

1. IVR Services

This section is used to configure the following services:

- **Calling Cards** – this service allows to place international VoIP calls independent on the country you are currently located. To use this service, you need to create a calling card under your account, get the PIN number generated by the system, call the Access Number in your area and connect to the Voicebuy IVR number and enter your PIN. You will get a possibility to make a call and use other Voicebuy IP PBX features. The calls will be charged from your account balance according to the selected calling plan.
- **Call Back** – this is an alternative service to place and receive VoIP calls in case there is no fast internet connection or access numbers available in the specific country. This is effective for long distance or expensive calls, when calls from the called destination are cheaper. To use this service, you need to register your caller ID in Voicebuy IP PBX. When you will call from the registered number and hung up during the ring tones, the system will call you back and will offer you to make a call and use other Voicebuy IP PBX features. Both logs of the call (from IP PBX to your number and from IP PBX to the destination) will be charged from your account balance according to the selected calling plan.
- **Pinless** – this service is very similar to calling card, but instead of PIN authentication, it is authenticating your user by the caller ID. To use this service, you need to register your caller ID. It can be a number in a country where you will be travelling. By calling from that number to the Voicebuy IVR number, the system will automatically detect your caller ID and will connect you to your account. You will get a possibility to make a call and use other Voicebuy IP PBX features. The calls will be charged from your account balance according to the selected calling plan.

The screenshot shows the Voicebuy Customer Self-care Portal interface. At the top, there is a navigation bar with the Voicebuy logo and the text "Business VoIP Solutions". To the right of the logo, it says "Current Balance USD 13.50 | Add Credit". Further right are icons for "Technical Support", "Contact us", "FAQ", "Rates", "Language", and "Logout". Below the navigation bar is a main menu with icons for "Outgoing SIP", "IP PBX", "Dialing Rules", "Speed Dial", "IVR Services" (highlighted), "DID Management", "Billing", "Call History", and "Profile".

The main content area is titled "IVR Services". It features two dropdown menus: "United States" and "US-NY". Below these are sections for "Calling Card and Pinless" and "Call Back", each with an "Add +" button. The "Calling Card and Pinless" section shows a "Local Access Number: 16465175026" and a table with columns "PIN", "Calling Plan", and "Actions". The "Call Back" section shows a "Local Access Number: 16465175038" and a table with columns "Caller ID", "Calling Plan", "IVR Language", and "Actions".

Calling Plan	Actions
Premium+ IVR	✖
Premium IVR	✖

Caller ID	Calling Plan	IVR Language	Actions
016465175050	Premium IVR	Spanish	✖

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Before starting the configuration in this section, please select the **Country** and **State** (if applicable) of your location. The system will display the **Toll Free Access Number** and **Local**

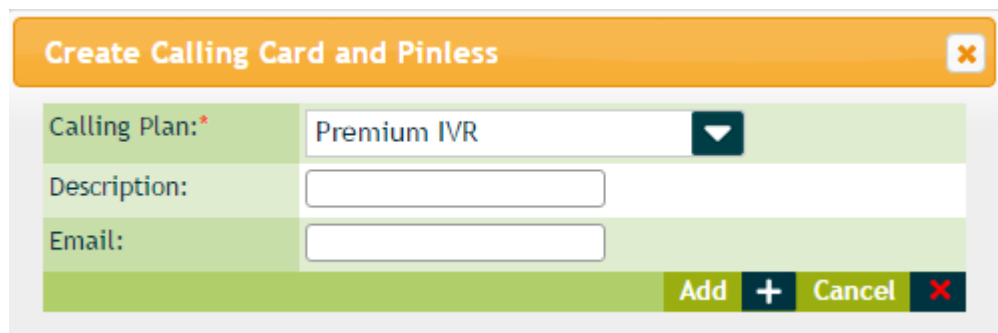
Access Number for the selected Country. These numbers are used to access IVR for using Calling Card, Call Back and Pinless services.

Attention: Although most of the Toll-free access numbers are supposed to be free, some regional surcharges may still apply. Please consult with your operator prior to using these numbers.

How to Create a Calling Card and Pinless:

Press **Add +** button to create new Calling Card and Pinless record.

- Choose a Calling Plan from the drop-down list.
- Indicate optional **Description** and an **Email** address for the Calling Card and Pinless.
- Press **Add** to create a Calling Card and Pinless. In the confirmation message, you will be offered to send the calling card details to your email.



The screenshot shows a web form titled "Create Calling Card and Pinless". The form has a light green background and an orange header bar with the title and a close button (X). The form contains three input fields: "Calling Plan:" with a dropdown menu showing "Premium IVR", "Description:", and "Email:". At the bottom right, there are two buttons: "Add +" and "Cancel X".

Once the Calling Card or Pinless is added, its PIN number will be automatically generated and displayed in the Calling Cards and Pinless table. From the same table, you can also edit calling card record by modifying the calling plan it is attached to, or delete the calling card from the list.

Now, as the Calling Card or Pinless is created, you can call the **Toll Free Access Number** or **Local Access Number** indicated at the top of this page and by entering the generated PIN, make VoIP calls using the corresponding calling plan.

How to Create Call Back:

Press **Add +** button to create new Call Back record.

- Choose a Calling Plan from the drop-down list.
- Select the preferred IVR Language.
- Indicate the Caller ID from which the incoming calls will be placed. Insert the phone number in international format.
- Indicate optional **Description** and an **Email** address for the Call Back record.
- Press **Add** to create a Call Back record. In the confirmation message, you will be offered to send the Call Back record details to your email.

Create Call Back ✕

Calling Plan:*	Premium IVR ▼
IVR Language:*	▼
Caller ID ? :*	<input type="text"/>
Description:	<input type="text"/>
Email:	<input type="text"/>

Add **+** **Cancel** **✕**

Now, as the Call Back record is created, you can call the **Toll Free Access Number** or **Local Access Number** indicated at the top of this page from the indicated Caller ID and wait until you will be connected to your account to make a call or hang up on the ringing tones so that the system will call you back.