

VOIPE

Extension User
Manual

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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.

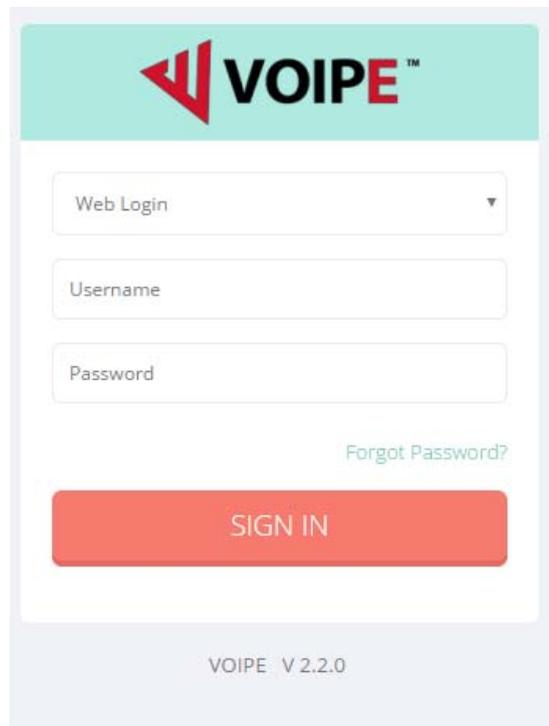
1.2 Logging in

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'

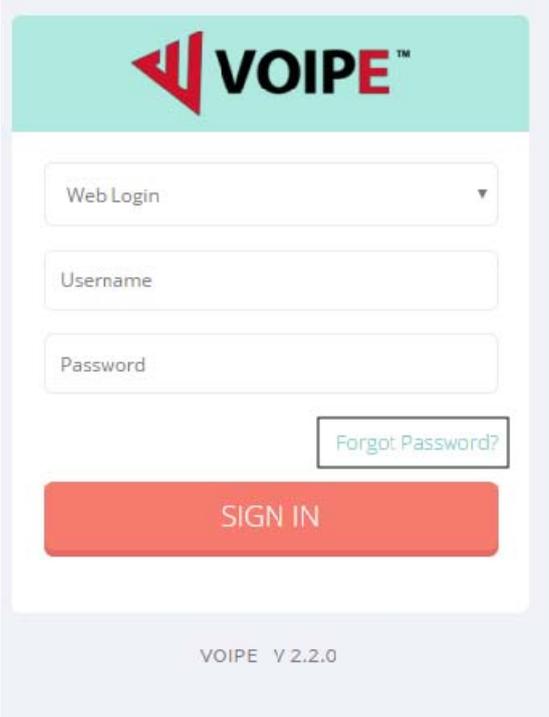


The screenshot shows the VOIPE login page. At the top, there is a teal header with the VOIPE logo. Below the header, there is a white login form. The form contains a dropdown menu with 'Web Login' selected, a 'Username' input field, and a 'Password' input field. Below the password field, there is a link for 'Forgot Password?'. At the bottom of the form, there is a red 'SIGN IN' button. The footer of the page shows 'VOIPE V 2.2.0'.

1.3 Forgot Password

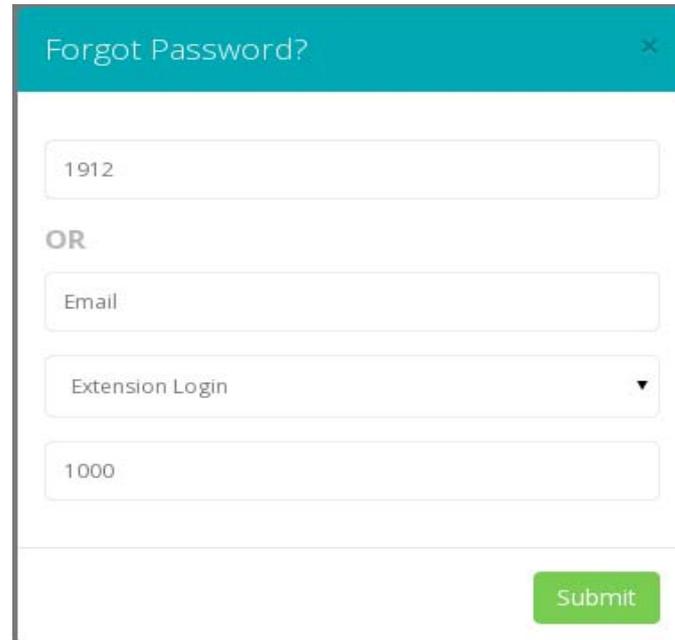
In case, password is forgotten, following steps will set a new password.

- Click on the link named 'Forgot Password?'



The screenshot displays the VOIPE login interface. At the top, there is a teal header with the VOIPE logo. Below the header, there is a dropdown menu currently set to 'Web Login'. Underneath are three input fields for 'Username', 'Password', and 'Forgot Password?'. A red 'SIGN IN' button is positioned below the input fields. At the bottom of the page, the text 'VOIPE V 2.2.0' is visible.

- 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'



The image shows a 'Forgot Password?' dialog box with a teal header and a close button (X) in the top right corner. The form contains the following elements:

- A text input field containing the number '1912'.
- The word 'OR' in bold, centered text.
- An 'Email' text input field.
- An 'Extension Login' dropdown menu with a downward arrow.
- A text input field containing the number '1000'.
- A green 'Submit' button at the bottom right.

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 dashboard is divided into three main columns:

- Column 1 (Left):** Profile and Forwarding Settings.
 - Profile: 1001, SIP Username - 10001001, Language - ENGLISH.
 - Forwarding Options: Shift Forward (1002), Universal Forward (Voicemail), Busy Forward (Voicemail), No Answer Forward (1002), Unavailable Forward (Voicemail), Time Based Forward (01:00:00, 02:00:00), Time Based Forward To (Voicemail), Selective Forward (Disabled), Follow Me (Disabled), Holiday (1003), Weekoff (Disabled).
- Column 2 (Middle):** Status and Call Management.
 - Status: Offline (with phone icon).
 - Last Callee: 919099890911.
 - Last Caller: N/A.
 - Configuration List:
 - Whitelist (x)
 - Blacklist (x)
 - Caller ID Block (x)
 - Accept Blocked Caller ID (x)
 - Do Not Disturb (x)
 - Redial (✓)
 - Call Return (✓)
 - Bargein (✓)
 - Transfer (✓)
 - Park (✓)
 - Dial-out (✓)
 - Call Recording (x)
- Column 3 (Right):** Statistics and Speed Dial.
 - Total Recordings: 0.
 - Total Voicemails: 0.
 - Speed Dial: Currently, there is no Speeddial set.

- 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.

Update Extension Settings

Language	<input type="text" value="ENGLISH"/>	Holiday	<input type="checkbox"/> External <input type="text" value="1003"/>
Weekoff	<input type="checkbox"/> External <input type="text" value="Disabled"/>	Shift Forward	<input type="checkbox"/> External <input type="text" value="1002"/>
Universal Forward	<input type="checkbox"/> External <input type="text" value="Voice mail"/>	Busy Forward	<input type="checkbox"/> External <input type="text" value="Voice mail"/>
No Answer Forward	<input type="checkbox"/> External <input type="text" value="1002"/>	Unavailable Forward	<input type="checkbox"/> External <input type="text" value="Voice mail"/>
Selective Forward	<input style="width: 100px; height: 20px; border: 1px solid #ccc;" type="text" value="+"/>	Selective Forward To :	<input type="checkbox"/> External <input type="text" value="Select"/>
Time Based Forward	<input type="checkbox"/> External <input type="text" value="Voice mail"/>	Time From	<input type="text" value="01:00:00"/> To <input type="text" value="02:00:00"/>
Follow Me	<input type="checkbox"/> External <input type="text" value="Disabled"/>	<input type="checkbox"/> External <input type="text" value="Disabled"/>	<input type="checkbox"/> External <input type="text" value="Disabled"/>
Whitelist	<input type="checkbox"/> OFF	Blacklist	<input type="checkbox"/> OFF
Caller ID Block	<input type="checkbox"/> OFF	Accept Blocked Caller ID	<input type="checkbox"/> OFF
Do Not Disturb	<input type="checkbox"/> OFF	Call Recording	<input type="checkbox"/> OFF
Redial	<input checked="" type="checkbox"/> ON	Call Return	<input checked="" type="checkbox"/> ON
Bargein	<input checked="" type="checkbox"/> ON	Transfer	<input checked="" type="checkbox"/> ON
Park	<input checked="" type="checkbox"/> ON		

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 <input type="checkbox"/> rj-103 ▼
*1	External <input checked="" type="checkbox"/> 9856423157
*2	External <input type="checkbox"/> rj-103 ▼
*3	External <input type="checkbox"/> Select ▼
*4	External <input type="checkbox"/> Select ▼
*5	External <input type="checkbox"/> Select ▼
*6	External <input type="checkbox"/> Select ▼
*7	External <input type="checkbox"/> Select ▼
*8	External <input type="checkbox"/> Select ▼
*9	External <input type="checkbox"/> 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 is 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 its 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

 Import Numbers

Phonebook

10 records per page

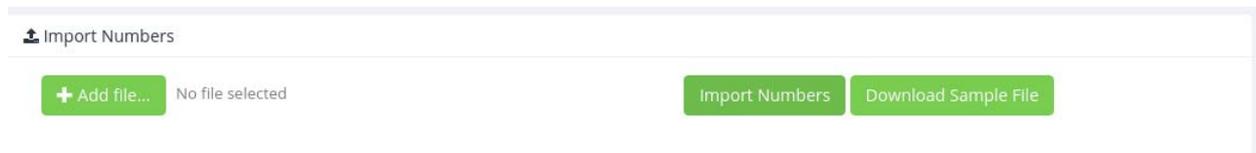
	First Name	Last Name	Display Name	Extension	Phone Number	Cell Number	Email ID
 	Jay	Raval	Jay	 103	 9974303030	 9974606061	juned.khan@hodusoft.com
 	Test	test	test		 123456		

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

Q Search

Phone Number Display Name

- 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 them 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.

Phonebook Add Number

10 records per page

	First Name	Last Name	Display Name	Extension	Phone Number	Cell Number	Email ID
 	Ecosmob	Terchnologies	Ecosmob Terchnologies	 1001	 9966842315		

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.

Create Number

NOTE! From Extension, Phone Number and Cell Number, Atleast one field is required.

First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Display Name	<input type="text" value="Same as First Name Last Name"/>	Extension	<input style="border: 1px solid #ccc;" type="text" value="Select"/>
Phone Number	<input type="text"/>	Cell Number	<input type="text"/>
Email ID	<input type="text"/>		

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.

Recording List

10 records per page

Name	Date	Play/Download
mohtest	2015-01-28 18:11:30	0:00
defaultmoh	2015-01-27 18:45:29	0:00
defaultmoh1	2015-01-27 18:45:29	0:00

Displaying 1-3 of 3 results.

2.5 Voicemail

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

VoiceMail List

10 records per page

	Name	Date	Play/Download
	msg_4a7c63de-dde7-11e4-95ae-c18bfc26ad2f	2015-04-09 11:42:06	0:00
	msg_650c2e1a-dde6-11e4-9571-c18bfc26ad2f	2015-04-09 11:42:06	0:00

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.

Q Search

Number Type

Search

Import Numbers

+ Add file... No file selected Import Numbers Download Sample File

Blacklist Add Blacklist Number

10 records per page

	Number	Reason	Type
	9568742356	demo	OUT
	9568741255	demo1	BOTH
	9856327415	Click to edit	IN
	6587412398	demo3	IN
	8856321456	demo4	IN

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'.

Add Blacklist Number ✕

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	<input type="text" value="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.

Q Search

Number

[Search](#)

[Import Numbers](#)

[+ Add file...](#) No file selected
[Import Numbers](#)
[Download Sample File](#)

Whitelist [Add Number](#)

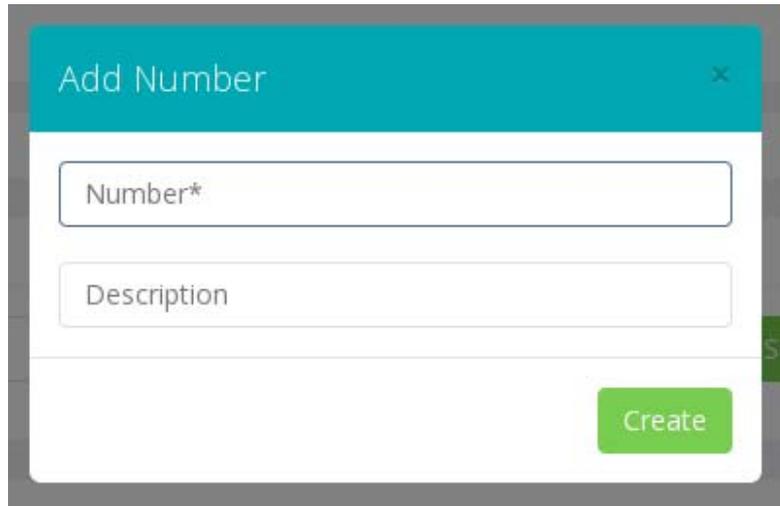
10 ▼ records per page

	Number ↕	Description ↕
	123452345234534	Click to edit
	1234567890	Click to edit
	2311132134	aaaa

Displaying 1-3 of 3 results.

Adding a whitelisted number-

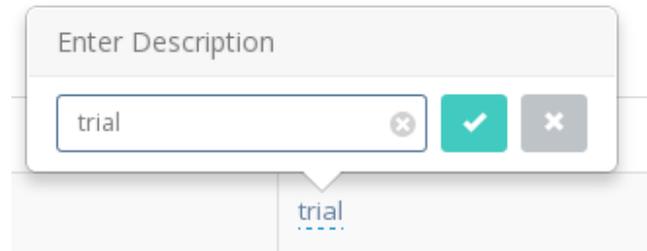
Click on the 'Add whitelist Number' . It will open a pop-up as below. Fill in the details and click on 'Create'.



The image shows a dialog box titled "Add Number". It features a teal header bar with the title and a close button. Below the header, there are two text input fields: "Number*" and "Description". At the bottom right of the dialog, there is a green button labeled "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.



The image shows a popup dialog titled "Enter Description". It contains a text input field with the text "trial". To the right of the input field are three buttons: a close button (cross), a save button (checkmark), and a cancel button (cross). Below the dialog, the text "trial" is visible in a grid cell, with a small red icon next to it.

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.

Q Search

Start Time End Time

Call Details

10 records per page

Caller	Callee	Start Time	End Time	Call Second	Call Minute	Answer Second	Answer Minute	Incoming Charges	Outgoing Charges	Answer Time	Forward
102	9974740823	2016-07-19 09:24:24	2016-07-19 09:24:55	31	0:31	23	0:23	0.00000	2.30000	2016-07-19 09:24:32	997474082
102	00919974740823	2016-07-19 09:24:16	2016-07-19 09:24:21	5	0:05	0	0:00	0.00000	0.00000	0000-00-00 00:00:00	0091997474082
102	919974740823	2016-07-19 09:23:44	2016-07-19 09:23:50	6	0:06	0	0:00	0.00000	0.00000	0000-00-00 00:00:00	91997474082
103	102	2016-07-13 08:47:21	2016-07-13 08:47:42	21	0:21	11	0:11	0.00000	0.00000	2016-07-13 08:47:31	10

- 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.

Q Search

Status

Fax Details

10 records per page

Type	Tenant Name	Sender	Sender Email	Receiver	Receiver Email	Max Try	Call Try	Status	Reason	Time
MAIL2FAX	demotenant	102	kashyap.dhamecha@hodusoft.com	123456		3	1	SUCCESS	SENT_SUCCESSFULLY	2015
MAIL2FAX	demotenant	102	kashyap.dhamecha@hodusoft.com	123456		3	1	SUCCESS	SENT_SUCCESSFULLY	2015
MAIL2FAX	demotenant	102	kashyap.dhamecha@hodusoft.com	123456		3	3	FAIL	ALL_TRY_HAS_BEEN_DONE	2015
MAIL2FAX	demotenant	102	kashyap.dhamecha@hodusoft.com	123456		3	0	FAIL	OUTBOUND_NOT_ALLOWED	2015

- 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

Q Search

Rule Name

Rule Pattern

Search
EXPORT

Outgoing Rules Report

10 records per page

Rule Name ↕	Rule Pattern ↕	Description ↕
IndiaOG	91	OGIndia

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

Q Search

Number Type

Blacklist Report

10 records per page

Number	Reason	Type
9556632145	Random	IN

Displaying 1-1 of 1 result.

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'.



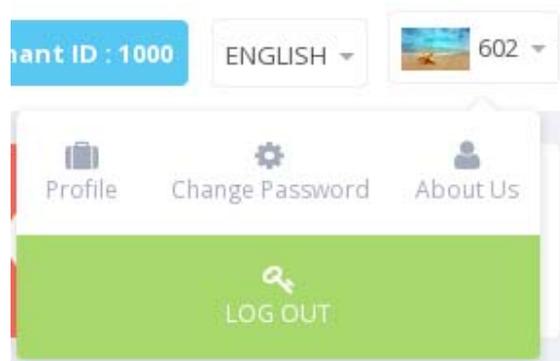
The extension number cannot be edited from this page. Make required changes and click 'Update'.

Extension Profile

Extension Number *	<input type="text" value="101"/>	Extension Name	<input type="text" value="jayTest"/>
Caller ID Name	<input type="text" value="jaytest"/>	Extension Password *	<input type="text" value="1234"/>
VM Password *	<input type="text" value="1234"/>	Email *	<input type="text" value="demo@admin.com"/>
Profile Picture *			
	<input type="button" value="Select Image"/>		

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.

Change Password

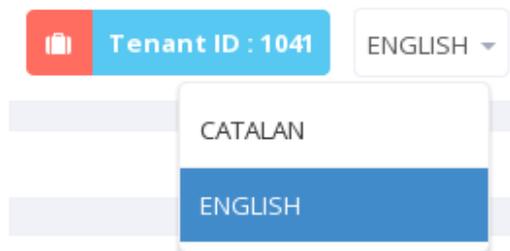
Old Password *

New Password *

Confirm Password *

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.

