

MyOffice PBX

Quick-Start Guide

www.ipcomms.net

Table of Contents

| | |
|---|----|
| MyOffice PBX | 1 |
| #1 BASIC ACCOUNT SETTINGS..... | 3 |
| #2 CREATING YOUR FIRST EXTENSION..... | 4 |
| CREATING BLOCKS OF EXTENSIONS (BULK)..... | 10 |
| Here are a list of fields and their function:..... | 15 |
| #3 REGISTERING PHONES..... | 16 |
| GRANDSTREAM..... | 20 |
| #4 INBOUND ROUTING (DESTINATIONS)..... | 23 |
| #5 OUTBOUND CALL ROUTING | 26 |
| #6 CREATING YOUR FIRST RING GROUP..... | 27 |
| What is a ring group?..... | 27 |
| Adding your first Ring Group..... | 27 |
| Additional Field Information:..... | 30 |
| #7 CREATING YOUR RECORDINGS..... | 31 |
| Recording via phone:..... | 31 |
| Uploading a Recording..... | 31 |
| #8 CREATING AN AUTO ATTENDANT (IVR)..... | 33 |
| Before you begin, these steps will need to have already been completed in order to proceed with IVR creation:..... | 33 |
| TROUBLESHOOTING..... | 37 |

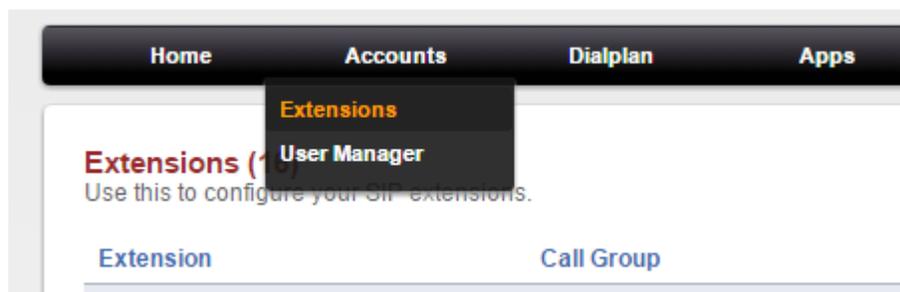
#1 BASIC ACCOUNT SETTINGS

| Home | Accounts | Dialplan | Apps | Status |
|--|----------|---|------|--------|
| Account Settings Edit account information. | | | | |
| User Info | | | | |
| Username | | ckent@dailyplanet.org | | |
| Password | | <input type="text"/> | | |
| Confirm Password | | <input type="text"/> | | |
| Additional Info | | | | |
| Status | | <input type="text" value="▼"/> Select a user status. | | |
| Language | | <input type="text" value="▼"/> Select the language. | | |
| Time Zone | | <input type="text" value="▼"/> Select the default time zone. | | |

#2 CREATING YOUR FIRST EXTENSION

In this example, we will be creating our first user extensions. There are two methods of creating extensions. You can create them one-by-one, or if you have several extensions to create, you can [create extensions in blocks](#). In addition to this tutorial, we have [a how to create extensions in MyOffice PBX video](#).

1. Begin by logging into MyOffice PBX. From the user dashboard, click “Accounts” on the main menu bar, then select “Extensions”.



2. From here you will see a list of your existing extensions. If this is the first time setting up your PBX, you should see that we have created the first 5 extensions for you. To begin, click the Add button located to the right of your screen.

Extensions (0)

Use this to configure your SIP extensions.

EXPORT

SEARCH

| Extension | Call Group | Context | Enabled | Description |
|-----------|------------|---------|---------|-------------|
|-----------|------------|---------|---------|-------------|



Next we will begin filling out our extension information. For this example, we will only cover the 5 fields needed to create a working extension. All other fields displayed will be left as-is. MyOffice PBX support between 2 and 7 digit extensions. For our example, we'll be using a 4 digit extension. We will be setting up extension 1005.

3. So, in the Extension field, enter 1005 and in the Voicemail Password field, create the user a numerical password (in our example we used "44444").
4. Next, we'll set the **Effective caller ID** name. In this example, we will use the name "Evan Michaels" and the **Effective caller ID** number will be "1005". This information will be displayed to other internal PBX users.
5. The next fields that we will address are the **Outbound Caller ID Name**. Again, we will enter "Evan Michaels", and the **Outbound Caller ID Number**, again for our example, we will enter the extension "1005".

| | | |
|-----------------------------|--|--|
| Extension | <input type="text" value="1005"/> | Enter the alphanumeric extension. The default configuration allows 2 - 7 digit extensions. |
| Number Alias | <input type="text"/> | If the extension is numeric then number alias is optional. |
| Range | <input type="text" value="1"/> | Enter the number of extensions to create. Increments each extension by 1. |
| Voicemail Password | <input type="text" value="4444"/> | Enter the numeric voicemail password here. |
| Effective Caller ID Name | <input type="text" value="Evan Michaels"/> | Enter the internal caller ID name here. |
| Effective Caller ID Number | <input type="text" value="1005"/> | Enter the internal caller ID number here. |
| Outbound Caller ID Name | <input type="text" value="Evan Michaels"/> | Enter the external (public) caller ID name here. |
| Outbound Caller ID Number | <input type="text" value="1005"/> | Enter the external (public) caller ID number here. |
| Emergency Caller ID Name | <input type="text"/> | Enter the emergency caller ID name here. |
| Emergency Caller ID Number | <input type="text"/> | Enter the emergency caller ID number here. |
| Directory Full Name | <input type="text"/> | Enter the first name followed by the last name. |
| Directory Visible | <input type="text" value="True"/> | Select whether to hide the name from the directory. |
| Directory Extension Visible | <input type="text" value="True"/> | Select whether announce the extension when calling the directory. |
| Limit Max | <input type="text" value="5"/> | Enter the max number of outgoing calls for this user. |
| Limit Destination | <input type="text"/> | |

6.Next, check that the Enabled field is set to true (scroll down to the bottom of the page)
– which it should be since this is a new extension.

| | |
|-----------------------------|--|
| | Select whether to hide the name from the directory. |
| Directory Extension Visible | <input type="text" value="True"/> ▼ Select whether announce the extension when calling the directory. |
| Limit Max | <input type="text" value="5"/> Enter the max number of outgoing calls for this user. |
| Limit Destination | <input type="text"/> Enter the destination to send the calls when the max number of outgoing calls has been reached. |
| Voicemail Enabled | <input type="text" value="True"/> ▼ Enable/disable voicemail for this extension. |
| Voicemail Mail To | <input type="text"/> Enter the email address to send voicemail to (optional). |
| Voicemail File | <input type="text" value="Audio File Attachment"/> ▼ Select a listening option to include with the email notification. |
| Voicemail Keep Local | <input type="text" value="True"/> ▼ Choose whether to keep the voicemail in the system after sending the email notification. |
| Call Timeout | <input type="text" value="30"/> Enter the call timeout. |
| Call Group | <input type="text"/> Enter the user call group here. Groups available by default: sales, support, billing. |
| Record | <input type="text" value="Disabled"/> ▼ Choose whether to record local, inbound, outbound, or all. |
| Hold Music | <input type="text" value="Default"/> ▼ Select the MOH Category here. |
| | ADVANCED |
| Enabled | <input type="text" value="True"/> ▼ Set the status of the extension. |
| Description | <input type="text"/> |

SAVE

7. From here, we'll just click "Save" and our new extension number 1005 has been created and should be displayed in our extensions list

8. The last step is to retrieve your newly create extension's password, which will have been automatically created. To locate your SIP username and SIP password, just click on the "Edit" button, on the right, you'll see that there's an additional field now showing. This is your "Password" field. If you click on this field, the asterisks will clear, and you will see that your extension's SIP password is displayed. Your SIP username is simply your extension number. (in our case 1005).

Extension

| | | | |
|-------------------------------|----------------------------|---|---|
| This is your SIP Username -> | Extension | <input type="text" value="1005"/> | <small>Enter the alphanumeric extension. The default configuration allows 2 - 7 digit extensions.</small> |
| | Number Alias | <input type="text"/> | <small>If the extension is numeric then number alias is optional.</small> |
| This is your SIP Password - > | Password | <input type="text" value="KrYPt0n1An"/> | <small>Enter the password here.</small> |
| | User List | <input type="text"/> ADD | <small>Assign the users that are assigned to this extension.</small> |
| | Voicemail Password | <input type="text" value="7004157"/> | <small>Enter the numeric voicemail password here.</small> |
| | Device Provisioning | | |

You've now created a new extension (#1005). Next, you will need to register a phone to this extension in order to begin placing and receiving calls.

CREATING BLOCKS OF EXTENSIONS (BULK)

Additionally, we can create extensions in blocks. So if you have a large number of extensions that you would like to setup, you can do them all at once with just one change.

- 1.To do this, just go back to the extensions page (**Accounts -> Extensions**)from the main menu.
- 2.To create a total of 10 additional extensions... say 1006-1015. We can, simply click the “plus” button, and go to the extensions creation page.
- 3.From here, we'll enter extension 1006 in the **Extensions** field.
- 4.Next, we'll want to set the range (or quantity of extensions) to be a total of 10. So we'll use the drop-down and select "10" as our block quantity.

5.We'll then scroll down and ensure that "True" is again enabled.

| | |
|-----------------------------|---|
| | Select whether to hide the name from the directory. |
| Directory Extension Visible | <input type="text" value="True"/> Select whether announce the extension when calling the directory. |
| Limit Max | <input type="text" value="5"/> Enter the max number of outgoing calls for this user. |
| Limit Destination | <input type="text"/> Enter the destination to send the calls when the max number of outgoing calls has been reached. |
| Voicemail Enabled | <input type="text" value="True"/> Enable/disable voicemail for this extension. |
| Voicemail Mail To | <input type="text"/> Enter the email address to send voicemail to (optional). |
| Voicemail File | <input type="text" value="Audio File Attachment"/> Select a listening option to include with the email notification. |
| Voicemail Keep Local | <input type="text" value="True"/> Choose whether to keep the voicemail in the system after sending the email notification. |
| Call Timeout | <input type="text" value="30"/> Enter the call timeout. |
| Call Group | <input type="text"/> Enter the user call group here. Groups available by default: sales, support, billing. |
| Record | <input type="text" value="Disabled"/> Choose whether to record local, inbound, outbound, or all. |
| Hold Music | <input type="text" value="Default"/> Select the MOH Category here. |
| ADVANCED | |
| Enabled | <input type="text" value="True"/> Set the status of the extension. |
| Description | <input type="text"/> |

SAVE

6.And finish by clicking “Save”

7.Now if you go back to the the extensions page (**Accounts -> Extensions**), you'll see that you've now created 10 additional extensions, numbered 1006 through 1015 and they're all showing that they are enabled.

Home Accounts Dialplan Apps Status

Extensions (16)
Use this to configure your SIP extensions.

 SEARCH

8. From this point you can edit each extension individually, by clicking the edit button next to each extension and customize each user.

Here are a list of fields and their function:

- Extension:This is the extension number or name if used with Number Alias
- Number Alias:Number extension if extension is a name
- Password:mouse over to see the password
- User List:Add a user for this extension to login to the PBX GUI interface
- Voicemail Password:Password for this extensions voicemail
- Device Provisioning:Used for hardware devices like voip phones and ata's
- Account Code:Can be used for billing
- Effective Caller ID Name:Used for internal caller id
- Effective Caller ID Number:Used for internal caller id
- Outbound Caller ID Name:Used for external (public) caller id
- Outbound Caller ID Number:Used for external (public) caller id
- Emergency Caller ID Name:Can be set to a national standard or local emergency entity
- Emergency Caller ID Number:Can be set to a national standard or local emergency entity

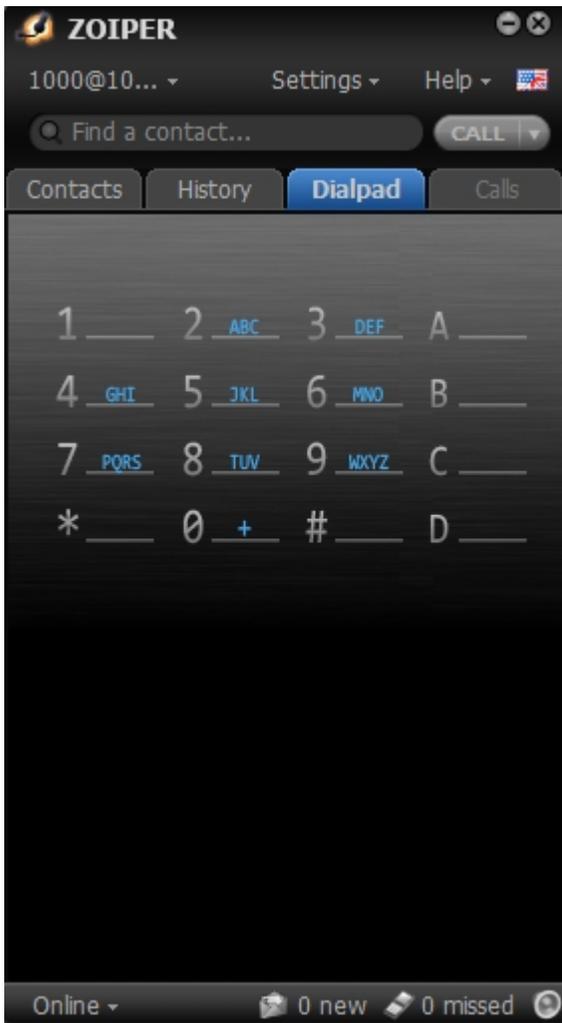
#3 REGISTERING PHONES

Note: Zoiper can be used on several operating systems and mobile devices.

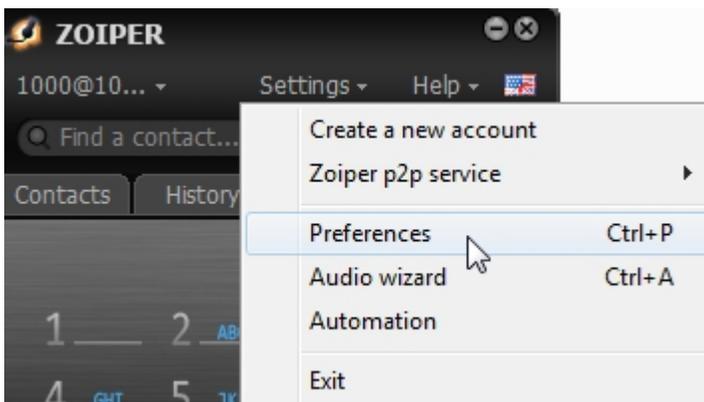
1. Download the software. ... Zoiper: <http://www.zoiper.com/>
2. Install the software.
3. If the software isn't open click the Zoiper icon to open from the desktop or start menu.



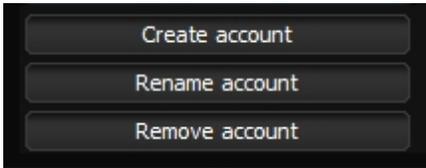
4. Click on Settings



5. Click on Preferences

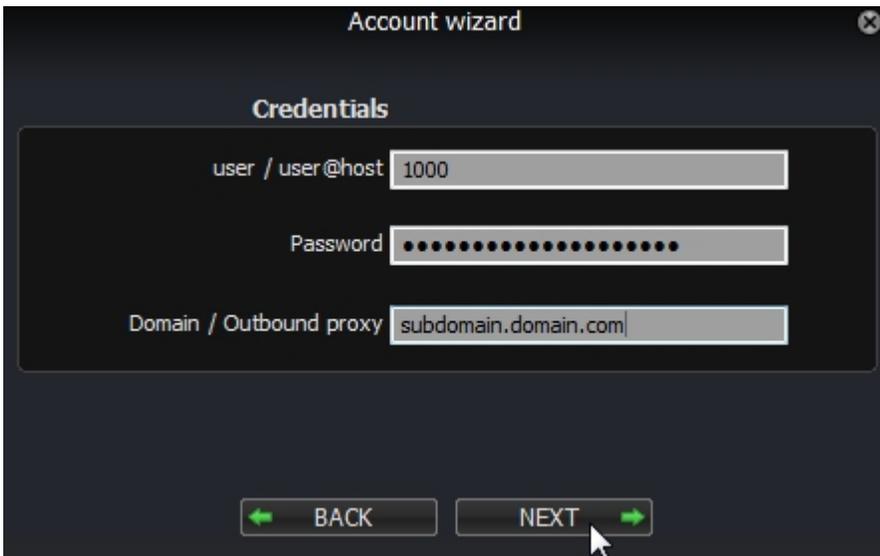


6. Click on Create account



7. Enter the user, password and domain name that you created in step #2 Creating Extensions.

user: 1000
password: the password
domain: sub.domain.com



8. Click ok. You should have Registered at the top right

The image shows a configuration window for SIP account options. At the top, there are four tabs: "General" (selected), "Extra", "Codec", and "Advanced". The window is titled "SIP account options" and "Registered".

SIP account options

Domain :

Username :

Password :

Caller ID Name :

Outbound options

Auth. username :

Use outbound proxy

Outbound proxy :

Register Unregister

Cancel OK

•Troubleshooting tips

- Check, double check that the correct extension number and password is being used.
- Check Fail2ban and see if the ip got blocked.
- Make sure you have created an DNS A record for the domain being used and there are no typos
- Nat, firewalls and router settings. Some brands of routers can cause issues. Google the make and model of router or firewall appliance for common settings or remedies.
- Visit Zoiper Community Support <http://community.zoiper.com/>

GRANDSTREAM

Registering an Extension using a hardware phone or adapter (ata) using Grandstream.

Grandstream is a very common and reliable vendor of SIP based business phones, multi-media phones and VoIP analog telephone adapters. In our example we will register an analog telephone adapter (ata) model HT701.

1.To begin, go to the device ip address. The default password should be admin. Enter admin and click login



The screenshot shows the Grandstream Device Configuration login interface. It features a blue header with the text "Grandstream Device Configuration". Below the header is a yellow background area containing a "Password" label, a text input field with a small asterisk icon on the right, and a "Login" button. At the bottom of the page, there is a blue footer with the text "All Rights Reserved Grandstream Networks, Inc. 2006-2015".

2.Click on theFXS PORTtab on the top right.

PrimarySipServer:subdomain.domain.com
FailoverSIPServer:subdomain1.domain.com(thiscanbeleftblankorcanusePrimaryifonly1sipserver)
SIPUserID:1000
AuthenticatedPassword:thepassword

Click Update then click Apply at the bottom

Grandstream Device Configuration

| STATUS | BASIC SETTINGS | ADVANCED SETTINGS | FXS PORT |
|--|---|---|----------|
| Account Active: | <input type="radio"/> No <input checked="" type="radio"/> Yes | | |
| Primary SIP Server: | <input type="text" value="subdomain.domain.com"/>  | (e.g., sip.mycompany.com, or IP address) | |
| Failover SIP Server: | <input type="text" value="subdomain1.domain.com"/> | (Optional, used when primary server no response) | |
| Prefer Primary SIP Server: | <input checked="" type="radio"/> No <input type="radio"/> Yes | (yes - will register to Primary Server if Failover registration expires) | |
| Outbound Proxy: | <input type="text"/> | (e.g., proxy.myprovider.com, or IP address, if any) | |
| Allow DHCP Option 120(override SIP server): | <input checked="" type="radio"/> No <input type="radio"/> Yes | | |
| SIP Transport: | <input type="radio"/> UDP <input checked="" type="radio"/> TCP <input type="radio"/> TLS | (default is UDP) | |
| NAT Traversal: | <input checked="" type="radio"/> No <input type="radio"/> Keep-Alive <input type="radio"/> STUN <input type="radio"/> UPnP | | |
| SIP User ID: | <input type="text" value="1000"/> | (the user part of an SIP address) | |
| Authenticate ID: | <input type="text"/> | (can be identical to or different from SIP User ID) | |
| Authenticate Password: | <input type="text" value="●●●●●●●●"/> |  (purposely not displayed for security protection) | |
| Name: | <input type="text"/> | (optional, e.g., John Doe) | |
| DNS Mode: | <input checked="" type="radio"/> A Record <input type="radio"/> SRV <input type="radio"/> NAPTR/SRV | | |
| Tel URI: | <input type="text" value="Disabled"/> | | |
| SIP Registration: | <input type="radio"/> No <input checked="" type="radio"/> Yes | | |
| Unregister On Reboot: | <input checked="" type="radio"/> No <input type="radio"/> Yes | | |
| Outgoing Call without Registration: | <input type="radio"/> No <input checked="" type="radio"/> Yes | | |

3. Click the Status tab on the top left. You should see the Registration as Registered and the User ID 1000

Grandstream Device Configuration

STATUS

BASIC SETTINGS

ADVANCED SETTINGS

FXS PORT

MAC Address: WAN-- 00:0B:82:53:21:2A (Device MAC)

IP Address: 192.168.1.100

Product Model: HT701

Hardware Version: V3.0A Part Number -- 9614001930A

Software Version: Program-- 1.0.8.2 Bootloader -- 1.0.0.7 Core -- 1.0.8.2 Base -- 1.0.8.2
CPE --

System Up Time: 09:05:48 up 15 days

PPPoE Link Up: Disabled

NAT: Unknown NAT

Port Status:

| | | | |
|------|---------|---------|--------------|
| Port | Hook | User ID | Registration |
| FXS | On Hook | 1000 | Registered |

Port Options:

| | | | | |
|------|-----|---------|--------------|-----------------|
| Port | DND | Forward | Busy Forward | Delayed Forward |
| FXS | No | | | |

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- Troubleshooting tips
- Check, double check that the correct extension number and password is being used.
- Reboot the device.
- Check Fail2ban and see if the ip got blocked.
- Make sure you have created a DNS A record for the domain being used and there are no typos
- Nat, firewalls and router settings. Some brands of routers can cause issues. Google the make and model of router or firewall appliance for common settings or remedies.
- Visit Grandstream Support <http://www.grandstream.com/support>

#4 INBOUND ROUTING (DESTINATIONS)

Before you begin, be sure that you have a DID setup in your IPComms user portal (www.myipcomms.net) and that it is pointing to your PBX (this should have been done for you during sign up). [Contact IPComms customer service](#) if you have any questions.

Configure Inbound Destinations:

Select Dial plan from the drop-down list and then click Destinations.



Click on the



button on the right.

Destinations (0)

SHOW ALL

SEARCH

Inbound destinations are the DID/DDI, DNIS or Alias for inbound calls.

| Type | Destination | Context | Enabled | Description |
|------|-------------|---------|---------|-------------|
|------|-------------|---------|---------|-------------|



Make sure **Type** is "Inbound", then enter your DID number into the **Destination** field.

Select where you want your inbound call to be delivered by making a selection in the **Action** drop-down field.

Then make sure **Enabled** is "True" and click save.

Destination

BACK SAVE

Inbound destinations are the DID/DDI, DNIS or Alias for inbound calls.

| | |
|-----------------------|---|
| Type | Inbound <input type="button" value="v"/> Select the type. |
| Destination | 555-867-5309 <input type="button" value="i"/> Enter the destination. |
| Context | public Enter the context. |
| Actions | 100 <input type="button" value="v"/> <input type="button" value="l"/> Extensions <input type="button" value="l"/> 100 101 102 103 104 105 106 107 108 109 Voicemails 100 101 102 103 104 105 106 |
| Caller ID Name Prefix | <input type="text"/> ame. |
| Account Code | <input type="text"/> |
| Domain | <input type="text"/> |
| Enabled | <input type="checkbox"/> <input type="text"/> estination. |
| Description | <input type="text"/> estination (optional). |

SAVE

In the example above, when someone calls the phone number (DID) 555-867-5309, the call will be forwarded to extension 100.

#5 OUTBOUND CALL ROUTING

Outbound call routing is automatically setup by IPComms. There is no need to make any outbound routing changes.

#6 CREATING YOUR FIRST RING GROUP

What is a ring group?

A ring group (or department) is a list of employee phones that share a similar office function, such as Sales or Service. When a call is made to a group, the caller is first placed on hold while MyOffice PBX begins to "hunt" for someone to answer the call in one of several ways

Adding your first Ring Group

While there are several options for customizing your User Group, for the purposes of this quick start guide, we will create a Ring Group that will have an extension of 200. Within this ring group, we will add 4 extensions (previously created), that will all ring at the same time when a call comes in to this Ring Group, or someone dials extension 200 internally. When any one of the 4 extensions answers the call, all other phones will stop ringing.

- 1. Click the + to create a ring group.**

Ring Groups

A ring group is a set of destinations that can be called with a ring strategy.

| Name | Extension | Enabled | Tools | Description |
|------|-----------|---------|-------|-------------|
|------|-----------|---------|-------|-------------|



2. Fill out the required fields below:

- NAME:**Give the Ring Group a name, by entering it in the **Name** field. In this example, the group will be called "Sales".
- EXTENSION:**In the Extension box we entered an extension number that is NOT already created elsewhere in the system (200). This will be the extension of the actual Ring Group. This will allow internal users to call all phones in this group at the same time by dialing extension 200.This new extension (200) will not show up in the extensions list (Accounts -> Extensions) as it is not a user extension.
- STRATEGY:**The strategy will be Simultaneous.
- DESTINATIONS:**We added 4 extensions that were previously created, and are found in the extensions list (Accounts -> Extensions) (101, 102,103, 104).

Ring Group

A ring group is a set of destinations that can be called with a ring strategy.

BACK

SAVE

| Name | <input type="text" value="Sales"/> | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------------|---|-----------------------------------|------------------------|---------|--------|----------------------------------|----------------------------------|-----------------------------------|------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------|----------------------------------|----------------------------------|-----------------------------------|------------------------|----------------------|----------------------------------|-----------------------------------|------------------------|
| | Enter a name. | | | | | | | | | | | | | | | | | | | | | | | | |
| Extension | <input type="text" value="200"/> | | | | | | | | | | | | | | | | | | | | | | | | |
| | Enter the extension number. | | | | | | | | | | | | | | | | | | | | | | | | |
| Strategy | <input type="text" value="Simultaneous"/> ▼ | | | | | | | | | | | | | | | | | | | | | | | | |
| | Select the ring strategy. | | | | | | | | | | | | | | | | | | | | | | | | |
| Destinations | <table border="1"> <thead> <tr> <th>Destination</th> <th>Delay</th> <th>Timeout</th> <th>Prompt</th> </tr> </thead> <tbody> <tr> <td><input type="text" value="101"/></td> <td><input type="text" value="0"/> ▼</td> <td><input type="text" value="30"/> ▼</td> <td><input type="text"/> ▼</td> </tr> <tr> <td><input type="text" value="102"/></td> <td><input type="text" value="0"/> ▼</td> <td><input type="text" value="30"/> ▼</td> <td><input type="text"/> ▼</td> </tr> <tr> <td><input type="text" value="103"/></td> <td><input type="text" value="0"/> ▼</td> <td><input type="text" value="30"/> ▼</td> <td><input type="text"/> ▼</td> </tr> <tr> <td><input type="text" value="104"/></td> <td><input type="text" value="0"/> ▼</td> <td><input type="text" value="30"/> ▼</td> <td><input type="text"/> ▼</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text" value="0"/> ▼</td> <td><input type="text" value="30"/> ▼</td> <td><input type="text"/> ▼</td> </tr> </tbody> </table> <p>Add destinations and parameters to the ring group.</p> | Destination | Delay | Timeout | Prompt | <input type="text" value="101"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | <input type="text" value="102"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | <input type="text" value="103"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | <input type="text" value="104"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | <input type="text"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ |
| Destination | Delay | Timeout | Prompt | | | | | | | | | | | | | | | | | | | | | | |
| <input type="text" value="101"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | | | | | | | | | | | | | | | | | | | | | | |
| <input type="text" value="102"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | | | | | | | | | | | | | | | | | | | | | | |
| <input type="text" value="103"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | | | | | | | | | | | | | | | | | | | | | | |
| <input type="text" value="104"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | | | | | | | | | | | | | | | | | | | | | | |
| <input type="text"/> | <input type="text" value="0"/> ▼ | <input type="text" value="30"/> ▼ | <input type="text"/> ▼ | | | | | | | | | | | | | | | | | | | | | | |
| Timeout Destination | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | |
| | Select the timeout destination for this ring group. | | | | | | | | | | | | | | | | | | | | | | | | |
| CID Name Prefix | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | |

Additional Field Information:

- **Name** Simply the meaningful name of the Ring group (shows after the Extension in menu selections).
- **Extension** The Dial-able extension for this group standard config states as a 2-7 number extension.
- **Strategy** The selectable way in which the destinations are being used.
 - Simultaneous: Rings all defined Destinations.
 - Sequence: Where order that is lower goes first.
 - Enterprise: Works with follow me.
 - Rollover: calls destinations in sequence and skips busy destinations.
 - Random : A random destination will ring.
- **Destinations** The extensions that this ring group applies to.
- **Timeout Destination:**The extensions that the call will be forwarded to in case the original destination times out.
- **Prompt** Where you determine if the call must have a dial to confirm before a pickup event.
- **CID Name Prefix** The string that is added to the caller ID when it displays on the ringing extension.
- **CID Number Prefix** The Number that is added to the caller ID when it displays on the ringing extension.
- **Ring Back** What the caller hears when they are waiting for the Destinationsto answer.
- **Context** The grouping that this ring group will search as specified in the configuration of your Extensions (if this excludes an extension it will not ring)

#7 CREATING YOUR RECORDINGS

Recording via phone:

1. Dial ‘*732 and wait for the voice prompt
2. Enter the password (found in your initial provisioning letter), followed by the pound sign #.
3. You will be prompted to enter an ID number. This will be the file name of the recording you just created (e.g. recording100.wav). Enter at least a 3 digit number.
4. You can now begin recording your message. When finished, press the pound key #.
5. Press 1 to accept and save the recording then hang up or press 2 to start over.

Recordings

Browse...

No file selected.

UPLOAD

Dial *732 to create a recording, or (for best results) upload a 16bit 8khz/16khz mono WAV file.

| Recording Name | Tools | Description | |
|-------------------|---|-------------|---|
| recording11.wav |   | |   |
| recording123.mp3 |   | |   |
| recording2000.wav |   | |   |
| recording3333.wav |   | |   |

Uploading a Recording

In the top right corner of the Recordings page (Apps->Recordings), you will find the upload tool. This will allow you to upload custom pre-recorded messages to your PBX. Simply click **Choose File** and browse to the .wav file located on your local device. Once uploaded, the file will display in the Recordings list below.

(VERY IMPORTANT TIP: You must use .wav files to upload to MyOffice PBX. Mp3 and other formats will upload, but will not work).

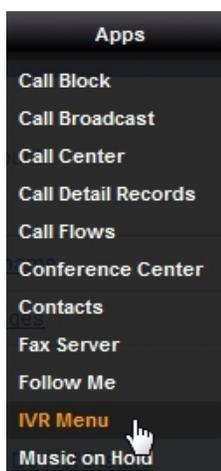
| Home | Accounts | Dialplan | Apps | Status | | | | |
|--|--------------------------------|----------|------|--------|----------------|-----------|----------------------------|--------------------------------|
| <h2>Recordings</h2> <p>Dial *732 to create a recording, or (for best results) upload a 16bit 8khz/16khz mono WAV file.</p> <table border="1"><thead><tr><th>Recording Name</th><th>File Name</th></tr></thead><tbody><tr><td>Generic PBX IVR - Ordering</td><td>Generic_PBX_IVR_-_Ordering.wav</td></tr></tbody></table> | | | | | Recording Name | File Name | Generic PBX IVR - Ordering | Generic_PBX_IVR_-_Ordering.wav |
| Recording Name | File Name | | | | | | | |
| Generic PBX IVR - Ordering | Generic_PBX_IVR_-_Ordering.wav | | | | | | | |

#8 CREATING AN AUTO ATTENDANT (IVR)

Before you begin, these steps will need to have already been completed in order to proceed with IVR creation:

- You should have already created, uploaded or recorded voice prompts in Step #7. This is what your callers will hear when they reach the IVR.
- You should have already created a few phone extensions that the IVR can route calls to.

1. To begin, go to the IVR menu by clicking on Apps then selecting IVR from the drop-down list.



Here you will find the IVR Menu page: Click the + "plus" sign to create a new IVR menu.

IVR Menu

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

| Name | Extension | Direct Dial | Enabled | Description |  |
|------|-----------|-------------|---------|-------------|---|
| | | | | |  |

2. From here you will fill out the form accordingly. (Options in bold are mandatory).

- Name:Enter a name for the IVR menu

- Extension:Enter a new extension number. This must a new extension that isn't already created, as it will be used to reach this IVR directly.

- Greet Long:The long greeting when entering the menu.

- Greet Short: The short greeting is played when returning to the menu.

- Options: Define caller options for the IVR menu.

*For example, if your recording says, "press one for sales" you can route option 1 to the extension of a sales team member or to the sales **Ring Group**.*

- Timeout:The number of milliseconds to wait after playing the greeting or the confirm macro.

- Exit Action: Select the exit action to be performed if the ivr exists.
- Direct Dial: Set to "True". This defines whether the callers can dial directly to registered extensions.
- Ring Back: Defines what the caller will hear while the destination is being called. (This is typically a us-ring tone or a pre-recorded message.)
- Caller ID Name Prefix: Set a prefix on the caller ID name.
- Enabled: set the status of the IVR Menu.

IVR Menu

BACK COPY SAVE

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

| Name | <input type="text"/> | Enter a name for the IVR menu. | | | | | | | | |
|-----------------------|--|---|----------------------|-------|-------------|----------------------|----------------------|----------------------|----------------------|---|
| Extension | <input type="text"/> | Enter the extension number. | | | | | | | | |
| Greet Long | <input type="text"/> | The long greeting is played when entering the menu. | | | | | | | | |
| Greet Short | <input type="text"/> | The short greeting is played when returning to the menu. | | | | | | | | |
| Options | <table><thead><tr><th>Option</th><th>Destination</th><th>Order</th><th>Description</th></tr></thead><tbody><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></tbody></table> | Option | Destination | Order | Description | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | Define caller options for the IVR menu. |
| Option | Destination | Order | Description | | | | | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | | | | | | |
| Timeout | <input type="text" value="3000"/> | The number of milliseconds to wait after playing the greeting or the confirm macro. | | | | | | | | |
| Exit Action | <input type="text"/> | Select the exit action to be performed if the IVR exits. | | | | | | | | |
| Direct Dial | <input type="checkbox"/> | Define whether callers can dial directly to registered extensions. | | | | | | | | |
| Ring Back | <input type="text" value="Default"/> | Defines what the caller will hear while the destination is being called. | | | | | | | | |
| Caller ID Name Prefix | <input type="text"/> | Set a prefix on the caller ID name. | | | | | | | | |
| | <input type="button" value="ADVANCED"/> | | | | | | | | | |
| Enabled | <input type="checkbox"/> | Set the status of this IVR Menu. | | | | | | | | |

3. Now create a new inbound Destination.

- Go to (Dialplan-> Destination)
- Click the + (plus) sign to add a new destination
- Make sure Type is "Inbound", then enter the DID that will be used to reach this IVR from the PSTN (external) into the Destination field.

- In the Action drop-down field, select the newly created IVR (you should see the name you created in the drop-down list).

- Then make sure Enabled is "True" and click save.

4. Now if you dial the DID you should get your basic IVR menu. You can then customize the menu with recordings and better options and so on.

TROUBLESHOOTING

- IVR Recording does not play

- Check that you uploaded a recording that is a 16bit 8khz/16khz mono WAV file.