Voice2Net IP PBX Users Guide

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Overview: The voice2net IP PBX provides call handling for Voice2Net's cloud telephony service. This document guides users logging into the system, managing extensions, setting time of day operations, configuring hunt groups for incoming ringing and configuring Auto Attendants.   It provides a means to view call history and voicemails stored on the system.

Login: To log into your Voice2Net portal, go to the URL provided to your by Voice2Net, they will also provide you with the Username and Password. You will land on a page as shown below. You may now log in as the domain user with admin privileges to the complete domain or log in as an extension to administer your individual extension.   Only the domain user can add phones or change button configuration on phones.
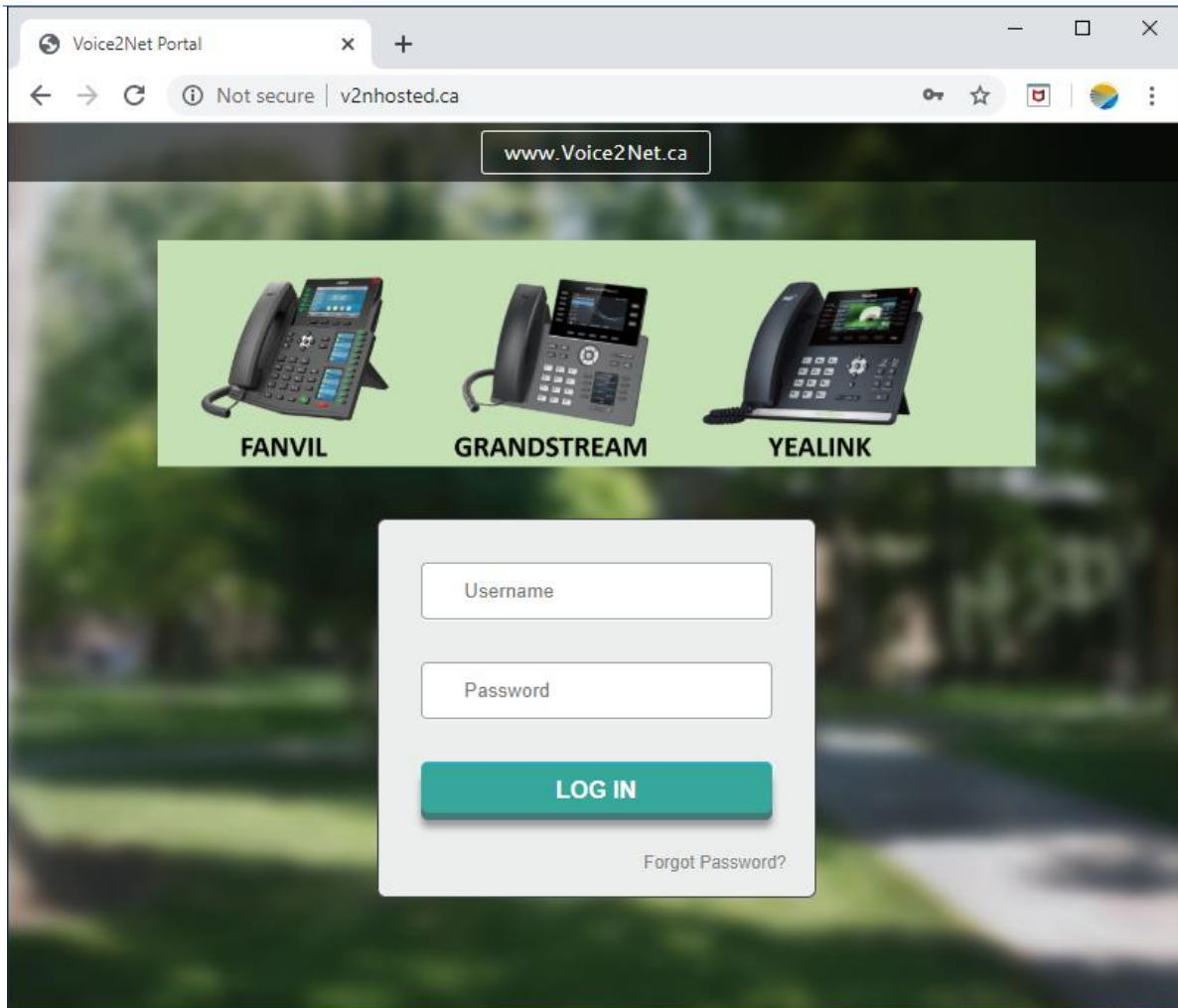
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Figure 1

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Figure 2

Dashboard: When you are successfully logged in you will land on the dashboard show in figure 2.

In order to fit graphics on the page, we do not include the html header info.

Dashboard:

The dashboard gives you an overview of your complete phone system. Extensions show in green are on-line, registered and ready to use.

The Domain Email is used for sending reminders to the domain administrator and to assist with forgotten passwords.

The user password is used for logging into the system and may be changed here.

Web Access Timeout is the amount of time of inactivity before the system automatically logs out. The time is in seconds.

Language is the language that will be used on the web interface for this account.

The on-hold WAV file is the music source that will be played when a caller or called party is placed on hold. These files may be uploaded using the Domain Admin/Upload Files section and can be selected from the drop-down menu once they are uploaded.

Extensions that are in red are either not assigned, not connected or have a problem. Extensions are assigned to phones sets, usually one extension per telephone set.

Hunt Groups are a means to route incoming traffic based on time of day or night service buttons.

Auto Attendants, sometimes referred to as electronic secretaries, play a greeting when a new call is presented to the system. From there you can challenge the caller to enter a digit or group of digits to further route the call.

Call Queues aid the receptionist to place incoming calls in a queue to be answered in sequence as the receptionist becomes available. Multiple extensions can be assigned to a single call Queue.

Conference Bridges provides a means of conferencing up to 10 parties into a single conversation.

Dial Plans are the means for routing outbound calls. The dial plan contains the calling party name and number. Multiple Dial Plans can be created to facilitate multiple sites with different addresses.

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Directory Numbers are your telephone numbers. This section assigns directory numbers to your PBX and sets the initial action that will happen when someone dials your number.

Parking Slots are a means of temporarily publicly holding a call that can easily be accessed by another extension on the system. There are no restrictions on the number of parking slots but 2 to 4 are usually ample depending on the individual user's requirements.

Callout Extensions provide a scheduled means of directing calls to a technician or sales rep on call for a specific time of day. This can be setup for the complete month and is easily managed and changed as required.

Extensions Basic:

Under the Extensions section the first tab adds a new extension.   Only do this if you wish to add an extension to your system. Do not do this unless you require an extension as it can affect your monthly charges. The drop-down menu will let you choose an extension number that is not otherwise assigned in the domain.

To modify the characteristics of an extension, view history, or check emails, click on the grey button with the extension number in it. You will land on a page such as figure 3.

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Figure 3

Edit Extension:

The CLID Number and Name display are used for internal communications to indicate the extension calling.

The External CLID Number and Name display entries are used for making outgoing calls and should only be used if the dial plan has "Send Original CLID" set to true. An example would be where a PBX system has individual 10-digit public numbers assigned to each extension.

The Web password is the password that would be used if an individual was logging in to their extension.

The SIP Password should not be changed, it is shown for reference in the event an extension user wished to setup a mobile app on their mobile phone.

The voicemail password is the password you will enter when checking or administering your voicemail from your phone or from a remote location.

Do Not Disturb is self-explanatory.

Language is the language that will be played for voicemail scripts and web browsing.

Intercom mode gives the option of either having the phone ring on an internal call or auto answer with hands free talk back.

Monitor registration is used to automatically send a notification when an extension loses registration. This is sent to the domain administrator.

Call Forward all calls, this will call forward calls to the number entered, this can also be set using *72 or removed using *73 from the telephone set.

NOTE: If a DID (Telephone Number) points to a hunt group which in turn rings an extension, the call forwarding settings on the extension have no effect, these changes need to be changed in the hunt group.

Ext Bypass CDWD and DND, this is similar to executive assistant. When the phone is in DND or Call Forwarded, then the extension entered can still call this extension.

Call Pickup Group. In larger offices, you can create groups for picking up calls. *8 will pick up and phone ringing in the group you are assigned to.   An extension can only be in one group.

Multicast Page Groups. An all call page can be setup to place a one-way page thru all phones that have the page group set. Page groups 1 thru 9 are available. Enter the page group(s) you would like this extension to be part of.

Cell Phone allows the calls to this extension to also ring the cell phone. Send Calls to Cell phone Delay are also part of this, you can set the call immediately, wait a short period or selected from the drop down or set it to never to disable this feature.

Now Answer Destination, do not use this.

Voice Mail Active, set to true to enable voicemail

Edit Extension continued:

Voicemail Announce Only will play the voicemail message but will not record a message, it plays the message then hangs up.

Voicemail Skip Instructions removes the canned instructions played after the message and before recording starts.

Select VM Message Number (1 thru 9). You have 9 choices for outgoing voice mail messages, this enables you to select the message you would like played.

Email Address is the email that voicemail wav files will be forwarded to.

Select Voicemail message allows you to upload a message thru the upload file routine then select it to be played as your message.

Mailbox Escape Account is the destination a call will be routed to is someone presses '0' while listening to your message.

Copy Voicemail to extensions will automatically copy your voicemails messages to the extensions listed.

Send Voicemail to Email will forward a wav file of your voicemail messages received to the email address saved above.

Keep Voicemail on Phone will save voicemails that have been emailed on the phone also. This allows the user a second alternative to retrieve their messages, if this is used, be sure to periodically remove the voicemail messages.

Voicemail Delay before pickup sets the amount of time the phone will ring before the voicemail takes over the call. The time is in 6 second increments which reflects 1 ring every six seconds.

Dial Plan selects an available dial plan from the dropdown menu. This defaults to the default dial plan and does not usually need to be changed.

Voicemail and History Portal: While you are viewing the extension edit page, if you click on the PBX status on the left and select either History or Voicemail, you will see the history for that extension only and the voicemail for that extension only. From the voicemail tab you can download the wav files for voice mail messages for delete the messages

Hunt Groups.

The hunt groups are a means of ringing a group of extensions, if not answered, assign a second group of extensions, if still no answer, a final route can be another hunt group, an auto attendant or a voice mail. External numbers can also be assigned to groups of phones that are selected for ringing.   Hunt groups can have time of day set for when phones ring and an alternative destination after hours.   This can be done either via pre-set times or by assigning a button on the phones to activate and de-activate Night Mode. Figure 4 is an image of a hunt group

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Figure 4

Hunt Group Continued:

Hunt Group Number, this is for reference only do not change this value.

Hunt Group Name, this can be changed to reflect the purpose of the hunt group.

Chose Music for On Hold, this selects the music that will be used if a call is placed on hold.

Ring tone selection allows you to select different ring tones for different hunt groups so if you have multiple hunt groups you can distinguish between the incoming calls by the ring tone being played.

Call Pickup Group assigns a pick-up group can be used to answer calls from stations that are not ringing.

Stage 1 Extensions are the first extensions to ring, multiple extensions can be added, coma separated, the last item entered can be a public telephone number.

Stage 1 Duration will dictate how many rings the phones will ring before the system passes to Stage 2 Extensions.

Stage 2 Extensions are the next extensions to ring, multiple extensions can be added, coma separated, the last item entered can be an public telephone number.

Stage 2 Duration will dictate how many rings the phones will ring before the system passes to the final stage.

Final Stage Day Time Service is the last destination the call will route to if it is not answered in either Stage 1 or Stage 2.

Hunt Group Night Service: Normal service as described above will exist between the hours entered in the schedule below.

Day/Night Mode, from the drop-down menu select (1) Night Mode Active, (2) Night Mode Disabled (3) Night Mode Button (4) use the schedule.

Day/Night Mode Use Button depends on a button on a phone being assigned to Night Answer with the hunt group specified as the number for Night Mode.

Night Service Destination is the destination to route calls to when the call is outside the times highlighted below.

Sunday thru Saturday are the hours of each day that calls will be answered in the normal mode above, calls outside the times entered herein will be routed to the Night Service Destination.

For Holiday's, enter the holidays for the calendar year, comma separated, Day/Month, 2 digits for each number.

Auto Attendants (Electronic Secretary) is a means to answer calls and have them routed

with the intervention of a live person. Typically, the Auto Attendant will answer the call with a sample message such as: "Thank you for calling Voice2Net. For sales, press 1, for support, press 2, for accounting, press 3, to leave a message in the general voice mail box, press 4".

Auto attendants can be linked, there is no charge for additional attendants, this is an ideal way to leave information such as, location and time of day or to described different departments within your company. Figure 5 is a sample of an auto attendant.

Auto Attendant Number is the number the system uses to define the auto attendant, do not change this.

Auto Attendant Name is the name the uniquely defines the operation of this attendant.

Auto Attendant language defines the language, English or French, that the canned messages will be played in.

Choose On-Hold WAV file is the file that will be played when the party is place on hold.

Select a new message from the drop-down menu or ignore to leave it as it is. You may upload auto attendant messages via the file upload procedure or record a new message by dialing 95 followed by a 4-digit unique number. You can then select this recording from the drop down, it will be for example "Recording_1234".

Select a Dial Plan lets you choose how calls will be sent where an external number is dialed. The dial plan will either let you send the assigned CLID info or forward the original caller's info.

Time out is the amount of time nothing happens before the call routes.

Timeout Destination is the route the call will take on timeout or error.

Extension digits is the number of digits in the extensions. If 3 digits is selected, and the caller only dials a 1, then the system will timeout and route the call based on the 1 dialed.

Maximum Failures are the amount of times you will allow a failure before routing the call.

Maximum Timeouts are the amount of times the call will timeout before routing.

Inter Digit Timeout is usually 1500 or 1.5 seconds. Best to leave this alone.

Auto Attendant Digit Action:
There are 11 possible single digit actions in the auto attendant, 1 thru 0 and the *. Enter the action you would like the system to take based on the single digit dialed, a great way to send calls to departments or individuals in the company.

The Night Service is similar to the Night Service feature for the hunt groups without the button feature.

Auto Attendants (Electronic Secretary) continued:

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Auto Attendant Administration - democustomer.voice2net.ca ❓

System Admin		
Domain Admin		
PBX Admin		
PBX Status		
IP Devices		
Logout		

November 11, 2019 16:46:53

Existing Auto Attendant Numbers	Select existing Auto Attendant ▼	
Auto Attendant Number	42	
Auto Attendant Name	Auto Attendant Prime	
Auto Attendant Language	Auto Attendant Prime	
Select Language	en ▼	
Choose On Hold wav File	moh ▼	
Select A New Message (ignore for no change)	42_ivr_democustomer.voice2net.ca_s ▼	(Or Dial 95xxxx to record a new message, then refresh the page and select the file - "Recording_xxxx")
Select Dial Plan	Select a Dial Plan ▼	
Timeout	3000	
Timeout Destination	820	
Extension Digits (2,3 or 4)	2	
Maximum Failures	2	
Maximum Timeouts	2	
Inter Digit Timeout	1500	

Digit Action

Dialed '1'	20
Dialed '2'	
Dialed '3'	
Dialed '4'	
Dialed '5'	
Dialed '6'	
Dialed '7'	
Dialed '8'	
Dialed '9'	
Dialed '0'	
Dialed '*'	

Night Service - External Numbers use dialplan selected above

Day/Night Mode	Use Schedule ▼
Night Service Destination	20
Sunday	
Monday	08:30-18:00
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Holidays	01/01,25/12

Submit   Delete   Clear

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Figure 5

Call Queue:

The Call queue is a means to keep customers interested and waiting when all staff is busy. Ideal applications are medical offices, any call-in center for ordering equipment or services or customer support lines. Figure 6 provides a sample screen shot of the call queue menu.
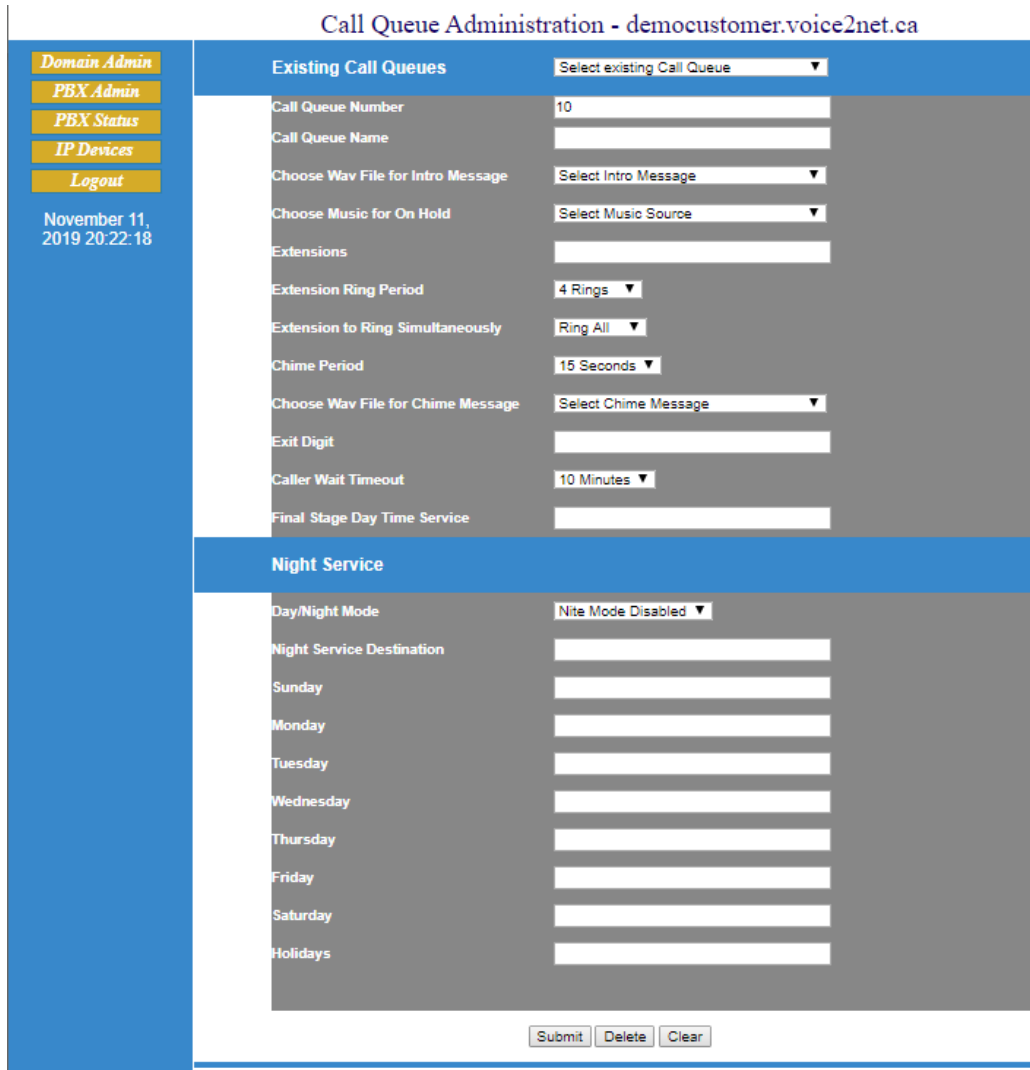

Figure 6

Call Queue Number is the number assigned by the system to manage the call queue.

Call Queue Name is name identifier to describe this specific call queue.

Choose Wav File for Intro Message lets you select from the drop-down menu an intro message to be played when a caller lands in the call queue.

Choose Music on Hold lets you choose a music/message system that will be played to the callers while waiting for an attendant. This can be different from the System Wide Music on Hold.

Call Queue Continued:

NOTE: all messages may be recorded locally from any extension by dialing 95xxxx where xxxx is any four-digit number. For example, if you dial 951234 then you would select message Recording_1234 to choose this message from a drop down.

Extensions are the extensions that will ring in the call queue, multiple extensions can be provided and should be comma separated.

Extension Ring Period is the length of time an extension will ring prior to leaving the caller in the call queue for another extension.

Extensions to Ring Simultaneously lets you select to ring all extensions or ring them sequentially. If one extension is busy, it will automatically select the next one in the queue to be answered.

Chime Period is the length of time between keep alive messages, something like "Please continue to hold, we will be with you shortly or press '0' to leave a message in our voicemail mailbox."

Choose Wav File for Chime Message lets you select from the drop-down message the message you wish to play for a chime message.

Exit digit is usually a '0' but can by any digit between 0 and 9.

Caller Wait Timeout is the length of time the caller can stay in the queue before being sent to the Final Stage for daytime service.

Final Stage Day Time Service sends the call to the assigned destination if the call is not answered within the Caller Wait Timeout time.

The Night Service is similar to the Night Service feature for the hunt groups without the button feature.

The Night Service Destination can be any internal or external destination you choose.

Conference Bridge: The conference bridge allows a means to provide up to 10 party conferences, it may be accessed either from an internal extension by dialing an extension number or via

a public number directed to this conference Bridge. Figure 7 provides an example of the conference bridge GUI.

Conference Bridge Number is the number you would dial to access the conference bridge from an internal telephone or the destination you would assign to a public telephone number using DID Configuration.
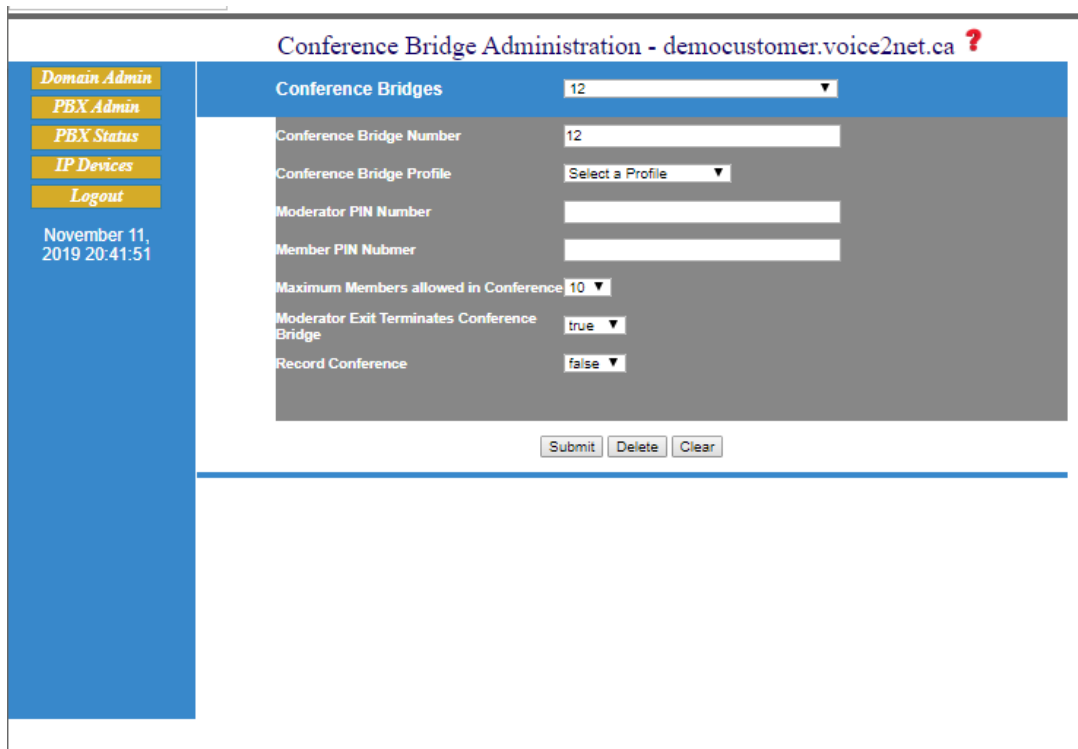
Conference Bridge Profile lets you select from a range of profiles, normally choosing default is the best selection.

Moderator Pin Number is the unique number (5 digits) that the person assigned as a moderator will enter when they join the conference.

Member Pin Number is the unique number (5 digits) that other person joining the conference would enter.

Maximum members in the conference bridge is usually set to 10.

Moderator Exit Terminates Conference Bridge ensures the Conference Call is ended when the Moderator exits.

Figure 7

Dial Plan: Defines how calls will be made from the PBX. The dial plan assigns a name and number for outbound calls in the CLID fields. Alternatively, you may allow the system to pass the original callers ID to the outbound call, this is ideal practice for call forwarded calls. You should refrain from making changes to the dial plan rules unless you fully understand the dial plan structure of SIP Calls. A sample dial plan GUI is shown in figure 8.

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Figure 8

Select Dial Plan lets you view dial plans by selecting one from the drop-down menu.

Early Ring plays ring back tone immediately versus waiting for the outbound call to receive ring back tone, avoids lengthy silent periods calling cell phones.

The New Dial Plan field is for convenience and should not be used, dial plans should be added on the Dashboard.

Send Original CLID set to true will provide the dial plan from the caller versus what is defined in the dial plan, ideal for call forwarded numbers so the receiving party can see who is calling.

Calling Number Display is usually the 10-digit business number.

Calling Name Display is usually the company name.

Dial plans are designed to route calls as would normally be placed. If there are specific numbers such as 511 that are routed to another number, then these can be added here.

Directory Numbers:

This section adds directory numbers to the domain. Multiple directory numbers can be added and pointed to a variety of services as described here in. A sample Directory Configuration GUI is shown in Figure 9.
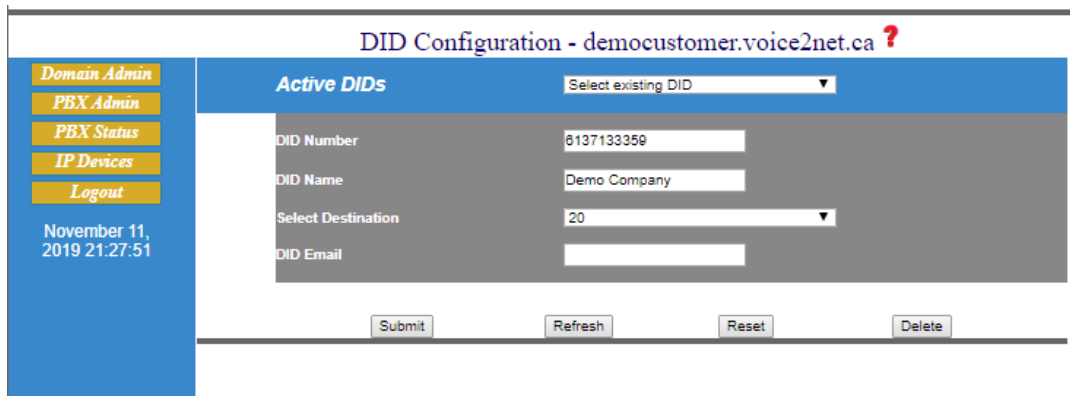

Figure 9

DID is a Telecom term meaning Direct Inward Number, it is often used instead of Directory Number.

Active DIDs lists all DIDs assigned within the domain.

DID Number is where you enter a new DID you want assigned to your domain.

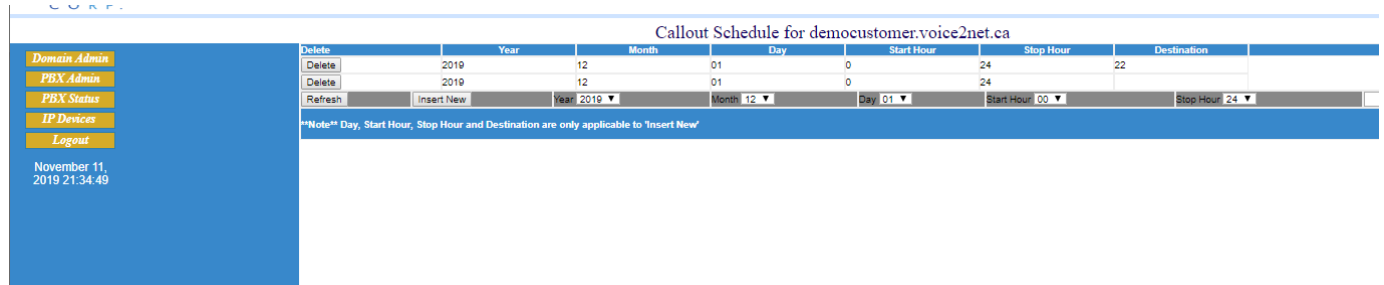DID Name is for your convenience to describe what this number is used for.

Selected Destination has a drop down that lists all possible locations in the domain the DID can be router to.

DID Email forward an email to the assigned email for every inbound call presented to the assigned DID.

NOTE: If a DID points to a hunt group which in turn rings an extension, the call forwarding settings on the extension have no effect, these changes need to be changed in the hunt group.

Callout Schedule: The Callout schedule would normally be selected in the Auto Attendant where the message said, press 3 for a call out technician. If you have several technicians, you create an extension for each one and set call forward all calls to their number, usually their mobile. A sample call out schedule is show in figure 10.
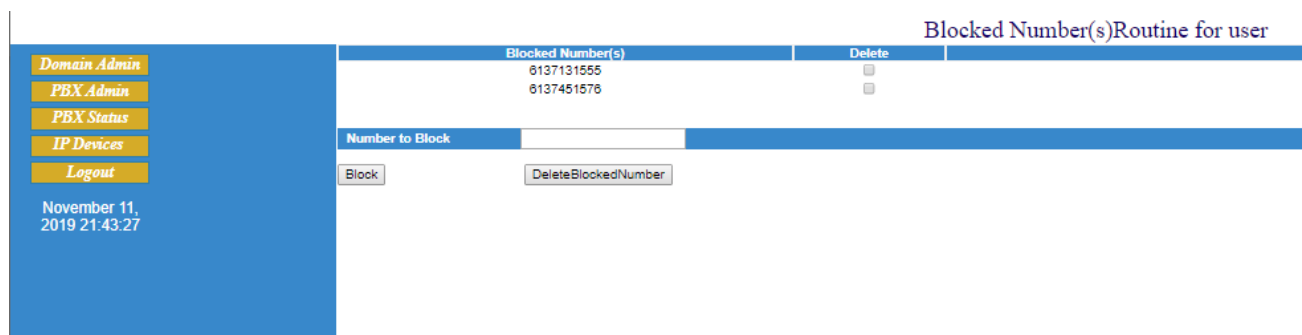

Figure 10

The Call out schedule permits you to assign year, month, day, start hour and stop hour for each time period and assign it to an extension to be call forwarded to an external number. You could assign 7am to 12 noon to extension 20, then 12:01 to 6 pm to extension 21 to be forwarded to another number. The schedule can be create monthly in advance if you choose.

Blocked Numbers: Select Domain Admin and from the drop down menu select Block number as showin in figure 11.

Figure 11

To add a number to block enter it in the Number to Block field and press the Block Button.

To delete a blocked number from the list, check the check box under delete and press the Delete Blocked Number button.

All numbers blocked in the domain are listed here.

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Upload Files: Files may be uploaded to the domain to allow for music on hold, auto attendant messages for individual voice mail messages. They are listed here to administer and delete if required. A sample Audio File Management GUI is shown in Figure 12
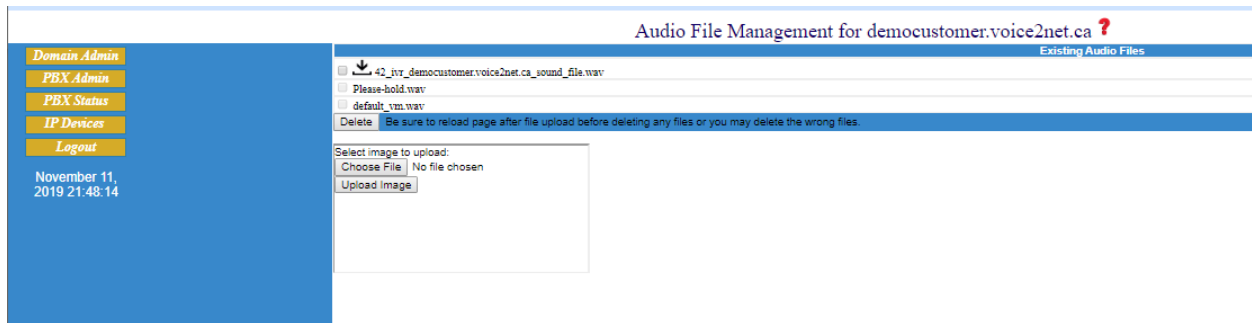

Figure 12

Press the Choose file button to select a file stored on your computer.

Once the file is selected, press the Upload Image button, once the file is upload it will give you a success message.

Files can be deleted by check the check box to the left of the file name then pressing the Delete button below the check boxes.

Domain Information: Domain information such as Call History, Extension Registrations, Active Calls and Voicemail can be viewed using the PBX Status Menu items as seen in Figure13.
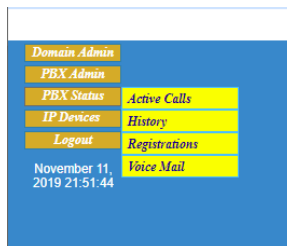

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IP Device – Device List: The IP Devices menu tab is used to either add a new IP Phone or edit and existing IP Device. To edit an existing device, select the Existing MAC – Ext drop down menu, a sample is shown in figure 14.
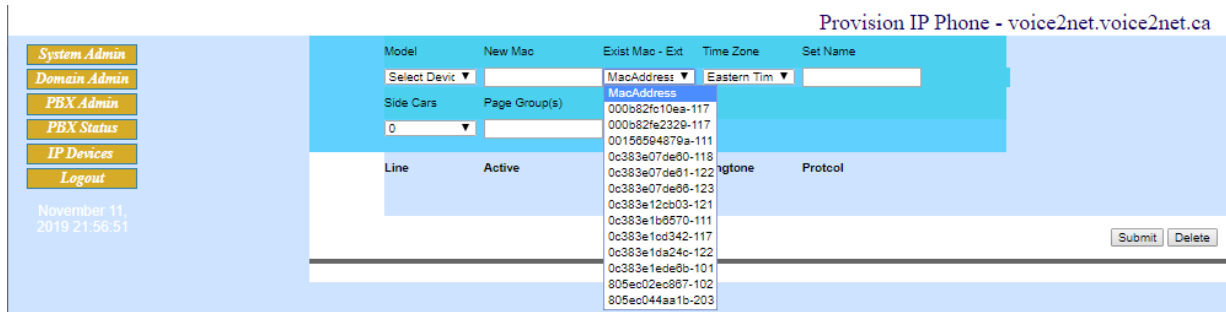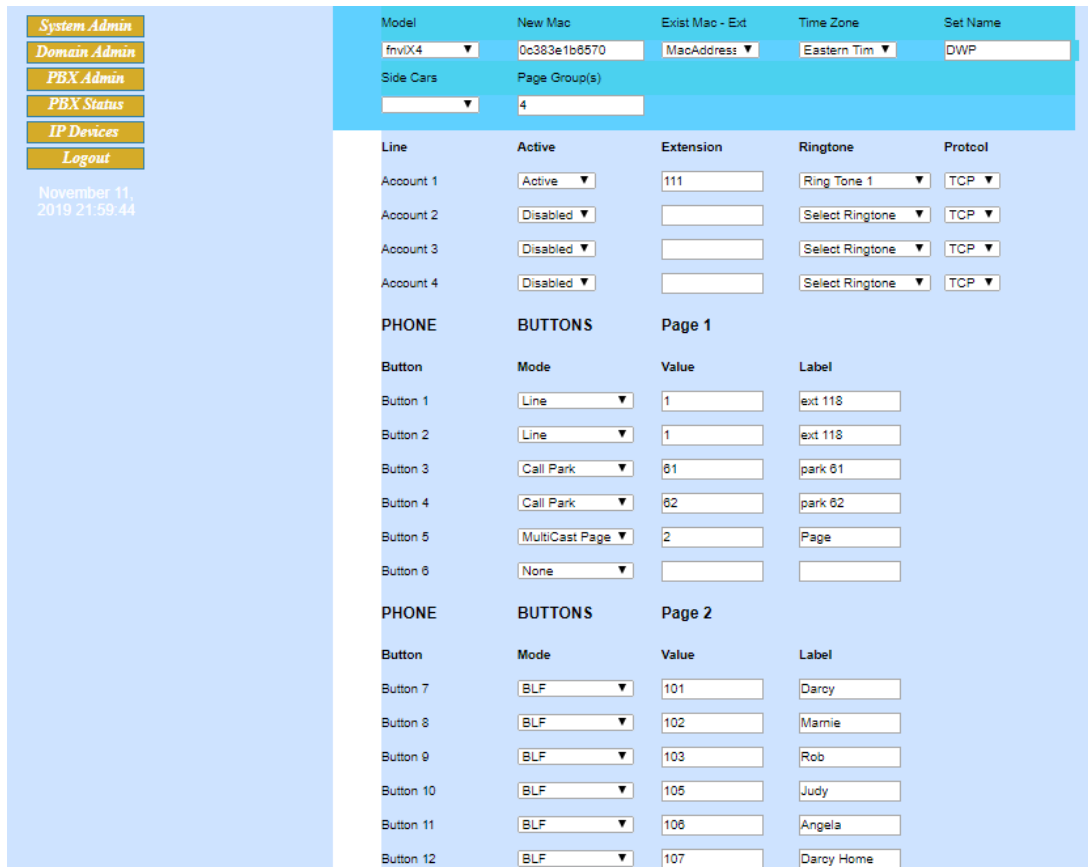

Figure 14

The Mac address is listed on the left with the prime extension show on the right. Select the item you want and it will be displayed on the screen. A example is shown in figure 15.

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Figure 15

Provision IP Device continued:

There are two sections to the display, section one lists the lines, section two lists the buttons. The Lines are usually configured when the system is setup but you can add an additional extension to a phone if you wish to be able to answer someone elses extension.
The buttons let you assign them to:

- A line
- A BLF to monitor or call and extension
- Call park to park and retreive calls
- Night Mode to turn night mode on or off and monitor the status of it
- Speed dial lets you assign buttons to an external number for easy dialing.
- MultiCast page lets you assign a page group to the button, you press this button to page all phones assigned to the page group.
- Voicemail lets you monitor any extension that has been programmed under the Accounts at the top and set to active. In the value section you would enter the Account, such as 1, not the extension.
- None leaves the key blank

Add a new phone lets you select a device type from the drop down menu Select Device, then you enter the 12 digit mac address in the New Mac field, then assign values to the buttons. You can give the device a unique name by assigning a name in the Set Name field

To assign the device to a page group, enter the page groups you would like in the Page Group(s) filed comma or space separated.

THE END

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