



VOIPNOW[®]

4PSA VoipNow [®] 1.6.4

Intercom / Paging Extension Guide

For more information about 4PSA VoipNow, check:

<http://www.voipnow.com>

Copyrights 2006-2008 Rack-Soft, LLC. VoipNow is a registered trademark of Rack-Soft, LLC.

Intercom / Paging Extension Guide

Manual Version 41899.12 at 2008/03/24 17:55:17

For suggestions regarding this manual contact:

docs@4psa.com

Copyright © 2002-2008 Rack-Soft, LLC

All rights reserved

Distribution of this work or derivative of this work is prohibited unless prior written permission is obtained from the copyright holder.

VoipNow is a Trademark of Rack-Soft, LLC.

4PSA is a Registered Trademark of Rack-Soft, LLC.

Asterisk is a Trademark of Digium, Inc.

Linux is a Registered Trademark of Linus Torvalds.

All other trademarks and copyrights are property of their respective owners.

Table of Contents

Preface	5
Who Should Read This Guide	5
Chapter 1. Edit Your Contact Information	6
Chapter 2. Intercom/Paging extension overview	8
Chapter 3. Intercom/Paging Extension Features	10
Chapter 4. View Your Billing Plan	12
Chapter 5. View Your Billing Limits	16
View Your Billing Limits History	16
Chapter 6. View Your Billing Credits	18
View Your Billing Credits History	18
Chapter 7. Manage Time Intervals	20
Search the Interval List	21
Add a New Time Interval	22
Edit a Time Interval	24
Delete Time Intervals	24
Chapter 8. Manage Incoming Call Rules	25
Incoming Call Rules Overview	25
Add Incoming Call Rules	28
Change the Order of the Call Rules	30
Delete Call Rules	31
Chapter 9. Manage Outgoing Call Rules	32
View Extension's Outgoing Call Rules	32
Add an Outgoing Call Rule	33
Delete Outgoing Call Rule	34

Chapter 10. Manage Your Sounds	35
View the Sound List	35
Search the Sound List	36
Add a New Sound	37
Edit Sound Options	39
Search the File List	40
Remove Files	41
Manage Sound Folders	41
Search the Folder List	41
Add a New Sound Folder	42
Delete Sound Folders	43
Manage Sound Languages	44
View the Language List	44
Add a New Language	45
Edit Language Details	46
Delete Sound Languages	46
Delete Sounds	47
 Chapter 11. View Your Call Costs	 48
View Extension's Call Costs	48
Search the Call List	49
Export to an Easy-to-edit Format	51
 Chapter 12. Manage Your Interface Preferences	 53
 Chapter 13. Global Account Management	 55
Connecting To A Global Account	55
Changing the password for a global account	56
Disconnecting from a global account	56


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

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

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 textbox to change the password. The provided password should have at least six characters to be valid.
- 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, go to [PBX](#) -> **Email templates**.

- Address
- City
- State/Province
- Postal/ZIP code
- Country

For submitting the data, click the OK button. If you choose not to change the information, the Cancel button will return you to the previous page without any modification.



Chapter 2

Intercom/Paging extension overview

4PSA VoipNow displays the following information:

- Extension type - The extension of the extension, in this case Intercom/Paging
- 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)). Otherwise, 4PSA VoipNow displays '-'.
- Extension internal number - The phone number assigned when the extension was added to the system
- Billing plan - The billing plan assigned with the extension with its monthly fee
- Calls cost - The cost of the calls in current month
- Outgoing time spent - The total duration of outgoing calls and the total number of calls in current month
- Incoming time spent - The total duration of incoming calls and the total number of calls in current month

- Number of sound files - The total number of sound files and the disk space used by these



Chapter 3


Intercom/Paging Extension Features

This type of extension allows the user to call several or all available extensions in the same time. The called extensions will hear the caller's announcements whether they pick up the phone or not.

To edit the extension's features, press the Extension preferences button.

4PSA VoipNow displays the following options:


- Basic settings
 - Type - You are able to choose between:
 - 2 way Intercom - The called extensions are able to talk back to the caller
 - 1 way Paging - The called extensions cannot talk back to the caller
 - Alert-Info header - The text specified in this field will be shown on the display of the called extensions' phone terminals
 - Timeout - The maximum duration of the intercom/paging session. After this period of time, the call is disconnected

- On connection play sound - 4PSA VoipNow plays this sound each time the user is connected to the called extensions. Use the  icon to select the sound or specify the address of the sound file.
- Caller permission - Use this section to specify the extensions that are allowed to call the Intercom/Paging extension.
 - All extensions - If this option is enabled, all the available extensions are allowed to call the Intercom/Paging extension.
 - Individual extensions - Specify the extensions that are allowed to call the Intercom/Paging extension.
 - Groups - Specify the extension groups that are allowed to call the Intercom/Paging extension.
- Called extension list - Use this section to specify the extensions that can be called by the Intercom/Paging extension.
 - - If this option is enabled, the Intercom/Paging extension is allowed to call all the available extensions.
 - Extension that can be called - Specify the extensions that can be called by the Intercom/Paging extension
 - Groups that can be called - Specify the extension groups that can be called by the Intercom/Paging extension.

Chapter 4

View Your Billing Plan

4PSA VoipNow allows you to view detailed information about your account's current billing plan. To access this information, follow these steps:

1.  Click the My billing icon available in the Tools area to view details about the prices charged for calls made by extensions on your account.
2. Depending on the billing plan type (prepaid or postpaid) and its settings, you can view one or more of the following sections:
 - Billing plan description
 - Billing plan name – The name of the billing plan for your account
 - Billing plan type – The type of the billing plan for the extension account: prepaid or postpaid.
 - Allow incoming calls - Yes – 4PSA VoipNow displays this information only if the extensions on your account 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 the extension can make calls to destinations outside the system.
- Allow outgoing local calls - Yes – 4PSA VoipNow displays this information only if the extension can call other extensions on the same client account.
- Allow outgoing extended local calls - Yes – 4PSA VoipNow displays this information only if the extension can call other extensions in the system (not on the same client account).
- Monthly charge – The monthly fee paid by the your account owner



Note

This information is available only for postpaid billing plans.

- Initial incoming credit – The credit that was granted for incoming calls when your account was created.



Note

This information is available only for prepaid billing plans.

- Initial outgoing credit – The credit that was granted for outgoing calls when your account was created.



Note

This information is available only for prepaid billing plans.

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



Note

This information is available only for prepaid billing plans.

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



Note

This information is available only for prepaid billing plans.

- Number of recharges



Note

This information is available only for prepaid billing plans.



Note

4PSA VoipNow displays only sections that are enabled in the billing plan applied on your account.

- Available outgoing minutes - Number of outgoing minutes available, per time interval. The number of outgoing minutes is displayed for each time interval included in the billing plan in the format:
 - { m } available outgoing minutes in time interval { T } The number of remaining minutes in current month is also displayed in format:
 - { m } remaining in { month }



Note

This information is available only for postpaid billing plans.

4PSA VoipNow displays this section only if the extension 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
 - 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 extension can call locally.

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}.
3. 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 5

View Your Billing Limits


4PSA VoipNow 1.5 allows you to view your billing limits when you have a postpaid billing plan. Billing limits are a form of extra credit, a special offer made to a particular extension.



Note

If you have a prepaid plan, you can only view *billing credits*.

View Your Billing Limits History

To view detailed information about your billing limits click the  Billing limits icon available in the **Tools** area.

The table with billing limits history 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 overusage minutes limit.
- Every month – Displays whether the limits are offered monthly or only for the current month.
- Order number – Displays the number of the request for allocating the new billing limits.
- Date added – Displays the date when the billing limits were enforced.

Chapter 6

View Your Billing Credits


4PSA VoipNow 1.5 allows you to see your billing credits when you have a prepaid billing plan.



Note

If the you have a postpaid plan, you can only see *billing limits*.

View Your Billing Credits History

To view detailed information about the history of recharges for your billing credit, click the  Billing credits icon available in the Tools area.

The table with billing credits history 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 billing credits.
- Date added – Displays the date when the billing credits were enforced.

Chapter 7

Manage Time Intervals


4PSA VoipNow allows you to manage time intervals, helping you to define the incoming and outgoing call rules.


You can access this page by clicking the  Time intervals icon, in the Tools area.

You can view a list of all available time intervals on your account. You can also perform several operations on these time intervals:

- Add a new time interval
- Search for a specific time interval
- Edit an existing time interval
- Delete time intervals

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

- T – This icon specifies the method used to define the time interval:
 -  Individual days method

-  Interval method
 - Name – The descriptive name of the time interval. Click this link to edit the time interval information.
 - Hours – The hours used as limits for the time slot
 - Weekdays – The days of the week used as limits for the time slot
 - Month Days – The month period when the time interval applies
 - Month – The month when the time interval applies
 - Created – The date when the time interval was created



Note

4PSA VoipNow displays the `Full month` interval, covering the entire month, as a default setting.





Note

4PSA VoipNow also displays the time intervals belonging to your parent account. You cannot edit or delete these time intervals.

Search the Interval List

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

- Search – Write the text you are looking for in the textbox. Then click the  button or the `Search` label to display only the time intervals whose name, hours, weekdays or dates 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 records displayed on the page by clicking the `Number of entries per page` link. The number of entries per page is shown in the left side of the table along with the total number of time intervals.

Another way to simplify the listing is to sort the time interval 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 the respective header.

Add a New Time Interval

To add a new time interval, click the  Time intervals icon available in the Tools area and follow these steps:

1. Click the  Add time intervals icon. A new page opens allowing you to enter information on the new time interval.
 - Name – Use the textbox to fill in a descriptive name to identify the time interval.
 - Matching algorithm – A time interval 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.
 - Start at hour and End at hour – Use the available textboxes to specify the hours that limit the time slot.
 - Start weekday and End weekday – Use these dropdown lists to select the days of the week that define the time slot.
 - Start date and End date – Use these dropdown lists to select the days of the month that define the time slot.
 - Month - Use this dropdown list to select the month that defines the time slot.
2. Use the   buttons to add several time intervals at the same time.
 -  removes the corresponding Time interval
 -  adds another Time interval
3. Click OK to add the new time interval(s). Click Cancel to go back to the previous page without adding the interval(s).

Example of a time interval defined in individual days

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

Time interval form

Name *	Individual
Matching algorithm	Individual days
Start at hour *	8 : 00
End at hour *	20 : 00
Start weekday	Monday
End weekday	Friday
Start date	1
End date	31
Month	--

* Required fields

A time interval defined in individual days

Example of a continuous time interval

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

Time interval form

Name *	Interval
Matching algorithm	Interval
Start at hour *	8 : 00
End at hour *	20 : 00
Start weekday	Monday
End weekday	Friday
Start date	1
End date	31
Month	--

* Required fields

A continuous time interval

Edit a Time Interval

To access this page, click the  Time intervals icon available in the Tools area and follow these steps:

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



Note

4PSA VoipNow also displays the time intervals belonging to your parent account. You cannot edit these time intervals.

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



Note

For more information on these fields, see the [Add a New Time Interval](#) section.

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

Delete Time Intervals

To delete a time interval click the  Time intervals icon available in the "Tools."

Choose the time intervals you want to delete by checking the corresponding checkbox in the time interval list. Then click the [Remove selected](#) link. You will be asked to confirm the removal.



Note

Time intervals can be removed only if they are not currently used.



Note

4PSA VoipNow also displays the time intervals belonging to your parent account. You cannot delete these time intervals.



Chapter 8


Manage Incoming Call Rules

Incoming Call Rules Overview



4PSA VoipNow allows you to filter the incoming calls to an extension. 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 call that will be made on another extension. All he has to do is to define a rule that transfers the calls from an extension to the other one.

In the Incoming Call Rules page, you can view the incoming call rules for your account. Multiple operations can be performed:

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


To view the incoming call rules for your account, click the  Incoming call rules icon available in the Tools area.



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

- No – The position of the rule inside the group
- S – The status of the rule, displayed using an icon:  enabled or  Disabled. Click the icon to change the status of the rule.



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 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} pending changes. 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 four 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 rule.
 - Set call priority – 4PSA VoipNow sets a certain priority for the incoming call in order to be answered faster by the operators in a queue. This action is available only for extensions of type Queue. The value of the priority parameter is also displayed here.
 - Transfer – 4PSA VoipNow transfers the call to another extension on the same client account; this option is available if the extension has Multi-user aware permission enabled and there are available phone terminal extensions on the client account.

- Transfer on event – If the extension user does not answer or the extension has not been registered in the system, 4PSA VoipNow transfers the call to another extension belonging to the same client account or an external phone number; this option is available if the extension has Multi-user aware permission enabled and there are available phone terminal extensions on the client account.
- Transfer to external – If the extension has assigned a billing 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 is Phone terminalcode> type, calls can be directed to voicemail directly.
- 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 Caller-ID information
- Pattern – The caller's phone number for all actions except Transfer on event when the field displays the event. This field can also contain a regular expression that matches an entire set of numbers. The three possible values for the transfer event are:
 - No answer - The call is considered unanswered.
 - Not registered - The number that the caller is trying to reach is not registered.
 - Busy - The number that the caller is trying to reach is engaged in another call.
- In time interval – The time interval when the rule will be executed




Note

4PSA VoipNow displays the time intervals belonging to you and the ones belonging to your parent account. You can choose any of these time intervals to define routing rules.

- 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.

Add Incoming Call Rules

To add incoming call rules for your account, click the  Incoming call rules icon available in the Tools area.

In the Add call rules section you can find buttons, textboxes, and dropdown lists allowing you to define one or more incoming rules. The following steps must be followed:

1. Use the first dropdown list to choose the action that will be performed, if the number is matched. The actions available 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.
 - Set call priority – 4PSA VoipNow sets a certain priority for the incoming call in order to be answered faster by the operators in a queue. This action is available only for extensions of type Queue.
 - Transfer – 4PSA VoipNow transfers the call to another extension on the same client account; this option is available if the extension has Multi-user aware permission enabled and there are available phone terminal extensions on the client account.
 - Transfer on event – If the extension user does not answer or the extension has not been registered in the system, 4PSA VoipNow transfers the call to another extension belonging to the same client account or an external phone number; this option is available if the extension has Multi-user aware permission enabled and there are available phone terminal extensions on the client account.
 - Transfer to external – If the extension has assigned a billing 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 is Phone terminalcode> type, calls can be directed to voicemail directly.
2. Use the second dropdown 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 Caller-ID information



Caution

Number matching is based on Caller-ID. If the remote party does not send a Caller-ID, 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 from 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

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

For example:

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

3. Use the first textbox to specify the extension number or a regular expression that matches the incoming call.
4. Use the third dropdown list to choose the time interval when calls must be checked.
5. Use the `Add in position` textbox to specify the order of the rule in the list.



Caution

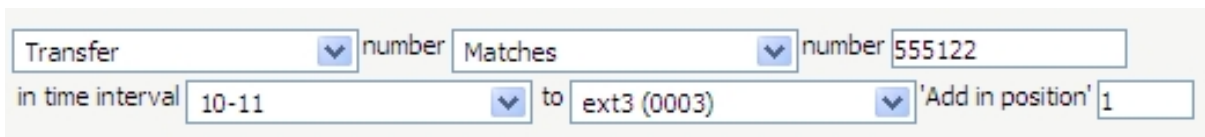
The position of a rule in the group is very important because it defines the order in which 4PSA VoipNow verifies the call rules in case of an incoming call.

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





6. The actions `Set call priority`, `Transfer`, `Transfer to external` and `Transfer on event` have additional parameters.

- When you select the `Set call priority` action, 4PSA VoipNow displays an additional textbox. Use it to fill in the queue position where the call will be placed.
- When you select the `Transfer` action, 4PSA VoipNow displays an additional dropdown 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 dropdown list to select the event when the transfer will be performed.
 - Use the second dropdown list to choose whether the call will be transferred to an internal or external number.
 - Use the last control (dropdown list or textbox) 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

7. Use the   buttons to add several new call rules at the same time. Click the  button to add a new set of buttons, textboxes, and dropdown lists allowing you to create an additional rule. Click the  button to delete its corresponding rule.
8. 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 Order of the Call Rules

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

If you want to change the order of the incoming call rules, click the  Incoming call rules icon in the Tools area and follow these steps:

1. In the call rule list, use the ▲ up and ▼ down buttons to change the position of a certain rule inside the group.
2. 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} pending changes.

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

Delete Call Rules

To remove incoming call rules from your account, click the  Incoming call rules icon. Choose the rules you want to delete by selecting their corresponding checkboxes. Then click the [Remove selected](#) link. You will be asked to confirm the removal.



Note


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

Chapter 9

Manage Outgoing Call Rules



4PSA VoipNow allows extension users to block certain outgoing calls, based on the dialed number and the time interval when the call was placed. This feature is very useful when several people use the same phone but only one of them has access to the extension account in the 4PSA VoipNow interface.

View Extension's Outgoing Call Rules


To access extension's call rules, click the name of the extension in the Extension Management page, and then click the  Outgoing call rules icon available in the Tools area.

In the Outgoing Routing Rules Management page, you can view a list of the routing rule groups available in the extension account.

4PSA VoipNow displays the following information on each group:

- S – The status of the rule, displayed using an icon:  Enabled or  Disabled. Click this icon to change the status of the rule.
- Action – The action performed when 4PSA VoipNow matches the number dialed by the user.
- Number – The number chosen to match the number dialed by the extension user.
- In time interval – The time interval when the rule will be executed.

Add an Outgoing Call Rule

To add outgoing call rules to the system, click the name of the extension in the Extension Management page, and then click the  Outgoing call rules icon available in the **Tools** area.

In the Add new outgoing routing rules section you can find buttons, textboxes, and dropdown lists that allow you to define one or more routing rules for outgoing calls. Follow these steps:

1. Use the first dropdown list to choose the Block action.

4PSA VoipNow blocks the call to that number if the number is matched.

2. Use the `number` textbox 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 from 1-9

N - matches any digit from 2-9

[] - matches any digit or letter in the brackets

. - matches one or more characters

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

For example:

- Number `0.` will match any number starting with 0.

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

3. Use the third dropdown list labeled `if in time interval` to select the time interval when this rule applies.



Caution

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




Note

4PSA VoipNow displays the time intervals belonging to you and the ones belonging to your parent account. You can choose any of these time intervals to define routing rules.

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.

Delete Outgoing Call Rule



To remove call rules from the system, click the  Outgoing call rules icon in the Extension Management page, in the `Tools` area. Next, choose the rules you want to delete by selecting their corresponding checkboxes in Existing Rules section. Then click the [Remove selected](#) link. You will be asked to confirm the removal.

Chapter 10


Manage Your Sounds

View the Sound List

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/her call. These sound files are not language specific because they are usually melodies. Music on hold files can only be uploaded, 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, so that a user can listen to the sound version according to his/her language preferences. If the files in the requested language do not exist, the default files will be played. This type of sound can be either uploaded or recorded over the phone.

To access your sounds page, click the  Sounds icon available in the Tools area.



Note

The **Sounds** section is available only if the permission "Sound Management" has been activated for your account. If this permission hasn't been activated for your account, 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 your account. You can also perform multiple operations:

- Add and delete sounds from your account.
- Search for specific sounds in your account.
- Organize sound files by using sound languages and sound folders.

4PSA VoipNow displays the following information about each sound:

- S – The status of the sound, displayed using an icon: Enabled and Disabled. Click the icon to change the sound's status.
- 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, the field displays '-'.

- Modified – The date when the sound was last modified

Search the Sound List

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

- Search – Insert the text you are looking for in the textbox. Then click the button or the Search label to display only the sounds whose names contain the 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 records displayed on the page by clicking the `Number of entries per page` link. The number of entries per page is shown in the left side of the table along with the total number of sounds.

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 the respective header.


Add a New Sound

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




Note

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

You can add a new sound associated to your account only if you have sound languages 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 to the extension account, follow these steps:

1. Click the  Add sound icon available in the `Tools` area.
2. A new page opens allowing you to enter information on the new sound:
 - Sound form
 - Name – The descriptive name for the sound.
 - This is music on hold – Use this checkbox 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.

- 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.
- Folder – Use this dropdown list to select the folder where the sound will be stored.
- Upload sound files
 - Filename – Click the Browse 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 checkbox `This is music on hold` is not enabled), the following options are visible:

- 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 displays 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 Options



To access this page and edit the information on an existing sound, click the Sounds icon available in the Tools area.



Note





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

In the new opened page you can modify the properties of a sound. You can add and delete files containing versions of the sound for different languages.

To edit the properties of a sound from the extension account, follow these steps:

1. Click the name link 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 form
- Upload sound files – Use this section to upload files containing versions of the sound in different languages.
- Use the   buttons to remove/add versions of the sound in different languages.
 -  removes the corresponding Upload sound files section
 -  adds another Upload sound files section



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.

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

1. Click the name link of the sound you want to modify.
2. A new page opens allowing you to change the details of the sound.

In the `Existing sounds` section, 4PSA VoipNow displays the following information on each file:

- **Filename** – The name of the file. Click this link to download the file on your computer.
- **Sound file size** – The size of the file 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.

Search the File List

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

- **Search** – Insert the text you are looking for in the textbox. Then click the button or the `Search` label to display only the sound files whose names contain the 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 records displayed on the page by clicking the `Number of entries per page` link. The number of entries per page is shown in the left side of the table along with the total number of sound files in the system.

Another way to simplify the listing is to sort the sound file 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 the respective header.

Remove Files

Choose the files you want to delete by selecting their corresponding checkboxes. Then click the [Remove selected](#) link. You will be asked to confirm the removal.





Note

Default sound files cannot be deleted. You must replace a default sound file.

Manage Sound Folders

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

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

To access a sound folder page, click the  Sounds icon available in the Tools area and the  Folders icon.



Note



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

4PSA VoipNow displays the following information on each folder:

- Folder name – The name of the sound folder
- Sound files – 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

Search the Folder List

When the time folder list is too long and you are searching for specific sound folders, you can use the following features:

- Search – Insert the text you are looking for in the textbox. Then 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.

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 records displayed on the page by clicking the Number of entries per page link. The number of entries per page is shown in the left side of the table along with the total number of sound folders in the system.

Another way to simplify the listing is to sort the sound folder 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 the respective header.

Add a New Sound Folder

Each time you add new sound files in the system you must 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.





Follow the steps described below to add a new sound folder:


1. Click the  Sounds icon in Tools area and the  Folder icon.





Note

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

2. In the Sound Folder Management page, click the  Add folder icon.
3. A new page opens allowing you to enter the name of the new folder. Use the available textbox to name the new folder.
4. Use the   buttons to add several folders at the same time.
 -  adds a new folder input textbox

-  removes the corresponding textbox
5. Click OK to add the new sound folder(s). Click Cancel to go back to the previous page without adding the folder(s).

Delete Sound Folders

To remove sound folders from your account along with the sound files inside, click the  Sounds icon available in the **Tools** area and the  Folder icon.



Note

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

A new page opens displaying all the sound folders available on your account. To delete sound folders follow these steps:

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



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** checkbox and click OK. Otherwise click Cancel to return to the previous page without any removal.



Note

If the sounds inside the folder are currently used, 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/her chosen language if available in the system. When the extension's language does not exist, the announcement will be played in the default sound language.

In the Sound Languages Management page, you can view a list of the languages available on your account. 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 Sound Language Management page, click the  Sounds icon available in the Tools area. In the new page that opens, click the  Sound languages icon.



Note



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

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

- Language name – The name of the language
- 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

Search the Language List

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


- Search – Insert the text you are looking for in the textbox. Then click the  button or the Search label to display only the languages whose names contain the 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 records displayed on the page by clicking the Number of entries per page link. The number of entries per page is shown in the left side of the table along with the total number of sound languages in the system.

Another way to simplify the listing is to sort the sound language 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 the respective header.


Add a New Language





To add a new sound language, click the  Sounds icon available in the Tools area.




Note


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

In the new page that opens, click the  Sound languages icon and follow these steps:

1. In the Sound Language Management page, click the  Add Sound Language icon.
2. A new page opens allowing you to enter the name of the new sound language. Use the dropdown list to add one of the available languages to your account.
3. Use the   buttons to add several languages at the same time.
 -  adds another dropdown list so you can create another language

-  removes the corresponding dropdown 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 the details of a sound language, click the  Sounds icon available in the **Tools** area.




Note

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

In the new page that opens, click the  Sound languages icon and follow these steps:

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

Delete Sound Languages

To remove sound languages from your account, click the  Sounds icon available in the **Tools** area.




Note

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

In the new page that opens click the  Sound languages icon and follow the steps:

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

Delete Sounds

To delete sounds on your account, click the  Sound icon available in the `Tools` area.



Note

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

Choose the sounds you want to delete from the available list by selecting their corresponding checkboxes. Then click the [Remove selected](#) link. You will be asked to confirm the removal.

You cannot remove sounds that are currently used.

You cannot remove a sound object of type `music on hold`, 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.

Chapter 11

View Your Call Costs

View Extension's Call Costs

4PSA VoipNow offers an easy way to keep track of each extension's calls and their costs.

In Call Costs page, you can view a detailed list of calls for the current and previous months. Multiple operations can be performed:

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

To view your call costs, 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 dropdown list available at the top of the table.



Note

The entries in the dropdown list also display the total cost of the costs registered for each month.


The table includes the following details about each call:

- F – The flow of the call displayed using an icon: incoming call, outgoing call.
- T – The type of the call displayed using an icon: local call, extended local call, external call.
- A – The call application type displayed using an icon: Dial, Queue, IVR, Voicemail, Conference, Park, Unpark, Callback, Calling Card.
- From – The short extension number (if the call is initiated from inside the system) of the person who made the call.
- To – The short extension number (if the call is to an inside extension) of the person who answered the call.
- Call started – The date and time when the call was started
- Call duration – The duration of the call
- CallID – The unique number that Asterisk generated to identify the call.
- Call cost – The cost of the call for the extension owner

Search the Call List

4PSA VoipNow automatically displays only the calls of the current month. If you want to view the call list of previous months or search for specific calls, perform the following steps:

1. Use the following options for an advanced search:
 - From number - Use this textbox to fill in the phone number of the person who made the call.
 - To number - Use this textbox to fill in the phone number of the person who answered the call.
 - CallID – Use this textbox to fill in the unique number that Asterisk generated to identify the call.

- Call duration – Use this section to specify the call duration limits by filling in the fields in rule:
higher than { } seconds and/or lower than { } seconds
- Call cost – Use this section to specify call cost limits by filling in the fields in rule:
higher than { } and/or lower than { } seconds
- Call ended with – Use the dropdown list to choose a certain ending for the call. Possible values are: answered, no answer, busy, failed, unknown.
- Start search on/ End search on - Use these textboxes or click the corresponding  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 types of calls 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 calls.
 - Local calls – Select this option to display only calls made to local numbers (between extensions belonging to the same client).
 - Extended local calls – Select this option to display only calls made to extended local numbers (between extensions belonging to different clients).
 - External calls – Select this option to display only calls received from outside the system or sent to external destinations.
- Limit search by application – Use these checkboxes to filter the search results by the application used by Asterisk to handle the call:
 - Dial – Select this option to display calls between two phone terminals.
 - Queue – Select this option to display calls targeted at queue extensions.
 - Conference – Select this option to display conference calls.
 - Voicemail – Select this option to display calls that ended in the voicemail mailbox.

Voicemail Center – Select this option to display calls to an extension of type voicemail center.

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.

Callback - Select this option to display calls that were made using an extension of type callback.

Calling Card - Select this option to display calls that were made using an extension of type calling card.

2. Click OK to display only the records that fit your search criteria.
3. Use the dropdown list in the top left side of the call costs list to search for calls made in a specific month. Choose the ' -- ' option to display the entire call costs list.



Note

In the top left corner of the calls table, 4PSA VoipNow displays the total cost of the calls found as a result of the search operation.

Export to an Easy-to-edit Format

- Export to Excel – Click this button to export the call costs report to a Microsoft Excel file.
- Export to CSV – Click this button to export the call costs report to a CSV 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. Enable the checkboxes corresponding to the column names you want to export. Disable the checkboxes 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
- Call type

- Application
- To number
- From number
- 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
- Call disposition - The way the call was terminated: it was either answered, not answered, failed, etc
- Billing plan - The billing plan that generated the call cost.
- Call cost The cost of the call as charged by the reseller account owner.
- Money unit
- 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 12

Manage Your Interface Preferences

4PSA VoipNow allows you to customize the look and feel of the control panel in the Interface Preferences page. On this page, you can define the interface language, the skin of the application, and the number of rows in records list.

To access this page click the  Interface preferences icon available in your account page. You can adjust the following preferences based on your needs:

- Rows in table – Use this textbox to set the number of rows that will be displayed in your control panel.
- Interface skin – Use this dropdown list to choose the skin used in your control panel.
- System language – Use this dropdown list to choose the language used in your control panel.



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.

Chapter 13


Global Account Management

The Single Sign On (SSO) mechanism was designed to provide a centralized point of login for a user in multiple applications. The user creates a special account (Global Account) that will be used later by other applications to make the connection between the interfaces.

To access the Global Account Setup page, click the [Global Account](#) link located on the left frame navigation area.

Connecting To A Global Account

You can connect to a global account with an existing user, or you can create a new global account.

Click the  Connect to global account icon.

In the new page that opens, make sure that the Use existing global account checkbox is selected, specify the global account username and password and click OK to connect to the global account.



Note

If several local accounts are connected to a global account, when logging in to the VoipNow interface using the global account, the user will be asked to select from the local accounts connected to the same global account.


To create a new global account, select the Create new global account checkbox, set the username and password for the new account and click OK to create the new global account.



Note


When creating a new global account, the respective account will be created on the SSO server.

Changing the password for a global account

You can change the password for the connected global account by pressing the  Change password icon.

In the new page that opens, submit the existing password and set a new one.

Disconnecting from a global account

If you are connected to a global account and wish to disconnect, click the  Disconnect from global account icon. In the new page that opens, select the Confirm disconnection from global account checkbox and click OK.