VOIPE

Extension User Manual

INDEX

1. General Information

This user's manual provides information on how to use VOIPE effectively, in an easy way to understand.

1.1 Introduction

VOIPE provides great flexibility, by offering data, voice, video and multimedia using in a single network. This PBX software helps users to connect
anytime, from anywhere as it helps bridge the remote networks. It is scalable, reliable and secure PBX software. It revolves around the requirements of dynamic enterprises. With the help of virtual Private Branch Exchange system, all remote collaboration and telephone communication needs of businesses are fulfilled in a trenchant way.
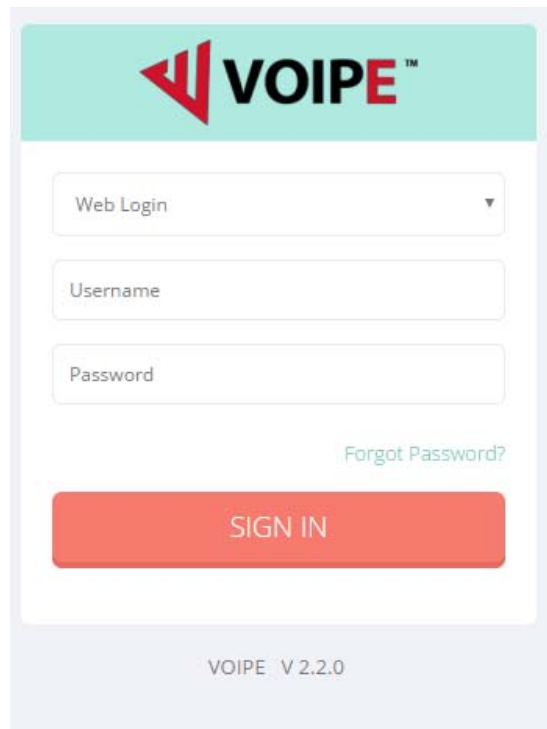
1.2 Logging in

Select the type of Login from the drop-down menu. There are two types of login.

- Web Login
- Extension Login

To login as an extension, login with extension login.

- Select 'Extension Login'
- Enter username, password and tenant id to which the extension belongs.
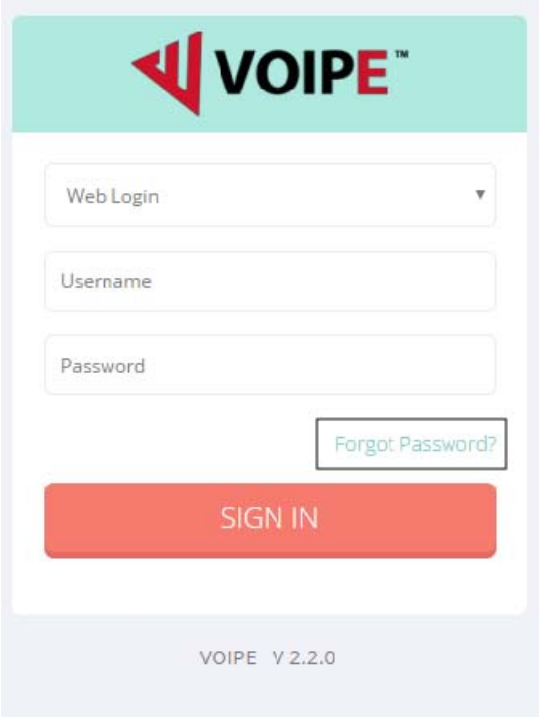- Click on 'SIGN IN'

1.3 Forgot Password
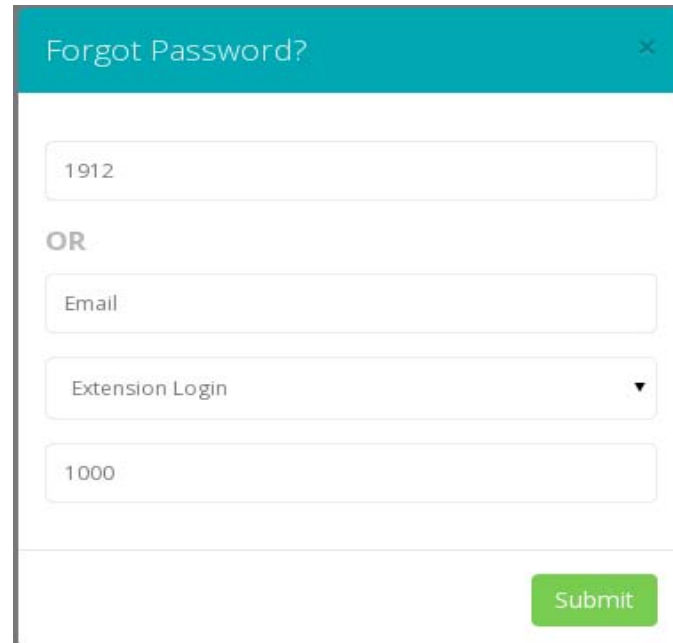
In case, password is forgotten, following steps will set a new password.

- Click on the link named 'Forgot Password?'

- Fill in the username or e-mail address. If only email is entered and it is not unique then username will be required.
- Select 'Extension Login'.
- Enter the Tenant ID.
- Click on 'Submit'

After doing this, a mail will be sent at the specified e-mail address. Click the link given in the mail, and VOIPE platform will open.

- Fill in the new password
- Click on 'SUBMIT'

1.4 Dashboard

The dashboard of an extension displays the general information about the extension such as the name, number and all its configurations.

- The first column lists out all the features and its configurations. It also shows the name of the extension and the default language. This language will be used as default language when this particular extension makes call. Clicking on the profile picture, will take you to the profile page for editing.

- The second column shows whether the extension is registered or not and also its

last caller and last callee. It also lists out the features available to extension and whether they are enabled or not.

- The third column shows the number of total recordings, voicemails and a list of your speed dial list. If user clicks on the icons for voicemail, recording or extension, he will be redirected to that particular page.

2. Other Pages

2.1 Extension Settings

This page is used to update the features of a particular extension.

For all the forwards one can either select the call to get forwarded to an extension or voicemail. It can also be disabled.

If the extension is allowed for outbound calls then there will be an option   to select an external number for call to forward. It can be done by choosing the checkbox for

external calls.

2.2 Speed dial

This is a list of all the extensions that are on speed dial.

If the extension is allowed for outbound calls, then there will be an option of adding an external number to speed dial. It can also be done by choosing the checkbox for external calls.

After adding the extensions for speed dial, click on the 'Update All' button to update the speed dial list.

Speed Dial List		Update All
Digit	**Dialnumber**	
*0	External ☐ rj-103 ▼	
*1	External ☑ 9856423157	
*2	External ☐ rj-103 ▼	
*3	External ☐ Select ▼	
*4	External ☐ Select ▼	
*5	External ☐ Select ▼	
*6	External ☐ Select ▼	
*7	External ☐ Select ▼	
*8	External ☐ Select ▼	
*9	External ☐ Select ▼	

Desplegant 1-10 de 10 resultats.

2.3 Phone book

This is the phone book which will list all the contacts added in that particular tenant.

The page it divided into three sections.

- Tenant Phone book list- This section will display the tenant's phone book list. The numbers entered in tenant's phone book will be in each of it's extension's phone book as well. However, the extension can still add the same number again.

  If there are same numbers in tenant and extension's phone book, then the name which is stored in extension's phone book will be prioritized, and it will be displayed as caller id when that number calls.

Q Search

Phone Number		Display Name	

Search

⬆ Import Numbers

Phonebook   Add Number

10 ▾ records per page

	First Name ⇕	Last Name ⇕	Display Name ⇕	Extension ⇕	Phone Number ⇕	Cell Number ⇕	Email ID ⇕
✏ 🗑	Jay	Raval	Jay	📞 103	📞 9974303030	📞 9974606061	juned.khan@hodusoft.com
✏ 🗑	Test	test	test		📞 123456		

- Search- Extensions can be searched by phone number and display name.

Q Search

Phone Number		Display Name	

Search

- Import Numbers- Click on "Add file" button to select a file to upload. After the file is selected, click on "Import Numbers" to import the file. It will display in a flash message how many numbers from the file were added and how many of theme were faulty numbers.
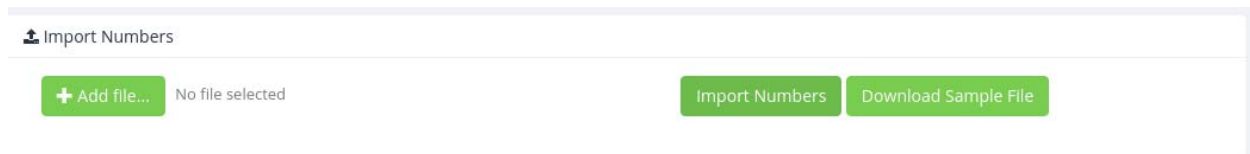
- Phone book- This section lists out the entries that have been created till date.

  Click to call- There is a small green call button beside every number in the phone book for direct calling. If the extension is registered, it can call any other extension with just one click.

Adding a phone book entry-

To add a new entry to the phone book, click on the 'Add Number' button above the grid. It will open a create form as shown below.

Fill in the required details and click on 'Create' to submit a new phone book entry.

Editing a phone book entry-

To edit the details of a particular entry, click the little blue icon for that entry in the grid. It will open an update form which is the same as create form.

Deleting a phone book entry-

If you want to delete a particular entry, click the little red icon for that entry in the grid. It will delete the entry.

2.4 Recording

This page lists out all the call recordings made by the extension. ONLY If Call Recording is a paid feature.

The recording can be played or downloaded using the last column.

2.5 Voicemail

This page lists the voice mail for the extension which is logged in.

The voice mail can be played or downloaded using the last column.

To delete a voice mail, click on the little red icon in the first column of the message. It will delete that particular message.

2.6 Black list

This page lists out the numbers that are blacklisted. If this feature is enabled then all the numbers that are listed would not be able to contact the extension. The constraints on calling will be decided by the 'Type' as explained further. This page is divided into three parts.

- Search- Blacklisted numbers can be searched by number and type.

- Import Numbers- A .csv file can be imported with a list of blacklisted numbers by using this section. When "Add File" is clicked, it will open a dialog box for choosing the file to be uploaded. When it is uploaded, click on "Import Numbers". It will display a message saying how many numbers were successfully added and how many of them were faulty numbers. A sample file can also be downloaded to know the format of .csv file.

- Blacklist- This list displays all the blacklisted numbers.

Adding a blacklisted number-

Click on the 'Add Blacklist Number' . It will open a popup as below. Fill in the details and click on 'Create'.

The use of 'Type' field, as explained above, is as follows-

Type- There are 3 types.

- 'IN' means that incoming calls from that number will be blocked.

- 'OUT' means outgoing calls to that number will be blocked.

- 'BOTH' means both incoming and outgoing calls from and to that number will be blocked.

Editing a blacklisted number-

To edit a field, click on it. It will open a pop-up to edit the content. Click on the tick mark button to save it, or on the cross button to cancel the changes.

	Number ⬍	Enter Reason		Type ⬍
🗑	9568742356	demo1 ⊗ ✓ ✕		OUT
🗑	9568741255	demo1		BOTH

Deleting a blacklisted number-

To delete a particular number, click the little red icon for that number in the grid. It will delete the number.

2.7 White list

This page lists out the numbers that are whitelisted. If this feature is enabled then only the numbers listed here would be able to call the extension. This page is divided into three parts.

- Search- Whitelisted numbers can be searched by number and type.

- Import Numbers- A .csv file can be imported with a list of whitelisted numbers by using this section. When "Add File" is clicked, it will open a dialog box for choosing the file to be uploaded. When it is uploaded, click on "Import Numbers". It will display a message saying how many numbers were successfully added and how many of them were faulty numbers. A sample file can also be downloaded to know the format of .csv file.

- Whitelist- This list displays all the whitelisted numbers.
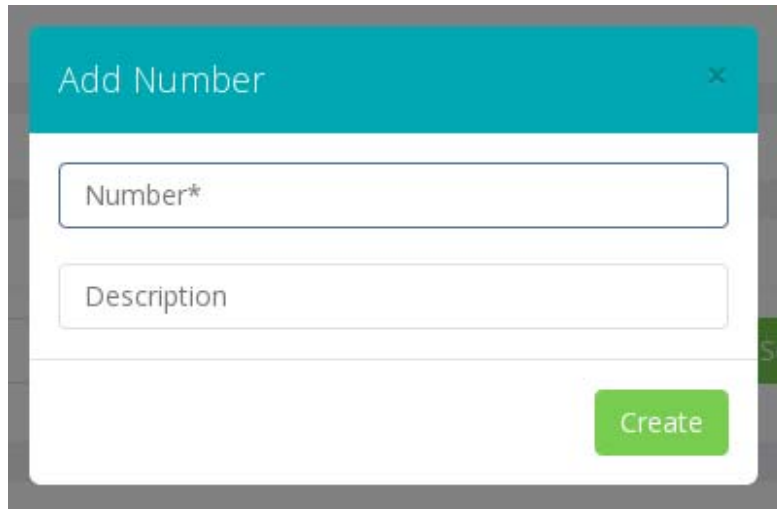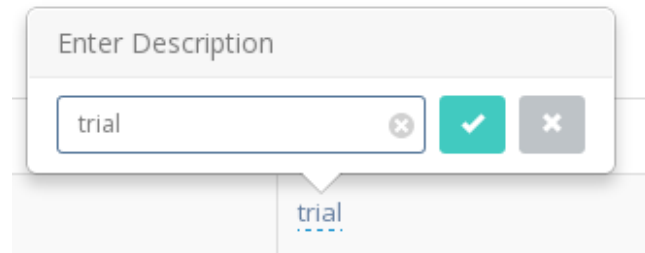
Adding a whitelisted number-

Click on the 'Add whitelist Number' . It will open a pop-up as below. Fill in the details and click on 'Create'.

Editing a whitelisted number-

To edit a field , click on it. It will open a popup to edit the content. Click on the tick mark button to save it, or on the cross button to cancel the changes.

Deleting a whitelisted number-

To delete a particular number, click the little red icon for that number in the grid. It will delete the number.

3. Reports

3.1 Call Details

This report gives the details of all the calls in which the extension is the caller. The report could be searched on start date and end date. The report is divided into two parts.

- Search
- CDR Report

Exporting a report-

Whole report can be exported in a .csv format to the device by clicking the 'EXPORT' button in the search tab.

Also, the report needs to be filtered by caller, callee, start date or end date, then the criteria can be entered in the search tab. Then export the report, which will export only the filtered report.

3.2 Fax Details

This report gives the details of all the Fax which is sent by this extension. The report could be searched on status of the sent fax. The report is divided into two parts.

- Search
- Fax Report

Exporting a report-

Whole report can be exported in a .csv format to the device by clicking the 'EXPORT' button in the search tab.

Also, the report needs to be filtered by status of sent fax, then the criteria can be entered in the search tab. Then export the report, which will export only the filtered report.

3.3 Outgoing Rules Details

This report lists all the outgoing rules of the extension's tenant. The report could be searched on rule name and rule pattern. The report is divided into two parts.

- Search

- Outgoing Rules Details

Exporting a report-

Whole report can be exported in a .csv format to the device by clicking the 'EXPORT' button in the search tab.

Also the report needs to be filtered by rule name or rule pattern, the criteria can be entered in the search tab. Then export the report, which will export only the filtered report.

3.4 Features List

This is a list of all the features, the codes used to access them and the details of the feature.

Feature List

Feature Description	Feature Code	Feature Usage
ATTENDED TRANSFER	*2	*2< Dial transferee number when it is prompted >
BLIND TRANSFER	*1	*1< Dial transferee number when it is prompted >
CALL PARK	*5	*5
CALL RECORDING	*4	*4
3-WAY CONFERENCE	0	0 in Attended Transfer
BARGE-IN EXTENSION	*79	*79<extension number>
CALL PICKUP	*77	*77< parking lot number>
CALL TO LAST DIALED NUMBER	*73	*73
CALL TO LAST RECEIVED NUMBER	*74	*74
CHECK VOICEMAIL REMOTELY	*99	*99<extension number>
DIRECT VOICEMAIL	*82	*82<extension number>
RINGING EXTENSION PICKUP	*78	*78
VOICE-MAIL ACCESS	*75	*75

Displaying 1-13 of 13 results.

3.5 Blacklist Details

This report lists all the blacklisted numbers. The report could be searched on number and type. The report is divided into two parts.
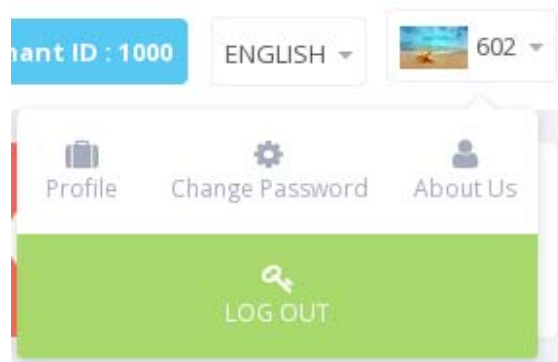
- Search
- Blacklist Report

Exporting a report-

Whole report can be exported in a .csv format to the device by clicking the 'EXPORT' button in the search tab.

Also, the report needs to be filtered by number or type, then the criteria can be entered in the search tab. Then export the report, which will export only the filtered report.

4. Profile

To edit the profile of an extension, click on the drop-down in the rightmost top corner of the page. It will open a small menu. Select 'Profile'.
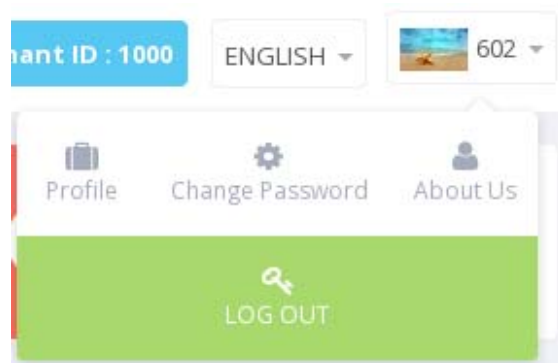

The extension number cannot be edited from this page. Make required changes and click 'Update'.

5. Change Password

To change the password for extension login, click on the 'Change Password' option in the drop-down menu as shown below.

When the form opens, enter the required details and click on 'Submit' to enable the new password settings.
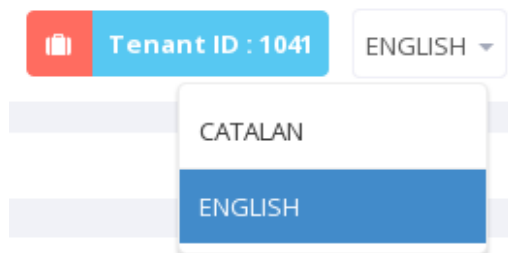
6. Change Language

To change the language of the portal, click on the language drop-down menu on the top right corner which is right beside the tenant id display.

8. Log out

To logout of the extension portal, click on the 'Log Out' button on the drop-down menu of top rightmost corner as shown below.