

Virtual IPPBX End User Guide

© 2008-2010 VIGIL INC LTD, Hong Kong

Introduction

Virtual IPPBX End User Guide

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

Login

In order to login into the online self care point your browser to: [.pbx.virtualglobalphone.com](https://pbx.virtualglobalphone.com)

» Site Manager

You are currently using SSL.

Please enter your details below:

E-mail:

Password/PIN:

Language:

» Login

 **VirtualGlobalPhone**™
NON VOIP SERVICE AT VOIP PRICE

Email:

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

Password/PIN:

Extension PIN number **Example:** 4458

Administration Interface

Following menus will be explained here:

- My Details
- Voicemail
- Enhanced Services
- CDR
- Settings

The screenshot displays the VirtualIPPBX Administration Interface. At the top, there is a header bar with the text "VirtualIPPBX" in orange, followed by "Help" and "Logout" links. To the right of these links is a "Select language:" dropdown menu currently set to "English". Below the header, on the left side, is a vertical menu with the following items: "Select an extension:" (with a dropdown showing "400"), "My Details" (highlighted in orange), "Voicemail", "Enhanced Services", "CDR", and "Settings". The main content area on the right features a blue-bordered box titled "My Details". Inside this box, there are two input fields: "E-mail:" and "PIN:". The "PIN:" field is masked with four dots. Below these fields is a "Save" button with a green checkmark icon.

3.1 My Details

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

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

E-mail:

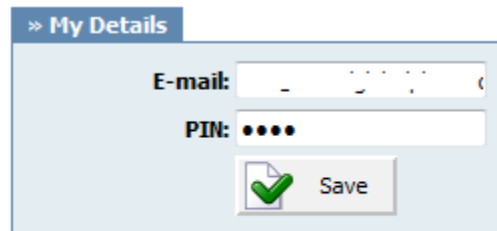
User email address associated with the extension. Used for system notifications

Example: john@domain.com

PIN (Personal Identification Number):

Auto generated (4 - four) digit number that allows access to voicemail

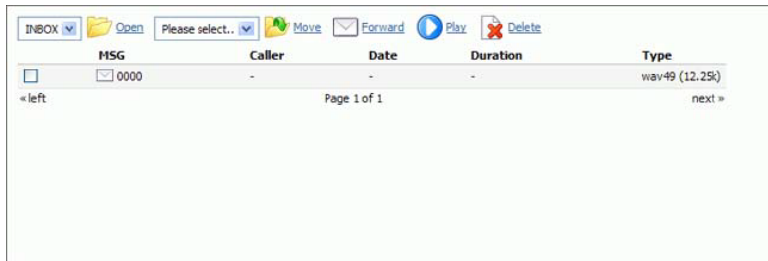
Example: 5816



The screenshot shows a web form titled "My Details" with a blue header bar. Below the header, there are two input fields. The first is labeled "E-mail:" and contains a partially visible email address. The second is labeled "PIN:" and contains four black dots, indicating a masked PIN. Below these fields is a "Save" button with a green checkmark icon to its left.

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

Move:

Moves voice messages

Example: Select a voice message. Select destination folder. Click 'Move' 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'

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

Delete:

Deletes a voice message

Example: Check a box next to a message and click 'Delete'

Msg:

Voicemail message identification number

Example: 0000

Caller:

Identifies the user who has left the message by his name and extension number

Example: "YuSun" <5000>

Date:

Time/Date a voicemail has been received in inbox

Example: 13 Apr 2010 15:12

Duration:

Time duration of voice message

Example: 00:18

Type:

Voicemail file type and size

Example: wav49 (9.07k)

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.

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 message playback: Rewind

Exit; during message playback: Skip forward

*** *** Help

*** #** Exit

After recording a message (incoming message, busy/unavailable greeting, or name)

1 Accept

2 Review

3 Re-record

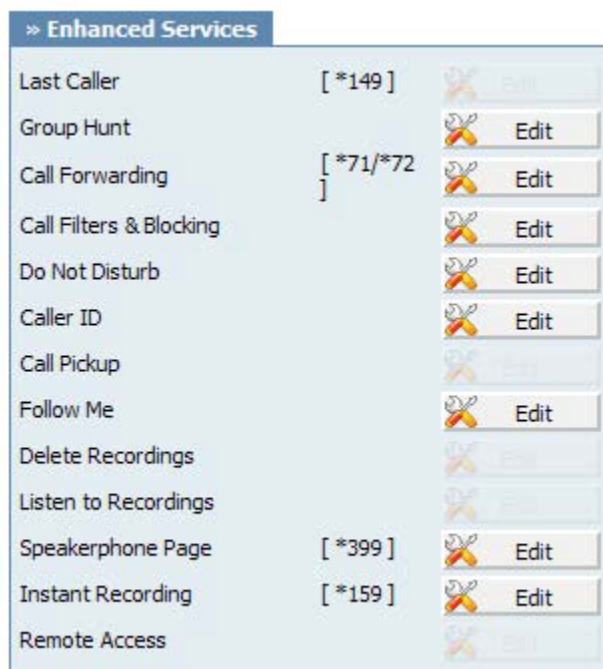
0 Reach operator(1) (not available when recording greetings/name)

3.3 Enhanced Services

Following menus will be explained here:

- 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 (VOIP Network)

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:

» Group Hunt

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:

Extension number to be called. Higher priority number will be called first

Example: 1000

Timeout:

Time in seconds each priority number will ring before call is considered unanswered

Example: 12

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 #

h-Allow the callee to hang up by dialing *

H-Allow the caller to hang up by dialing *

A(x) -Play an announcement (x.gsm) to the called party.

S(n) -Hangup the call n seconds AFTER called party picks up.

Last Destination:

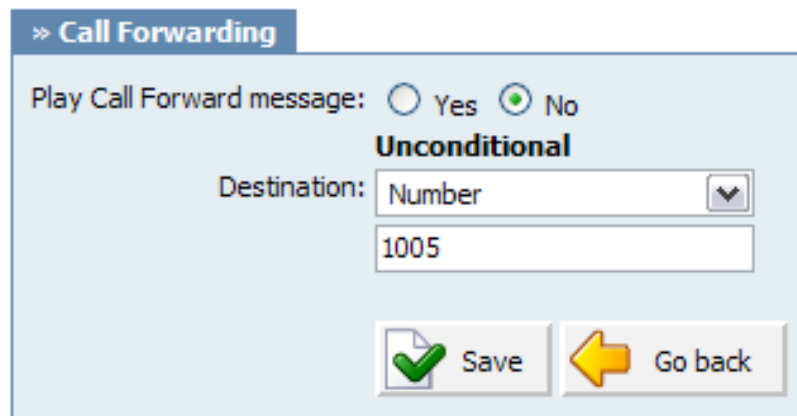
Last extension to be called if all priority numbers fail to answer

Example: 2000

3.3.4 Call Forwarding

Redirects incoming calls to other destinations.

Edit:



The screenshot shows a web-based configuration window titled "» Call Forwarding". Inside the window, there is a section for "Play Call Forward message:" with two radio buttons: "Yes" and "No". The "No" button is selected. Below this, the word "Unconditional" is displayed in bold. Underneath, there is a "Destination:" label followed by a dropdown menu currently showing "Number". Below the dropdown is a text input field containing the number "1005". At the bottom of the window, there are two buttons: "Save" (with a green checkmark icon) and "Go back" (with a yellow arrow icon).

Play Call Forward message:

Should a message be played to user notifying him that call is being forwarded

Example: Yes, No

Unconditional:

Forward all calls to selected destination unconditionally

Example: Extension, Voicemail / 1002

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

No Answer:

Forward all calls to selected destination if call is not answered

Example: Extension, Voicemail / 1002

Line Unavailable:

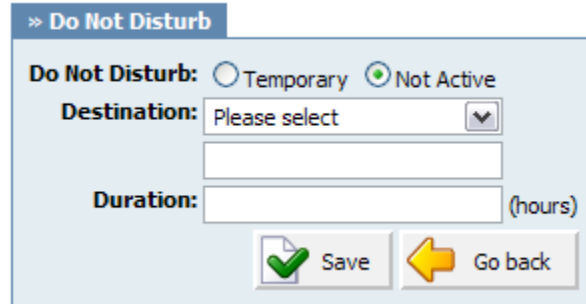
Forward all calls to selected destination if extension is unavailable

Example: Extension, Voicemail / 1002

3.3.5 Do Not Disturb

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

Edit:



The screenshot shows a web form titled « Do Not Disturb ». It contains three main fields: 'Do Not Disturb:' with radio buttons for 'Temporary' and 'Not Active' (selected); 'Destination:' with a dropdown menu showing 'Please select' and an empty text input field below it; and 'Duration:' with a text input field followed by '(hours)'. At the bottom are two buttons: 'Save' with a green checkmark icon and 'Go back' with a yellow left arrow icon.

Do Not Disturb:

Provide a do not disturb service

[Example:](#) Temporary, Not Active

Destination:

Where to transfer all incoming calls

[Example:](#) Voicemail, Call Forward / 1002

Duration:

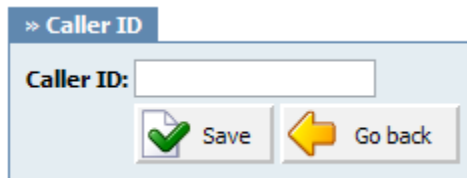
Time in hours, the service should be active

[Example:](#) 1

3.3.6 Caller ID

Overrides the standard Caller ID information with the custom one

Edit:



The screenshot shows a web form titled « Caller ID ». It contains a single text input field labeled 'Caller ID:'. Below the input field are two buttons: 'Save' with a green checkmark icon and 'Go back' with a yellow left arrow icon.

Caller ID:

Custom Caller ID information

[Example:](#) john@1234.com

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:

» Group Hunt

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:

Extension number to be called. Higher priority number will be called first

Example: 1000

Timeout:

Time in seconds each priority number will ring before call is considered unanswered

Example: 12

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 #

h -Allow the callee to hang up by dialing *

H -Allow the caller to hang up by dialing *

A(x) -Play an announcement (x.gsm) to the called party.

S(n) -Hangup the call n seconds AFTER called party picks up.

Last Destination:

Last extension to be called if all priority numbers fail to answer

Example: 2000

3.3.9 Delete Recordings

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

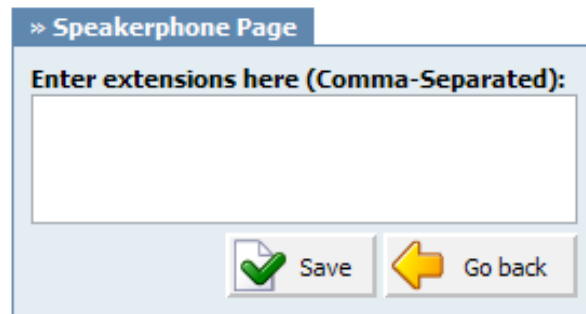
3.3.10 Listen To Recordings

Enables user to download and listen recorded calls

3.3.11 Speakerphone Page

Enables message transmitting thru multiple phones on their loudspeakers

Edit



The screenshot shows a web interface titled "» Speakerphone Page". Below the title is a text input field with the placeholder text "Enter extensions here (Comma-Separated):". At the bottom of the form are two buttons: "Save" with a green checkmark icon and "Go back" with a yellow left-pointing arrow icon.

Enter extensions here:

Provide extensions, separated by comma, that are to be paged once user extension is called

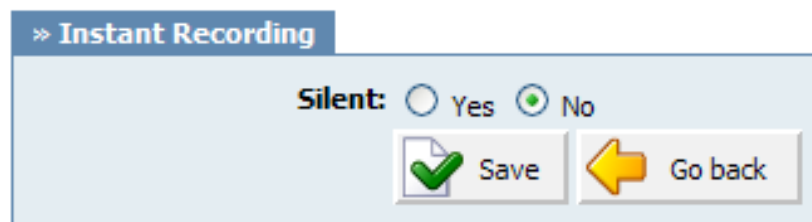
Example: 2000, 2002

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:



The screenshot shows a web interface titled "» Instant Recording". Below the title is a "Silent:" label followed by two radio buttons: "Yes" and "No". The "No" radio button is selected. At the bottom of the form are two buttons: "Save" with a green checkmark icon and "Go back" with a yellow left-pointing arrow icon.

Silent:

Should parties in conversation be informed that calls are being recorded

Example: Yes, No, N/A

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.

Following menus will be explained here:

- Search/Filter
- Listen
- Call
- Advanced

 Search/Filter  Listen  Call  Advanced					
From	Destination	Date/Time	Duration	Status	<input type="checkbox"/>
1111	5000	03 May 2006 10:12:52	00:00:05	Answered	 <input type="checkbox"/>
1111	5000	03 May 2006 09:36:28	00:00:03	Answered	<input type="checkbox"/>
1111	5000	03 May 2006 09:36:03	00:00:04	Answered	<input type="checkbox"/>
1111	5000	03 May 2006 09:31:49	00:00:09	Answered	<input type="checkbox"/>
1111	5000	03 May 2006 09:30:03	00:00:04	Answered	<input type="checkbox"/>
« back		Page <input type="text" value="1"/>	of 1	next »	

From:

Extension number call was made from

Example: 1111

Destination:

Extension number call was made to

Example: 5000

Date/Time:

Date and time when call was made

Example: 03 May 2010 10:12:52

Duration:

Call duration displayed as Hours:Minutes:Seconds

Example: 00:00:09

Status:

Displays call status

Example: Answered



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

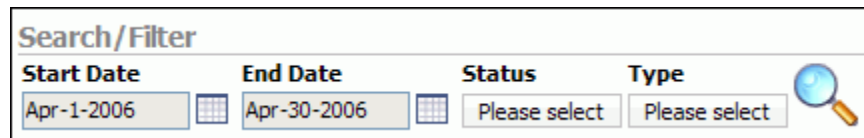
NOTE: Disk Space Used By Call Recording:

3.4.1 Search/Filter

Search/Filter:

Search call details by: date, status, extension and, type

Example: Click to see search options

A screenshot of a 'Search/Filter' form. It has four main sections: 'Start Date' with a text box containing 'Apr-1-2006' and a calendar icon; 'End Date' with a text box containing 'Apr-30-2006' and a calendar icon; 'Status' with a dropdown menu showing 'Please select'; and 'Type' with a dropdown menu showing 'Please select'. A magnifying glass icon is on the right side of the form.

Start Date:

Select a date from which to start the listing

Example: Click on a calendar icon and select desired date

End Date:

Select a date with which to end the listing

Example: Click on a calendar icon and select desired date

Status:


Display calls by desired status

Example: ALL, Answered , Not Answered , Busy, Error

Type:

Select calls by a call type

Example: All, Outgoing, Incoming

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

3.4.2 Listen

Listen:

Listen recorded calls

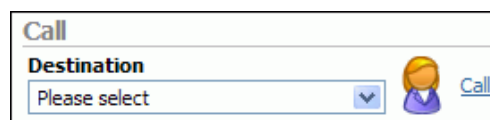
Example: Select a call record with 'recorded'  icon and click this button to listen

3.4.3 Call

Call:

Calls one of the destinations listed


Example: Select a call record and click 'Call' button. Provide 'Destination' extension and click 'Call' icon next to a destination

A screenshot of a 'Call' form. It has a 'Destination' label above a dropdown menu that shows 'Please select'. To the right of the dropdown is a 'Call' button with a person icon.

Destination:

Select a desired destination out of all destinations made

Example: 5000

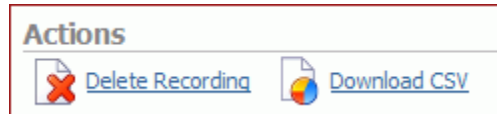
NOTE: After selecting desired destination be sure to click  call icon

3.4.4 Advanced

Advanced:

Get more system information regarding made calls

Example: Select a call record icon and click this button



Delete Recording:

Deletes recorded calls

Example: Select a recorded call (with 'recorded' icon next to it) and click this 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'

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.

» Voicemail Features

General

Pager e-mail:

Greeting message: ▼

Unavailable message:

Busy message:

Skip Instructions: ☐ Yes ☐ No ☒ N/A

Attach: ☐ Yes ☐ No ☒ N/A

Delete After E-mailing: ☐ Yes ☐ No ☒ N/A

Say CallerID: ☐ Yes ☐ No ☒ N/A

Allow Review mode: ☐ Yes ☐ No ☒ N/A

Allow Operator: ☐ Yes ☐ No ☒ N/A

Operator Extension:

Play Envelope message: ☐ Yes ☐ No ☒ N/A

Voicemail Delay:

Timezone: ▼

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

Greeting message:

Greeting message played to users before they are allowed to leave a message

Example: alzheimers.gsm

Unavailable message:

Uploads unavailable message from local computer

Example: C:\music\unavail.mp3

Busy message:

Uploads busy message from local computer

Example: C:\music\busy.mp3

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

Attach:

Send voice files as attachments to notification email

Example: Yes, No, N/A

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

Say CallerID:

Announce extension from which a voice message has been left

Example: Yes, No, N/A

Allow Review mode:

Allow user to review voice message before committing it permanently to voice inbox

Example: Yes, No, N/A

Allow Operator:

Allow operator to be reached from voice inbox by pressing '0'

Example: Yes, No, N/A

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

Play Envelope message:

Announce date/time when a voice message has been left

Example: Yes, No, N/A

Voicemail Delay:

Delay a number of seconds before asking user for 'Password'. Solves the 'half-played' file problem.

Example: 2

Timezone:

Set correct date/time format and messages played to user when in voice inbox

Example: san-diego

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

Help

A click on 'Help' button opens VirtualIPPBX online help url. You will find this manual and other FAQ in this section.

Logout

Logs user out of the Online Self Care