PBXware End User Guide

Part I

1   Introduction

PBXware End User Guide

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

Part II

2   Login

In order to login into the online self care point your browser to: **http://$IPADDRESS/** (For Example: **http://192.168.1.1/**)
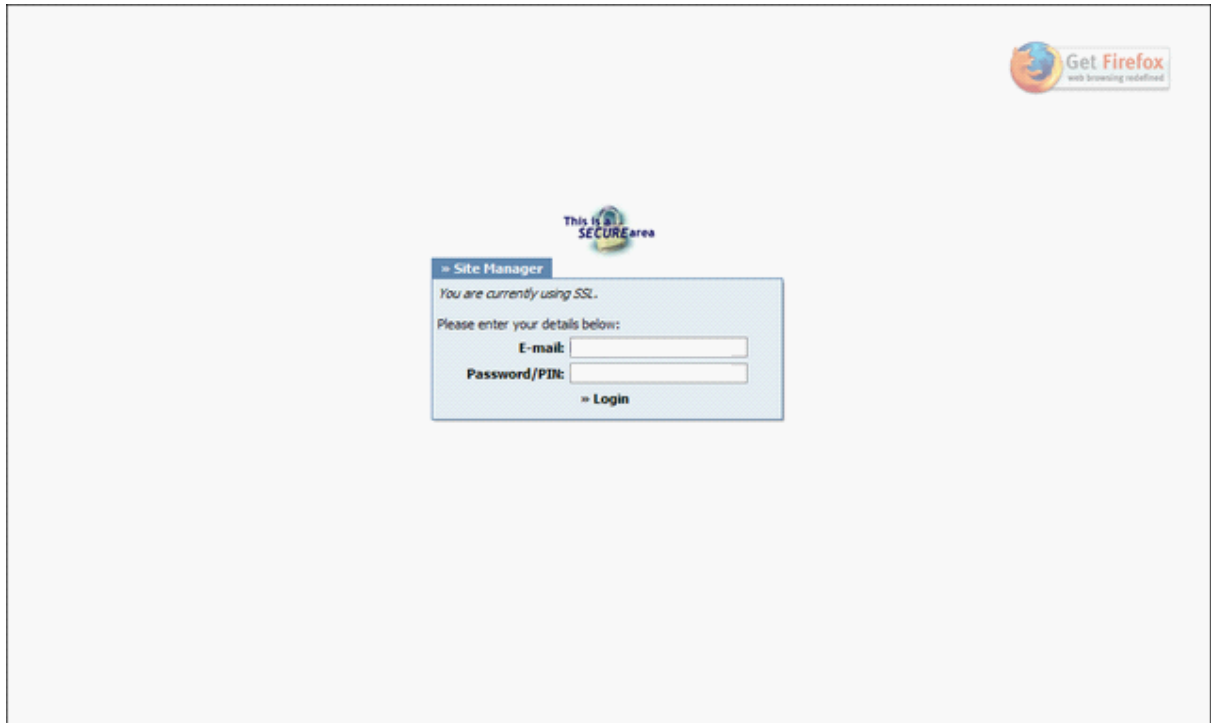
Email:
Email address as supplied with system extension
Example: john@domain.com
Field Type: String, [0-9]

Password/PIN:
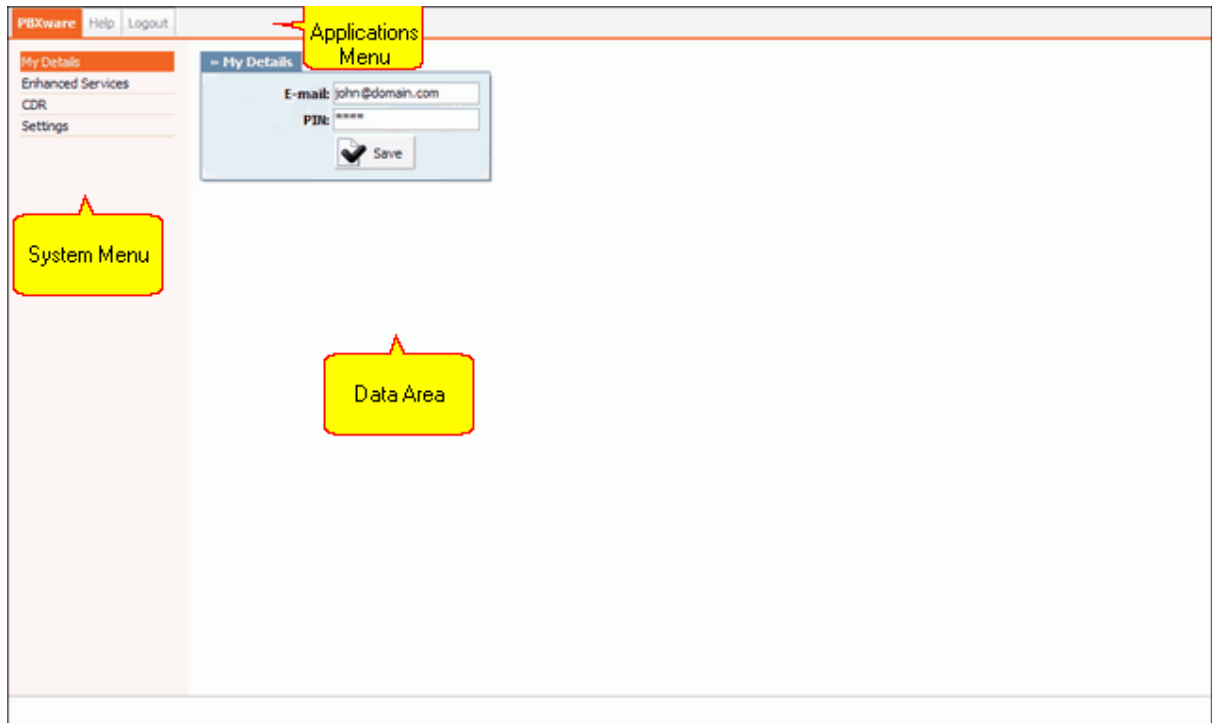Extension PIN number
Example: 4458
Field Type: [0-9]

Part III

3   Administration Interface

In this chapter we will cover:
- My Details
- Voicemail
- Enhanced Services
- CDR
- Settings

3.1   My Details

User can manage his email account and PIN associated with his extension.

NOTE: If user has voicemail account only(no system extension), this feature will be disabled.

E-mail:
User email address associated with the extension. Used for system notifications
Example: john@domain.com
Field Type: String, [0-9]

PIN (Personal Identification Number):
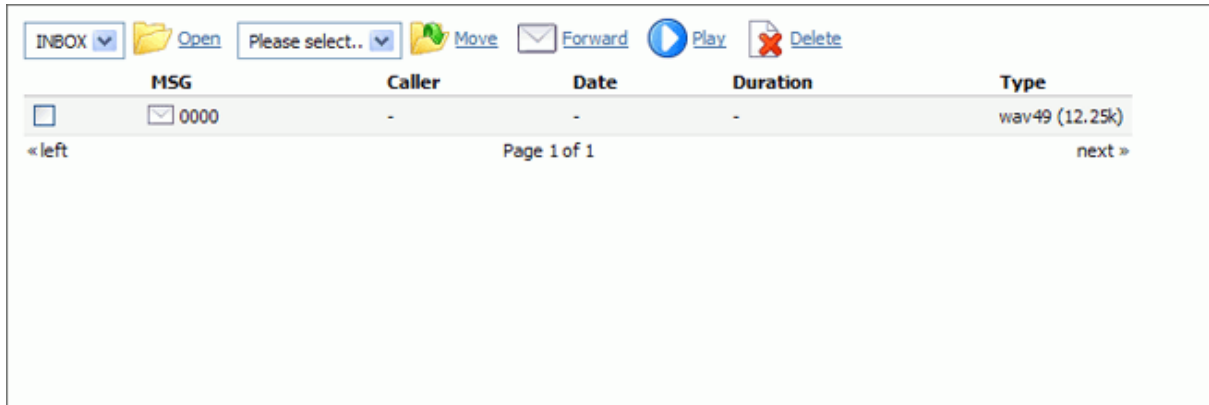Auto generated (4 - four) digit number that allows access to voicemail
Example: 5816
Field Type: Display

3.2 Voicemail

User can manage voice messages left on his extension from this location.

Open:
Opens user folder
Example: Select a folder and click 'Open' to display its content
Field Type: Button

Move:
Moves voice messages
Example: Select a voice message. Select destination folder. Click 'Move' button
Field Type: Button

Forward:
Forwards message to other user voice inbox
Example: Check a box next to a voice message and click 'Forward'. Enter destination extension and click 'OK'
Field Type: Button

Play:
Plays a voice message
Example: Check a box next to a message and click 'Play' to download and play message in favorite audio player
Field Type: Button

Delete:
Deletes a voice message
Example: Check a box next to a message and click 'Delete'
Field Type: Button

Msg:
Voicemail message identification number
Example: 0000
Field Type: Display

Caller:
Identifies the user who has left the message by his name and extension number
Example: "BobReilly" <5000>

Field Type: Display

Date:
Time/Date a voicemail has been received in inbox
Example: 13 Apr 2006 15:12
Field Type: Display

Duration:
Time duration of voice message
Example: 00:18
Field Type: Display

Type:
Voicemail file type and size
Example: wav49 (9.07k)
Field Type: Display

NOTE: Disk Space Used By Voicemail Recording
With continuously tone 60 seconds:
- wav49 = 91.0kb
- wav = 863.0kb
- gsm = 91.0kb

With continuously silent tone (without sound) 60 sec:
- wav49 = 0.38kb
- wav = 3.0kb
- gsm. = 0.32k b

3.2.1 Voicemail Options

Once the user is transferred to party's voice box 'Please leave a detail message after the tone. If you would like to speak to the operator, press 0' message will be heard.

User has two options:
1. To leave a voice message that is ended by pressing # key or by hanging up, or
2. To reach an operator by dialing 0

If 0 is dialed 'Press 1 to accept this recording, otherwise please continue to hold' message will be heard.

User has two options:
1. Press 1 to save your message and dial the operator. 'Please hold while i try that extension' message played.
2. Continue to hold to delete your message and dial the operator. 'Message deleted, please hold while i try that extension' message played.

These options are standard voicemail options with all voicemail settings set to 'Yes'.

1 Read voicemail messages
2 Change folders
       0 Mailbox options

1 Record your unavailable message
2 Record your busy message
3 Record your name
4 Record your temporary message (new in Asterisk v1.2)
5 Change your password
* Return to the main menu

3 Advanced options (with option to reply; introduced in Asterisk CVS Head April 28, 2004 with 'enhanced voicemail')

1 Reply
2 Call back(1)
3 Envelope
4 Outgoing call(1)

4 Play previous message
5 Repeat current message
6 Play next message
7 Delete current message
8 Forward message to another mailbox
9 Save message in a folder
* Help; during msg playback: Rewind
# Exit; during msg playback: Skip forward

* * Help
* # Exit

After recording a message (incoming message, busy/unavailable greeting, or name)
1 Accept
2 Review
3 Re-record
0 Reach operator(1) (not available when recording greetings/name)

3.3   Enhanced Services

In this chapter we will cover:
- Call Park
- Last Caller
- Group Hunt
- Call Forwarding
- Do Not Disturb
- Caller ID
- Call Pickup
- Follow Me
- Delete Recordings
- Listen To Recordings
- Speakerphone Page
- Instant Recording
- Remote Access

NOTE: If user has voicemail account only(no system extension), this feature will be disabled.
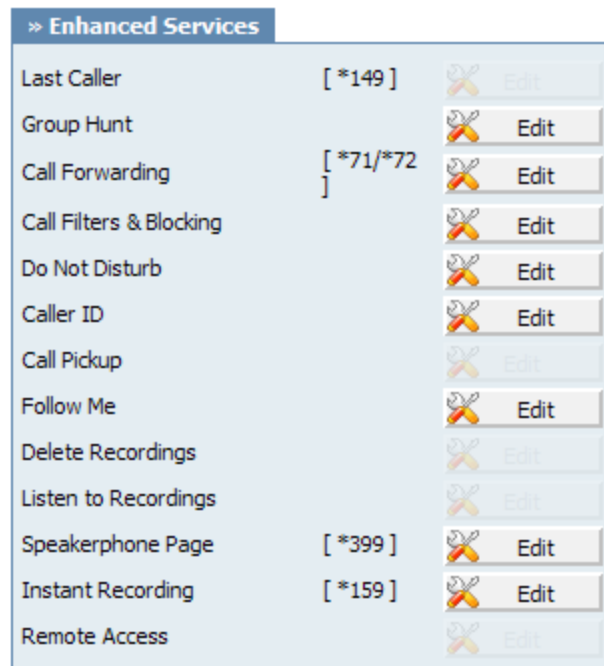
3.3.1 Call Park

Call park allows an incoming call to be parked by dialing **'#700'**. The system will park an incoming call and play the extension the call is parked to. This allows user to continue talking with parked extension from anywhere inside the local network just by dialing parked extension number (e.g. **701**).

NOTE: Parking extension access code can be customized at 'Settings: Access Codes'.

3.3.2 Last Caller

Notify the user of the last calling extension by dialing **'*149'**.

NOTE: Last Caller access code can be customized at 'Settings: Access Codes'.

3.3.3 Group Hunt

Allows a group of extensions to ring at the same time with the dialed extension.

NOTE: Group Hunt access code can be customized by the administrator at 'Settings: Access Codes'.

Edit:
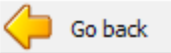
Priority:
Extension number to be called. Higher priority number will be called first
Example: 1000
Field Type: [0-9]

Timeout:
Time in seconds each priority number will ring before call is considered unanswered
Example: 12
Field Type: [0-9]

Dial Options:
Provide extra dial options if needed
Example:
- **t**   - Allow the called user to transfer the call by hitting #

- **T**   - Allow the calling user to transfer the call by hitting #
- **r**   - Generate a ringing tone for the calling party, passing no audio from the called channel(s) until one answers. Use with care and don't insert this by default into all your dial statements as you are killing call progress information for the user. Really, you almost certainly do not want to use this. Asterisk will generate ring tones automatically where it is appropriate to do so. 'r' makes it go the next step and additionally generate ring tones where it is probably not appropriate to do so.
- **R**   - Indicate ringing to the calling party when the called party indicates ringing, pass no audio until answered. This is available only if you are using kapejod's bristuff.
- **m**   - Provide Music on Hold to the calling party until the called channel answers. This is mutually exclusive with option 'r', obviously. Use m(class) to specify a class for the music on hold.
- **o**   - Restore the Asterisk v1.0 Caller ID behaviour (send the original caller's ID) in Asterisk v1.2 (default: send this extension's number)
- **j**   - Asterisk 1.2 and later: Jump to priority n+101 if all of the requested channels were busy (just like behaviour in Asterisk 1.0.x)
- **M(x)** - Executes the macro (x) upon connect of the call (i.e. when the called party answers)
- **h**   - Allow the callee to hang up by dialing *
- **H**   - Allow the caller to hang up by dialing *
- **C**   - Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command
- **P(x)** - Use the Privacy Manager, using x as the database (x is optional)
- **g**   - When the called party hangs up, exit to execute more commands in the current context.
- **G(context^exten^pri)** - If the call is answered, transfer both parties to the specified priority; however it seems the calling party is transferred to priority x, and the called party to priority x+1
- **A(x)** - Play an announcement (x.gsm) to the called party.
- **S(n)** - Hangup the call n seconds AFTER called party picks up.
- **d:**   - This flag trumps the 'H' flag and intercepts any dtmf while waiting for the call to be answered and returns that value on the spot. This allows you to dial a 1-digit exit extension while waiting for the call to be answered - see also RetryDial
- **D(digits)**   - After the called party answers, send digits as a DTMF stream, then connect the call to the originating channel.
- **L(x[:y][:z])** - Limit the call to 'x' ms, warning when 'y' ms are left, repeated every 'z' ms) Only 'x' is required, 'y' and 'z' are optional. The following special variables are optional for limit calls: (pasted from app_dial.c)
  - **+ LIMIT_PLAYAUDIO_CALLER**   - yes|no (default yes) - Play sounds to the caller.
  - **+ LIMIT_PLAYAUDIO_CALLEE**   - yes|no - Play sounds to the callee.
  - **+ LIMIT_TIMEOUT_FILE**   - File to play when time is up.
  - **+ LIMIT_CONNECT_FILE**   - File to play when call begins.
  - **+ LIMIT_WARNING_FILE**   - File to play as warning if 'y' is defined. If LIMIT_WARNING_FILE is not defined, then the default behaviour is to announce ('You have [XX minutes] YY seconds').
- **f**   - forces callerid to be set as the extension of the line making/redirecting the outgoing call. For example, some PSTNs don't allow callerids from other extensions than the ones that are assigned to you.
- **w**   - Allow the called user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)
- **W**   - Allow the calling user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)
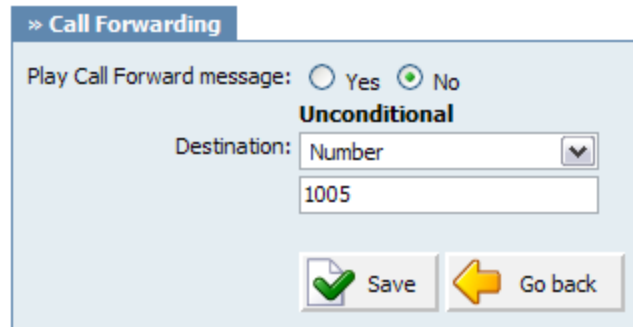
Field Type: String

Last Destination:
Last extension to be called if all priority numbers fail to answer
Example: 2000
Field Type: [0-9]

3.3.4   Call Forwarding

Redirects incoming calls to other destinations.

Edit:

» Call Forwarding

Play Call Forward message: ○ Yes ● No

Unconditional

Destination: Number

1005

✔ Save   ⬅ Go back

Play Call Forward message:
Should a message be played to user notifying him that call is being forwarded
Example: Yes, No
Field Type: Option buttons

Unconditional:
Forward all calls to selected destination unconditionally
Example: Extension, Voicemail / 1002
Field Type: Select box, [0-9]

NOTE: This service can be enabled via UAD(User Agent Device) by dialing *71 {EXTENSION_NUMBER} to activate or *72 to deactivate it. If you have previously entered call forward number and disabled the service, it is necessary only to dial *71 to call forward to last number

Busy:
Forward all calls to selected destination if extension is busy
Example: Extension, Voicemail / 1002
Field Type: Select box, [0-9]

No Answer:
Forward all calls to selected destination if call is not answered
Example: Extension, Voicemail / 1002
Field Type: Select box, [0-9]

Line Unavailable:
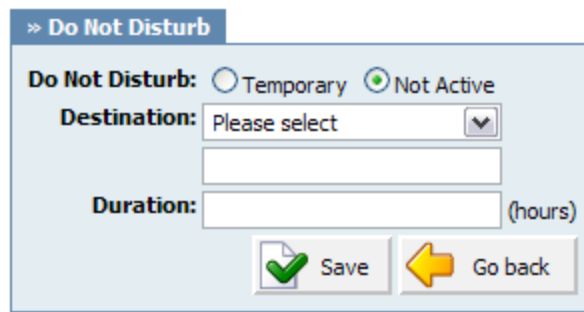Forward all calls to selected destination if extension is unavailable
Example: Extension, Voicemail / 1002
Field Type: Select box, [0-9]

3.3.5   Do Not Disturb

Time based Do Not Disturb Service during which all calls will be redirected to provided destination

Edit:

Do Not Disturb:
Provide a do not disturb service
Example: Temporary, Not Active
Field Type: Options buttons

Destination:
Where to transfer all incoming calls
Example: Voicemail, Call Forward / 1002
Field Type: Select box, [0-9]

Duration:
Time in hours, the service should be active
Example: 1
Field Type: [0-9]

3.3.6 Caller ID

Overrides the standard Caller ID information with the custom one

Edit:

Caller ID:
Custom Caller ID information
Example: john@1234.com
Field Type: String, [0-9]

3.3.7 Call Pickup

Enables the extension to pickup group calls by dialing **'*8'**

NOTE: If there were more than one phone ringing, then there is no option to collect that call

---

3.3.8   Follow Me

Rings destinations in a sequence

Edit:

» Follow Me

Priority 1:
Priority 2:
Priority 3:
Priority 4:
Priority 5:
Priority 6:
Priority 7:
Priority 8:
Priority 9:
Priority 10:
Priority 11:
Priority 12:
Priority 13:
Priority 14:
Priority 15:
Priority 16:
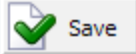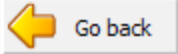Priority 17:
Priority 18:
Priority 19:
Priority 20:

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

Timeout:
Dial options:
Last Destination:

Save   Go back

Priority:
Mobile, proper or local extension that are to be called one by one
Example: 555442672, 1002

Field Type: [0-9]

Timeout:
Time in seconds the extension will ring before the call is considered unanswered and is proceeded with the next destination
Example: 12
Field Type: [0-9]

Dial options:
Provide extra dial options if needed
Example:
Dial Options:

- **t**   **-** Allow the called user to transfer the call by hitting #
- **T**   **-** Allow the calling user to transfer the call by hitting #
- **r**   **-** Generate a ringing tone for the calling party, passing no audio from the called channel(s) until one answers. Use with care and don't insert this by default into all your dial statements as you are killing call progress information for the user. Really, you almost certainly do not want to use this. Asterisk will generate ring tones automatically where it is appropriate to do so. 'r' makes it go the next step and additionally generate ring tones where it is probably not appropriate to do so.
- **R**   **-** Indicate ringing to the calling party when the called party indicates ringing, pass no audio until answered. This is available only if you are using kapejod's bristuff.
- **m**   **-** Provide Music on Hold to the calling party until the called channel answers. This is mutually exclusive with option 'r', obviously. Use m(class) to specify a class for the music on hold.
- **o**   **-** Restore the Asterisk v1.0 Caller ID behaviour (send the original caller's ID) in Asterisk v1.2 (default: send this extension's number)
- **j**   **-** Asterisk 1.2 and later: Jump to priority n+101 if all of the requested channels were busy (just like behaviour in Asterisk 1.0.x)
- **M(x) -** Executes the macro (x) upon connect of the call (i.e. when the called party answers)
- **h**   **-** Allow the callee to hang up by dialing *
- **H**   **-** Allow the caller to hang up by dialing *
- **C**   **-** Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command
- **P(x) -** Use the Privacy Manager, using x as the database (x is optional)
- **g**   **-** When the called party hangs up, exit to execute more commands in the current context.
- **G(context^exten^pri) -** If the call is answered, transfer both parties to the specified priority; however it seems the calling party is transferred to priority x, and the called party to priority x+1
- **A(x) -** Play an announcement (x.gsm) to the called party.
- **S(n) -** Hangup the call n seconds AFTER called party picks up.
- **d:**   - This flag trumps the 'H' flag and intercepts any dtmf while waiting for the call to be answered and returns that value on the spot. This allows you to dial a 1-digit exit extension while waiting for the call to be answered - see also RetryDial
- **D(digits)**   **-** After the called party answers, send digits as a DTMF stream, then connect the call to the originating channel.
- **L(x[:y][:z]) -** Limit the call to 'x' ms, warning when 'y' ms are left, repeated every 'z' ms) Only 'x' is required, 'y' and 'z' are optional. The following special variables are optional for limit calls: (pasted from app_dial.c)
  - **+ LIMIT_PLAYAUDIO_CALLER**   - yes|no (default yes) - Play sounds to the caller.
  - **+ LIMIT_PLAYAUDIO_CALLEE**   - yes|no - Play sounds to the callee.
  - **+ LIMIT_TIMEOUT_FILE**   - File to play when time is up.
  - **+ LIMIT_CONNECT_FILE**   - File to play when call begins.
  - **+ LIMIT_WARNING_FILE**   - File to play as warning if 'y' is defined. If LIMIT_WARNING_FILE is not defined, then the default behaviour is to announce ('You have [XX minutes] YY seconds').
- **f**   **-** forces callerid to be set as the extension of the line making/redirecting the outgoing call. For example, some PSTNs don't allow callerids from other extensions than the ones that are assigned to you.
- **w**   **-** Allow the called user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)
- **W**   **-** Allow the calling user to start recording after pressing *1 or what defined in features.conf, requires

Set(DYNAMIC_FEATURES=automon)
Field Type: String

Last Destination:
Mobile, proper or local extension that is to be called if all priority numbers fail.
Example: 555442672, 1002
Field Type: [0-9]

3.3.9 Delete Recordings

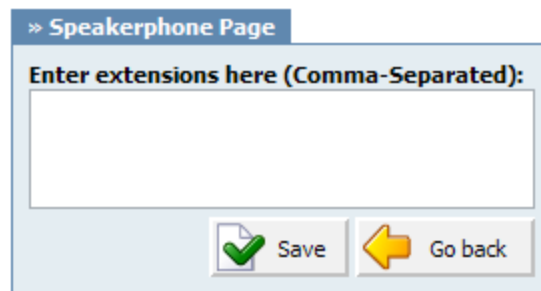Enables user to delete recorded calls from the SC(Self Care) interface

3.3.10 Listen To Recordings

Enables user to download and listen recorded calls

3.3.11 Speakerphone Page

Enables message transmiting thru multiple phones on their loudspeakers

Edit

Enter extensions here:
Provide extensions, separated by comma, that are to be paged once user extension is called
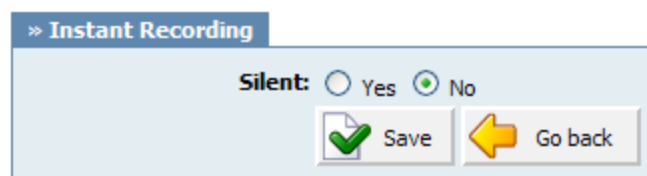Example: 2000, 2002
Field Type: [0-9][,]

NOTE: Phones by default have 10 seconds to auto answer.

3.3.12 Instant Recording

Enables instant call recording by starting it anytime during the conversation by dialing *159

Edit:

Silent:
Should parties in conversation be informed that calls are being recorded
Example: Yes, No, N/A
Field Type: Option buttons

3.3.13 Remote Access

Enable access to extension from a remote location

3.4 CDR

CDR (Call Detail Records) for all placed or received calls on the system. In addition to normal operation an authorized user is able to perform additional actions such as extensive search, listen to recorded calls, call any destinations listed and access advanced features.

In this chapter we will cover:
- Search/Filter
- Listen
- Call
- Advanced

		Search/Filter	Listen	Call	Advanced	
From	**Destination**	**Date/Time**		**Duration**	**Status**	☐
1111	5000	03 May 2006 10:12:52		00:00:05	Answered	▶ ☐
1111	5000	03 May 2006 09:36:28		00:00:03	Answered	☐
1111	5000	03 May 2006 09:36:03		00:00:04	Answered	☐
1111	5000	03 May 2006 09:31:49		00:00:09	Answered	☐
1111	5000	03 May 2006 09:30:03		00:00:04	Answered	☐
« back		Page 1	of 1			next »

From:
Extension number call was made from
Example: 1111
Field Type: Display

Destination:
Extension number call was made to
Example: 5000
Field Type: Display

Date/Time:
Date and time when call was made
Example: 03 May 2006 10:12:52
Field Type: Display

Duration:
Call duration displayed as Hours:Minutes:Seconds
Example: 00:00:09
Field Type: Display

Status:
Displays call status
Example: Answered
Field Type: Display

This icon is displayed once a call is recorded and 'Delete' or 'Listen' enhanced service is active

This is a box used with the CDR commands to select a desired call

NOTE: Disk Space Used By Call Recording:
With continuously tone 60 seconds:
- wav49 = 84.5kb
- wav = 833.0kb
- gsm = 85.0kb

With continuously silent tone (without sound) 60 seconds:
- wav49 = 84.0kb
- wav = 827.0kb
- gsm = 84.0kb

3.4.1 Search/Filter

Search/Filter:
Search call details by: date, status, extension and, type
Example: Click to see search options
Field Type: Button

Start Date:
Select a date from which to start the listing
Example: Click on a calendar icon and select desired date
Field Type: Button

End Date:
Select a date with which to end the listing
Example: Click on a calendar icon and select desired date
Field Type: Button

Status:
Display calls by desired status
Example:
- All
- Answered
- Not Answered
- Busy
- Error

Field Type: Select box

Type:
Select calls by a call type
Example:
  • All
  • Outgoing
  • Incoming
Field Type: Select box

NOTE: After setting search filter be sure to click search icon

3.4.2   Listen

Listen:
Listen recorded calls

Example: Select a call record with 'recorded' icon and click this button to listen
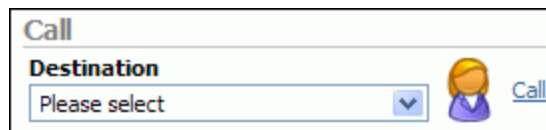Field Type: Button

3.4.3   Call

Call:
Calls one of the destinations listed
Example: Select a call record and click 'Call' button. Provide 'Destination' extension anc click 'Call' icon next to a destination
Field Type: Button

Destination:
Select a desired destination out of all destinations made
Example: 5000
Field Type: Select box

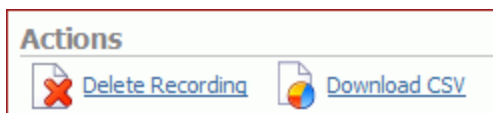NOTE: After selecting desired destination be sure to click call icon

3.4.4   Advanced

Advanced:
Get more system information regarding made calls
Example: Select a call record icon and click this button
Field Type: Button

Delete Recording:
Deletes recorded calls
Example: Select a recorded call(with 'recorded' icon next to it) and click this button

Field Type: Button

NOTE: For this command extension enhanced service has to be set.

Download CSV:
Download .csv(comma separated value) file with all call details to local computer
Example: Click this button, confirm the download by clicking 'Yes'
Field Type: Button

3.5 Settings

Voicemail features manages user's telephone messages with the ability to forward and review voice messages, pager notification, custom time zone and much more.

Pager e-mail:
Pager email address associated with the voicemail. If set, new voicemail message notification will be sent to this email. This field cannot be modified.
Example: john@domain.com
Field Type: Display

Greeting message:
Greeting message played to users before they are allowed to leave a message
Example: altzheimers.gsm
Field Type: Select box

Unavailable message:
Uploads unavailable message from local computer
Example: C:\music\unavail.mp3
Field Type: Select box

Busy message:
Uploads busy message from local computer
Example: C:\music\busy.mp3
Field Type: Select box

NOTE: Unavailable/Busy message supports: WAV, wav and gsm files only

Skip Instructions:
Skips the instructions on how to leave a voice message
Example: Yes, No, N/A
Field Type: Select box

Attach:
Send voice files as attachments to notification email
Example: Yes, No, N/A
Field Type: Options buttons

Delete After E-mailing:
Delete voice message from system after it has been sent on user's email address. 'Attach' has to be set to 'Yes'
Example: Yes, No, N/A
Field Type: Options buttons

Say CallerID:
Announce extension from which a voice message has been left
Example: Yes, No, N/A
Field Type: Options buttons

Allow Review mode:
Allow user to review voice message before committing it permanently to voice inbox
Example: Yes, No, N/A
Field Type: Options buttons

Allow Operator:
Allow operator to be reached from voice inbox by pressing '0'
Example: Yes, No, N/A
Field Type: Options buttons

Operator Extension:
Local extension number that acts as an operator. Once the user dials '0', 'Please hold while i try that extension' will be heard and call will be transferred to the operator extension. 'Allow Operator' must be set to 'Yes'
Example: 1002
Field Type: [0-9]

Play Envelope message:
Announce date/time when a voice message has been left
Example: Yes, No, N/A
Field Type: Options buttons

Voicemail Delay:

Delay a number of seconds before asking user for 'Password'. Solves the 'half-played' file problem.
Example: 2
Field Type: [0-9]

Timezone:
Set correct date/time format and messages played to user when in voice inbox
Example: san-diego
Field Type: Select box

NOTE: Timezones are set as in '/usr/share/zoneinfo' system directory

Part IV

4   Help

A click on 'Help' button opens PBXware online help manual. You may find this manual by pointing your browser to 'http://www.yourcompany/docs/PBXware/' location

Part V

5   Logout

Logs user out of the Online Self Care.