

## 1. IP PBX

This section is used to adjust the [IP PBX services](#) and their settings for the most comfortable and effective usage of the Voicebuy services.

This section consists of the following sub-sections:

1. Extensions
2. Hunt Groups
3. Music on Hold
4. Group Pickup
5. Intercom
6. Call Parking

### 1.1 Extensions

This section lists all extensions of your user account and allows you to create new or manage existing extensions.

The screenshot shows the Voicebuy Customer Self-care Portal interface. The top navigation bar includes the Voicebuy logo, current balance (USD 13.50), and links for Technical Support, Contact us, FAQ, Rates, Language, and Logout. The main navigation menu features icons for Outgoing SIP, IP PBX (selected), Dialing Rules, Speed Dial, IVR Services, DID Management, Billing, Call History, and Profile. Below the navigation, a sub-menu highlights Extensions, Hunt Groups, Music on Hold, Group Pickup, Intercom, and Call Parking. The main content area displays the 'Extensions' section with an 'Add +' button and a table of existing extensions.

Extension Number	Name	Calling Plan	SIP User Name	Settings	Voice Mail and Auto Attendant Management	Call History	Actions
123	sales	SIP_premium+	1057195971	IP PBX settings	https://um.voicebuy.com	Call History	✖
333	marketing	SIP_Standard	1056316791	IP PBX settings	https://um.voicebuy.com	Call History	✖
444	support	SIP_Standard	1083783607	IP PBX settings	https://um.voicebuy.com	Call History	✖

\*SIP server address: sip.voicebuy.com / IP server address: 178.77.95.58  
 \*To access to voicemail dial \*98 (voicemail activation is required)  
 \*To check balance through IVR dial \*11

© 2016 Voice Trader LLC

The table of extensions contains the following columns:

- **Extension Number**
- **Name**
- **Calling Plan** – by clicking on the calling plan in this column, you will be redirected to the calling plan page, where details about plan rates and promotions can be learnt.
- **SIP User Name** – this is a SIP number automatically generated from your extension so that it can also be reached from the SIP network.
- **Settings** – by clicking on IP PBX Settings in this column, you will be redirected to the extension's PBX settings, see below.

- **Voice Mail and Auto Attendant Management** – the link in this column will lead to the voice mailbox. Here, all received voice mails can be listened, downloaded and managed.
- **Call History** – the link in this column leads to the page where calling history of the corresponding extension is filtered and displayed.
- **Actions** – edit and delete options are available in this column. The **Edit** button will open **Edit** extension window, where settings provided when creating an extension can be modified. For details, see [How to Add an Extension](#). The **Delete** button will delete the extension from your list. Note that deleted extensions cannot be called and used for calling.

#### How to Add an Extension:

Press  button to create new Extension. In the opened window, provide:

- **Extension Number** – this is the number of the extension by which it will be reached.
- **Name** – an optional description of your extension. You may insert here “Home”, “Work”, “Mom”, etc.
- **Email Address** – an optional email address related to the extension.
- **Calling Plan** – here you need to select the calling plan to be used for the corresponding extension.
- **Enable Voice Mail / Auto Attendant** – with this option you can enable the voice mailbox functionality to be used if the incoming calls are not picked up. In such cases, the call will be redirected to the voice mailbox where callers may leave you a voice message. This option also enables a possibility to configure an auto attendant on your extension. If this option is disabled, both voice mailbox and auto attendant capability will be disabled.
- **Language** – language for IVR services can be selected here.

Once the data is provided, press **Add** to create the extension.

**Note:** As the extension is added, a SIP user name will be generated for it and displayed in the extensions table, see above.

**Add Extension**
✕

Extension Number ? :*	<input style="width: 90%;" type="text"/>
Name:	<input style="width: 90%;" type="text"/>
Email Address:	<input style="width: 90%;" type="text"/>
Calling Plan:*	<input style="width: 90%;" type="text"/> ▼
<input type="checkbox"/> Enable Voice Mail / Auto Attendant	
Language:	<input style="width: 90%;" type="text" value="English"/> ▼
<span style="background-color: #d9ead3; padding: 5px 10px; margin-right: 5px;">Add</span> <span style="background-color: #d9ead3; padding: 5px 10px; margin-right: 5px;">+</span> <span style="background-color: #d9ead3; padding: 5px 10px; margin-right: 5px;">Cancel</span> <span style="background-color: #d9ead3; padding: 5px 10px;">✕</span>	

IP PBX Settings:

The [IP PBX Settings](#) page for an extension can be accessed from **Extensions** table by clicking on the IP PBX Settings link for the corresponding extension. You will be guided to the page where PBX settings of the extension can be managed. Page consists of three settings groups: **Forwarding**, **Answering Mode** and **CLI Management**.

The screenshot displays the 'IP PBX Settings' page for 'Extension 123, SIP User Name: 1057195971'. The page is divided into three main sections:

- Forwarding:** Includes a 'Forwarding Type' section with radio buttons for 'No forwarding', 'Simple forwarding', 'Forward to SIP URI', and 'Follow-me'. An 'Update +' button is located at the bottom right of this section.
- Answering Mode:** Includes a 'Ring Timeout' input field set to '30' and a list of radio button options: 'Ring, forward, voice mail', 'Ring, then forward', 'Ring, then voice mail', 'Forward, then voice mail', 'Ring only', 'Forward only', 'Voice mail only', and 'Reject'. An 'Update' button is at the bottom left.
- CLI Management:** Includes radio button options for 'Default', 'Hide CLI', and 'Replace CLI'. An 'Update' button is at the bottom.

The top navigation bar includes 'Outgoing SIP', 'IP PBX', 'Dialing Rules', 'Speed Dial', 'IVR Services', 'DID Management', 'Billing', 'Call History', and 'Profile'. The top right corner shows 'Current Balance USD 3.50 | Add Credit' and links for 'Technical Support', 'Contact us', 'FAQ', 'Rates', 'Language', and 'Logout'. A 'Back to Previous Page' link is visible at the top left of the main content area.

### 1.1.1 Forwarding

The **Forwarding** settings group is used to enable call forwarding. This is the most frequently used IP PBX feature which enables to forward the call to another destination in case if the called extensions is away or in another call. Forwarding Type field offers four selections:

- **No forwarding** – with this option, call forwarding remains disabled and the call will only reach the called extension. If the called person is away, the call might be redirected to a voice mail, if enabled, or will be dropped.
- **Simple Forwarding** – this option allows for enabling the regular forwarding, i.e. after certain timeout the call is redirected to the pre-defined destination.

The screenshot shows the 'Forwarding' configuration page. At the top, there are four radio buttons for 'Forwarding Type': 'No forwarding', 'Simple forwarding' (selected), 'Forward to SIP URI', and 'Follow-me'. Below this is a table with four columns: 'Timeout Period (sec)', 'Forward To', 'Keep Original CLD', and 'Calling Party Display'. The 'Timeout Period (sec)' contains the value '15'. The 'Forward To' column has a dropdown menu set to 'Extension', a text input field containing '333', and an 'Add' button. The 'Keep Original CLD' column has a checked checkbox. The 'Calling Party Display' column has a dropdown menu set to 'Caller Number and Forwarder's Name'. At the bottom right, there is an 'Update' button with a plus sign.

This option requests the following data to be provided:

- **Timeout** – this is a timeout after which the call forwarding should take place.
- **Forward to** – here you should define the number to forward your call to after the timeout will be expired. You may choose to forward you call to an *Extension*, *Mobile Number*, [Hunt Groups](#) or *Other (any existing number in international format)*.  
If *Extension* is selected, then an extension where to forward the call should be entered. Alternatively you have an option to add an extension right from the Forwarding Settings. Press on Add button and fill in Add Extension form (see above).  
If *Mobile Number* is selected, then a mobile phone number should be inserted where the call will be forwarded.  
If *Hunt Group* is selected, then the hunt group number should be provided and the call will be forwarded to the hunt group (a set of multiple phone number) and the call will ring in the rules set up in the hunt group.  
If *Other* is selected, provide any number in an international format.
- **Keep original CLD** – with this option enabled, the forwarded call will keep the original caller ID while displaying it to the called party.
- **Calling Party Display** – here you may select what information of the caller you want to be displayed: **Caller Number and Name**, **Caller Number and Forwarder's Name** or **Forwarder's Number and Name**.
- **Forwarding to SIP URI** - this option allows for enabling the regular forwarding, i.e. after certain timeout the call is redirected to the pre-defined destination.

**Forwarding**

Forwarding Type

No forwarding
  Simple forwarding
  Forward to SIP URI
  Follow-me

Timeout Period (sec) Forward To Keep Original CLD Calling Party Display

15 333 @  Caller Number and Forwarder

Update +

This option requests the following data to be provided:

- o **Timeout** – see above.
  - o **Forward to** – a SIP URI of the destination should be provided in the following format: username@sipaddress.
  - o **Keep original CLD** – see above.
  - o **Calling Party Display** – see above.
- **Follow-me** – with this option you can choose multiple destinations to forward the call to. See below instructions on how to configure Follow-me service.

**Forwarding**

Forwarding Type

No forwarding
  Simple forwarding
  Forward to SIP URI
  Follow-me

Forwarding Mode As listed Add +

Type	Description	Forward To	Date/Time	Keep Original CLD	Calling Party Display	Enabled	Cancel
Other		333		No	Caller Number and Name	No	✓ Down
Other		333		No	Caller Number and Name	No	✓ Up Down
Other		333		No	Caller Number and Name	No	✓ Up Down
Other		333		No	Caller Number and Forwarder Name	No	✓ Up Down
Other		333		No	Caller Number and Forwarder Name	No	✓ Up Down
Other		333		No	Caller Number and Forwarder Name	No	✓ Up

Update +

How to Configure Follow-me:

1. First you need to select the **Forwarding Mode**: destinations will ring one-by-one **As Listed**, **Simultaneous** or **Random**.
2. Next, you need to define a list of calling destinations. To do that, press **Add +** button on the right side of the Follow Me table.

The screenshot shows a form titled "Add Follow-me" with the following fields and options:

- Type**: A dropdown menu.
- Forward To**: A text input field.
- Description**: A text input field.
- Date/Time**: A dropdown menu with "Always" selected.
- Keep Original CLD**: An unchecked checkbox.
- Calling Party Display**: A dropdown menu with "Caller Number and Name" selected.
- Timeout Period (sec)**: A text input field containing the value "15".
- Enable**: A checked checkbox.

At the bottom right of the form, there are two buttons: "Add" (with a plus sign icon) and "Cancel" (with a red X icon).

3. Provide the following information in the **Add Follow-me** form:
- **Type** – this is the type of the call: *Extension, Mobile Phone, Hunt Group, or Other*. For definitions see above. Depending on the selected Type, corresponding number should be provided in the **Forward To** field: extension number, mobile phone number, hunt group number or *Other* (any destination number). Here you can also create new extensions, by choosing *Extension* in the **Type** and pressing the Add button that will appear in the **Forward To** field. This will redirect to the Add Extension screen, see above.
  - **Description** – optional description for a follow-me destination.
  - **Date/Time** – this is the date/time of calling. Two options are available here:
    - **Always** – destination will be called always.
    - **Other** – destination will be called only on selected time range on the pre-selected days of month or weekdays. See below the configuration screen.

**Add Follow-me**
✕

Type	<input style="width: 95%;" type="text"/>				
Forward To	<input style="width: 95%;" type="text"/>				
Description	<input style="width: 95%;" type="text"/>				
Date/Time	Other <input style="width: 95%;" type="text"/>				
From	From (h:m)	Until (h:m)	Day of Week	Day of Month	Month
	<input style="width: 20px;" type="text"/> : <input style="width: 20px;" type="text"/>	<input style="width: 20px;" type="text"/> : <input style="width: 20px;" type="text"/>	<input style="width: 100%;" type="text"/> <ul style="list-style-type: none"> <li>Sunday</li> <li>Monday</li> <li>Tuesday</li> <li>Wednesday</li> <li>Thursday</li> <li>Friday</li> <li>Saturday</li> <li>Weekend</li> <li>Workdays</li> </ul>	<input style="width: 100%;" type="text"/> <ul style="list-style-type: none"> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> <li>6</li> <li>7</li> <li>8</li> <li>9</li> <li>10</li> <li>11</li> <li>12</li> </ul>	<input style="width: 100%;" type="text"/> <ul style="list-style-type: none"> <li>January</li> <li>February</li> <li>March</li> <li>April</li> <li>May</li> <li>June</li> <li>July</li> <li>August</li> <li>September</li> <li>October</li> <li>November</li> <li>December</li> </ul>
	<b>Add</b>				
	<input type="checkbox"/> Keep Original CLD				
Calling Party Display	<input style="width: 95%;" type="text"/>				
Timeout Period (sec)	<input style="width: 95%;" type="text"/>				
	<input checked="" type="checkbox"/> Enable				
<span style="background-color: #4f81bd; color: white; padding: 2px 10px; border-radius: 3px;">Add</span> <span style="background-color: #0056b3; color: white; padding: 2px 10px; border-radius: 3px; margin-left: 5px;">+</span> <span style="background-color: #e6e6e6; padding: 2px 10px; border-radius: 3px; margin-left: 5px;">Cancel</span> <span style="background-color: #c00000; color: white; padding: 2px 10px; border-radius: 3px; margin-left: 5px;">✕</span>					

- **Keep Original CLD** – see above.
- **Calling Party Display** – see above.
- **Timeout Period (sec)** – indicate the period (in seconds) after which the call should be forwarded to this destination. The timeout is calculated from the moment of ringing of the previous call.
- **Enable** – with this checkbox, you can enable/disable the destination within follow-me calling.

4. Press **Add** button to add a new record to the Follow-me table.
5. You can modify the newly added records, by pressing Edit or Delete icons in the **Actions** column. Alternatively, you may want to adjust the order of called destinations by pressing the up and down arrows in the **Actions** column. The order in which destinations are listed in the **Follow-me** table matters only when you have selected *As listed* in the **Forwarding Type** list at the top of this page.

### 1.1.2 Answering Mode

In this part of the Extensions settings, answering mode should be defined in case of unanswered calls (by the reason of no answer, busy or switched off phone). Following options are available:

- **Ring Timeout** – time interval during which the call will be ringing before being forwarded to other destination or the voice mail.
- **Ring, forward, voice mail** – this option will ring the phone (if switched on), then will forward the call to the defined destination(s). If the call will not be picked by any of the forwarded destinations, it will be redirected to the voice mail of the original called party.
- **Ring, then forward** - this option will ring the phone (if switched on), then will forward the call to the defined destination(s). If the call will not be picked by any of the forwarded destinations, it will be terminated.
- **Ring, then voice mail** - this option will ring the phone (if switched on), then will forward to the voice mailbox of the called party.
- **Forward, then voice mail** - this option forward the call to the defined destination(s) by default without ringing it called party's phone. If the call will not be picked by any of the forwarded destinations, it will be redirected to the voice mailbox of the called party.
- **Ring only** – with this option, all incoming calls will only be ringing to the corresponding extension. If the call is not answer, it will be terminated.
- **Forward only** - with this option, all incoming calls will be forwarded by default.
- **Voice mail only** – with this option, all incoming calls will be redirected to the voice mailbox by default.
- **Reject** – with this option, all incoming calls will be rejected.

### 1.1.3 CLI Management

In this part of the Extensions settings, Caller ID (CLI) replacement mode should be indicated. Following options are available:

- **Default** – with this option, the caller ID will be displayed to the called party as it was received.
- **Hide CLI** – with this option, caller ID will be completely hidden to the called party.
- **Replace CLI** – with this option, the original caller ID can be replaced by a custom number. For this option, please provide what the caller ID should be replaced with.

## 1.2 Hunt Groups

From this sub-section you may configure Hunt Group feature. Hunt Grouping is an IP PBX feature that enables you to ring multiple destinations (simultaneously or in series) when the incoming call arrives.

Hunt groups can be used as an option of forwarding your incoming calls to multiple extensions. For details, see [Forwarding](#).

The screenshot shows the Voicebuy Customer Self-care Portal interface. At the top, there is a header with the Voicebuy logo, current balance (USD 13.50), and an 'Add Credit' button. Below the header is a navigation bar with icons for Outgoing SIP, IP PEX, Dialing Rules, Speed Dial, IVR Services, DID Management, Billing, Call History, and Profile. The main content area is titled 'Hunt Groups' and contains a table with the following data:

Hunt Group Name	Hunt Group Number	Extensions	Hunt Group Mode	Hunt Group Status	Actions
sales	111	123, 444	Least Used	Enabled	

At the bottom of the page, there is a copyright notice: © 2016 Voice Trader LLC.

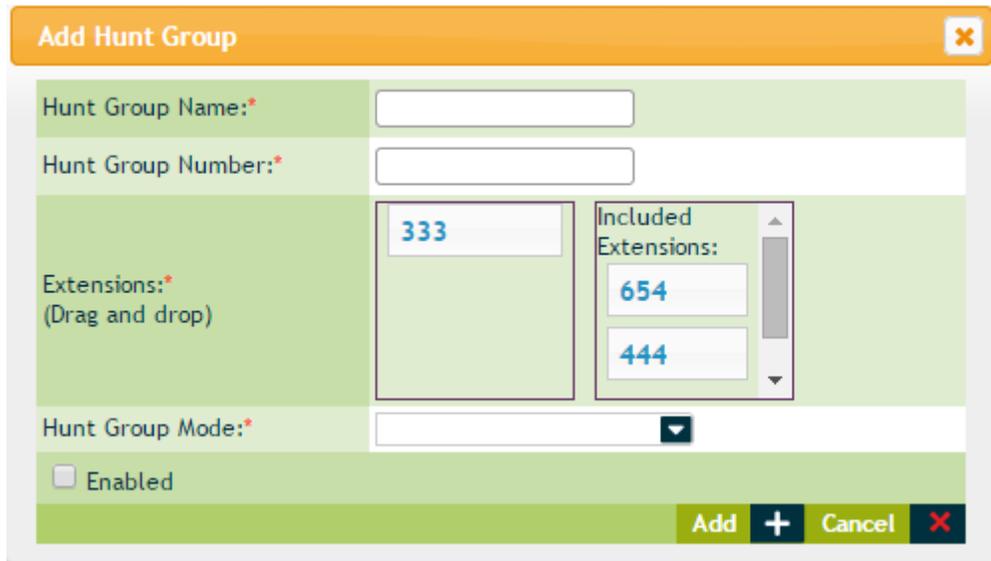
The Hunt Groups page consists of a table of existing hunt groups. The table displays the following data for each hunt group:

- **Hunt Group Name**
- **Hunt Group Number**
- **Extensions**
- **Hunt Group Mode**
- **Hunt Group Status**
- **Actions** – in this column hunt group edit and delete actions are available.

#### How to create a Hunt Group:

Press button to create new Hunt Group. In the opened window, provide:

- **Hunt Group Name** – this is the name of your hunt group.
- **Hunt Group Number** – this is the number of your hunt group. By calling this number, or forwarding a call from any extension to this number will send the calls to the extensions in this hunt group.

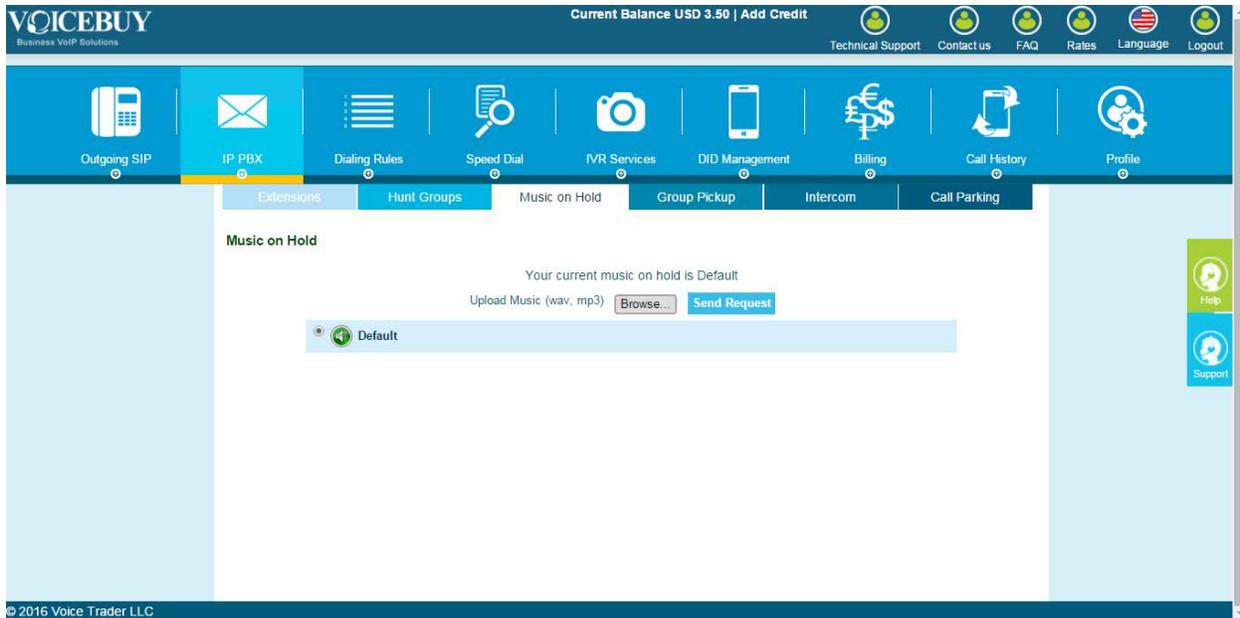


- **Extensions** – here you need to pick up the extensions in your hunt group. To do that, simply drag and drop the extension from the left to the right pane. Order the extensions as needed.  
**Note:** The order of the extensions is important if you will choose *Order* in the **Hunt Group Mode** list.
- **Hunt Group Mode** – here you need to select the sequence in which the selected extensions will ring: Order, Simultaneous, Random, and Least Used.
- **Enable** – this checkbox is used to enable/disable your hunt group:  
**Note:** Only enabled hunt groups can be accessed.

Once the data is provided, press **Add** to create the hunt group.

### 1.3 Music on Hold

From this sub-section you may upload the audio files to be used as a music on hold. Only .wav and .mp3 files are allowed to be uploaded.



#### How to Upload Music on Hold:

1. Press **Browse** button and choose a file from your PC.
2. When the file is uploaded, press **Send Request** to notify Voicebuy Self-Care portal administrator about the newly uploaded Music on Hold file. A notification will be sent to administrator who will activate the Music on Hold file.
3. You will be able to see the uploaded files in your account shortly after the notification is sent. You will be able to manage the Music on Hold files – delete and activate.

#### How to Restore default Music on Hold:

Locate the default Music on Hold file from the list of uploaded files, and press **Restore**.

## 1.4 Group Pickup

This page is used to configure the **Group Pickup** feature which is used for enabling call pickup at a remote destination. For example, in the office, if the call of one desk is ringing and another desk owners wish to pick up the call, they may achieve that by dialing the corresponding prefix.

Use **Enable** checkbox to enable **Group Pickup** functionality and enter the pickup prefix to the **Group Pickup Prefix** field.

The screenshot displays the Voicebuy Customer Self-care Portal interface. At the top, the logo 'VOICEBUY Business VoIP Solutions' is on the left, and 'Current Balance USD 3.50 | Add Credit' is on the right. A navigation bar contains links for Technical Support, Contact us, FAQ, Rates, Language, and Logout. Below this is a main menu with icons for Outgoing SIP, IP PBX, Dialing Rules, Speed Dial, IVR Services, DID Management, Billing, Call History, and Profile. A secondary menu highlights 'Extensions', 'Hunt Groups', 'Music on Hold', 'Group Pickup', 'Intercom', and 'Call Parking'. The 'Group Pickup' page is active, showing a form with 'Enabled:' checked, 'Group Pickup Prefix:' set to '111', and a 'Save' button. A 'Help' and 'Support' sidebar is visible on the right. The footer reads '© 2016 Voice Trader LLC'.

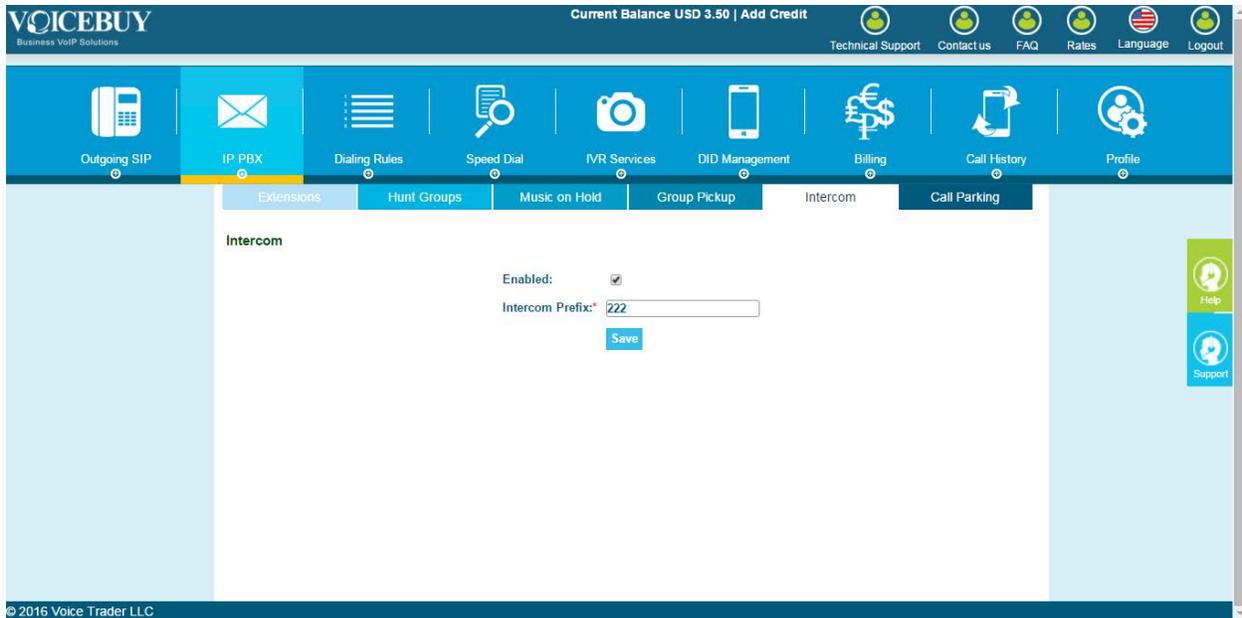
## 1.5 Intercom

This page is used to configure the Intercom feature which is used for intercom/selector calls within organization. This may be used in case of announcements.

**Note:** To use Intercom feature, corresponding IP phones should be installed at the called destination.

By dialing the **Intercom Prefix** followed by the extension number, the Intercom call will be activated, i.e. instead of regular ringing, the called phone's speaker will switch on and caller will be able to make the announcement.

Use **Enable** checkbox to enable **Intercom** functionality and enter the Intercom prefix to the **Intercom Prefix** field.



## 1.6 Call Parking

This page is used to configure the Call Parking feature which is used for call park and then pick up at a remote destination. For example, in the office, if you received a call, which you would like to pick up from another desk or room, you can park the call and hang up, then relocate to another destination and pick up the parked call by dialing the corresponding prefix followed by the extension number who parked the call. When the call is parked, the system will generate a *Park Code* and will play it to you. To release a parked call, you should dial the *Release Prefix* followed by the *Park Code*.

Use **Enable** checkbox to enable **Call Park** functionality and enter the park and release prefixes to the **Park Prefix** and **Release Prefix** fields correspondingly.

