Next, click the  Time intervals icon available in the Tools area and follow the next steps:

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 identifying the time interval.
 - Matching algorithm – A time interval block can be described in two ways:
 - Individual days – This method allows 4PSA VoipNow to match the same time interval in different days. See the example below.
 - Interval – This method allows 4PSA VoipNow 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 in 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 to add several time intervals at the same time:
-  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 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 *	Individual
Matching algorithm	Individual days
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 time interval defined in individual days

Example of a contiguous time interval

In the below time interval, 4PSA VoipNow 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 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 **Tools** 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 Tools 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 with the removal, click OK. Otherwise, click Cancel.


Chapter 12

Manage Your Extension's Call Rules

Manage Extension's Incoming Call Rules

Incoming Call Rules Overview



4PSA VoipNow allows you to filter an extension's incoming calls. As a result, when a caller is trying to reach the extension, 4PSA VoipNow can perform a set of predefined actions. For example, let's assume that from 9:00 to 17:00 the extension owner is working and he is waiting for an important. All he has to do is to define a rule that will transfer all the calls from his personal extension to other one to which he can answer.

To access this option, click the  Incoming call rules icon available in the Tools area.

In the Edit Information on the Incoming Call Rules page, you can view a list of the incoming call rules available in the extension account. The following operations can be performed:

- Add new incoming call rules
- Change the priorities of the rules
- Delete existing incoming call rules


4PSA VoipNow displays the following information about each existing call rule:



- No – The position of the rule inside the group.
- S – This icon displays the rule's status:
 -  Enabled
 -  Disabled

Click the icon to change the rule's status.



Note

After you add a new rule, 4PSA VoipNow automatically sets its status as enabled. To disable the rule, click the corresponding  icon.

- P – Use the available  up and  down arrows icons to change the position of the rule in the group.



Note

Any change made is countered in the left side of the list table: {x} changes pending in the rules order. The counter is increased for each rule with a different position than the initial one.

- Action – The action performed when the caller's number matches the rule. The possible actions are:
 - Busy - 4PSA VoipNow plays a "busy signal" to let the caller know that the number he is trying to reach is engaged in another call.
 - Congestion – 4PSA VoipNow plays a "fast busy signal" (known in telephony as a "congestion tone") to let the caller know that the call was unsuccessful.
 - Hang up – 4PSA VoipNow hangs up the incoming call.
 - Transfer to internal – 4PSA VoipNow transfers the call to another extension on the same client account if the called extension has assigned to it a charging plan that allows calls to internal destinations and Multi-

user aware permission enabled. This calls will be charged to the called extension.

- Transfer on event - 4PSA VoipNow transfers the call to another extension on the same client account or to an external destination when a specific event occurs. This action is only available for the `Phone terminal` extension type.
- Transfer to external – 4PSA VoipNow transfers the call to an external destination if the called extension has assigned to it a charging plan that allows calls to external destinations. This calls will be charged to the called extension.
- Voicemail If the extension type is `Phone terminal`, calls can be directed to voicemail directly.
- Follow me to - 4PSA VoipNow routes the call simultaneously to all the extensions or the external destinations specified by the user. If the call is answered by another extension than the initial one, the call will be charged like a transfer between those two destinations.



Note

If the user has specified two or more external destinations in the 'Follow me to' rule, these destinations are called simultaneously using the first outgoing call rule defined for each of them. If in the first attempt the call fails, a second attempt is made. To initiate the second attempt the system searches for a routing rule which has not been used in the first attempt. If at least one such rule is found, all the destinations are called again. The rules used in the second attempt are:

- **Rules that have not been used in the first attempt** – in the case of destinations for which there is at least one unused routing rule remaining after the first attempt. For a destination that falls into this category, the rule employed in the second attempt is the first unused rule on the list of routing rules defined for that particular destination.
- **Rules which have already been used in the first attempt** - in the case of destinations for which unused routing rules are not available. For a destination that falls into this category, the rule employed in the second attempt is the first one available on the list of routing rules defined for that particular destination.

In case the second attempt is not successful, the system tries to initiate a third attempt using the algorithm described above (for the second attempt). There are two possibilities:

- If there are no unused rules available for any destination, the system stops trying to contact the external destinations defined in the 'Follow me to' rule and thus the call has failed.
- If there is at least one outgoing call rule which has not been used in the second attempt, the condition to initiate the third attempt is met and the whole procedure is started once more.

The attempts to contact the external destinations defined in the 'Follow me to' rule continue until all the outgoing call rules (for all the destinations) have been employed at least one time.

- Number check – 4PSA VoipNow can apply the rule to the calls that match or do not match the phone number specified by the rule. The two possible values of this field are:
 - Matches – The incoming call matches the number.
 - Does not match – The incoming call doesn't match the number.
 - Is anonymous – The incoming call does not have callerID information.
- In time interval – The time interval when the rule will be executed.
- To extension – In case the action is `Transfer`, this column displays an extension user name and number where the call will be redirected.
In case the action is `Transfer to external`, this column displays an external phone number where the call will be redirected.
- Key - The text box displays the key that can be used to enable/ disable the routing rule from the phone terminal pad by dialing `*74 {key}`. You can select this text box to update the key: edit the current key and click the `Apply changes` button on the right side of the list table.

Add an Incoming Call Rule



To add new incoming call rules, click the Incoming call rules icon available in the `Tools` area.

In the Add incoming call rules section you can find buttons, text boxes, and drop-down lists allowing you to define one or more incoming rules. The following steps should be followed:

1. Use the first drop-down list to choose the action that will be performed if the number is matched. The available actions are:
 - Busy – 4PSA VoipNow plays a "busy signal" to let the caller know that the number he is trying to reach is engaged in another call.

- Congestion – 4PSA VoipNow plays a "fast busy signal" (known in telephony as a "congestion tone") to let the caller know that the call was unsuccessful.
 - Hang up – 4PSA VoipNow hangs up the incoming call.
 - Transfer to internal – 4PSA VoipNow transfers the call to another extension on the same client account.
 - Transfer on event - 4PSA VoipNow transfers the call to another extension on the same client account or to an external destination when a specific event occurs. This action is available for the `Phone terminal` extension type
 - Transfer to external – If the extension has assigned a charging plan that allows calls to external destinations, calls can be diverted to this destination. The called extension will be charged for these calls.
 - Voicemail – If the extension type is `Phone terminal`, the calls can be directed to voicemail directly.
 - Follow me to - 4PSA VoipNow transfers the call when the extension user switches terminals.
2. Use the second drop-down list to choose whether the action will be performed for incoming calls that match or do not match the expression you will specify later at Step 3.
- Matches – The incoming call matches the number.
 - Does not match – The incoming call doesn't match the number.
 - Is anonymous – The incoming call does not have callerID information.



Caution

Number matching is based on callerID. If the remote party does not send a callerID, no matching can be performed; however you can use the `Is anonymous` option to route anonymous calls.

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

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

X - matches any digit from 0-9

Z - matches any digit form 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

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

For example:

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

3. Use the first text box to specify the extension number or a regular expression that matches the incoming call.
4. Use the third drop-down list to choose the time interval when the calls must be checked.
5. Use the Add in position text box to specify the rule's order in the list.



Caution

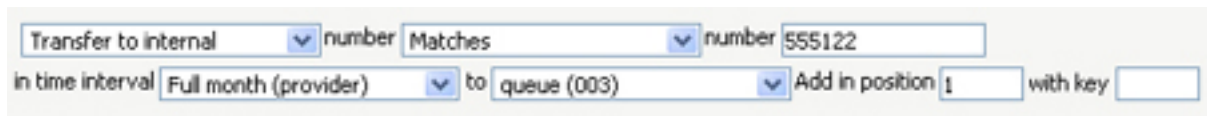
The rule's position in the group is very important because it defines the order in which 4PSA VoipNow verifies the call rules in case of an incoming call.

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





6. Use the With key text box to specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing *74 {key}.
7. The Set call priority, Transfer to internal, Transfer to external and Transfer on event actions have additional parameters.
 - When you select the Set call priority action, 4PSA VoipNow displays an additional text box. Use it to fill in the priority that will be assigned to the call before entering the queue.
 - When you select the Transfer to internal action, 4PSA VoipNow displays an additional drop-down list. Use it to select the final extension destination of the call.
 - When you select the Transfer to external action, 4PSA VoipNow displays an additional field. Use it to enter the number where you want the call diverted.
 - When you select the Transfer on event action, 4PSA VoipNow displays several additional fields:
 - Use the first drop-down list to select the event when the transfer will be performed.

- Use the second drop-down list to choose whether the call will be transferred to an internal or external number. The external transfer option is available if the extension's charging plan allows calls to external destinations.
- Use the last control (drop-down list or text box) to specify the final destination of the call.

The example below means that if a call from number 555122 arrives at 13:30, the call is transferred to extension 0006.






Example of a valid incoming rule

8. Use the   buttons to add several new call rules at the same time:
 - Click the  button to add a new set of buttons, text boxes, and drop-down lists that allow you to create an additional rule.
 - Click the  button to delete the corresponding rule.
9. Click OK to add the new rule(s) to the list. Click Cancel to go back to the previous page without changing the incoming rules.

Change the Incoming Call Rules Order

The rule's position in the group is very important because it defines the order in which 4PSA VoipNow verifies the existing rules in case of an incoming call. The program verifies the conditions of the rules and stops checking when it finds the first rule whose conditions are true.

To change the rule's order, click the  Incoming call rules icon available in the Tools area.


1. In the call rules list, to move a certain rule to a higher position, click the  up arrow. To move a certain rule to a lower position, click the  down arrow.



Note


When you change the order of the call rules in the list, 4PSA VoipNow displays the number of changes you have performed to remind you to save them before

navigating away from the page. In the top left corner of the call list 4PSA VoipNow displays {x} changes pending in the rules order.

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

Remove an Incoming Call Rule

To remove call rules from the system, follow the next steps:

1. Choose the rules that you want to delete by selecting their corresponding check boxes in the Existing incoming call rules list.
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.



Caution


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

Manage Extension's Outgoing Call Rules

4PSA VoipNow allows extensions 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 Edit the Outgoing Call Rules page, you can view a list of the outgoing call rules available in the extension account. The following operations can be performed:

- Add new outgoing call rules
- Change the priorities of the rules

- Delete existing outgoing call rules

4PSA VoipNow displays the following information about each group:


- S – This icon displays the rules group's status:

-  Enabled
-  Disabled

Click on this icon to change the group's status.

- Name – The descriptive name of the outgoing routing rules group. Click this link to edit the group's details.
- 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 Add new outgoing routing rules section 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 blocks the call to that number if the number is matched.
2. Use the number text box to match the number dialed by the extension 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 from the system, follow the next steps:


1. Choose the rules that you want to delete by selecting their corresponding check boxes in the Existing outgoing call rules list.
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 13

Manage Extension's Recorded Calls

4PSA VoipNow allows the recording of the conversations for the Phone terminal and Queue extension types.

Extension'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 calls page you can view a list of the calls recorded by the extension 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 (this operation is available only for phone terminal extensions)

4PSA VoipNow 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 using a format that is specific to the extension type:
 - For phone terminals: `date_time-type.ext` (e.g. `20051230_182345-in.wav`). Click this link to download the recording file.
 - For queues: `date_time-agentnumber.ext` (e.g. `20051230_182345-0001*0002.wav`). Click this link to download the recording file.
 - For conferences: `conferenceno_date_time-conference.ext` (e.g. `102-20090302_185116-conference.wav`). Click this link to download the recording file.
- Size – The size of the recording file.
- Created – The date when the conversation recording started.
- Length - The duration of the recording file.

Enable or Disable Call Recording

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





Note

This option is only available for the phone terminal extension type.

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 – Fill in the text you are looking for in the text box. Click on the  button or the Search label to display only the recorded calls whose File field contain the text.
- 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 14


Manage the Call Screening Preferences

The Screening feature allows you to define phone numbers that cannot be called by the respective phone terminal extension.



Note

In order to filter calls, you must define phone number categories first.

To access the Screening management page, click the chosen extension's name from the Extension Management page. Next, click the  Call screening icon available in the Tools area.

In the new opened page there are two available tabs :

1. Screening

- Call screening
 - Screening behaviour - Defines the behaviour of the screening feature. The following options are available:

- Do not use filtering - All outgoing calls are allowed, no filtering is applied.
- Filter calls to selected numbers - This option allows you to specify the phone numbers that extension will not be able to call. When this option is selected, the following sections are available:

- Screen all calls to numbers in - The extension will not be able to call the phone numbers from the categories that are assigned to be screened. To assign a category, choose it from the Available categories list and click on it. The application will automatically transfer it to the Assigned categories list.

The Assigned categories list contains all the categories that are screened. To delete a category from this list, choose it and click on it. The application will automatically transfer it back to the Available categories list.

- But allow calls to - This section contains the categories that can be called, OVERRIDING the screening rules set in the Screen all calls to numbers in section.

To assign a category, choose it from the Available categories list and click on it. The application will automatically transfer it to the Assigned categories list.

The Assigned categories list contains all the categories that are screened. To delete a category from this list, choose it and click on it. The application will automatically transfer it back to the Available categories list.

- Permit only calls to selected numbers - When this option is selected, the extension will only be able to call the numbers from the assigned categories.

To assign a category, choose it from the Available categories list and click on it. The application will automatically transfer it to the Assigned categories list.

The Assigned categories list contains all the categories that are screened. To delete a category from this list, choose it and click on it. The application will automatically transfer it back to the Available categories list.

- Behavior settings
 - Play sound when access is restricted - Use the available text box to select the sound to be played when the access is restricted.

2. Phone numbers collections - Use this tab to define phone numbers collections in order to be able to use the Call screening.

Chapter 15

Manage Your Phone Numbers Collections

The phone numbers collections can be used for screening the outgoing calls of a phone terminal extension. For more information, please read the [Manage Call Screening](#) chapter.

View the Phone Numbers Collections



To access this page, click the  Phone number collections icon available in the Tools area.

The Phone Numbers Collections page displays a list of all phone numbers that are assigned to categories. The following information is available:

- Number - The screening number. Click on it to modify its settings.
- Category - The category the screening number belongs to.
- Tag - Identification tags.
- Owner - The category's owner.

Searching the Phone Numbers Collection

When the phone numbers collection is too long and you are searching for a specific number, you can use the following features:

- View numbers in category - Use the drop-down list to see all the numbers belonging to a certain category.
- Search – Fill in the number you are looking for in the text box. Click the  button or the `Search` label to display only the names that match the searching 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.

Add a New Collection Number

To add a new number to a certain collection, follow these steps:

1.



Click the  Add number icon, located in the `Tools` area of the Phone Numbers Collections management page.



Note

In order to add numbers, at least one category must be defined. For more information on adding a new category, see the [Add a Phone Number Category](#) section.

2. These numbers can be imported from a file or manually added from the web interface. The information is grouped into two sections:

- Import collection numbers - Use this sections if you wish to manually import the numbers from a file.
 - Import numbers from file - Select this check box to add the collection numbers from an existing file. If this option is disabled, so are the next two fields.

- Import file - Use this text box or the Browse button to specify the location of the file containing the collection numbers.
- Field separator - Use this text box to specify the field separator character. The default value is ','.



Note

The uploaded file entries must be in the following format:

```
{phone number},{category_name}
```

- Add collection numbers - Use this section if you want to manually add the collection numbers. If you have previously selected the Import numbers from file check box, this section will be disabled.
 - Number - Use this text box to fill in the collection number.
 - Category - Use the drop-down list to select one of the available phone numbers collections.



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

3. Click OK to add the new number(s). Click Cancel to go back to the previous page without adding any numbers.

Edit a Collection Number

If you want to edit an existing phone number, follow these steps:

1. In the Phone Number Collections management page, choose the desired number and click on it.
2. In the new opened page, the information is grouped into two sections:
 - Import collection numbers
 - Modify collection number




Note

For more details on how to edit a collection number, see the [Add a New Collection Number](#) section.

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

Remove a Collection Number

To remove collections numbers from the system, follow these steps:


1. Choose the numbers you want to delete by selecting their corresponding check boxes in the Phone Numbers Collections management page.
2. Click the  [Remove selected](#) link.
3. You will be asked to confirm the removal. To do so, click OK. If you do not want to delete the numbers, click Cancel.

Manage Phone Number Categories

The phone number categories are number collections used for screening purposes, as detailed in the [Manage Call Screening](#) chapter.

View the Phone Number Categories

In order to view the list of all the phone numbers categories in the system,



click the  Categories icon, available in the Tools area of the Phone Numbers Collections management page.

4PSA VoipNow displays the following information about each category:

- Category - The category's descriptive name. Click the link to edit the category's properties.
- Tag - Identification tags.
- Inheritance level - The phone number category's visibility.

Searching the Phone Number Categories

When the phone number categories list is too long and you are searching for specific category, 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 categories 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 phone number categories list can be filtered by category name, tag and inheritance level. 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 reseller list was sorted. The sort direction can be changed by another click on that header.

Add a Phone Number Category

To add a new phone number category, follow the next steps:

1.



Click the Categories icon, located in the Tools area of the Phone Numbers Collections management page.

2. Fill in the details required in the Add new category section:

- Category - The name of the category.
- Tag - The identification tag.
- Inheritance level - Use this drop-down list to specify the category's visibility:
 - 0 – The category is visible only to the extension user. Always, inheritance level 0 represents the logged in user. For each child user, the level is incremented with 1.
- Description - Use this text area to associate some notes about the purpose and content of the category.



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

3. Click OK to add the new category(s). Click Cancel to go back to the previous page without adding any categories.

Edit a Phone Number Category

If you want to edit an existing phone number category, follow these steps:

1. In the Categories management page, choose the desired category and click on its name.

2. In the new opened page, you will be able to edit the information grouped into one section:

- Modify category




Note

For more details on how to edit a category, see the [Add a Phone Number Category](#) section.

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

Remove a Phone Number Category

To remove phone numbers categories from the system, follow these steps:

1. Choose the categories you want to delete by selecting their corresponding check boxes in the Categories management page.
2. Click the  [Remove selected](#) link.
3. You will be asked to confirm the removal. To do so, click OK. If you do not want to delete the numbers, click Cancel.

Export a Phone Number Collection

In 4PSA VoipNow you can export all the phone numbers available in the collection in .csv format for sharing them among 4PSA VoipNow servers or for backup purposes.

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



Chapter 16

Manage Your Sounds

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

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

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

A system sound is a sound that can be seen by all users registered in the system, regardless of their level. Lower level users, like resellers and clients can also define shared sounds, but these can be seen only by the users belonging to their account. Non-system or non-shared sounds can only be used by the user that created them.

Once a system sound is added, it cannot be removed from the system. System sound files can be overwritten by replacing their content with a different sound. Sound files can be deleted or changed only by the user who added them.

View the Sounds List



Note

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





In the Sound Management page, you can view a list of the sounds available in the system.



To access this page, click the  [Home](#) link situated in the left navigation panel. In the new opened page, click the  Sounds icon available in the **Tools** area.

You can perform multiple operations:

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

4PSA VoipNow displays the following information about each sound:

- S – The sound status is displayed using an icon:
 -  Enabled
 -  Disabled
- Click the icon to change the sound's status.
- T – The type of the sound is displayed using an icon:
 -  specifies a **Shared** sound (available to all accounts belonging to the same user)
 -  specifies a **User** sound (available to the user who created it only)
- M – This field describes the purpose of the file by using an icon:

-  specifies an `Announcement` sound
-  specifies a `Music on hold` sound
- Name – The name of the sound. Click this link to edit the sound.
- Folder – The folder where the sound is located in the system.
- Languages – The number of languages for which this sound is defined.





Note

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

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

Searching the Sounds List

When the sound list is too long and you are searching for specific sounds, 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 sounds whose name or folder contain that text.
- 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 sounds list can be filtered by name, folder and update 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 sounds list was sorted. The sort direction can be changed by another click on that header.

Add a New Sound




Note

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


A new sound can be added only if there is at least one sound language available. On extension creation, the default sound language is added to the extension account. When there are no sound languages, click the  Sound languages icon and follow the instructions in the [Add a New Language](#) section to add new languages.

To add a new sound, click the  Sounds icon available in the  Home page, in the **Tools** area and follow these steps:

1.  Click the Add sound icon available in the **Tools** area.
2. A new page opens, allowing you to enter information about the new sound:
 - Sound form
 - Name – The descriptive name for the sound.
 - This is music on hold – Use this check box to specify the purpose of the sound. When this option is selected, the sound can be played to a caller that is on hold. Otherwise, the sound is used for announcement purposes only.
 - This is a system sound – When this option is enabled, all the users in the system can see and use this sound file.
 - Folder – Use this drop-down list to select the folder where the sound will be stored.

If you are creating music on hold sounds (i.e. the check box This is music on hold is enabled), the following option is displayed:

- This is system music on hold – When this option is enabled, the Folder options is disabled and the sound is stored in /Default folder.
- Record over the phone

- I want to record sound over the phone – When this option is enabled, 4PSA VoipNow gives you the possibility to record the sound file over the phone rather than uploading it.
- Upload sound files
 - Filename – Click the  button to locate the sound file on your computer and upload it.



Note

4PSA VoipNow accepts the following extensions for sound files: .mp3, .wav, .gsm and .raw.

If you are creating an announcement sound (i.e. the check box This is music on hold is not enabled), the following options are available:

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

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







Note

Each sound object must have one default sound file associated. When uploading several sound files at the same time, make sure you select only one default file. Otherwise, 4PSA VoipNow will display an error message.

3.





You can use the   buttons to remove/ add versions of the sound in different languages:

-  removes the Upload sound section.
-  adds another Upload sound files section.

4. Click OK to add the new sound. Click Cancel to go back to the previous page without adding the sound.

Edit Sound Information

To edit the information on an existing sound, click the  Sounds icon available in the  [Home](#) page, in the **Tools** area. In the new opened page, you can modify the sound's properties. For example, you can:

- Add and delete files containing versions of the sound for different languages
- Change the shared flag of an announcement sound

To edit the properties of a sound follow these steps:

1. Click the name of the sound you want to modify.
2. A new page opens, allowing you to change the details of the sound. The content of this page depends on the purpose of the sound: announcement or music on hold.

If the sound is an announcement sound, the information is grouped in the following sections:

- Sound properties - This section can not be modified.
- Record sound file over the phone
 - I want to record sound over the phone - Enable this option if you want to record the sound over the phone.
- Upload sound files – Use this section to upload files containing versions of the sound in different languages.



Note

When you upload a sound file associated with a language that already exists, 4PSA VoipNow replaces the old file with the new version. Before this operation is performed, 4PSA VoipNow asks you to confirm the replacement.

3.



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

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

4. Click OK to save your changes. Click Cancel to go back to the previous page without changing the sound.

To manage the existing sound files associated with an announcement sound, follow these steps:

1. Click the name of the sound you want to modify.
2. A new page opens, allowing you to view a detailed list of the existing files. In the Existing sounds section, 4PSA VoipNow displays the following information about each file:
 - Filename – The name of the file. Click this link to download it on your computer.
 - Sound file size – The file's size in Kb.
 - Folder – The folder where the file is located.
 - Language – The language associated with the sound file.






Note

The default sound file of the sound object is displayed in **bold** format.

3. Click OK to save your changes. Click Cancel to go back to the previous page without changing the sound.

Remove a Sound

To remove a sound, click the  [Home](#) link available in the left navigation panel, than the  Sounds icon and follow the next steps:

1. Choose the sounds you want to remove by selecting their corresponding check boxes.
2. Click the  [Remove selected](#) link. A new page displaying the list of the sounds that will be deleted opens.
3. Review the list. If you want to proceed with the removal, select the Confirm the removal check box and click OK. Otherwise, click Cancel to return to the previous page without deleting anything.



Caution

You cannot remove sounds that are currently used.

You cannot remove a music on hold sound if the following conditions are met:

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

Manage Sound Folders



Note

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

View the Folder List

In the Sound Folder Management page, you can view a list of the sound folders available in the system. Multiple operations can be performed:

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

To access this page, click the  Sounds icon available in the **Tools** area



and then on the  Folders icon.

4PSA VoipNow displays the following information about each folder:

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

Searching the Folders List

When the time folder list is too long and you are searching for specific time intervals, 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 folders whose names contain the text.
- 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.

The sound folders list can be filtered by folder name, sounds 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 folder list was sorted. The sort direction can be changed by another click on that header.




Add a New Sound Folder


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

To create a new sound folder, click the  Sounds icon available in the Tools area and then on the  Folders icon and follow the next steps:

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

Remove a Sound Folder

To remove a sound folder, click the  [Unified Communications](#) link in the left navigation panel. Next, click the  Sounds icon, in the Unified Communications settings area. In the new opened page, click the  Folders icon in the Tools area and follow the next steps:

1. Choose the folders you want to delete by selecting their corresponding check boxes.
2. Click the  [Remove selected](#) link. A new page displaying the list of folders and the sounds located in the folders that will be deleted opens.



Note

When you delete a folder, you also delete all the sounds located in the folder.

3. Review the list. If you want to proceed with the removal, select the Confirm the removal check box and click OK. Otherwise click Cancel to return to the previous page without deleting anything.



Note

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

Manage Sound Languages



View the Language List

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

In the Sound Language Management page, you can view a list of the languages available in the system. Multiple operations can be performed:

- View a detailed list of the system languages

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

To access this page, click the  Sounds icon available in the Tools area and then on the  Sound languages icon.

4PSA VoipNow displays the following information about each sound language:

- Language name – The name of the language.





Note

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

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

Searching the Languages List

When the language list is too long and you are searching for specific languages, 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 languages whose names contain that text.
- 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.

The languages list can be filtered by name, sound files 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 languages list was sorted. The sort direction can be changed by another click on that header.

Add a New Language

To create a new language, click the  Sounds icon available in the Tools area and then on the  Sound languages icon and follow the next steps:



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


Edit Language Details

To change a language's details, click the  Sounds icon available in the Tools area and then on the  Sound languages icon and follow the next steps:

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

Remove a Sound Language

To remove sound languages, click the  Sounds icon available in the Tools area and then on the  Sound languages icon and follow the next steps:

1. Choose the languages you want to delete by selecting their corresponding check boxes.
2. Click the  [Remove selected](#) link. A new page displaying the list of languages and their associated sounds that will be deleted opens.
3. Review the list. If you want to proceed with the removal, select the Confirm the removal check box and click OK. Otherwise click Cancel to return to the previous page without deleting anything.



Chapter 17


Manage the Call Now Preferences

The Call Now interface allows anyone in the world with Internet access to contact an extension from a VoipNow server. After filling in the requested details, the extension will call him back based on the number of the external request. The extension's specific routing, screening and charging rules will apply, as if the call was initiated by the extension.


Prerequisites

The following prerequisites must be met in order to use the CallNow function:

1. The Call Now feature is available only for phone terminal extensions.
2. The Call Now feature is available only for extensions with CallAPI access.
3. The Call Now feature is available only when the extension's parent has CallAPI access.

To activate the CallAPI access for an extension, click the  Phone terminal setup icon available in the Tools area. In the new opened page, select the CallAPI access check box available in the Basic settings area and click OK.

Activating the Call Now Function

To activate the Call Now function, click the  Call Now icon available in the Tools area. In the new opened page, select the Allow people to call me check box. This will activate the following options:

- Call Now ID - Enter the callerID for your extension.
- I am available only in time interval - Enter your availability for being contacted through Call Now.
- Do not allow people to contact me while I am on the phone - Select whether you would like to reject all Call Now requests.
- Confirmation required before connecting me to caller - Select whether you would like to confirm before accepting a Call Now request.
- Show my name on the public Call Now interface - Make your name public on the Call Now interface.
- Ask for the name of the caller - Do not accept anonymous callers.
- Use image validation on the public interface - Use a random validation security image.
- Language - Use the drop-down list to select the Call Now interface's language.
- Message on the public interface - Enter a welcome message for your public interface.

When you are done, click OK to validate and apply your changes or Cancel to abort and go back to the previous page.

For more information about Call Now, click [here](#).

Chapter 18

View Your Call Costs

View Your Extension's Call Costs

4PSA VoipNow offers an easy way to keep track of the calls made by all the extensions 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 costs icon available in the Tools area.

4PSA VoipNow 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
 -  Local call
 -  Extended local call
- A – The application used by the call is displayed using an icon:
 -  Dial
 -  Voicemail center
 -  Voicemail
 -  IVR
 -  Conference
 -  Queue
 -  Park
 -  Unpark
 -  Callback
 -  Calling card
 -  Fax
 -  Intercom/paging
 -  Supervising
- From – The number of the extension that initiated the call.
- To – The number of the extension 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.
- Call ID – The unique number that Asterisk generated to identify the call.
- Client – The name of the client who owns the extension.
- Call cost – The cost of the call for the logged in user.
- Profit – The profit made by the logged in user from this call.




Caution

It is highly advisable to hunt for the call costs that have a negative profit!




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 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.
 - Account name – Use this text box to fill in the account name (on reseller, client or extension levels) you are searching for.
 - Charging plan - Use this text box to fill in the charging plan name that generated the call cost you are searching for.
 - Call ID – Use this text box to fill in the unique number that Asterisk generated to identify the call.
 - Through channel - Use this drop-down list to search only for the calls that were directed through a specific channel.


- Selected channel prefix- This value is available only for outgoing external calls. It contains the prefix of the dialed number that was matched with one of the area codes defined in the routing channel's costs.
- 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}
- Profit – Use this section to specify the profit 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 – 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 – Select this option to display all the calls.
 - Local calls – Select this option to display only the calls made to local numbers (between extensions belonging to the same client).

- Extended local calls – Select this option to display only the calls made to extended local numbers (between extensions belonging to different clients).
- External calls – Select this option to display only the calls received from outside the system or sent to external destinations.
- Limit search by application – Select these check boxes to filter the search results by the application used by Asterisk to handle the call:
 - Dial – Select this option to display the calls between two phone terminals.
 - Queue – Select this option to display the calls targeted at queue extensions.
 - Conference – Select this option to display the conference calls.
 - Voicemail – Select this option to display the calls that ended in the voice mailbox.
 - Voicemail center – Select this option to display the calls to a voicemail center extension type.
 - IVR – Select this option to display calls targeted at IVR extensions.
 - Park – Select this option to display calls that were parked.
 - Unpark – Select this option to display calls that were picked up from the parking lot.
 - Calling card - Select this option to display calls that were made using an extension of type calling card.
 - Intercom/paging - Select this option to display the calls made through an intercom/paging extension type.
 - Callback - Select this option to display calls that were made using an callback extension type.
 - Fax - Select this option to display incoming fax calls stored on the server.
 - Supervising - Select this option to display the supervised calls.

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. Deselect 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's type
- Application - The application that answered the call. Any of the applications listed under Limit search by application (see above) can answer the call.
- To number - The 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 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
- Charging plan - The charging plan that generated the call cost.
- Call cost - The call's 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.
- Transfer source - If the call was transferred to another extension, this column will list the source extension.
- Transfer destination - If the call was transferred to another extension, this column will list the destination extension.
- Initially called extension - If the call was picked up from another extension, this column will display the extension that was originally called.

- Callback caller-ID - If the caller used a callback extension to route its call to a remote destination, this column displays the authorized caller-ID (the number from which the user dialed the system).
- Calling card code - If the caller used a calling card to call a destination number, this column displays the code introduced to authenticate and charge the call.

Chapter 19

Manage Your Email Templates

Manage Email Notifications

4PSA VoipNow can send email notifications to its users when standard events occur. The text of the notifications can be customized. The system can be also setup to send only some notifications and only to certain users.



To access this page, click the  Email templates icon located in the Tools area.

You can set the notification preferences for a series of events displayed on the first column.



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.

Therefore, you can enable email notifications for your own account. When a new account is created, it inherits the upper level account email notification options. Afterwards, the account owner can change these options in the same way in the Email Template Management page.

When an account is created, the new owner can receive a mail notifying him that the account was registered. This notification is made only if the upper level account owner has the notification enabled.



Note

The email notification will be sent to the email address specified in the account information.

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 events that can trigger an email notification are displayed in the Email Template Management page:

- Extension email templates
 - Extension creation – This email notification is triggered by the creation of an extension account.
 - Extension expiration warning – The email notification triggered by this event is sent { x} days in advance, as specified in the Send expiration noticesfield.
 - Extension expired - The email notification triggered by this event is sent after the extension account has expired.
 - Extension charging limit warning – 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.
 - Extension charging limit exceeded - The email notification triggered by this event is sent after the charging limit was exceeded.

For the events in this field set, 4PSA VoipNow can deliver email alerts to the following users:

- The client that owns the extension account
- The extension account owner
- A custom email address
- Unified Communications email templates

- Voicemail message notification - The email notification triggered by this event is sent after a voicemail message has been received.
- Fax message received - The email notification triggered by this event is sent after a fax message has been received.
- Sent fax accepted - The email notification triggered by this event is sent after a fax message has been accepted by the receiver.
- Sent fax not accepted - The email notification triggered by this event is sent if the receiver has not accepted the fax message.
- Fax delivery report - 4PSA VoipNow can send a delivery report for all the sent fax messages.

For the events in this field set, 4PSA VoipNow can deliver email alerts to the following users:

- The extension account owner
- A custom email address
- Security email templates
 - Customer password forgotten notification – For this event, 4PSA VoipNow will send an email message containing a temporary password to the user who has forgotten his password 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.

In the Preferences section you can specify the conditions in which the warning emails will be sent:

- 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 minutes 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.

To enable notifications for users, follow the steps:

1. From the available check boxes, select the ones corresponding to the users you want to notify for that event.
2. Click OK to save your options. Click Cancel to return to the previous page without saving the changes you have made.

Customize the Email Content

To customize the subject and content of an email notification, follow these 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.

Restore the Default Settings

To restore the default notification settings and email contents, click the Default button.



Note

When you click the **Default** button, 4PSA VoipNow will not overwrite the other email address destination.

Appendix A. Using the Text To Speech Feature

The text to speech feature allows you to convert written text into speech. 4PSA VoipNow uses the text to speech engine developed by [Cepstral](#).

Controlling How the Text is Read

The Cepstral engine allows you to control the voice reading the text by specifying attributes such as rate, pitch and volume or by inserting pauses. This can be achieved by using a set of HTML-like tags; the tags make up the Speech Synthesis Markup Language (SSML).

This section offers a set of SSML examples that can be used with the Cepstral engine. For more detailed descriptions of the elements and attributes of the markup language, see the official W3C SSML Specifications: <http://www.w3.org/TR/speech-synthesis/>

Inserting silence/ pauses

You can insert pauses between words, sentences or paragraphs by using the `<break>` empty tag. To control the length of the break, you can use two attributes: `strength` and `time`.

"There is no `<break strength='none' />` pause here."

"This is a `<break strength='x-weak' />` pause between words."

"This is a `<break strength='weak' />` longer pause between words."

"This is a `<break strength='medium' />` pause between sentences."

"This is a `<break strength='strong' />` pause between paragraphs."

"This is a `<break strength='x-strong' />` longer pause between paragraphs."

"This is a `<break time='2s' />` two second pause."

"This is a `<break time='4500ms' />` 4.5 second pause."

"This is a `<break />` pause between sentences."

Controlling the Speech Rate

You can control the rate of the speech by using the `prosody` element and specifying a value for its `rate` attribute.

```

"I am now <prosody rate='x-slow'>speaking at half speed.</prosody>"
"I am now <prosody rate='slow'>speaking at 2/3 speed.</prosody>"
"I am now <prosody rate='medium'>speaking at normal speed.</prosody>"
"I am now <prosody rate='fast'>speaking 33% faster.</prosody>"
"I am now <prosody rate='x-fast'>speaking twice as fast</prosody>"
"I am now <prosody rate='default'>speaking at normal speed.</prosody>"
"I am now <prosody rate='.42'>speaking at 42% of normal speed.</prosody>"
"I am now <prosody rate='2.8'>speaking 2.8 times faster than normal</prosody>"
"I am now <prosody rate='-0.3'>speaking 30% more slowly than normal.</prosody>"
"I am now <prosody rate='+0.3'>speaking 30% faster than normal.</prosody>"

```

Controlling the Voice Pitch

You can control the pitch of the speech by using the `prosody` element and specifying a value for its `pitch` attribute.

```

"<prosody pitch='x-low'>This is half-pitch</prosody>"
"<prosody pitch='low'>This is 3/4 pitch.</prosody>"
"<prosody pitch='medium'>This is normal pitch.</prosody>"
"<prosody pitch='high'>This is twice as high.</prosody>"
"<prosody pitch='x-high'>This is three times as high.</prosody>"
"<prosody pitch='default'>This is normal pitch.</prosody>"
"<prosody pitch='-50%'>This is 50% lower.</prosody>"
"<prosody pitch='+50%'>This is 50% higher.</prosody>"
"<prosody pitch='-6st'>This is six semitones lower.</prosody>"
"<prosody pitch='+6st'>This is six semitones higher.</prosody>"
"<prosody pitch='-25Hz'>This has a pitch mean 25 Hertz lower.</prosody>"
"<prosody pitch='+25Hz'>This has a pitch mean 25 Hertz higher.</prosody>"

```

```
"<prosody pitch='75Hz'>This has a pitch mean of 75 Hertz.</prosody>"
```

Controlling the Output Volume

You can control the volume of the speech by using the `prosody` element and specifying a value for its `volume` attribute.

```
"<prosody volume='silent'>This is silent.</prosody>"
"<prosody volume='x-soft'>This is 25% as loud.</prosody>"
"<prosody volume='soft'>This is 50% as loud.</prosody>"
"<prosody volume='medium'>This is the default volume.</prosody>"
"<prosody volume='loud'>This is 50% louder than normal.</prosody>"
"<prosody volume='x-loud'>This is 100% louder than normal.</prosody>"
"<prosody volume='default'>This is the default volume.</prosody>"
"<prosody volume='-33%'>This is 33% softer than normal.</prosody>"
"<prosody volume='+33%'>This is 33% louder than normal.</prosody>"
"<prosody volume='33%'>This is 33% louder than normal.</prosody>"
"<prosody volume='33'>This is 33% of normal volume than normal.</prosody>"
```

Adding Emphasis to the Speech

You can control the stress placed on certain pieces of text by using the `emphasis` element and specifying a value for its `level` attribute.



Note

The nature of emphasis differs between languages, dialects or even voices. Languages indicate emphasis using a possible combination of pitch change, timing changes, loudness and other acoustic differences

```
"This is <emphasis level='moderate'>stronger</emphasis> than the rest."
```

```
"This is <emphasis level='strong'> even stronger</emphasis> than the previous."
```

```
"This is <emphasis level='none'>the same as</emphasis> than the rest."
```

```
"This is <emphasis level='none'>the opposite of</emphasis> emphasis."
```



Note

The **none** level is used to prevent the synthesis processor from emphasizing words that it might typically emphasize.

Spelling Words Phonetically

The `phoneme` element provides a phonemic/phonetic pronunciation for the contained text. The `ph` attribute is a required attribute that specifies the phoneme/phone string.

"You say <phoneme ph='t ah0 m ey1 t ow0'>tomato</phoneme>, I say <phoneme ph='t ah0 m aa1 t ow0'>tomato</phoneme>"

For a complete list of available phonemes for your language, please see the Cepstral page [Editing the Lexicon](#).