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# Contents

# DIDs Main Screen

DIDs are used to point all incoming calls (that come over trunks) to specific system destinations.

DIDs are configured on master tenant and assigned to a slave tenant on which they are going to be used. This screen lists all system DIDs on all tenants with the following details

- '**Tenant:**



DIDs

Which tenant is using a DID.
(ex. Slave #3)
(Display)

- **DID/Channel:**

  DID number or a PSTN channel slot number.
  (ex. 1000/1)
  (Display)

- **Provider:**

  Provider name
  (ex. SIP TRUNK)
  (Display)

- **Trunk:**

  Trunk used by a DID
  (ex. 192.168.1.6/TrunkName)
  (Display)

- **Destination:**

  Trunk destination and destination network number
  (ex. Network User - 5000)
  (Display)

- **Status:**

  DID status
  (ex. Active/Inactive)
  (Display)

- 📝 Edit

  Edits the DID configuration
  (ex. Click to edit the DID configuration)
  (Button)

- ❌ Delete

  Deletes a DID from the system
  (ex. Click to delete a DID from the system)
  (Button)

## Search

By selecting the 'Search' Command, the search menu will be displayed. Searches can be done by DID value, Trunk name, Provider name, and Destination value

Search

- **Search:**

    Search phrase
    (ex. Provide a search phrase here and hit enter to filter the records)
    ([a-z][0-9])

    - **DID:**

        Should a search filter be applied to DID values
        (ex. Check the box to search DID values)
        (Check box)

    - **Destination:**

        Should a search filter be applied to DID destinations
        (ex. Check the box to search DID destinations)
        (Check box)

    - **Country:**

        Should a search filter be applied to the country field
        (ex. Check the box to search countries)
        (Check box)

    - **State:**

        Should a search filter be applied to the state field
        (ex. Check the box to search states)
        (Check box)

    - **City:**

        Should a search filter be applied to the city field
        (ex. Check the box to search cities)
        (Check box)

    - **Area Code:**

        Should a search filter be applied to the area code field
        (ex. Check the box to search area codes)
        (Check box)

## CSV Upload/Download

CSV Upload/Download

Here you can create multiple DIDs on the fly by uploading a .csv file with DID details, or you can download csv for present DIDs and review or edit them.

To upload, click on the 'Browse' button, select a .csv file from your computer, click 'Open' and then the 'CSV Upload' button.

CSV file must be in the following format:

```
tenant,nr1,nr2,dest,ext,replace_cid,trunk,status,strip_N_digits,queue_priority,codec,E164nr1,E164nr2
,area_code
```

These fields are:

- **tenant** - Which tenant will use this DID
- **nr1** - DID/Channel (start)
- **nr2** - DID/Channel (end)
- **dest** - The destination field can contain one of the following values (case insensitive and PBXware MT will tolerate white spaces if there are more than needed i.e. 'Multi User'):
    - Extension
    - Multi User
    - IVR
    - Queues
    - Voicemail
    - Remote Access
    - Conferences
    - FAX to E-mail
    - Phone Callback
- **ext** - E-mail/Extension/Value should contain destination value, except if one of the following destinations is selected:
    - Remote Access - must be one of the following values (case insensitive):

        - Destinations
        - Voicemail
        - Agent Login

- **replace_cid** - Replace CallerID
- **trunk** - The trunk must contain a valid name of the trunk associated with DID (case sensitive)
- **status** - Status
    - **0** - Active
    - **1** - Not Assigned
- **strip_N_digits** - Strip N digits
- **queue_priority** - Queue Priority
- **codec** - Force Codec. One of following values are acceptable by PBXware MT (case sensitive):

- **ulaw** - G.711 ulaw
- **alaw** - G.711 alaw
- **g723.1** - G.723.1
- **g726** - G.726
- **g729** - G.729
- **gsm** - GSM
- **ilbc** - iLBC
- **speex** - Speex
- **lpc10** - LPC10
- **h261** - H.261 Video
- **h263** - H.263 Video
- **h263p** - H.263+ Video
- **E164nr1** - E.164 number (start)
- **E164nr2** - E.164 number (end)
- **area_code** - Area Code

Required fields:

- DID/Channel (start)
- Trunk
- Destination
- E-mail/Extension/Value

All other fields also must be defined in csv but they can contain empty values.

# Add DID

To add a DID on the system you need to be on the master tenant where you can add and set DID options in regard to the tenant which will use it, the trunk from which the DID is dialed, etc. Clicking on 'Add DID' will open standard DID options

- **Tenant:**

  
  Add DID

  Select which tenant will use this DID.
  (ex. Trunk #1)
  (Select box)

- **Trunk:**

  Select which trunk the DID will pick up calls from.
  (ex. If you select '2554433' for example, DID will wait for any incoming calls over that trunk and then will pass the call further based on the settings below).
  (Select box)

- **DID/Channel (start):**

Provide a DID number here (e.g. 55510205)
(ex.If the selected 'Trunk' is PSTN or VOIP, set the line number here).
([0-9])


- **E.164 number (start):**

  A DID number in E.164 format 'INTERNATIONAL PREFIX + AREA CODE + PHONE
  NUMBER' ( 1 212 555 9876 ). If provided here, this number will be used by 'PBXware MT:
  Networks' and will be dialed over the Internet rather than the PSTN trunk. If the 'Range'
  field is set to 'Yes', provide the DID/Channel (start) number in E.164 format here
  (ex. If your DID number = 5559876, and you live in NewYork/USA, your E.164 number is
  12125559876)
  ([0-9])


## Advanced Options

A click on the 'Advanced Options' button will open more detailed DID options

- **Status:**



Advanced Options

  Set the DID status on the network.
  (ex. Rather than deleting the DID you can deactivate it by selecting 'Not Assigned' and
  restore it back with 'Active')
  (Select box)


- **Range:**

  Some providers offer a range of numbers over a single trunk. Set whether this DID should
  be used to transfer a range of numbers to some PBXware MT destination.
  (ex. John has bought 10 DID numbers from a provider (55510205 - 55510215) and wants
  all calls coming from these to be transferred to lobby queue. He needs to set this options
  to 'Yes'. Set 55510205 to (start), 55510215 to (end) fields. Set 'Destination'='Queues' and
  'Value'=Queue number(e.g. 1000)).
  (Option buttons)


- **DID/Channel (end):**

Some providers offer a range of numbers over a single trunk. Set whether this DID should be used to transfer a range of numbers to some PBXware MT destination.
(ex. John has bought 10 DID numbers from a provider (55510205 - 55510215) and wants all calls coming from these to be transferred to the lobby queue. He needs to set 'Range'='Yes'. Set 55510205 to (start) and 55510215 to this field. Set 'Destination'='Queues' and 'Value'=Queue number(e.g. 1000)).
(Option buttons)

- **Force Codec:**

  Force a codec to all calls going over this DID
  (ex. Select G.711 ulaw from the list to force all calls going over this DID to this codec)
  ([a-z][0-9])

- **E.164 number (end):**

  A DID number in the E.164 format 'INTERNATIONAL PREFIX + AREA CODE + PHONE NUMBER' (1 212 555 9876). If 'Range' field is set to 'Yes', provide the DID/Channel (
  (ex. If your DID number = 5559876, and you live in NewYork/USA, your E.164 number is 12125559876)
  ([0-9])

- **Country:**

  Select the country that this DID number belongs to
  (ex. If the DID number is in the USA format (e.g. 1212****), select USA here)
  ([a-z][0-9])

- **County:**

  The state that the DID number belongs to
  (ex. If the DID number is in the USA format (e.g. 1212****), 212 is in New York, so type NY here)
  ([a-z][0-9])

- **City:**

  The city that the DID number belongs to
  (ex. If the DID number is in the USA format (e.g. 1212****), 212 is in New York, so type New York here)
  ([a-z][0-9])

- **Area Code:**

  The area code that the DID number belongs to
  (ex. If the DID number is in the USA format (e.g. 1212****), type 212 (the area code for New York))
  ([0-9])

# DIDs in Slaves

When you create a DID on master tenant, you can set its function in the slave that it is assigned to.

- **DID/Channel:**



    DIDs in Slaves

    DID number or a PSTN channel slot number.
    (ex. 1000/1)
    (Display)

- **Provider:**

    Provider name
    (ex. SIP TRUNK)
    (Display)

- **Trunk:**

    Trunk used by a DID
    (ex. 192.168.1.6/TrunkName)
    (Display)

- **Destination:**

    Trunk destination and destination network number
    (ex. Network User - 5000)
    (Display)

- **Status:**

    DID status
    (ex. Active/Inactive)
    (Display)

- 📝 Edit

    Edits the DID configuration
    (ex. Click to edit the DID configuration)
    (Button)

# Edit DID

When you click on the Edit button beside a DID, you will be able to edit that DID settings, its destination, etc.

- **Destination:**


Edit DID

  PBXware MT destination to which DID will transfer all calls. (Extensions, IVRs, Queues, Voicemails, Remote Access, Conferences, and even to Fax to Email service)
  (ex. Extensions, IVRs, Queues, Voicemails, Remote Access, Conferences, or Fax to Email)
  (Select box)

- **Value:**

  Destination extension to which all DID calls will be transferred
  (ex. If 'Destination'='Extension', set the extension number here(e.g. 1002). In case 'Destination'='IVR', set the IVR extension number here)
  ([0-9])

- **Service Plan:**

  This option is used so you can bill inbound calls to IVRs, Conferences, Queues, and Voicemail. If these are selected as Destination, they will be billed as 'Local destinations' from Service Plan.

  If Extension/Multi-Extension is selected, call will be billed as per incoming price set for E.164 number in DID. Balance on Extension could be set as + or - value so you can decrease or increase balance for that extension when it receives the call. For other Destination Types Service Plan is disabled
  (ex. National Service Plan)
  (Select box)

**TIP:** If using 'Fax to email', set the 'Value' field to an email address (email@domain.com) or extension number (1002). If an extension number is used, the fax will go to the email address associated with the extension. The email which arrives to the specified address will contain both TIFF and PDF versions of the FAX

## Advanced Options

- **Operation Times:**

Advanced Options

Set the DID operation time
For more explanation, click Operation Times
(Option buttons)

- **CLI Validation & Routing**

    Configure Validation & Routing
    For more info click CLI Validation & Routing

- **Greeting:**

    Greeting which is played when calling this DID
    When uploading a greeting for DID, the name of the sound file must start with 'greeting-did-'
    (Select box)

- **Strip N digits**

    Here you can set the number of digits which will be stripped from the beggining of the incoming call.
    (ex. 3)
    ([0-9])

- **Replace Caller ID:**

    Replaces the caller id with the custom data provided here. This is used when you want all incoming DID calls to have this value displayed as Caller ID information. Along with the custom data, you can use the '%PRODUCT%' variable, which displays the calling party phone number.

    **NOTE:** Please make sure you enter this information as it is written down, otherwise it will not work properly.
    (ex. Providing a 'USDID' here will display 'USDID' on your phone display for all calls coming through this DID. Providing 'USDID %PRODUCT%', will display 'USDID 55510205' on your phone display, where 55510205 is the calling party's phone number).
    ([a-z][0-9] [%CALLERID%])

- **Queue Priority:**

    Set the Queue priority
    (ex. If this DID redirects all calls to the queue, set '1' here to give all calls over this trunk the highest queue priority).
    ([a-z][0-9])

- **Custom Ringtone**

    If you are directing calls to an extension on which a supported UAD is registered, you could set a Custom Ringtone with which the phone will ring. Read more on this in the Custom Ringtone How-To
    (ex. <Simple-3>)
    ([a-z][0-9])

- **Record Call:**

    If this option is turned on the incoming call on this DID will be recorded
    (ex. When this option is turned on, a complete call will be recorded, whenever it goes or whatever happens to it)
    (Option buttons)

## Operation Times

Set the system open/closed times. Depending on the time when the call is received, the call can be redirected to different PBXware MT destinations.

- **Operation Times:**



    Operation Times

    Enable operation times
    (ex. Yes, No)
    (Option buttons)

- **Default Destination**

    PBXware MT extension to which all calls are redirected during the closed time hours
    (ex. 1000)
    ([0-9])

- **Greeting:**

Greeting sound file played to callers during the closed times
(ex. greeting-***)
(Select box)

**Custom Destinations:** Redirects all calls received during non-working hours (e.g. weekend) to the PBXware MT extension provided here.

**Open dates:** Sets the working hours during which the DID is to redirect calls as set in the DID Add/Edit window. If any call is received during the hours not set here, 'Range Destination' is checked, and if they do not apply, the call is redirected to 'Default Destination'.

**Closed dates:** Sets the specific date when all calls are redirected to 'Default Destination'. If 'Destination' field in the Closed dates is set, call will not go to 'Default Destination' but to this number.
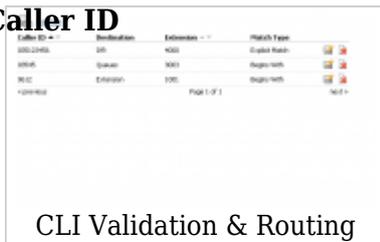
When using access codes *401 and *402 for enabling/disabling times, you can choose which DID to open/close by entering the access code and then the specific DID number. For example, if the DID number is 0205556666 then you will open/close it in the following manner: *4010205556666 or *4020205556666.

> **NOTE:** If you manually open/close DID using *401/*402 access codes, the time rules that you have defined in Operation times will not be valid for that day. After midnight they will be applied again to the system.

## CLI Validation & Routing

This option is used to fine tune the functionality of the DID by adding rules which send the calls to different destinations based on Caller IDs. For example, if the caller's ID begins with 203, you can send all those calls to the IVR, if the CallerID is specifically number 063456789 then send that call to extension 4444 etc...

- **Caller ID**



CLI Validation & Routing

The Caller ID which is matched in the rule.
(ex. 063456789)

- **Destination**

The type of destination to which the call will be directed.
(ex. IVR)

- **Extension**

Extension of the destination or selection where the call should go.
(ex. 2222)

- **Match Type**

  How the Caller ID is matched.
  (ex. Begins With/Explicit Match)