

# XVB - Virtual PBX

The [virtual-pbx](#) application is intended for processing incoming/outgoing calls in an isolated environment (numbered plan, routing calls, phones, cdrs, web gui and so forth. ) for multiple users.

## Main Features:

- Processing incoming / outgoing calls.
- Completely isolated environment for different users ( incoming / outgoing routes, dial plan, sip-endpoints, web-interface, cdrs, call-recordings, etc ).
- Custom greetings support.
- Email/Twitter notifications.
- Multiple language voice prompts.
- Text To Speech ( TTS ) for multiple languages..
- 'Simple' or 'Expert' mode for configuration.
- Custom music on hold (MOH) for each user.
- Multiple language WEB interface with xml/json API support.
- Flexible customisation for system voice messages.
- Managing voice mail via phone or WEB interface.
- User specified time zones support.
- Call transfer.
- Call pickup.
- White / Black lists support for each IVR item.
- PhoneBook with speed dial feature.
- Journal configuration changes.
- Call Detail Record ( CDR ).
- XML backup / restore configuration.
- Multiple roles within a single account.
- Privated / Shared DIDs.
- SQL reports.
- Management API.
- Google Calendar integration.
- Support Google Analytics for calls trekking.
- Radius accounting.
- Background music for Find-Me / Queues.

- Asterisk 1.8 ( optional ).
- Support for wideband / HD audio codec ( g722 ).
- Multiple Themes.
- Custom branding.
- Recording outgoing calls ( auto / on demand ).
- Full DTMF history for each call.
- Support presettings for SIP providers.
- Support Multi-tenant asterisk with Kamailio as sip registrar server / load balancer.
- FMC - Fixed Mobile Convergence / Call transfer without breaking the call.
- Google-chart for extended statistics.
- WEB logon / logoff for the agents of the queue.
- Support for perl plugins.
- Time limits for outgoing calls ( for each route ).

# User settings



User info AC# 10010

[logout](#)

JournalsCDRsExtensions listAll messagesPhone bookSIP PeersRoutesPhonesMacros

Core options:

Dial-In numbers:

Public: 259010  
Privd: 1702

First Name:

W

Last Name:

Email:

info@.com

CSS href:

/xvb/xvb-green.css

Logo href:

http://.jpg

Google Analytics ID:

Messages in page:

20

Record storage time (days):

0

 ( 0 - unlimited )

IVR: Inter Digit Timeout (sec):

2.00

Default language:

English (Female+TTS)

Sound Format:

mp3

Time Zone:

EST

Date Format:

2009/09/23 16:07:32

Daily statements:

disable

Common filters:

White list / Black list

change

MOH file:

O63op...

Upload music on hold

Backup options:

Media backup: ☐

Backup configuration

Merge: ☐

O63op...

Upload configuration

Billing:

Tariff: Free ( currency Rur )

Monthly	Daily	IVR	Call	CallBack	CallBlast
	Minute	Minute	Minute	Minute	Minute
0	0	0	0	0	0

Balance:

1613.00 Rur ( as at 2012/07/27 14:48:41 )

Limits:

Maximum extensions (detail) :1000

Maximum all messages:7 / 1000

Maximum size of all messages:428.14 K / 0

Maximum numbers of phone book items:200

Maximum number of CID filters:200

Maximum Number of Phones:10

Maximum Number of Peers:5

Maximum Number of Routes:200

Maximum Number of Macros:100

Maximum Number of Directory items:150

Maximum Number of Schedule items:10

Maximum Phones for Follow-Me & Queue:20

Maximum Number of CallBlast items:30

Maximum Phones for CallBlast item:3

Maximum Number of GotoIF items:100

Maximum TTS length:2.00 K

Maximum email-attachment size:976.56 K

Maximum TTS download size:292.97 K

Maximum voice message duration:04:00:00

Maximum User Name duration:00:02:00

Maximum User Greeting duration:04:00:00

Maximum announcement to callee duration:00:05:00

Maximum announcement to caller duration:00:05:00

Maximum RetryDial announcement duration:00:05:00

Maximum music on hold duration:00:10:00

MacrosRoutesSIP PeersPhonesPhone bookAll messagesExtensions listCDRsJournals

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First Name

Last Name

Email

E-mail address that will receive daily reports. (Address for notification set for each extension)

Logo href

The link to the image the user's logo which will be displayed in the upper left corner instead of the standard.

CSS href

Link to a CSS for the WEB interface that will be applied instead of the standard

**Google Analytics ID**

Google Analytics ID for call tracking.

**Messages in page**

The number of messages shown on one page (also used when displaying the CDR, journals, etc...)

**Record store time**

The number of days, how many store messages on the server, it will automatically be deleted, to avoid problems with excess of user quotas. 0 - do not automatically delete the message.

**Inter Digit Timeout**

Max time (s) between digits.

**Default Language.**

Default language for web interface and TTS prompts.

**Sound format**

The preferred format for audio files. ( wav, mp3, ogg )

**Date Fromat**

Date format for web-interface.

**Time zone**

User time zone.

**Daily statements**

List of daily statistics, which the user wishes to receive.

**MOH file.**

The user can upload one audio file that can be used as Music On Hold. This file will be displayed in the list of available MOH as 'Custom' / 'User'

**Common filters**

Core white/black lists.

### **Backup options**

Fast save/restore all or partial data to/from XML format ( or .tar.gz with sound files ).

### **Limits**

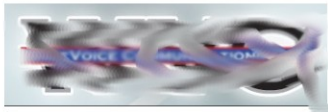
List of user constraints. These restrictions are set for the group to which the user belongs.  
The user can only view the data values.

## **Types of extensions:**

The system supports the following types of IVR Menu / Extensions:

- Playback
- Voicemail
- Follow Me
- Company directory
- Schedule
- WEB-Request
- Chat-Room
- Fax2Email
- Dtmf2Email
- Voting (Polling)
- DISA
- Podcast
- Callback
- Queue
- DateTime
- Fax on Demand
- Bulletin board system
- CallBlast
- User Variable
- WEB Variables
- GotoIf
- Stored variable
- Alarm Clock ( Wake-Up )
- Google Calendar - Schedule
- RoboTEXT
- MP3 Streaming
- Call Parking
- Google Calendar - Events
- Paging ( Intercom )
- Play DTMF Tones

IVR Example:



Extensions List

[logout](#)

[User prefs](#) | [Journals](#) | [CDRs](#) | [All messages](#)

Extension	Name	Type	Options					Next Exten	Recipient notification	Actions
			W	H	D	P	G			
START	MainMenu	Playback only	✓	-	-	-	-	hangup		
t	TimeOut handler	Playback only	-	-	-	-	-	3		
i	Invalid handler	Playback only	-	-	-	-	-	0		
1	Support Level 1 schedule	Schedule	-	-	-	-	-	back		
1-VoiceMail	Support VoiceMail	VoiceMail	-	-	-	-	-	hangup	cs@...voice.com	
1-level-1-FCCNN	FCC-NN Office	Find Me	-	-	-	-	-	hangup		
1-level-1-LB	LB Office	Find Me	-	-	-	-	-	hangup		
1-level-2	Support Level 2	Queues	-	-	-	-	-	hangup		
3	Corporate inquiry	Find Me	-	-	-	-	-	hangup	info@...voice.com	
4	Sales	Find Me	-	-	-	-	-	hangup	sales@...voice.com	
911	Emergency Call	CallBlast	-	-	✓	-	-	hangup		
2077	Fire Chief	Find Me	-	-	-	-	-	hangup	...@gmail.com	
2078	Tanya Costa	Find Me	-	-	-	-	-	hangup	...@gmail.com	
2079	...	Find Me	-	-	-	-	-	hangup	...@lj.net	
2080	...	Find Me	-	-	-	-	-	hangup	ke...@...voice.com	
2086	...	Find Me	-	-	-	-	-	hangup	db...@...mail.com	

create new



User prefs

Clone

View messages

Stats

Delete extension

Type:

Playback only

Number:

0

Next Extension:

repeat - Repeat current ext

Pin code:

2

#

Name:

Default

Greeting:

Welcome !!!  
 For record your voice message, press 2.  
 For record DTMF, press 8.  
 For listen music, press 1.  
 For company directory, press 8.  
 For call to me, press 3.

Play greeting:

1

times with

1.00

sec delay

Recipient notification:

icall ... 1978

Wait Extension:

☒

Hide extension:

☐

Protected with pin code:

☐

Direct access:

☐

Global extension:

☐

Allow greeting rewind:

☐

CID filters:

Black list - extension

Black list - extension

Say Extensions not found

Default

CID action:

Black list - extension

Say Extensions not found

Default

Prompt language:

Default

Volume control RX/TX:

0

/

1

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## Wait Extension

Wait for user input digits.

## Hide extension

Hide this item from user input.

## Protect

access to the IVR item is only possible after entering the PIN code (first part)

## Direct access

allow use this IVR item without starting intermediate menu. for example, to number 1\*1\*9 when the system is off the flag of the access will be possible only from the menu item 1\*1 by input 9. When on a flag, the user can type for instance immediately 1\*1\*9 from the main menu (number 0).



### **Global extension**

the extension is available from any item of the IVR menu. For example, for IVR tree like follow:

```
1
1*2
3
```

when the user in item 1, and this flag is enabled for the extension 3 user can press 2 and 3.

### **Recipient notification**

E-mail address (for example: gosha@mail.ru ) or  
Twitter account (for example: gosha:goshapassword - for the public,  
gosha:goshapswd@iokunev - for private messages)  
used for the notification of new messages.  
This value can be inherited by all items of IVR tree.

### **Pin code**

Extension pin code.

The first part to access to run this IVR item. If defined both parts, to access the web-interface you need to enter together the two parts of the pin code.

### **Number**

extension number IVR. The nesting level is separated by a '\*'

### **Next extension**

go to this IVR item after the successful execution of the current, or one of the reserved keywords:

<b>back</b>	- back to the previous
<b>repeat</b>	- repeat current item
<b>hangup</b>	- hangup

### **Name**

the item name.

### **Greeting**

greeting text. Used for TTS.

### **Play greeting , with delay**

The number of times as you want to play the greeting if the user has entered nothing, (0 - do not play the greeting.) A pause can be from tenths of a second (20, 1.3, 0.5, etc.) integer part is separated from the fractional point.

**Allow greeting rewind**

enable/disable greeting rewind. This is ignored if '**wait extension**' flag is enabled.

4 - rewind for 30 seconds

6 - fast forward for 30 seconds.

5 - pause.

*This flag also ignored for Directory and Poling/Voting extensions.*

**CID filters**

the list of used CID filters.

**CID filter action**

the list of actions when the CID filter matched.

**Prompt language**

Language for the voice messages and TTS prompts for this IVR item. If the value of 'default' is used the global setting for user.

**Volume control**

Adjust the volume of the incoming and outgoing channels.

A positive or negative number.

**PITCH Control**

Pitch shift of voice for incoming and outgoing channels.



Valid values range from 0.1 (low pitch) to 4 (high pitch)

!!! only for asterisk 1.8.xx !!!

## Playback / Auto-reseption

*Plays pre-recorded messages. Use your Auto-receptionist to greet callers and route them to any employee, any department, or any phone in the world.*

Additional attributes:

Allow greeting rewind:	<input type="checkbox"/>
CID filters: (  /  )	<div>Black list - extension</div>
CID action:	<div>Say Extensions not found</div>
Prompt language:	<div>Default</div>
Volume control RX/TX:	<div>0 / 1</div>
Time tags:	<div>10:78</div>

[core options](#) [change](#)

<div></div>	Create new	Clone	Delete extension
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## Time tags

The user can specify up to 10 (0-9) predefined time tags to go to certain places of long records. For example: '10: 00,1:2:33,99 '

when user press 00 - the user will go to 10 minutes

when user press 01 - the user will go to 1 hour 2 minutes 33 seconds

when user press 02 - the user will go to 1 minute 39 seconds.

Caller, when setting the flag "Allow rewind" can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). A user-defined tags has higher priority than specified by the administrator. By default, custom tags are stored 10 days after defined via 2x.

## Voicemail

*Voicemail ensures that your company will never miss a customer call.*

Additional attributes:

Max message duaration:	<input type="text" value="600"/>	( in sec, -1 - for unlimit )
Min message duaration:	<input type="text" value="-1"/>	( in sec, -1 - for unlimit )
Send notify to:	<input type="button" value="Not send"/>	
Send attachment:	<input type="checkbox"/>	
Keep message on the server:	<input checked="" type="checkbox"/>	
Record without confirmation:	<input type="checkbox"/>	

core options

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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### Send notify to

Method to deliver notify: not send // email // twitter

### Max message duaration

The maximum length of a recorded message (in seconds).

Can not be greater than the system settings for this user / group.

### Min message duaration

The minimum length of a recorded message (in seconds).

If the message is less than the specified length, it is not saved.

### Send attachment

Send a recorded message in the email.

( If the attachment does not exceed the established limits )

### Record without confirmation

If you set this flag, the system not be offering to additional menu (listen/undo/redo record) after recording a message.

**Keep message on the server**





Keep a message on the server after sending the message.  
when you disable this flag it can be forcibly set to 'TRUE' when:

- **send\_notify\_email** flag is disabled
- **send\_attach** flag is disabled
- **notify\_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

## Find-Me

*Make outgoing call.*

Additional attributes:

Find-Me list:	<input type="text" value="iokunev-mbl@10.1.6.101, 2501"/>
Goto if call fail:	<div>1 - Playback only </div>
Seamless transferring list:	<input type="text" value="89519151190, 89506181122"/>
GoTo if call status:	<input type="text" value="BUSY=2, NOANSWER=0"/>
Music on hold:	<div>AlisA </div>
Ring strategy:	<div>memoryhunt </div>
Send notify to:	<div>Not send </div>
Send DTMF (0-9#*w):	<input type="text"/>
Call transfer prefix:	<input type="text"/>
Parking extension:	<input type="text"/>
Confirm calls:	<input checked="" type="checkbox"/>
Say callerid:	<input checked="" type="checkbox"/>
Screening mode:	<input type="checkbox"/>
Start voicemail if call fail:	<input checked="" type="checkbox"/>
Record calls:	<input checked="" type="checkbox"/>
Ring timeout (sec):	<input type="text" value="10"/> ( 1 ring approximately equals 4 seconds )
RetryDial interval (sec):	<input type="text" value="0"/> ( 0-120, 0 - disable )
RetryDial loops:	<input type="text" value="-1"/> ( -1 - for unlimit )

[core options](#)

change

Create new

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View messages

VirtualPBX build: 1\_5195\_dev ( Tue Jul 19 )

### Find-Me list

List of calling numbers. May be specified multiple numbers separated by a comma.

### Goto if call fail

go to this IVR item in an unsuccessful call. If not specified it always goes to the 'next\_extension'

**Seamless transferring list**

A list of numbers, separated by commas, which can transfer a call without breaking the connection in one-touch ( keys 1 - 3)

**Goto if call status:**

The list of statuses and extensions that need to go depending on the status of if not successful call. Leave blank if not sure. Example:

**BUSY=2\*9,NOANSWER=3**

*!!! Do not use this field if Your list of numbers more than 1 phone !!!*

**Music on hold**

enable caller music on hold.

**Ring-timeout**

Ring timeout. If 0 is used system setup.

**Send DTMF**

send DTMF digits to the called party when called party will answered. Possible values 0-9#\*w. w - delay. Supports user-defined variables, for example:

**176056977% VAR:DID:-2%#**

**Parking extension**

If not defined then by pressing the \*8 user will be asked to enter the extension.

**Call transfer prefix**

For example when setting transfer-pref to \*9\* and transfered call to the extension 2501 will be launched IVR item 9\*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with \*.

**Confirm calls**

when setting this flag to the called party will be asked to accept\reject\transfer this call.

**Say callerID**

when setting this flag to the called party will be spoken phone number of the caller.

## Ring-strategy

Supported strategy:

Ring All  
Hunt  
Random  
LeastRecent  
FewestCalls  
Robin  
LeastDuration  
Fastest  
Memoryhunt

## Screening Mode

when flag is enabled the system asks the caller introduced himself and play this greeting to the called party as an announcement. Setting this flag automatically sets flag '**Confirm-Call**'. If the user has not uploaded audio greeting and not set a text greeting then the system play the instructions how to record a message.

## Start voicemail if call fail

Start voicemail for unsuccessful calls. ( this flag ignored if '**goto-if-call-fail**' is defined )

## Send notify to

Method to deliver notify: not send // email // twitter

## Record calls

Automatically start recording.

## RetryDial interval

Retry dial interval between unsuccessful calls. 10 — 120 seconds. 0 — to disable RetryDial.

## RetryDial loops

number of attempts to redial. -1 — for unlimit.

For this extension type the user can upload additional sound files:

*RetryDial announcement*  
*Announcement-to-callee*  
*Announcement-to-caller*



During a call, callee party can press:

- \*9 - For call transfer
- \*8 - For call parking
- \*4XXX - Pitch control ( only for asterisk 1.8 )
- \*3XX - Background Music
  - 01 - Ball Game
  - 02 - Bowling
  - 03 - Camion poubelle
  - 04 - Cock-A-Doodle Doo!
  - 05 - Cris Inhumains
  - 06 - Unhappy Dog
  - 07 - Slamming Doors
  - 08 - Electric Drill
  - 09 - Drum (Played By A Child)
  - 10 - Orgasm (Exceptional)
  - 11 - Phone Ringing
  - 12 - Pigeons
  - 13 - Domestic Squabble
  - 14 - Footsteps (High Heels)
  - 15 - Train
  - 16 - Embouteillage
  - 17 - Faire ses gammes (Violon)
  - 18 - music
  - 19 - music
  - 20 - music
  - 21 - music
  - 22 - music
- \*2XX - Background Music (Loop)
- \*1 - For start/pause record

Caller party can press:

- \*0 - For call terminate

# Directory

*company directory list.*

additional attributes:

VirtualPBX

Extension# 4

logout

User prefsCloneDelete extensionView messagesStatsExtensions listView extension

Type:Company directory

Number:4 id : 625

Next Extension:back - GoTo previous ext

Pin code:129992 #

Name:directory

Greeting:

Play greeting:1 times with 0.00 sec delay

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☒

Global extension:☐

CID filters:( / )No CID filters

CID action:Say Extensions not found

Prompt language:Default

Volume control RX/TX:0 / 0

Use First name:☒

Use Last name:☐

Use First or Last name:☐

Use TTS:☒

Number of characters:3

Help exten:13 - Queue

Keyboard layout:All

core optionschange

System files:

NameOбзор...upload

Backups:

Oбзор...restore schema

Directory data ( 1 .. 4 ):

User Name	Extension Number	Actions
GCN	17605697700	X
Александр Шумилов	3	X
Андрей Окунев	2	X
Игорь Окунев	1	X

Oбзор...Append data from CSV

Create newCloneDelete extensionView messagesStatsExtensions list

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## Search method:

- Use first name
- Use last name
- Use first or last name

## Use TTS

use TTS to say the name of the item.

## Keyboard layout

For example russian / english characters binding:

2 —	абвг	/	abc
3 —	дежз	/	def
4 —	ийкл	/	ghi
5 —	мно	/	jkl
6 —	прс	/	mno
7 —	туфх	/	pqrs
8 —	цчшщъ	/	tuv
9 —	ьзьюя	/	wxyz

## Number of characters

The number of characters that the user can enter when you select a name/surname.

For small companys of staff is 3, if the list of staff is great, then you can increase this value.

## Help Extension

Go to this the extension if the user entered nothing. In the simplest case, you can enter the number the secretary or make a call to all.

*The system provides data import from a CSV file, file format:*

```
"NAME","REDIRECT_TO"  
"Igor Okunev","79519151190"
```

*!!! Be careful when you import, data from CSV file are appended to the existing list !!!*

## Schedule

*The schedule of work of the IVR.*

additional attributes:

language:






Schedule  
Time   
Zone

### Schedule time zone

The time zone for the schedule if the value of 'Default' is used the time zone of the user settings.

### When entering data, you need to enter:

Schedule data:

Priority	CallerID	Time	Day Of Week	Day Of Month	Month	Year	Extension Number	Actions
5	*	19:33-20:02	*	*	*	*	3	 
5	*	17:00-17:59	*	*	*	*	1	 
5	*	*	*	*	*	*	3	 
1	BL#	*	*	*	*	*	88*0	 
<input type="text" value="5"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="*"/>	<input type="text" value="0"/>	<input type="button" value="add"/>
<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>	<input type="button" value="View messages"/>	<input type="button" value="Stats"/>	<input type="button" value="Delete extension"/>	<input type="button" value="Extensions list"/>	

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- **priority** - the priority of this item of the schedule (from the greater to the less)
- **caller\_id** - caller\_id or \* for any
- **time** - time in format HH:MM-HH:MM ( from\_time-to\_time ) or \* for any
- **day-of-week** - day of the week ( mon-sun ) or \* for any
- **day-of-month** - day of the month ( 1 - 31 ) or \* for any
- **month** - month ( jan-dec ) or \* for any

- **year** - year (for example 2000-2010 ) or \* for any
- **ext\_number** - go to the extension number when the satisfaction of all the conditions

**When specifying the fields CallerID you can use the following symbols:**

BL# - core black list


WL# - core white list

R# - regular expression

## WEB-Request

*sends a WEB requests and speak the results through TTS,  
it can be used for remote administration of the equipment  
or receiving short of dynamic text/voice data.*

additional attributes:

Request Method:	POST ▾
Text URL:	<input type="text" value="http://translate.google.com/translate_tt"/>
Post params:	<input type="text" value="g=Welcome to FCC. For send fax Press 10."/>
Goto if request fail:	0 - Default ▾ 
Quiet mode:	<input type="checkbox"/>
Read user params:	<input type="checkbox"/>
Music on hold:	Disable ▾
User Agent:	<input type="text" value="Mozilla/5.0 (X11; U; Linux i686; en-US; r"/>
Cookie:	<input type="text"/>

[core options](#)

### Request Methos

request method GET / POST / PUT / DELETE

### Text url

URL of the request.

Use follow syntax for basic auth:

<http://user:password@home.page.com>

### Post params

post params ( only for request-method = POST )

### Quiet mode

not to pronounce the result.

## **Goto if request fail**

go to this extension if WEB request is failed.

## **Read user params**

when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12\*34\*56#', then in the url and post\_params can be used containers like that:  
%VAR:DTMF\_INPUT0%...%VAR:DTMF\_INPUTn%

For example, if callerid =123 and  
url='http://1.1.1.1/t.cgi?C=%VAR:CID%&P=  
%VAR:DTMF\_INPUT0%&SP=%VAR:DTMF\_INPUT1::-1%'

and if caller enters 12\*34, when final url will have the form:  
url='http://1.1.1.1/t.cgi?C=123&P=12&SP=3'

*For the containers you can use substring,  
example format:*

%VAR:CID:1:10% - 10 digits beginning with the second  
%VAR:CID::5% - first 5 digits  
%VAR:CID::-4% - number without the last 4 digits.

## **User Agent**

emulate this browser.

## **Cookie**

additional cookies.

System support following Content-type:

text/plain, text/html ( voice through TextToSpeech )

audio/x-wav

audio/mpeg

# Chat-Room

*Simple conference room.*

additional attributes:

VirtualPBX

Extension# 6

logout

User prefsCloneView messagesStatsDelete extensionExtensions listView extension

Type:Chat-Room

Number:6

Next Extension:back - GoTo previous ext

Pin code: #

Name:testcall

Greeting:

Repeat greeting:0 ( 0 - don't repeat )

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☐

Global extension:☐

CID filters: No CID filters

CID action: Say Extensions not found

Prompt language: Default

Volume control RX/TX:0 / 0

HTTP-Broadcast:☒

Record conference:☒

core optionschange

System files:

O63op...Nameupload

O63op...restore schema

HTTP-Broadcast:

URL: <http://10.1.5.116:8000/4acc17c5c445e134004b84f41a6442f3>

Expire date: Tue, 22 Feb 2011 15:34:27 MSK

Create newCloneUser prefsView messagesStatsDelete extensionExtensions list

VirtualPBX build: 1\_4465\_dev ( Tue Feb 22 14:39:55 2011 GMT )

-- (c) 2009-2011 Igor Okunev --

## HTTP-Broadcast

When setting this flag You will be given a temporary URL, through which will be broadcast conference.

## Record conference

Automatically start recording.



## Fax2Email

*Receiving a fax and save it on the server side in tiff format.*

additional attributes:

Fax Header:

Send notify to: Email ▾

Send attachment: ☒

Keep message on the server: ☒

[core options](#) change

Create new Clone User prefs

### Send notify to

Method to deliver notify: not send // email // twitter

### Send attachment

Send a recorded message in the email.

( If the attachment does not exceed the established limits )

### Keep message on the server

Keep a message on the server after sending the message.

when you disable this flag it can be forcibly set to 'TRUE' when:

- **send\_notify\_email** flag is disabled
- **send\_attach** flag is disabled
- **notify\_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

### Fax Header

Fax header is printed on each page.

## Dtmf2Email

*Record DTMF and save it on the server side in text format.*

additional attributes:

Input pattern:	ip addr (127*0*0*1) ▼
Max digits:	-1 ( -1 for unlimited )
Variable name:	VAR0
Other vars:	YES_NO, VAR1, VAR2, DB-999*4
Send notify to:	Email ▼
Send attachment:	<input checked="" type="checkbox"/>
Keep message on the server:	<input checked="" type="checkbox"/>
Format input var:	<input checked="" type="checkbox"/>

[core options](#) [change](#)

[Create new](#) [Clone](#) [User prefs](#)

### Input pattern

Apply one of the predefined templates for input, such as:

- **Time:** 22:53 ⇒ 22\*53
- **Date:** 21/11/1978 ⇒ 21\*11\*1978
- **Date/time:** 21/11/1978 22:43 ⇒ 21\*11\*1978\*22\*43
- **Phone number:** 17124321702 ⇒ 17124321702
- **Logical YES (1) or NOT (0)**
- **Money 123.45** ⇒ 123\*45
- **Card number:**
  - Mastercard
  - Visa
  - enRoute
  - Discover
  - Diners Club
  - Amex
  - JCB

### Max digits

the maximum number of characters that can be entered  
the user, when -1 - input is terminated after pressing #

**Send notify to**

Method to deliver notify: not send // email // twitter

**Send attachment**

Send a recorded message in the email.

( If the attachment does not exceed the established limits )

**Keep message on the server**

Keep a message on the server after sending the message.

when you disable this flag it can be forcibly set to 'TRUE' when:

- **send\_notify\_email** flag is disabled
- **send\_attach** flag is disabled
- **notify\_email** is empty
- method of notifying other than e-mail
- exceeding of the system limits on the size of the attachment.

**Variable name**

The name of the session variable in which is stored the result. Do not define it if you do not plan to reuse entered data.

**Other vars**

The names of the variables that have been previously defined and which must include in the report. Can be used for multi-level polling. In the resulting data will be submitted line by line:

**Variable1=Value1**

**Variable2=Value2**

**Format input var**

This parameter is relevant only when using templates. Replace the separator to the usual characters.

For example IP address 127\*0\*0\*1 => 127.0.0.1

## Voting (Polling)

*polling/voting system. Asks the user a question (greeting file) and prompts you to enter one of the variants of the answer.*

Additional attributes:

VirtualPBX Extension# 10 [logout](#)

---

User prefs Clone Delete extension View messages Stats Extensions list View extension

Type: Voting

Number: 10 id: 613

Next Extension: hangup - Exit from PBX

Pin code: #

Name: test voting

Greeting: Hello, how are you ??? 1 - ok, 2 - badly 22 - unknown

Play greeting: 1 times with 0.00 sec delay

Recipient notification:

Wait Extension:

Hide extension:

Protected with pin code:

Direct access:

Global extension:

CID filters: No CID filters

CID action: Say Extensions not found

Prompt language: Default

Volume control RX/TX: 0 / 0

Allow digits: 1,2,22,24 ( comma separated )

Uniq CIDs:

[core options](#) [change](#)

**Voting results ( started 18/03/2011 09:03:20 ):**

Hello, how are you ??? 1 - ok, 2 - badly 22 - unknown

Variant	Count	Percent
1	0	0.000 %
2	3	37.500 %
22	3	37.500 %
24	2	25.000 %
	8	100 %

**System files:**

Name O63op... [upload](#)

**Backups:**

O63op... [restore schema](#)

---

Create new Clone Delete extension View messages Stats Extensions list

XVB - VirtualPBX v.2, build: 1\_5942\_dev ( Thu Feb 23 19:42:55 2012 GMT ) / [Commercial Support](#)

-- (c) 2009-2012 by [Igor Okunev](#). All rights reserved. --

### Allow digits

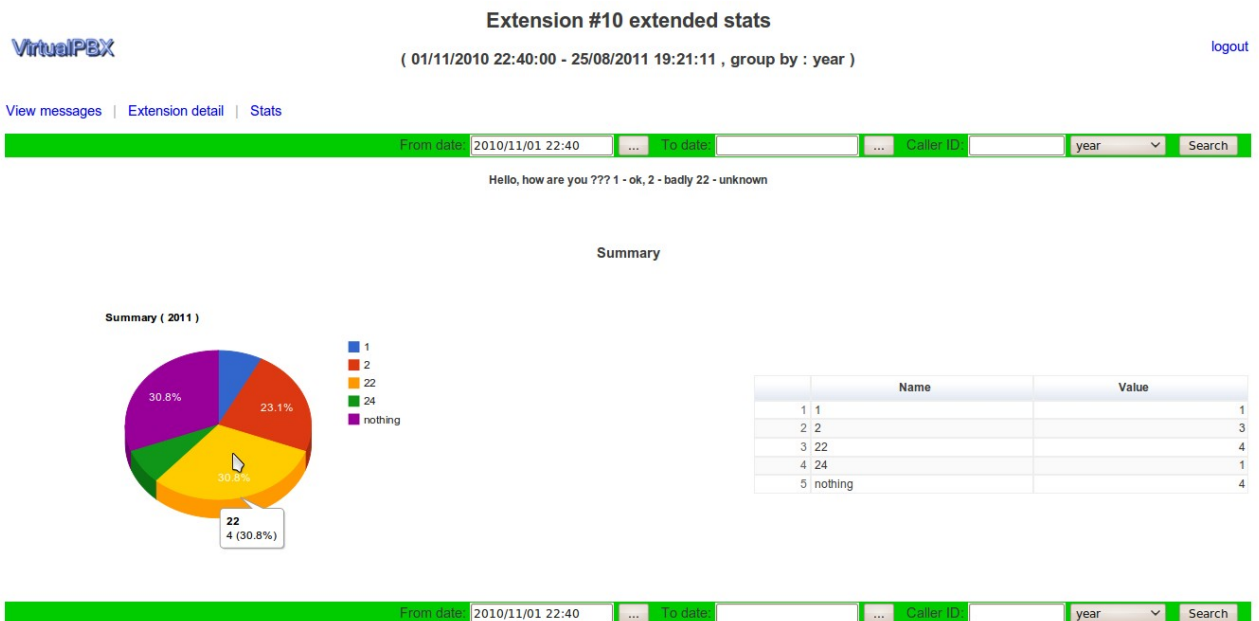
digits which are allowed to input. comma separated  
(for example 1,2,3,4,5,6,7,8,9,0,10,99,1234)

### Uniq CIDs

Enabling this flag will be performed check the uniqueness of voting on the basis the CallerID and name of voting.

The overall result is displayed on a page of information about the extension.

You can see some charts on extended statistic page:



## DISA

*Direct Inward System Access*

Additional attributes:

Music on hold:	<input type="text" value="AlisA"/>
Phone pattern:	<input type="text" value="2\d\d\d"/>
Max digits:	<input type="text" value="-1"/> ( -1 for unlimited )
Static phone:	<input type="text" value="176056977%VAR:DID:-2%"/>
Ring timeout (sec):	<input type="text" value="30"/> ( 1 ring approximately equals 4 seconds )
Record calls:	<input type="checkbox"/>
Spy mode:	<input checked="" type="checkbox"/>

[core options](#)

XVB - VirtualPBX v.2, build: 6609\_dev ( Tue Aug

### Music on hold

enable caller music on hold.

### Spy mode

Call with the change of the voice of the caller.

### Phone Pattern

Phone pattern which user can enter. For example, if you want to allow only the 4-digit numbers starting at 2 can be written as: 2\d\d\d.

### Record call

Automatically start recording.

### Max digits

the maximum number of characters that can be entered the user, when -1 - input is terminated after pressing #

**Static phone**

Phone number or a user variable from which comes the phone number to call. If not specified then prompts the user to enter the number (Classical behavior DISA).

For example: 2% VAR:DID:-3% - 2 and the last 3 digits DID on that call.

**Ring-timeout**

Ring timeout. If 0 is used system setup.

# Podcast

*Allows to listen to podcasts via the phone. The system automatically downloads new podcasts.*

Additional attributes:

VirtualPBX

Extension# 9\*3\*1

logout

User prefsCloneDelete extensionView messagesStatsExtensions listView extension

Type:Podcast  
Number:9\*3\*1Id : 101  
Next Extension:back - GoTo previous ext  
Pin code:  
Name:Radio-T  
Greeting:Привет. Подкасты радио - Ти.  
Play greeting:0 times with 0.00 sec delay  
Recipient notification:  
Wait Extension:  
Hide extension:  
Protected with pin code:  
Direct access:☒  
Global extension:  
CID filters:( / )No CID filters  
CID action:Say Extensions not found  
Prompt language:Default  
Volume control RX/TX:0 / 0  
Pitch control RX/TX:1.00 / 1.00  
Podcast url (rss):http://radio-t.rpod.ru/rss.xml  
Play podcast announcement:  
Play only one latest podcast:

core optionschange

Exists podcasts:

	Create time	Download time	File size	Duration
Радио-Т 299	22/07/2012 02:33:00	22/07/2012 03:30:51	62.76 M	02:17:06
	12/06/2012 03:46:00	12/06/2012 04:30:33	56.95 M	02:04:23
	03/06/2012 03:18:00	03/06/2012 03:30:44	60.39 M	02:11:55
	27/05/2012 03:24:00	27/05/2012 03:30:39	59.32 M	02:09:34
	20/05/2012 09:18:00	20/05/2012 09:30:41	59.27 M	02:09:28
	13/05/2012 09:28:00	13/05/2012 10:30:49	63.46 M	02:18:38
	06/05/2012 03:53:00	06/05/2012 04:29:28	56.27 M	02:02:54
	22/04/2012 07:49:00	22/04/2012 08:29:34	61.22 M	02:13:43
	15/04/2012 03:35:00	15/04/2012 04:30:33	56.84 M	02:04:09

System files:

NameO63op...upload

Backups:

O63op...restore schema

Create newCloneDelete extensionView messagesStatsExtensions list

XVB - VirtualPBX v.2, build: 6565 ( Wed Jul 18 19:47:01 2012 GMT ) / Commercial Support

## Podcast url

link to rss feed.

## Play only one latest podcast

If you set this flag the system plays only the last downloaded podcast and go to the next extension without any system messages.

## Play podcast announcement

Before playing a podcast say the date and time when it was received.

Caller can set up to 10 tags in the process of listening to by pressing 2x (where x 0 -9). To return to the label, the user can pressing 0x. By default, custom tags are stored 10 days after defined via 2x.



## Callback

*Callback with the possibility of delay callback.*

Additional attributes:

The screenshot shows a web form with the following fields and controls:

- Prompt language:** A dropdown menu with 'Default' selected.
- CallBack number:** A text input field containing 'iokunev@10.1.5.22' with a tooltip '( null == callerid )'.
- Goto exten:** A dropdown menu with '1 - Alisa' selected.
- Allow callback delay:** A checkbox that is checked.
- Allow the selection of ext:** A checkbox that is checked.
- change**: A button to save the settings.
- Footer bar:** A blue bar containing a search input, a 'Create new' button, and links for 'View messages' and 'Clear'.

### CallBack number

number to which you want to call back, if number is not defined then the system call back to the number from which the came the call.

### GoTo exten

The extension to which will be run the call after CallBack connection. For this extension you need to set '**Direct access**' flag.

### Allow callback delay

Setting this flag allows the system to use delay. That is, system asks the caller to set the time through which to call back  
Supported time formats:

- XX\*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy\*mm\*dd\*HH\*MM — exact date.
- mm\*dd\*HH\*MM — exact date in current year.

### Allow the selection of ext

Allow caller to select the extension to which to run after callback.

## Queue

*Call queue.*

Additional attributes:

Agents list:  
Music on hold:  
Ring strategy:  
Ring timeout (sec):  
Queue timeout (sec):  
Queue max waiting calls:  
Wrap up time (sec):  
Queue announce frequency (sec):  
Announce Queue holdtime:  
Announce Queue position:  
Record calls:  
Clean queue:  
Join empty:  
Remember the agent:  
Goto if queue fail:  
Call transfer prefix:  
Parking extension:  
CID Name prefix:  
CID Number prefix:  
Phone URL Web URL :  
On Call Answered URL:

2510, 2511, 2501, 2503, 2504, 2506

AlisA

ring all

20 ( 1 ring approximately equals 4 seconds )

120

0

0

20 (-1 - say once )

the average for last hour

☐

☐

☐

☐

☒

3 - голосовая почта

http://www.google.com?q=%VAR:CID%

core options

change

Agent statistics ( started 19/03/2011 16:24:12 ):

Phone number	All calls	Answered calls	Duuration	Duration AVG	RingTime AVG
2510	6	0	00:00:00	00:00:00	0
2511	6	0	00:00:00	00:00:00	0
2501	6	0	00:00:00	00:00:00	0
2503	6	5	00:00:11	00:00:02	1
2504	6	1	00:00:04	00:00:04	0
2506	6	0	00:00:00	00:00:00	0
	6	6	00:00:15	00:00:02	0

System files:  

Name  Обзор... upload

Backups:  

Обзор... restore schema

Create new

Clone

Delete extension

View messages

Stats

Extensions list

XVB - VirtualPBX v.2, build: 6206\_dev ( Thu May 3 11:38:47 2012 GMT ) / Commercial Support

## Agents list

List of calling numbers. May be specified multiple numbers separated by a comma.

## Music on hold

enable caller music on hold.

## Ring timeout

Ring timeout. If 0 is used system setup.

## Queue timeout

The maximum time of call in the queue.. After this time the call is marked as unanswered.

### **Queue max waiting calls**

The maximum number of waiting calls. An integer greater than zero. A value of zero means do not use this test. When exceeding this limit the caller immediately sent to the number 'Go to if call failed' or '**Next extension**'.

### **Announce Queue position**

Announce queue position.

### **Announce Queue holdtime**

Announce estimated holdtime to caller.

### **Queue announce frequency**

This parameter specifies the periodical announcements (seconds) the holdtime, the position number in the queue, the advertising message. When setting this value to '0' - no announcements do not play, with the installation of the values in the '-1' - the announcement of playing 1 time in setting to the queue if the queue is not empty.

### **Goto if call fail**

go to this IVR item in an unsuccessful call. If not specified it always goes to the '**next\_extension**'

### **Parking extension**

Parking extension. If not defined then by pressing the \*8 user will be asked to enter the extension.

### **Call transfer prefix**

For example when setting transfer-pref to \*9\* and transferred call to the extension 2501 will be launched IVR item 9\*2501. The default for transfer need to be a complete coincidence. For the transfer to the IVR item the number must start with \*.

### **Ring-strategy**

Supported strategy:

- Ring All
- Hunt
- Random
- LeastRecent
- FewestCalls
- Rrobin
- LeastDuration
- Fastest
- Memoryhunt

**Clean queue**

Exclude from repeated attempts to call agents with a status different from BUSY. That is, if the agent is not picks up the phone then it will be excluded from the queue (for the current call)

**CID Name Prefix**

Added this prefix to callerID name. For example, if a group of "Sales:" then, having set such a prefix to the group, and Caller ID is **123456789**, then we will see on the display "Sales: 123456789 <123456789>"

**CID Number Prefix**

Add this prefix to callerID number. For example, if set this prefix to "911" and Caller ID is **123456789**, then we will see on the display "911123456789"

**Wrap up time**

After a successful call, how long to wait before sending a potentially free member another call. 0 — no delay.

**Phone URL**

<URL> will be sent to the called party if the channel supports it.

It support following additional variables:

%VAR:WT% - hold time (seconds)

%VAR:QID% - queue ID

**On Call Answered URL**

URL to which VirtualPBX send the request after the agent answered.

It support following additional variables:

%VAR:QID% - queue ID

%VAR:ANSWERED\_NUMBER% - answered agent.

**Join empty**

Enter or not enter to queue consisting only of dynamic agents, none of which is not registered.

**Remember the agent**

Remember the last agent with who spoke the client and the next call to try to connect the customer first with this agent, if the agent does not answer the next will be applied ring-strategy of the call. Data about the agent are stored about 30 days.

## **Record calls**

Automatically start recording .

For this extension type the user can upload additional sound files:

*Announcement-to-callee*

*Announcement-to-caller*

During a call, callee party can press:

- \*9 - For call transfer
- \*8 - For call parking
- \*4XXX - Pitch control ( only for asterisk 1.8 )
- \*3XX - Background Music
  - 01 - Ball Game
  - 02 - Bowling
  - 03 - Camion poubelle
  - 04 - Cock-A-Doodle Doo!
  - 05 - Cris Inhumains
  - 06 - Unhappy Dog
  - 07 - Slamming Doors
  - 08 - Electric Drill
  - 09 - Drum (Played By A Child)
  - 10 - Orgasm (Exceptional)
  - 11 - Phone Ringing
  - 12 - Pigeons
  - 13 - Domestic Squabble
  - 14 - Footsteps (High Heels)
  - 15 - Train
  - 16 - Embouteillage
  - 17 - Faire ses gammes (Violon)
  - 18 - music
  - 19 - music
  - 20 - music
  - 21 - music
  - 22 - music
- \*2XX - Background Music (Loop)
- \*1 - For start/pause record

Caller party can press:

- \*0 - *For call terminate*

## Dynamic agents:

In the list of agents queues, you can have agents require additional registration, before they will be receive calls, the format of the phone number: phone number/password. For example:

2511/123 - equivalent to the phone number 2511 and password 123.

Type: Queue ?

Number: 4 id : 9

Next Extension: back - GoTo previous ext

Name: Офисные телефоны

Greeting:

Recipient notification:

Wait Extension: ☐

Agents list: 2501@, 2510, 2511/613

Agent statistics ( started 07/05/2009 19:32:28 ):

Phone number	All calls	Answered calls	Duration	Duration AVG	RingTime AVG
2501@	47	3	00:00:44	00:00:14	1
2510	49	4	00:04:15	00:01:03	71
2511	52	2	00:00:00	00:00:00	1
	52	9	00:04:59	00:00:33	32

System files:

Name: 0630p... upload

not registered agents in the statistics are highlighted in color. The registration page is available at the link 'phone number' in the statistics table:

### Dynamic agents

Access code : 10001

Queue ID : 9

Agent : 2511

Password: ●●●

New status: online

Reason: dinner

Current status: offline

Set status

XVB - VirtualPBX v2, build: 6565 ( Wed Jul 18 19:47:01 2012 GMT ) / Commercial Support

Changing the status of the agent logged in statistics:

VirtualPBX

### Extension #13 stats

logout

[View messages](#) | [Extension detail](#) | [Extended stats](#)

Start Date	Caller ID	Duration	Type	Data
05/09/2012 07:06:19	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, STATUS=0
05/09/2012 07:01:44	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, STATUS=1
05/09/2012 06:58:08	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=передумал, STATUS=1
05/09/2012 06:57:53	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=ушел обедать, STATUS=0
05/09/2012 06:51:53	192.168.253.1	00:00:00	AgentStatus	AGENT=1020@10.1.5.22, ENH_DESC=test message, STATUS=1

From date: To date: Caller ID: Type: AgentStatus Search Excel

For queues available extended statistics (the link is in the statistics page), allowing you to visually present some statistical data on the bar and pie charts.

The following are the available analytical charts:

- All calls / disposition
- All calls / cause code
- Answered calls / duration (minutes)
- Unanswered calls / out queue position
- Unanswered calls / start queue position
- Answered calls / start queue position
- All calls / start queue position
- Answered calls / disconnect originator
- Unanswered calls / wait time (sec)

an example of a pie chart:





## DateTime

*Time service in user-selected time zone.*

Additional attributes:

CID action:	<input type="text" value="Say Extensions not found"/>
Prompt language:	<input type="text" value="Default"/>
Time Zone	<input type="text" value="Europe/Moscow"/>
Say date/time:	<input type="radio"/>
Say time:	<input checked="" type="radio"/>
Say date:	<input type="radio"/>
<input type="button" value="change"/>	

## Time Zone

time zone

## Say XXXX

what say: date\time / time / date

## Fax on Demand

*Sends to caller prepared fax. (flyer, brochure brief about the company and so on...)*

Additional attributes:

**VirtualPBX**

**Extension# 890**[logout](#)

User prefsCloneView messagesStatsClear extensionDelete extensionExtensions listView extension

Type:Fax on Demand

Number:890

Next Extension:back - GoTo previous ext

Name:

Greeting:Hi, get a fax after the tone.

Notify email:

Wait Extension:☐

Fax Header:

all optionschange

System files:

Fax on Demand:

Обзор...

Name

upload

tif

Create newCloneUser prefsView messagesStatsClear extensionDelete extensionExtensions list

## Fax Header

Fax header.

For work it is necessary to load fax-file in the tiff format.

# CallBlast

*Call blast your pre-recorded messages to many people.*

Additional attributes:

Greeting:

Play greeting:

1

 times with 

0.00

 sec delay

Recipient notification:

Wait Extension:

☐

Hide extension:

☐

Protected with pin code:

☐

Direct access:

☒

Global extension:

☐

CID filters: ( )

No CID filters

CID action:

Say Extensions not found

Prompt language:

Default

Volume control RX/TX:

0

 / 

0

Activate CallBlast:

☒

Monitoring for greeting:

☐

Start CallBlast at:

2010/02/02 02:00

 yyyy/mm/dd hh:mm

Stop CallBlast at:

2011/12/20 02:16

 yyyy/mm/dd hh:mm

Ring timeout (sec):

10

 ( 10 - 120, 1 ring approximately equals 4 seconds )

RetryDial interval (minute):

2

Retry call attempts:

1

Concurrent calls:

2

 ( 0 - unlimited )

Time Zone:

Europe/Moscow

core options

change

CallBlast statistics:

live calls: 0

Call Status	Count	Percent
Success	3	100.00 %
Failed	0	0.00 %
Wait redial	0	0.00 %
Wait	0	0.00 %
Expired	0	0.00 %
All records	3	100.00 %

CallBlast Schedule:

Priority	Time	Day Of Week	Day Of Month	Month	Year	Actions
5	*	*	*	12	*	
5	*	*	*	11	*	
5	*	*	*	5	*	
5						<div>add</div>

CallBlast data ( 0 .. 24 ) :

Name	Phone Number(s)	User vars	Status	Attempt	Handle time	Actions
igor Okunev	iokunev@10.1.6.101	b=122	success ( human )	1	14/05/2011 11:48:11	
igor Okunev - 2	iokunev@10.1.6.101,11@10.1.1.1	b=125	success ( machine )	1	16/05/2011 00:40:10	
10123	0.1.6.101.123456@10.1.5.22,54321@10.1.1.22		success ( human )	2	14/05/2011 00:30:10	

add

O63op...

Append data from CSV

Create new

Clone

User prefs

View messages

Stats

Delete extension

Extensions list

VirtualPBX build: 1\_5195\_dev ( Tue Jul 19 21:55:58 2011 GMT )

## Activate CallBlast

enable call blast.

## Start CallBlast at

time after which to start call blast, format: yyyy/mm/dd hh:mm

## Stop CallBlast at

time after which to stop call blast, format: yyyy/mm/dd hh:mm

## Monitoring for greeting

When setting this flag, the system will start callblast after change greeting file ignoring option '**Start Callblast at**'

## TimeZone

time zone for callblast.

**Ring timeout**

ring timeout

**Call attempts**

the number of attempts to redial, if for any reason the called party is not available.

**Retry Dial interval**

the interval between repeated calls ( minutes )

**Concurrent calls**

the number of concurrent calls for callblast.

**Minimum duration of successful call**

The minimum duration of a call in which the call is considered answered.

CallBlast list contains a name and phone number of the subscriber. In the process of processing in the columns of the 'Status' and 'processing Time' will be displayed processing status and time of the change in status. 'Attempt' - how many attempts the call has been committed. Status can be:

- **success**
- **failed**
- **busy**
- **ring timeout**
- **hang up**
- **congestion**
- **in process**
- **expired**
- **not listened**

In column a phone number may be several phones separated by ';' (semicolon), in this case the system will try to consistently call any number in the order listed.

It is also possible to specify several separated by'; ' (semicolon) user session variables.

To work callblast you can create a schedule in which specify in detail such as day of the week and the time when it is convenient to call.

*The system provides data import/export from a CSV file, file format:*

*import:*

```
"NAME","PHONE_NUMBER","USER_VARS","CALL_STATUS","ATTEMPT","PROCESS_DATE"  
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub","success ( human )",1,"24/07/2010 15:02:13"
```

*export:*

```
"NAME","PHONE_NUMBER","USER_VARS"  
"gosha1","iokunev@10.1.111.7:5060","BALANCE=-124.48rub"
```

*!!! Be careful when you import, data from CSV file are appended to the existing list !!!*

# Callblast extended statistics example:

VirtualPBX

## Extension #999 extended stats

( 2012/05/31 14:08:00 - 2012/07/31 14:09:04 , group by : year )

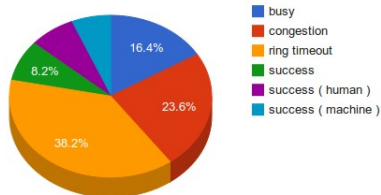
[logout](#)

[View messages](#) | [Extension detail](#) | [Stats](#)

From date: 2012/05/31 14:08 ... To date: ... Caller ID: year

### All calls / status

All calls / status ( 2012 )

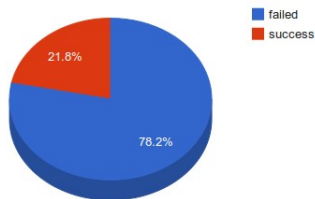


■ busy  
■ congestion  
■ ring timeout  
■ success  
■ success ( human )  
■ success ( machine )

	Status	Count
1	busy	18
2	congestion	26
3	ring timeout	42
4	success	9
5	success ( human )	8
6	success ( machine )	7

### All calls / success or failed

All calls / success or failed ( 2012 )

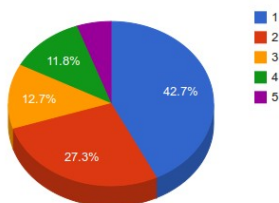


■ failed  
■ success

	Status	Count
1	failed	86
2	success	24

### All calls / call attempt

All calls / call attempt ( 2012 )

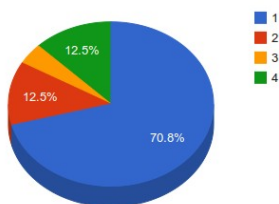


■ 1  
■ 2  
■ 3  
■ 4  
■ 5

	Attempt	Count
1	1	47
2	2	30
3	3	14
4	4	13
5	5	6

### Successful calls / call attempt

Successful calls / call attempt ( 2012 )



■ 1  
■ 2  
■ 3  
■ 4

	Attempt	Count
1	1	17
2	2	3
3	3	1
4	4	3

## Bulletin board system

*Allows you to leave a voice message for the public to listen to. Can be used for organization of Bulletin boards, recording podcasts (with use of the password for the record), and so on...*

### Additional attributes

Max message duration:	<input type="text" value="-1"/>	( in sec, -1 - for unlimit )
Min message duration:	<input type="text" value="-1"/>	( in sec, -1 - for unlimit )
Secret key ( for rec ):	<input type="text" value="123"/>	
Post interval ( sec ):	<input type="text" value="2592000"/>	<input type="button" value="unlimit"/> <input type="button" value="v"/>

[core options](#)

### Max message duration

The maximum length of a recorded message (seconds).

Can not be greater than the system settings for this user / group.

### Min message duration

The minimum length of a recorded message (seconds).

If the message is less than the specified length, it is not saved.

### Secret key

The secret key for recording messages. If not specified, leave messages may all.

### Post interval

Interval during which cannot be re-record the message with the same number of the caller ( seconds ). Can be used as some kind of protection from spam.

## User Variable

*Setting a variable that can later be used for jumps in the IVR.*

Additional attributes:

Variable name:	<input type="text" value="YES_NO"/>
Input pattern:	<input type="text" value="Boolean"/>
Max digits:	<input type="text" value="-1"/> ( -1 for unlimited )
Format input var:	<input checked="" type="checkbox"/>

[core options](#)

## Input pattern

Apply one of the predefined templates for input, such as:

- **Time:** 22:53  $\Rightarrow 22*53$
- **Date:** 21/11/1978  $\Rightarrow 21*11*1978$
- **Date/time:** 21/11/1978 22:43  $\Rightarrow 21*11*1978*22*43$
- **Phone number:** 17124321702  $\Rightarrow 17124321702$
- **Logical YES (1) or NOT (0)**
- **Money 123.45**  $\Rightarrow 123*45$
- **Card number:**
  - Mastercard
  - Visa
  - enRoute
  - Discover
  - Diners Club
  - Amex
  - JCB

**Max digits**

the maximum number of characters that can be entered  
the user, when -1 - input is terminated after pressing #

**Variable name**

The name of the session variable in which is stored the result. Do not define it if you  
do not plan to reuse entered data.

**Format input var**

This parameter is relevant only when using templates. Replace the separator to the  
usual characters.

For example IP address **127\*0\*0\*1** => **127.0.0.1**



## WEB Variables

*Setting variables which may later be used for jumps in the IVR. It can also be used to send web requests to the remote system (similar to type `WEB request`).*

Additional attributes:

URL:

Goto if request fail:

Read user params: ☐

Record voice message: ☒

Max message duration:  ( in sec, -1 - for unlimit )

core options

change

Create new Clone User prefs View messages

XVB - VirtualPBX v.2, build: 1\_5200\_dev ( Thu Jul 21

### URL

URL of the request.

Use follow syntax for basic auth:

<http://user:password@home.page.com>

### Read user params

when setting this flag, the system will ask the caller to enter additional parameters which can then be used in the request to the WEB server. For example, if the caller enters '12\*34\*56#', then in the url and post\_params can be used containers like that:  
%VAR:DTMF\_INPUT0%...%VAR:DTMF\_INPUTn%

For example, if callerid =123 and  
url='http://1.1.1.1/t.cgi?C=%VAR:CID%&P=%VAR:DTMF\_INPUT0%&SP=%VAR:DTMF\_INPUT1::-1%'

and if caller enters 12\*34, when final url will have the form:  
url='http://1.1.1.1/t.cgi?C=123&P=12&SP=3'

*For the containers you can use substring,  
example format:*

%VAR:CID:1:10% - 10 digits beginning with the second  
%VAR:CID::5% - first 5 digits  
%VAR:CID::-4% - number without the last 4 digits.

**Goto if request fail**

go to this extension if WEB request is failed.

**Max message duaration**

The maximum length of a recorded message (seconds).

Can not be greater than the system settings for this user / group.

**Record voice mesage**

Record a voice message and pass it by URL. The recorded message is transmitted in the wav format, in a variable: **%VAR:FILE\_DATA%** by POST method.

Example of URL:

[http://my:pswd@127.0.0.1/ai/test.txt?cid=%VAR:CID%&file=%VAR:FILE\\_DATA%](http://my:pswd@127.0.0.1/ai/test.txt?cid=%VAR:CID%&file=%VAR:FILE_DATA%)

the server response should be in the format:

Variable1=Value1

Variable2=Value2

....

!!! The system can handle server responses up to 4KB !!!

## Goto If

*Run of various IVR items depending on the value of variables.*

Additional attributes:

Goto If data: ✖

Priority	Function	Variable	Condition	Value	Extension Number	Actions
6	value ▾	CID	regexp ▾	.*iokunev.*	1	✖
5	value ▾	YES_NO	== ▾	4	2 <input type="text"/>	✖
5	strlen ▾	CID	> ▾	2	3	✖
<input type="text" value="5"/>	value ▾	<input type="text"/>	== ▾	<input type="text"/>	<input type="text"/>	<input type="button" value="add"/>

### Priority

Priority conditions (from the greater to the less)

### Function

Function to get the current value of a variable:

- strlen
- value

### Variable

Variable name

### Condition

- <
- >
- >=
- <=
- ==
- !=
- contain - contains substring
- regexp - regular expression

### Value

the reference value, which is compared the value of a variable.

### Extension number

The extension to which you should go for a positive result of verification.

## Stored variable

*Setting a variable which is stored in the database on the server.*

The name of the variable is defined as the DB-EXTENSION\_NUMBER. For example, if you have the extension number '9\*4', the name of the variable is DB-9\*4.

It is recommended to use the protection of the pin-code when working with this type of extension.

## Alarm Clock ( Wake-Up )

*A call back at a specified time with a pre-recorded voice message.*

Additional attributes:

CallBack number:	<input type="text" value="2501,3501"/>	( null == callerid )
Remove message after dial:	<input checked="" type="checkbox"/>	
Ring timeout (sec):	<input type="text" value="30"/>	( 10 - 120 )
RetryDial interval (sec):	<input type="text" value="30"/>	( 30 - 180 )
Call attempts:	<input type="text" value="2"/>	

[core options](#)

[change](#)

<input type="text"/>	<a href="#">Create new</a>	<a href="#">Clone</a>	<a href="#">User prefs</a>
----------------------	----------------------------	-----------------------	----------------------------

### CallBack number

number to which you want to call back, if number is not defined then the system call back to the number from which the came the call.

### Remove message after dial

After a successful call the system will remove recorded message.

### Ring timeout

ring timeout

### Call attempts

the number of attempts to redial, if for any reason the called party is not available.

### Retry Dial interval

the interval between repeated calls ( minutes )

After you call to this extension, the system prompts You to record a voice message and set the time. Supported time formats:

- XX\*YY — after XX hours YY minutes.
- YY — after YY minutes
- yyyy\*mm\*dd\*HH\*MM — exact date.
- mm\*dd\*HH\*MM — exact date in current year.

After recording a voice message and set the date `alarm-clock` activated. To cancel a call you need to delete a voice message from server.

## Google Calendar Schedule

*Checks status ( busy / not busy ) in google calendar.*

Additional attributes:

Google user:	<input type="text" value="vp[redacted]@gmail.com"/>
Google password:	<input type="password" value="••••••••••"/>
Calendar name:	<input type="text" value="busines"/> ( null == all calendars )
Go to if not busy:	<input type="button" value="3 - Follow Me test"/> 
Go to if busy:	<input type="button" value="2 - Recording"/> 
<a href="#">core options</a> <input type="button" value="change"/>	

### Google user

google login.

### Google pswd

google password.

### Calendar name.

Calendar name. Blank for all calendars.

### Goto if not busy

Go to this extension if in a calendar there are no events at the current time.

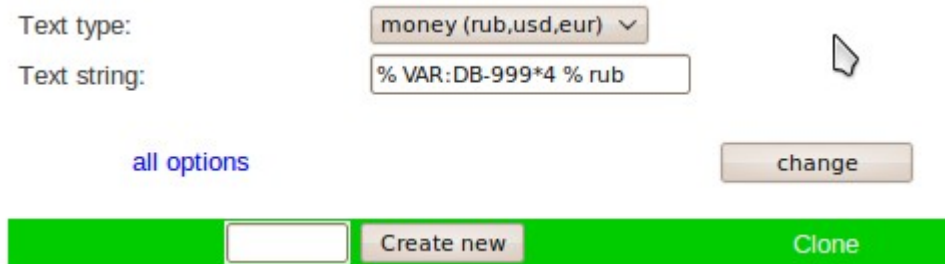
### Goto if busy

Go to this extension if in the calendar there is a event to the current time.

## RoboTEXT

*Says the text in a specific format.*

Additional attributes:



The image shows a configuration interface for RoboTEXT. It includes a 'Text type' dropdown menu set to 'money (rub,usd,eur)', a 'Text string' input field containing '% VAR:DB-999\*4 % rub', a blue 'all options' link, a 'change' button, and a green bar at the bottom with a 'Create new' button and a 'Clone' button.

Text type: money (rub,usd,eur) ▾

Text string: % VAR:DB-999\*4 % rub

[all options](#) change

### Text string

text string or user variable.

### Text type

One of the predefined formats for the text:

Characters

Number

Percent ( -9999.99 — 9999.99 )

Time ( 21:11:45, 10:15, 5:45 pm )

Date1

Date2 ( 2010/12/23, 01/12/2010, 30/07, 02/2010 )

Duration ( s, s:m, s:m:h — seconds\minutes\hours)

Money ( 100.1 usd, 12 rub, 0.13 eur )

Degree ( -9999,99 - 9999,99 C,K,F )

Phone ( 7-951-915-11-90, 53414 )

Datetime1

Datetime2



## MP3 Streaming

*mp3 streaming to phone gateway.*

Additional attributes:

URL:

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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**URL**

mp3 url

## Call Parking

### *Call parking*

Additional attributes:

**VirtualPBX**

Extension# 27

logout

User prefsCloneView messagesStatsDelete extensionExtensions list27 - test parking

Type:Call parking

Number:27

Next Extension:back - GoTo previous ext

Pin code:99 #

Name:test parking

Greeting:Enter parking slot

Repeat greeting:0 ( 0 - don't repeat )

Recipient notification:

Wait Extension:☐

Hide extension:☐

Protected with pin code:☐

Direct access:☒

Global extension:☐

CID filters: ( / )No CID filters

CID action:Say Extensions not found

Prompt language:Default

Volume control RX/TX:0 / 0

Music on hold:Dont Worry, be Happy

Max Hold Time (sec):600

Goto if UNParking:6 - Test WebRequest

core optionschange

System files:

O63op...Nameupload

O63op...restore schema

Parked calls:

Phone number	Parking slot	Hold time
iokunev-mbl@192.168.253.1	18	00:00:04

Create newCloneUser prefsView messagesStatsDelete extensionExtensions list

VirtualPBX build: 1\_4056\_dev ( Mon Sep 27 13:49:17 2010 GMT )

## Goto if UNparking

The extension to execute if nobody picked up call from the Parking lot.

## Music on Hold

music on hold

## Max Hold Time

The maximum time of waiting in the Parking lot. ( seconds )

## Google Calendar - Events

*The list of events based on data from Google Calendar. The system plays the name of the event and its date. That is, by calling the telephone number you can listen to the list of scheduled events, confirm or refuse from the participation in the event.*

Additional attributes:

Google user:	<input type="text" value="vpbx613@gmail.com"/>
Google password:	<input type="password" value="••••••••"/>
Calendar name:	<input type="text"/> ( null == all calendars )
Allow to confirm events:	<input checked="" type="checkbox"/>
Offset Days::	<input type="text" value="1"/> ( 0 - today, 1 - tomorrow, ..., etc )
How many days:	<input type="text" value="360"/>
Maximum events:	<input type="text" value="30"/>
Announcement of the event started:	<input type="text" value="date and time"/>
Filters:	
Author:	<input type="text"/>
Category:	<input type="text"/>
Substr:	<input type="text"/>
<a href="#">core options</a> <input type="button" value="change"/>	

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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VirtualPBX build: 1\_4787\_dev

### Google user

google login.

### Google pswd

google password

### Calendar name

Calendar name. Blank for all calendars.

### Offset days

How many day skip. 0 - to begin with today, 1 - start with tomorrow, and so on...

**How many days**

The number of days for which you need to get the list of events. From 1 to 365.

**Maximum events**

Number of events 1 .. 1000.

**Announcement of the event started**

Format of the date in which pronounce the time of the event.

**Filters / Фильтры**

The search in the calendar of events only covered by these filters.

Author, Category, Keyword - in all of these fields, you can use the variables.

For example, setting the SubStr to '%VAR:CID%' you can tell the system to choose the activities in which appears the number of the caller.

**Allow to confirm events**

Allow the user while listening to use the keys: 1 - confirm the event, 3 - to withdraw from the event.

When listening to a list of events you can use the following telephone keys:

- 4 - go to previous event
- 5 - listen to again
- 6 - go to next event
- 1 - confirm the event
- 3 - to withdraw from the event.

After the user confirm/cancel the events in the calendar, in description, there will be lines like:

**vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31**

where:

vpbx	- label
17123388300	- vallerID
cancel	- status cancel/confirm
1	- the number of confirmations/cancel
1301905913	- unix timestamp last confirmation
04/04/11 12:45	- datetime

In combination with filters (for example, you set a filter on the number of the caller), this information can be used by external applications for processing, for example, the waiting time to a specialist and so on.

The screenshot shows the Google Calendar interface. At the top, there's a search bar with the Google logo and a button 'Search my calendars'. Below this, there's a navigation bar with '« Back to calendar', 'Save', 'Discard changes', 'Delete', and a 'More Actions' dropdown menu. The main content area shows an event titled 'готовимся к работе'. Below the title, there's a date and time range: '4/5/2011 11:00pm to 12:00am 4/6/2011' with a 'Time zone' link. There's an 'All day' checkbox. Below this, there's a section for 'Event details' with a 'Find a time' button. Further down, there's a 'Where' field and a 'Calendar' dropdown menu showing 'vpbx@192.168.253.1.com'. At the bottom, there's a 'Description' field containing two lines of text: 'vpbx | iokunev@192.168.253.1 | confirm | 6 | 1301905913 | 04/04/11 12:31' and 'vpbx | 17123388300 | cancel | 1 | 1301905913 | 04/04/11 12:45'.

## Paging ( Intercom )

*Paging lets you, with phones that support it, do a 'Page' - you dial a number, and all the phones in the group pick up automatically, go into hands free, and play through their speaker what the caller is saying. This is very useful in a small office environment.*

Additional attributes:

Phones:	<input type="text" value="2510@10.1.5.22"/>
Timeout (sec):	<input type="text" value="0"/> ( 0 - for unlimit )
Alert-Info header:	<input type="text" value="SVAutoPickup"/>
Call-Info header:	<input type="text"/>
2-way Intercom:	<input checked="" type="radio"/>
1-way Paging:	<input type="radio"/>
Record call:	<input type="checkbox"/>

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="User prefs"/>
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VirtualPBX build: 1\_5059 (

### Phones

Phone list. Separated by comma.

### Timeout

Call limit (seconds )

### Call type

2 way Intercom,

1 way Paging.

### Record call

Automatically start recording.

**Alert-info header**

depending on the equipment, for example: Intercom, SVAutoPickup.

Don't change it if not sure.

**Call-info header**

depending on the equipment, for example:

<sip:your.domain.com>;answer-after=0,

Auto-Answer=0,

sip;;answer-after=0.

Don't change it if not sure.

## Play DTMF Tones

*Send the caller DTMF digits (0123456789\*#abcd).*

Additional attributes:

Digits:	<input type="text" value="%VAR:DID:-4%"/>
Interdigit timeout (ms):	<input type="text" value="250"/>
Digit duration (ms):	<input type="text" value="150"/>

[core options](#)

<input type="text"/>	<input type="button" value="Create new"/>	<input type="button" value="Clone"/>	<input type="button" value="Delete extension"/>
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XVB - VirtualPBX v.2, build: 6196\_dev ( Tue May 1 1

### Digits

list of digits ( 0123456789\*#abcd ), w — for 0.5 second delay

### Interdigit timeout

Amount of time to wait in ms between tones. (defaults to .25s)

### Digit duration

Duration of each digit.



## Reserved extensions

System reserved the following extensions:

- **i** — invalid, go to to this extensions if user enters incorrect extension number. It can be specified for each IVR level. :
  - i — invalid handler for root level
  - 2\*2\*i — invalid handler for 2\*2
- **t** — timeout, go to this extension if user enters nothing and extension has flag 'WaitExtension'.

*Extensions **i** and **t** should be specified in lowercase.*

# Standard actions for each extension

VirtualPBX Extension# 0 [logout](#)

---

User prefs Clone View messages Stats Clear extension Delete extension Extensions list View extension ▾

---

Type: Playback ▾

Number:

Next Extension: repeat - Repeat current ext ▾

Name:

Greeting: 

Welcome to ...  
For send fax, press 10. For record  
your voice message, press 2.  
For record DTMF, press 8.  
For listen music, press 1.  
For company directory, press 8.  
For call to me, press 3.

Notify email:

Wait Extension: ☒

Allow greeting rewind: ☒

[all options](#) change

System files:

User Name:  Name ▾ upload

---

Create new Clone User prefs View messages Stats Clear extension Delete extension Extensions list

VirtualPBX build: 1\_2262 ( Sat Oct 3 19:17:44 2009 GMT )

-- (c) 2009 Igor Okunev --

- Clone — clone extension.
- View message — view messages.
- Clear extensions — delete messages for extension.
- Delete extension - delete extension.
- Extensions list — go to extension list.
- Stats — view statistics.
- Create new extension.
- Upload system files.
- Save / restore data in xml format.

# View messages

VirtualPBX

## Messages for Extension Number# 2

[logout](#)














[All messages](#)

[Clear extension](#)

[Itunes](#)

[Rss](#)

[Extension detail](#)

#	Type	Date	From	Duration	Size	Actions
1	New user message	24/05/2009 00:39:10	'Igor Okunev' <iokunev>	00:00:04	23.49 K	   
2	New user message	23/05/2009 22:03:27	iokunev	00:00:02	14.28 K	   
3	Old user message	17/08/2009 16:31:00	'Igor Okunev' <iokunev@10.1.5.121>	00:00:04	16.93 K	    

From date:



To date:



Caller ID:

When viewing the list of messages the following actions are available:

- delete message
- download message
- listen message
- get a link to RSS / Itunes feeds
- you can also use filters to search messages.

# RSS

You can subscribe to view new messages in RSS feed.

## VirtualPBX RSS feed Ac:10011

VirtualPBX

VirtualPBX RSS feed.

**[Id:140 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16
- File size: 28.75 K

**[Id:139 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08
- File size: 28.75 K

**[Id:137 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27
- File size: 659.22 K

**[Id:138 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25
- File size: 632.34 K

# Itunes

Subscribe to Itunes feed is also available

## VirtualPBX Itunes Ac:10011

VirtualPBX

VirtualPBX Itunes

**[Id:140 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 19:13

- Extension: 2
- Duration: 00:00:16

Медиа файлы

[d71e6803e2671b765be5481a80bc17b3.q722.mp3](#) (MP3 аудио, 28.8 КБ)

**[Id:139 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 19:06

- Extension: 2
- Duration: 00:00:08

Медиа файлы

[45b96f0acf013a2e95160a6d39e05dbc.q722.mp3](#) (MP3 аудио, 28.8 КБ)

**[Id:137 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 17:59

- Extension: 2
- Duration: 00:01:27

Медиа файлы

[eab08e86f85f5a7e0f1ab58dd1c9a3e5.q722.mp3](#) (MP3 аудио, 659 КБ)

**[Id:138 Message from lokunev-mbl@192.168.253.1](#)**

18.03.2011 18:56

- Extension: 2
- Duration: 00:01:25

Медиа файлы

[4dc7c15e7e7d8c2fedf75d98bf9207c0.q722.mp3](#) (MP3 аудио, 632 КБ)

# Statistics for extension

VirtualPBX

Extension #2\*1\*1 stats

[logout](#)

[View messages](#)

[Extension detail](#)

Start Date	Caller ID	Duration	Type	Data
24/08/09 18:22	2503	00:00:06	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
24/08/09 18:02	2402@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=18, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:52	andynmov@10.1.111.37	00:08:28	Dialout	CAUSE=16, DURATION=497, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:21	Dialout	CAUSE=21, DURATION=0, PN=3501, STATUS=NOANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:20	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=NOANSWER
21/08/09 15:51	andynmov@10.1.111.37	00:00:06	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
21/08/09 15:12	2399@10.1.111.37	00:00:08	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=CANCEL
21/08/09 15:10	2399@10.1.111.37	00:00:18	Dialout	CAUSE=16, DURATION=11, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=16, DURATION=3, PN=2510@, STATUS=ANSWER
21/08/09 15:08	2399@10.1.111.37	00:00:21	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
21/08/09 15:04	2503	00:00:03	Dialout	CAUSE=16, DURATION=0, PN=iokunev-mbl@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:10	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
21/08/09 15:02	2503	00:00:20	Dialout	CAUSE=0, DURATION=0, PN=iokunev-mbl@, STATUS=NOANSWER
20/08/09 18:38	2503	00:00:08	Dialout	CAUSE=16, DURATION=1, PN=2510@, STATUS=ANSWER
20/08/09 18:38	2503	00:00:16	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 16:28	7920000097@10.1.111.37	00:02:23	Dialout	CAUSE=16, DURATION=138, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=2510@, STATUS=CANCEL
20/08/09 15:59	2501	00:00:03	Dialout	CAUSE=21, DURATION=0, PN=iokunev-mbl@, STATUS=BUSY
20/08/09 15:09	7605692222@10.1.111.37	00:00:27	Dialout	CAUSE=16, DURATION=23, PN=iokunev-mbl@, STATUS=ANSWER
20/08/09 15:08	7920000097@10.1.111.37	00:00:15	Dialout	CAUSE=16, DURATION=12, PN=iokunev-mbl@, STATUS=ANSWER

From date:  ... To date:  ... Type:  Search Excel

VirtualPBX build: 1\_2262 ( Sat Oct 3 19:17:44 2009 GMT )

-- (c) 2009 Igor Okunev --

Available detailed statistics on the use of extension with the possibility to dump in excel format.

# Macros





The system has the ability to use simple macros to insert predefined text values.

VirtualPBX

Macros

logout

User Prefs | Extensions list

Name	Description	Data	Actions
<input type="text" value="CS"/>	<input type="text" value="Customer service"/>	<input type="text" value="123, 124, 125, 126"/>	 
<input type="text" value="Support"/>	<input type="text" value="Support level2"/>	<input type="text" value="911"/>	 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="create"/>

Extensions list

User Prefs

It can be used in Find-Me / Queues phone list, or text greetings, like that: %MACRO:CS%

Next Extension:

Name:

Greeting:


Notify email:

Wait Extension: ☐

Agents list:

[all options](#)

Agent statistics ( started 18/10/2009 00:42:58 ):

Phone number	All calls	Answered calls	Duaration	Duration AVG	RingTime AVG
124	0	0	00:00:00	00:00:00	0
123	0	0	00:00:00	00:00:00	0
125	0	0	00:00:00	00:00:00	0
126	0	0	00:00:00	00:00:00	0
2503@10.1.5.22	0	0	00:00:00	00:00:00	0
	0	0	00:00:00	00:00:00	0

## Session variables

The system allows the user to use session variables. Initially, there are several predefined variables:

- **CID** — caller ID.
- **CNAM** — caller name.
- **DID** — called number.
- **C\_ID** — uniq call ID.
- **C\_TYPE** — call type.
- **C\_TIME** — call duration ( seconds ).
- **LAST\_RECORDED\_FILE** — the name of the last recorded file

It can be used for:

- Queue ( URL ).
- Web request.
- Web variables
- Routes

Substring also supported:

- |                       |                                      |
|-----------------------|--------------------------------------|
| <b>%VAR:CID:1:10%</b> | - 10 digits starting with the second |
| <b>%VAR:CID::5%</b>   | - first 5 digits.                    |
| <b>%VAR:CID::-4%</b>  | - number without the last 4 digit.   |
| <b>%VAR:DID:-4%</b>   | - last 4 digits.                     |
| <b>%VAR:USER_VAR%</b> | - user variable                      |

# Regular expression

The system supports the following format of a regular expression:

- **123{1,3}** - 123,1233,12333
- **[\w\d]** — any digit or character
- **[\^d]** — any digit
- **[12-49]** - numbers from the range (in this example, 1,2,3,4,9)
- **.** - any symbol
- **\d+** - one or more digits
- **\d?** - no or one digits
- **!** - отрицание ( !712. - все кроме 712.)
- **.\*** - any value
- **\\* - \***
- **|** - boolean 'or'. For example:  
123 | 999 | 61[1-3] — 123, 999, 611,612,613
- **&** - boolean 'and'. For example:  
123.\* & !123[12].\* - everything that begins from 123 but not from 1231 and not from 1232.



# Configure outgoing calls.







Click to 'sip peers' link

VirtualPBX

SIP Peers

logout

User Prefs | Extensions list | Routes | Phones

Proxy (*)	Port (*)	Domain	User	Password	Peer Name (*)	DTMF mode	Proto	Actions
6	5060				MY-PBX	rfc2833	UDP	 
sbc.megafon.ru	5060	multifon.ru			Multiphon	inband	UDP	
sipnet.ru	5060	sipnet.ru			Sipnet	rfc2833	UDP	
sip.telphin.com	5068	sip.telphin.com			Telphin	rfc2833	UDP	
192.168.6.3	5060	192.168.6.3			test proxy	rfc2833	UDP	
<input type="text" value="sip.telphin.com"/>	<input type="text" value="5060"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="Telphin"/>	<input type="text" value="rfc2833"/>	<input type="text" value="UDP"/>	<input type="button" value="create"/>

PhonesRoutesExtensions listUser Prefs

and add new sip-peer with following options:

- Proxy
- Port
- Domain
- User ( for auth )
- Password ( for auth )
- Peer Name
- DTMF mode
- Proto

# Routes

VirtualPBX

Routes

logout

User Prefs | Extensions list | SIP Peers | Phones

Priority	Pattern	Out number	Permissions	Time Limits	Route Name	Peer	Actions
2	1.*			0	test	test	
2	skype:.*	%VAR:DST:6%		0	Skype-Sipnet	Sipnet-Skype	
1	011.*		CID=iokunev-mbl	0		test	
1	012.*	011%VAR:DST:3%		600		Sipnet	
1	013.*	011%VAR:DST:3%		900		OW-PBX-2397	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	test	

PhonesSIP PeersExtensions listUser Prefs

XVB - VirtualPBX v.2, build: 6240\_dev ( Wed May 9 08:39:58 2012 GMT ) / Commercial Support

Add new route with following options:

- priority
- pattern — phone pattern
- out number - corrected number
- permissions
- time limits
- route name
- peer

**'Permissions'** with this option you can limit the use of the routing rules, for example:

- blank value — allow for all.
- '4\\*.\*' - allow to use this route from: 4\*1, 4\*2, 4\*1\*1, etc.
- 'phone:1.\*' - for all user phones beginning with 1.
- '!.\*test' — any extensions not ending on the test
- 'CID=123, 4' - for the user with CallerID 123 who called extension 4.
- 'ROUTE123\_ALLOW=1' - for users who have variable ROUTE123\_ALLOW with value 1.

You can change outgoing number, just add converted rule to 'the out number' column, for example if pattern=012.\* and out\_number=011%VAR:DST:3% and dialed\_number=012123456789, then it rewrited to 011123456789

# Incoming calls.

**VirtualPBX**

SIP Peers

logout

User Prefs | Extensions list | Routes | Phones

Proxy (*)	Port (*)	Domain	User	Password	Peer Name (*)	DTMF mode	Proto	Receive calls	Incoming exten	Actions
sb-ru	5060	multifon.ru	27-0000507	fac	Multifon	inband	UDP	yes	0	
sk-ru	5060	sipnet.ru	27-0000001	Blug	Sipnet-Skype	rfc2833	UDP	no	0	
sip-	5060	sipnet.ru	27-0000001	Blug	Sipnet.RU	auto	UDP	yes	0	
sip-	5068	sipnet.ru	27-0000001	Blug	Telphin	rfc2833	UDP	no	0	

rfc2833

UDP

no

create

PhonesRoutesExtensions listUser Prefs

XVB - VirtualPBX v2, build: 6565 ( Wed Jul 18 19:47:01 2012 GMT ) / Commercial Support

To receive incoming calls from your ISP set the '**Receive calls**' to '**Yes**' and enter the extension number to which you want to receive calls. If as an extension specifying a number in the format of DID12345 and the user is assigned DID 12345, then a call comes in on this number. Registration for the provider may take some time.

## Extension number formats:

- 0 — extension 0
- 123\*123 — extension 123\*123
- DID12345 — DID 12345, extension 0
- DID12345\*123 — DID 12345, extension 123

*!!! Don't forget to set 'Direct access' flag for selected extension !!!*

# User phones.

The user can register in the system of the few phones that you can use the Find-Me, queues, etc...

VirtualPBX

SIP Phones

logout

User Prefs | Extensions list | SIP Peers | Routes

Auth name	Password		Phone	User name	Record	Rec Exten	Pickup Groups	Actions
20-bAaM2uM3DflxMLikLVsgfQ.601	6408090...	<input type="checkbox"/>	601	secretar 1	Off	0	sec,buh,fin,mng	
20-f5NE8iH3zj6LDQCEgK3OrQ.602	...	<input type="checkbox"/>	602	secretar 2	Off	0	sec,buh,fin,it	
20-lrk5D2oGEslBXorr1FT72Q.611	...	<input type="checkbox"/>	611	nikita	Off	0	mng	
20-kcyUM5CByEZRCduk4irXJQ.612	...	<input type="checkbox"/>	612	max	External	records*mng	mng	
20-g2bxDkdy5Hzlqfomg7V8OA.613	...	<input type="checkbox"/>	613	lena	External	records*mng	mng	
20-Gk7X_V87gBlr8YWLdMdbiQ.614	...	<input type="checkbox"/>	614	sveta	External	records*mng	mng	
20-B_QJy54hNhIF46UmPCUdKw.615	...	<input type="checkbox"/>	615	katya	External	records*mng	mng	
20-BG3NFAuNfds5ZF5gXZMVog.621	...	<input checked="" type="checkbox"/>	621	irina	Off	0	buh	
20-TH44LOrrfWBRJfAQOJiCw.622	...	<input type="checkbox"/>	622	personal	Off	0	buh	
20--xwNwtfGn5yVe7NXDLuyDw.631	...	<input type="checkbox"/>	631	IT	Always on	records*it	it	
20-mlHjcaTuets42yldpCIEdg.662	...	<input type="checkbox"/>	662	Irina Letova	Off	0	fin	
20-4hnngaM5ZyQhu6c5lprFlw.663	...	<input checked="" type="checkbox"/>	663	Glava Semanova	Off	0	fin	
20-hf09-0ZBGshHCggQIH5avQ.664	...	<input type="checkbox"/>	664	Semen Petrov	Off	0	fin	
20-yVxoJF7bnVLRzpw7zv3A.665	fQHMeSJ9LB3		665	Igor Okunev	Off	0		

Off

create

RoutesSIP PeersExtensions listUser Prefs

XVB - VirtualPBX v.2, build: 6648\_dev ( Tue Sep 4 13:35:46 2012 GMT ) / Commercial Support

you need to add:

**PHONE** — phone number.

**NAME** —user name.

**RECORD** — record mode.

**REC Exten** — extension to store recordings.

**Pickup Groups** — pickup groups.

After the registration of the phone system You can bind the current IP address of the phone, to prohibit the registration from the other IP addresses.

twinkle:



Twinkle - User profile: VirtualPBX

User profile: VirtualPBX

User

SIP account

Your name: Igor Okunev

User name\*: 1-82a64f6b3731f416b148f13b77f88396

Domain\*: 613.148f13b77f88396.net

Organization:

SIP authentication

Realm:

Authentication name: 1-82a64f6b3731f416b148f13b77f88396

Password:

AKA OP:

Fanvil:

BASIC

NETWORK

VOIP

PHONE

MAINTENANCE

SECURITY

LOGOUT

VOIP

SIP

IAX2

STUN

DIAL PEER

SIP Line Select

SIP 2

Load

Basic Setting

Register Status	Registered	Display Name	101
Server Name	VirtualPBX	Proxy Server Address	
Server Address	10.10.10.10	Proxy Server Port	
Server Port	5060	Proxy Username	
Account Name	20-TKyyyR8QENJSj3AV4	Proxy Password	
Password	****	Domain Realm	
Phone Number	20-TKyyyR8QENJSj3AV4	Enable Register	<input checked="" type="checkbox"/>

APPLY

Advanced Set

Dial plan:

**\*digits** — call to IVR ( for example \*23\*3 — call to IVR to extension 23\*3 )

**\*\*digits** — service number, \*\*0 — echo test, \*\*1 — self number, \*\*2 - pickup

**digits** - call to phone or external number.

Call pickup rules:

- **\*\*2\*** - pickup any call for any group
- **\*\*2\*12** — pickup call for group 12
- **\*\*2123** — pickup call for phone 123

**The priorities of the route choice:**

- phone book
- user phone
- external route

# Phone book

The system has phone book with the ability to set short numbers and dump the data in various formats.

VirtualPBX

Phone book

login

User Prefs

CDRs

Extensions list

First name	Last name	Phone	Shortcut	Comment	Actions
Andrew		2500			
Eugene		2400			
Igor		2501			
<input type="text" value="Igor"/>	<input type="text" value="Okunev"/>	<input type="text" value="79519151190"/>	<input type="text" value="3501"/>	<input type="text" value="mobile"/>	<input type="button" value="add"/>

Polycom config

download

Обзор...

Append data from CSV

Extensions list

CDRs

User Prefs

XVB - VirtualPBX v.2, build: 6565 ( Wed Jul 18 19:47:01 2012 GMT ) / Commercial Support

You need to add:

- First name
- Last name
- Phone number
- Shortcut
- Comment

# CDR.

The system generates detailed CDR for each call. The user can browse the CDR via the WEB.

VirtualPBX CDRs [logout](#)

[User Prefs](#) | [Journals](#) | [Extensions list](#)

Start Date	Caller ID	Duration	Cost	Called NUM	Type
27/12/2009 01:05:38	'Igor Okunev' <123>	00:00:02	0.02 (Rur)	613*613*3	local
27/12/2009 01:04:44	'Igor Okunev' <123>	00:00:05	0.04 (Rur)	613*613*3	local
26/12/2009 18:14:27	'Igor Okunev' <123>	00:00:04	0.03 (Rur)	613*613*0	local
26/12/2009 18:13:59	123	00:00:03	0.03 (Rur)	613*613*0	incoming
26/12/2009 12:50:59	123	00:00:36	0.30 (Rur)	613*613*0	incoming
25/12/2009 19:05:25	'Igor Okunev' <123>	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 18:53:09	123@10.1.5.121	00:00:11	0.09 (Rur)	613*613*0	incoming
25/12/2009 18:16:01	123@10.1.5.121	00:00:05	0.04 (Rur)	613*613*0	incoming
25/12/2009 13:42:32	9194793109@10.1.5.121	00:00:03	0.02 (Rur)	613*613	incoming
25/12/2009 03:42:28	'Igor Okunev' <123>	00:00:12	0.10 (Rur)	613*613*0	incoming
25/12/2009 03:42:19	'Igor Okunev' <123>	00:00:09	0.07 (Rur)	613*613*0	incoming
25/12/2009 03:42:06	'Igor Okunev' <123>	00:00:11	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:03	0.03 (Rur)	613*613*0	incoming
25/12/2009 03:16:18	123	00:00:03	0.03 (Rur)	613*613*0	incoming
25/12/2009 03:16:18	123	00:00:10	0.00 (Rur)	1641700000	incoming
25/12/2009 03:16:18	'Igor Okunev' <123>	00:00:09	0.07 (Rur)	1641700000	incoming
25/12/2009 03:16:18	123@10.1.5.121	00:00:19	0.16 (Rur)	613*613*0	incoming
24/12/2009 23:59:59	123@10.1.5.121	00:00:03	0.00 (Rur)	613*613*0	incoming
24/12/2009 23:59:59	123@10.1.11.111	00:00:03	0.00 (Rur)	613*613*4	incoming

From date:  To date:  Caller ID:  call type:  Search:  Excel:  Chart:  group by:

VirtualPBX

## Call Detail

[logout](#)

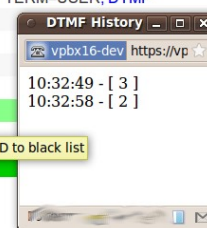
[User Prefs](#) | [CDRs](#) | [Extensions list](#)

Start Date	Caller ID	Duration	Extension	Type	Actions	Data
2011/04/27 10:32:47	iokunev-mbl@192.168.253.1	00:00:17		Call		TERM=USER, DTMF
2011/04/27 10:32:47	iokunev-mbl@192.168.253.1	00:00:02	0	Playback		
2011/04/27 10:32:49	iokunev-mbl@192.168.253.1	00:00:06	3	Streaming		
2011/04/27 10:32:55	iokunev-mbl@192.168.253.1	00:00:03	0	Playback		
2011/04/27 10:32:58	iokunev-mbl@192.168.253.1	00:00:04	2	Streaming		
2011/04/27 10:33:02	iokunev-mbl@192.168.253.1	00:00:02	0	Playback		

Extensions list CDRs

VirtualPBX build: 1\_4835\_dev ( Mon Apr 25 06:32:04 2011 GMT )

-- (c) 2009-2011 Igor Okunev --





Daily reports:

Statement info:

- Access code: 613
- Period: Fri, 25 Sep 2009 04:00:00 MSD - Sat, 26 Sep 2009 04:00:00 MSD

Virtual PBX summary report:

Extension	Event	Count	Duration	Cost
0	Playback	35	00:00:28	
1	Playback	1	00:00:01	
2	Listen	1	00:00:00	
4	Playback	3	00:00:14	
CALL		7	00:02:26	0.00 (Rur)

Virtual PBX call report:

Start Date	Caller ID	Duration	Cost
25/09/2009 16:53:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:06	0 (Rur)
25/09/2009 16:52:30	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:42:56	'Igor Okunev' <iokunev@10.1.5.121>	00:00:29	0 (Rur)
25/09/2009 16:39:48	'Igor Okunev' <iokunev@10.1.5.121>	00:00:58	0 (Rur)
25/09/2009 16:39:28	'Igor Okunev' <iokunev@10.1.5.121>	00:00:08	0 (Rur)
25/09/2009 16:38:59	'Igor Okunev' <iokunev@10.1.5.121>	00:00:27	0 (Rur)
25/09/2009 09:19:12	'Igor Okunev' <iokunev@10.1.111.204>	00:00:10	0 (Rur)

--  
Thanks!

# Journal.

*The system records all changes made by the user and allows you to view a log of changes.*

VirtualPBX

## Actions journal

[logout](#)

[User Prefs](#) | [CDRs](#) | [Extensions list](#)

Ext	Date	Action	Remote IP	Data
-1	31/07/2012 14:52:13	UpdateUserPrefs	192.168.253.1	LANG: 6 => 2
0	17/07/2012 18:31:07	DeleteCIDItem	192.168.253.1	DATA_ID = 108
0	17/07/2012 18:04:20	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
3	17/07/2012 18:02:15	DropFile	cleaner	UserFile (9b6d77d041186d9aa2a3565e6c96b401.g722)
0	17/07/2012 17:59:19	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:53:44	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:52:46	UpdateCID	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:36:38	DeleteCIDItem	192.168.253.1	DATA_ID = 107
0	17/07/2012 17:36:15	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = for call at 17/07/2012 17:33:59, DATA_ID = 108
0	17/07/2012 17:33:28	UpdateExten	192.168.253.1	CID_ACTION: 0 => 1
0	17/07/2012 17:33:07	CreateCIDItem	192.168.253.1	CID = iokunev@192.168.253.1, DESCRIPTION = ddd, DATA_ID = 107
0	17/07/2012 17:32:39	UpdateExten	192.168.253.1	CID: 0 => 1
-1	17/07/2012 16:21:53	DeletePBookItem	192.168.253.1	DATA_ID = 39
-1	17/07/2012 14:56:15	UpdatePBook	192.168.253.1	PHONE = iokunev@192.168.253.1, SCUT=, NAME=IO, DESCRIPTION = , DATA_ID = 41
-1	17/07/2012 14:49:05	CreatePBookItem	192.168.253.1	PHONE = *99, SCUT=97777, NAME=test, DESCRIPTION =
-1	17/07/2012 10:23:50	UpdatePBook	192.168.253.1	PHONE = 2501, SCUT=97777, NAME=Igor Okunev, DESCRIPTION = , DATA_ID = 40
-1	17/07/2012 05:20:25	UpdatePBook	192.168.253.1	PHONE = 17605697700, SCUT=97700, NAME=ytutu, DESCRIPTION = , DATA_ID = 42
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (4b52a3350255bfe54580fc506ff095b4.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (c14d2d83d0efad49ccf320a77ad7345b.g722)
3	17/07/2012 00:32:18	DropFile	cleaner	UserFile (8fd64df04a33bfb75ddf257ae2240d66.g722)

From date:  To date:  Ext:  all

## CID filters.




*The system allows you to set filters based on the caller ID can be used as global filters and separate filters for each IVR. The **black list** shall hear the person whom you do not want the **white list** people who you want to hear. The list of filters and an algorithm for their application is configured separately for each item of IVR, as it is possible to specify a global white and black list.*

**VirtualPBX**

CID White list

logout

[User Prefs](#) | [CDRs](#) | [Extensions list](#)

Caller ID	Comment	Actions
78979	Max	 
lokunev	Igor Okunev	
<input type="text"/>	<input type="text"/>	<input type="button" value="add"/>

Extensions list

CDRs

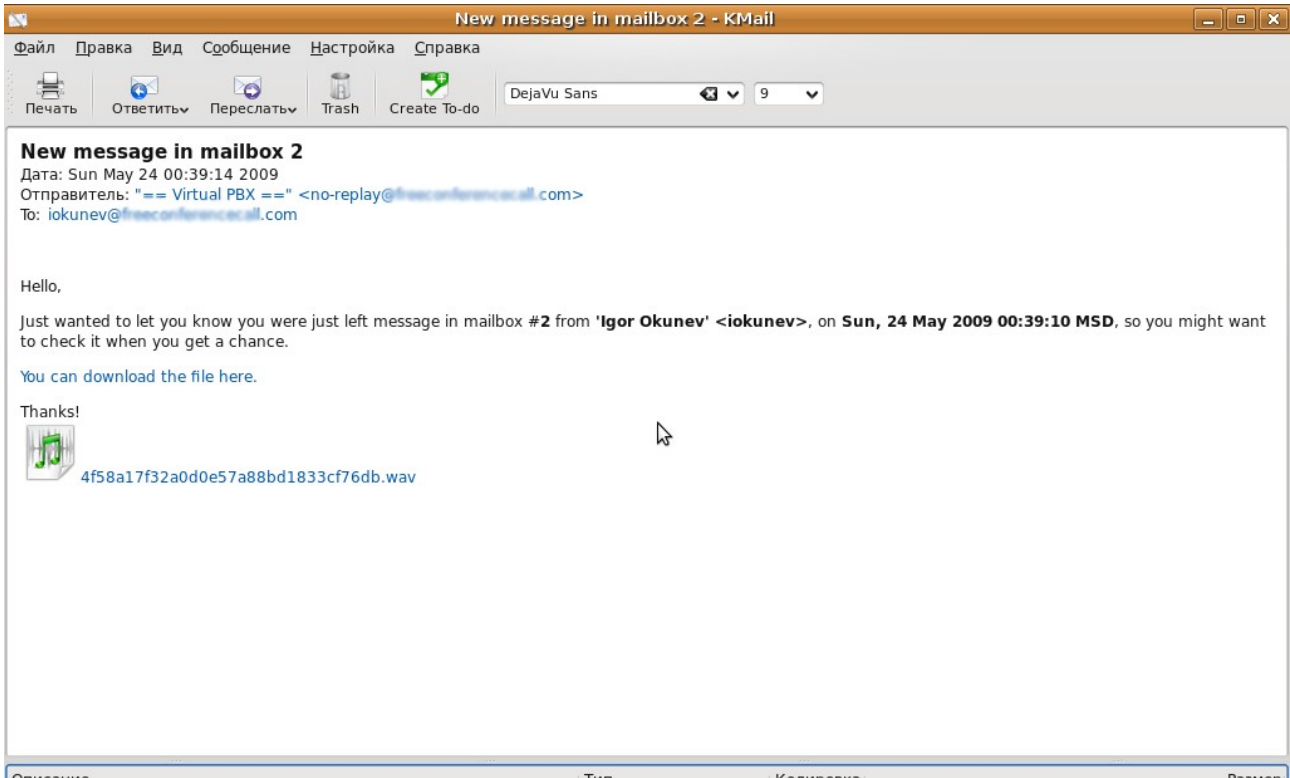
User Prefs

XVB - VirtualPBX v.2, build: 6527\_dev ( Tue Jul 17 07:57:17 2012 GMT ) / [Commercial Support](#)

When specifying the fields CallerID you can use regular expressions. . To call from local telephone can be applied template: 'phone.\*'

## Email notifications

The system can send notify about new message, depending on the settings with attachment or just a link to the new message.



## Author

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