From Bicom Systems Wiki

Contents

Site Settings

Site settings set options such as site users, user groups, backup, updates, and upgrades options

Sie Settings

Site Users

Site users are allowed to login to the system interface in order to perform a specific function according to granted permissions. Each user belongs to a user group. Each group's permissions are pre-set in order to allow unified access and permission control.

User can have access to any application or part of that application depending on permissions granted. It is highly recommended to add/edit groups before adding new users.

Add/Edit Users:

Ste Users

Add/Edit User

User fields are standard fields required to be entered in order for the system to allow user access to various applications. In addition, the user's status can be changed to "suspended" by

ticking the check box and pressing "save"

Groups

Groups allow for a unified permission system, enabling users access to various applications or part of the applications. The system is preset with "common" groups: Sales, Support, Accounts and Billing, Management.

Groups

Each site can edit existing or add new groups as per their requirements by clicking on the appropriate action buttons. During add/edit permissions and group name is available for edit.

Group Management
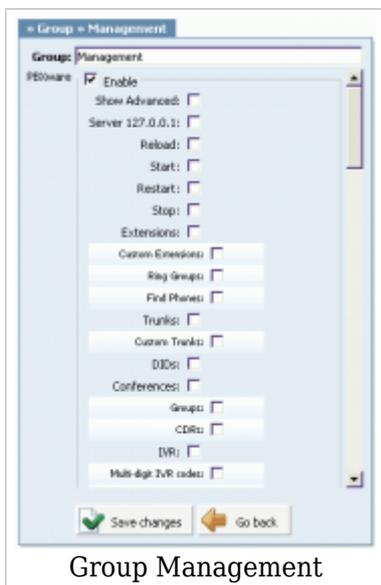
Show Advanced

If this box is checked, all users belonging to this group will be able to view and edit all advanced options fields within the system.

Server

If this box is checked, all users belonging to this group will have administration access to the server. This allows network administrator to delegate the administration across the organization.

Reload/Start/Restart/Stop PBXware MT buttons are options that control PBXware MT actions. If enabled, these controls will be shown on the right side of browser interface.


Groups/Server

 Tip

In PBXware MT 3.0 Restart button will not restart all PBXware MT services, only asterisk service.

If you want to restart PBXware MT service, go to Setup Wizard and click on Services button which will allow this.

Sessions

After a user logs into the system, all data sent between the user and the system can be in plain text or encrypted by industry standard SSL (secure layer socket). It is worth mentioning that SSL uses much more resources hence slower browser responses.
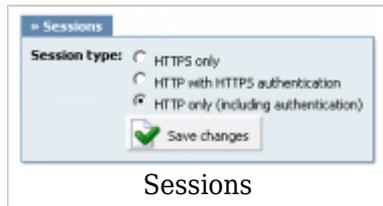
Sessions

- **Session Type**

    Session type
    Example:
    Available options:

    - HTTPS only - Complete data flow between system and GUI user is secured using SSL
    - HTTP with HTTPS authentication - Authentication is done using SSL while normal data flow between GUI user and system is plain text
    - HTTP only (including authentication) - Complete data flow between system and GUI user is plain text

    (Option buttons)

Date/Time Settings'

Date/Time Settings
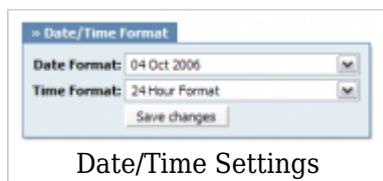
- **Date Format:**

    Set the proper date format shown throughout the system's interface
    (ex. 04 Oct 2006)
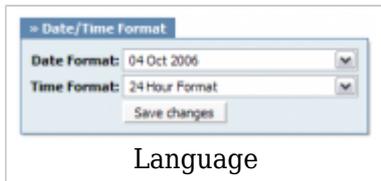   (Select box)

- **Time Format:**

    Set the proper time format shown throughout the system's interface
    (ex. Select between 12/24 hour format)
    (Select box)

Language

Here you can choose which language you want your Site Manager to display.

Language

Updates

This section allows a shortcut to the licensing screen. It is useful if a license upgrade needs to be performed.

- **Username:**

Updates

Username used for update.
(ex. This is always **pbxware**, do not change this).
([a-z][0-9])

- **Password:**

Password used by user for update.
(ex. This is always **update**, do not change this).
([a-z][0-9])

- **Version:**

If you are using older version of PBXware MT, this is the option where you will upgrade it to newer one

Licensing

Read **Getting Started->Setup Wizard->Licensing** chapter.

API Key

Here you can generate a random key used to interface with PBXware MT using PBXware MT API. Additional info on API can be obtained by clicking on Documentation button.

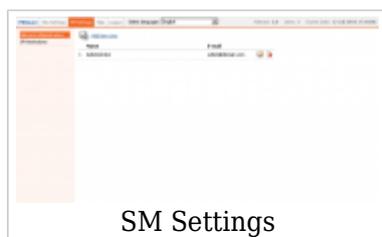API Key

About

About shows the Site Manager's current release date present on the system.
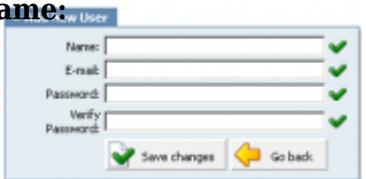

About

SM Settings

SM Settings gives you the ability to add/edit system administrators and control access to GUI with IP restrictions.

SM Settings

Network Administrators

In this menu you can add a new GUI administrator or edit existing one.

- **Name:**

  Network Administrators

  Name of the new admin user
  (ex. John)
  ([a-z])

- **Email:**

  Email address used for admin login
  (ex. john@domain.com)
  ([a-z] [0-9] [@_.-])

- **Password:**

  Password used for logging in
  (ex. fjhoe5!4fh8o%e54fg_vh8)
  ([0-9][a-z])

- **Verify Password:**

  Verify given password
 (ex. fjhoe5!4fh8o%e54fg_vh8)
  ([0-9][a-z])

IP Restrictions

The IP restrictions menu is used to set whether some IP ranges have access or are banned, which depends on selection of the Blacklist/Whitelist in the Settings menu.

Policies

Add/Edit IP restrictions policies which dictate which IP ranges can/cannot access GUI of PBXware MT.

Policies

When adding/editing, you will provide name and IP range for the current policy.
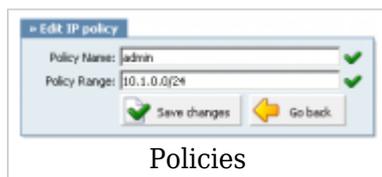
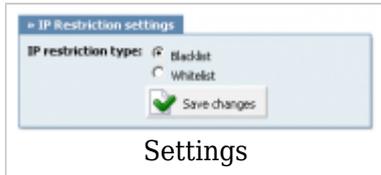Policies

- **Policy Name:**

    Name that describes this policy
    (ex. admin)
    ([a-z][0-9])

- **Policy Range:**

    IP range on which admin will or will not have access to GUI
    (ex. 10.1.0.0/24)
    ([0-9])

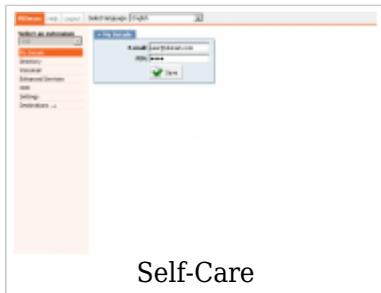## Settings

Select whether set policies will be whitelisted or blacklisted which means they will be either allowed to access GUI or they will not.

Settings

Self-Care

Self-Care is an extension of the administration interface used by the extension owner

Self-Care

Login

In order to login to Self-Care, point your browser to: http://$IPADDRESS/ (For Example: http://192.168.1.1/)

- **Email:**

Email address assigned to the extension
(ex. Provided email address is used as a username for logging into Self-Care (e.g. email@example.com))
([a-z] [0-9] [@_.-])

- **Password/PIN:**

PIN assigned to extension
(ex. This field accepts extension PIN (e.g. 1981))
([0-9])

Administration Interface

Extension Control

The user can monitor multiple extensions through the Self-Care interface. To administer a different extension, select its network number from the 'Select an extension' select box.

Extension Control
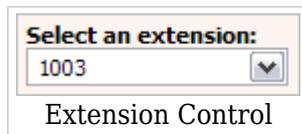
You will be asked to authenticate by providing the extension PIN number. If the correct extension PIN is provided, the user will administer the selected extension.

Extension Control

My Details

User can manage his email account and PIN associated with his extension.

 Tip

If the user has a voicemail account only(no system extension), this feature will be disabled.

Extension Control

- **E-mail:**

  E-mail address associated with the extension. This address is used for various system notifications and for the user logging into Self-Care
  (ex. To login to Self-Care, type this email address into the 'E-mail' field)
  ([a-z] [0-9] [@._-])

- **PIN (Personal Identification Number):**

  Four digit password used for accessing voicemail and other additional PBXware MT services as well as logging into Self Care
  (ex. To login to Self-Care, type this number into the 'PIN' field)
  ([0-9])

Directory

If the directory is enabled in the Settings->Servers menu in the administration GUI, you will see it in the OSC of any extension. The directory will show any extension's name and number if that extension has the 'Show in Directory' option set to Yes.

- **Search**

  Directory

  If you have many extensions in a Directory you can search them by Name, E-mail or Extension number
  ([a-z][0-9])

- **Name**

  Whether to allow searching by extension names
  (Check box)

- **E-mail**

  Whether to allow searching by e-mails of extensions
  (Check box)

- **Extension**

Whether to allow searching by extension number
(Check box)

![Tip icon] Tip

To see directory from Polycom phones, one must first create symbolic link of '/home/sitemanager/admin/apps/pbxware/dir' to '/admin/public_html/'. Later restart polycom, go to setup and enter server type: Trivial FTP and Server adress, under Server Menu. Wait for phone to boot, press Applications button to see directory. To call number from directory just go to wanted extension with up and down arrows and press confirm.

Voicemail

User can manage voice messages left on his extension from this location.

- **Msg:**

  Voicemail

  Voicemail message identification number
  (ex. 0000)
  (Display)

- **Caller:**

  Identifies the user who has left the message by his name and extension number
  (ex. "BobReilly" <5000>)
  (Display)

- **Date:**

  Time/Date a voicemail has been received in inbox
  (ex. 13 Apr 2006 15:12)
  (Display)

- **Duration:**

  Time duration of voice message
  (ex. 00:18)
  (Display)

- **Type:**

  Voicemail file type and size
  (ex. wav49 (9.07k))
  (Display)

Tip

Disk Space Used By Voicemail Recording

With continuous tone for 60 seconds:

- wav49 = 91.0kb
- wav = 863.0kb
- gsm = 91.0kb

With continuous silent tone (without sound) for 60 seconds:

- wav49 = 0.38kb
- wav = 3.0kby
- gsm = 0.32kb

Actions

- **Open:**

Actions

  Displays the content of a voice inbox folder
  (ex. Select a destination folder in a Select box and click this button to display its contents)
  (Command Button)

- **Move:**

  Moves the content into a different voice mailbox location/directory
  (ex. Select the box next to a voice message, set the destination folder in the Select box and click this button to move the voice message to a new destination/folder)
  (Command Button)

- **Forward:**

  Forward the voice message to another network extension inbox
  (ex. Select the box next to a voice message and click this button. When prompted for the extension, type '1005' for example, and the selected voice message will be transferred to the voice inbox of network extension 1005)
  (Command Button)

- **Play:**

  Downloads/Plays the voice message

(ex. Select the box next to a voice message and click this button to download the message on the Desktop or to play it in your favorite media player (depending on the option selected in the popup window))
(Command Button)

- **Delete:**

    Deletes the voce message from the inbox
    (ex. Select the box next to a voice message and click this button to permanently delete the voice message from the inbox)
    (Command Button)

Voicemail

Once the user is transferred to the party's voice box, the 'Please leave a detailed message after the tone. If you would like to speak to the operator, press 0' message will be heard.

The user has two options:

1. To leave a voice message that is ended by pressing # key or by hanging up
2. To reach an operator by dialing 0

If 0 is dialed 'Press 1 to accept this recording, otherwise please continue to hold' message will be heard.

User has two options:

1. Press 1 to save your message and dial the operator. 'Please hold while I try that extension' message played.
2. Continue to hold to delete your message and dial the operator. 'Message deleted, please hold while I try that extension' message played.

Standard voicemail options with all voicemail settings set to 'Yes':

- 1 Read voicemail messages
- 2 Change folders
    - 0 Mailbox options
    - 1 Record your unavailable message
    - 2 Record your busy message
    - 3 Record your name
    - 4 Record your temporary message (new in Asterisk v1.2)
    - 5 Change your password
    - * Return to the main menu
- 3 Advanced options (with option to reply; introduced in Asterisk CVS Head April 28, 2004 with 'enhanced voicemail')
    - 1 Reply
    - 2 Call back(1)
    - 3 Envelope:
    - 4 Outgoing call(1)
- 4 Play previous message
- 5 Repeat current message
- 6 Play next message

- 7 Delete current message
- 8 Forward message to another mailbox
- 9 Save message in a folder
- * Help; during msg playback: Rewind
- **#** Exit; during msg playback: Skip forward
- * * Help
- * **#** Exit

After recording a message (incoming message, busy/unavailable greeting, or name)

- 1 Accept
- 2 Review
- 3 Re-record
- 0 Reach operator(1) (not available when recording greetings/name)

Enhanced Services

Enhanced Services

Depending on what features are selected by the administrator in the extension's Enhanced Services, the checked entries will be shown in Online Self Care

Tip

If the user has a voicemail account only, and no system extension, this feature will be disabled.

CDR

CDR (Call Detail Records) for all placed or received calls on the system. In addition to normal operation an authorized user is able to perform additional actions such as extensive search, listen to recorded calls, call any destinations listed and access advanced features.

- **From:**

CDR

Extension number the call was made from
(ex. If call was made from extension 1001 to extension 1004, '1001' is displayed here).
(Display)

- **To:**

  Extension number the call was made to
  (ex. If call was made from extension 1001 to extension 1004, '1004' is displayed here).
  (Display)

- **Date/Time:**

  Date and Time when the call was made
  (ex. 04 Oct 2006 10:44:10)
  (Display)

- **Duration:**

  Call duration time in hh:mm:ss format
  (ex. 00:12:45)
  (Display)

- **Billing:**

  Time billed by the system
  (ex. 00:12:45)
  (Display)

- **Cost:**

  Total cost of the call calculated through a service plan
  (ex. 0.71)
  (Display)

- **Routes:**

  Number of system routes
  (ex. 0.71)

(Display)

- **Status:**

  Displays the call status
  Example:
  Depending on whether a call was answered or not, this field value may have the following content:

  - Answered
  - Not Answered
  - Busy
  - Error

  (Display)

- This icon is displayed once a call is recorded and 'Delete' or 'Listen' enhanced service is active

- ☐ This is a box used with the CDR commands to select a desired call

 Tip

Disk Space Used By Call Recording

With continuous tone for 60 seconds:

  - wav49 = 84.5kb
  - wav = 833.0kb
  - gsm = 85.0kb

With continuous silent tone (without sound) for 60 seconds:

  - wav49 = 84.0kb
  - wav = 827.0kb
  - gsm = 84.0kb

Search/Filter

- **Start Date:**

Search/Filter

Select a Search/Filter start date
(ex. Click on the small 'Calendar' icon next to a field and select the desired date)
(Option button)

- **End Date:**

  Select a Search/Filter end date
  (ex. Click on the small 'Calendar' icon next to a field and select the desired date)
  (Option button)

- **Start Time:**

  Enter a Search/Filter start time
  (ex. 01:20:00)
  ([0-9] :)

- **End Time:**

  Enter a Search/Filter end time
  (ex. 18:20:00)
  ([0-9] :)

- **Status:**

  Search calls by selecting desired call status
  Example:
  Click on a 'Please Select' button and select one of the available fields:

  - All
  - Answered
  - Not Answered
  - Busy
  - Error

  (Select box)

- **Type:**

  Search calls based on the type of calls
  Example:
  Click the 'Type' button and select one of the available fields:

  - All
  - Outgoing
  - Incoming

  (Select box)

After making any changes to search filter, be sure to click the search icon

Actions

Call

To establish a call between any PBXware MT extension and a listed extension, you have to provide only two things: the Caller $EXTENSION number and the $DESTINATION extension

- **Caller**

  PBXware MT extension that will make a call
  Example:
  Provide any PBXware MT extension number here, 1001 for example
  ([0-9])

- **Destination:**

  Destination extension that will be dialed by 'Caller' extension
  (ex. To select a destination extension, first check the box next to a CDR record. This field will display two extensions listed under 'From' and 'Destination' selected record)
  (Select button)

![Tip icon] Tip

After setting 'Caller' and 'Destination' extensions click the call icon

Print

Check the box next to a call record and click the 'Print' button. This action will open a new popup window with the printing interface.

Print

Email

Check the box next to a call record and click the 'Email' button. A small popup dialog will appear. Provide email address here and click on the 'OK' button to send the records.

Email

Settings

These options mimic the functions of an answering machine but with many additional features added. Voice messages are saved on central file-system location instead on a UAD/Phone.

Accessing voice-box:

To access voice-box dial '*123', enter extension PIN and follow the instructions.

Leaving a voice message:

When a user is transferred to an extension's voice-box, the 'Please leave a detail message after the tone. If you would like to speak to the operator, press 0' message will be heard. Two options are available:

1. Leave a voice message(ended by pressing '#' key or hanging up)
2. Reach an operator by dialing '0'

If '0' is dialed, the 'Press 1 to accept this recording, otherwise please continue to hold' message will be heard.

Two options are available:

1. Press '1' to save your message, after which the operator will be dialed. 'Please hold while I try that extension' message will be heard
2. Continue to hold, which will delete any left messages, after which the operator will be dialed. 'Message deleted, please hold while I try that extension' message will be heard.

Settings

- **Send E-mail:**

  Whether or not to send e-mail to the address given in the extensions settings in admin mode
  (ex. Yes, No, N/A)
  (Option button)

- **Pager e-mail:**

  Pager e-mail address associated with the voice box.
  (ex. When A calls B and leaves a voice message, B will get a pager email notification about new voice message).
  ([a-z] [0-9] [@._-])

- **Greeting message:**

  Greeting message played to users upon entering the voice box.
  (ex. When A gets to B's voice box, the selected 'Greeting message' is played to A before he is allowed to leave a message).
  (Select box)

- **Unavailable message:**

  Upload unavailable message
  (ex. Click on the 'Browse' button and select a sound file from local computer to upload it

as a custom unavailable message).
(Button)

- **Reset Unavailable message:**

  Resets the user recorded/uploaded unavailable message.
  (ex. Custom unavailable messages can be recorded through UAD/Phone or uploaded to voice box through Self Care. To revert to default system unavailable message select 'Yes' and save the extension settings).
  (Option buttons)

- **Busy message:**

  Upload busy message
  (ex. Click on the 'Browse' button and select a sound file from local computer to upload it as a custom busy message).
  (Button)

- **Reset Busy message:**

  Resets the user recorded/uploaded busy message.
  (ex. Custom busy messages can be recorded through UAD/Phone or uploaded to voice box through Self Care. To revert to default system busy message select 'Yes' and save the extension settings).
  (Option buttons)

- **Skip Instructions:**

  Skip the instructions on how to leave a voice message.
  (ex. Once user A reaches the dialed voice box, if this option is set to 'Yes', A will hear the 'Greeting message', and then be transferred directly to the 'beep' sound).
  (Option buttons)

- **Attach:**

  Send the voice message as an attachment to user email.
  (ex. Once B gets the new voice message, if this option is set to 'Yes', the message sound file will be attached to the new voicemail notification email).
  (Option buttons)

- **Delete After E-mailing:**

  Delete voice message after sending it as an attachment to user email.
  (ex. Once B gets the new voice message, if this option is set to 'Yes', the message will be deleted from the voice box after it has been emailed to B)
  (Option buttons)

- **Say Caller ID:**

Announce the extension number from which the voice message has been recorded.
(ex. If this option is set to 'Yes', when checking voicemail, 'From phone number {$NUMBER}' message will be heard).
(Option buttons)

- **Allow Review mode:**

  Allow B to review the voice message before committing it permanently to A's voice box.
  Example:
  B leaves a message on A's voice box, but instead of hanging up, he presses '#'. Three options are offered to B:

  - Press 1 to accept this recording
  - Press 2 to listen to it
  - Press 3 to re-record your message

  (Option buttons)

- **Allow Operator:**

  Allow B to reach an operator from within the voice box.
  Example:
  B leaves a message on A's voice box, but instead of hanging up, B presses '#'.
  'Press 0 to reach an operator' message played (Once '0' is pressed, user is offered the following options):

  - Press 1 to accept this recording (If selected, 'Your message has been saved. Please hold while I try that extension' is played and operator is dialed)
  - Or continue to hold (If B holds for a moment, 'Message deleted. Please hold while I try that extension' is played and operator is dialed)

  (Option buttons)

- **Operator Extension:**

  Local extension number that acts as an operator.
  (ex. If A's voice box has an option 'Allow Operator' set to 'Yes', all users dialing '#0' inside the voice box will reach this operator extension).
  ([0-9])

- **Play Envelope message:**

  Announces the Date/Time and the Extension number from which the message was recorded.
  (ex. Once voice box is checked for new messages, if this option is set to 'Yes', 'Received at {$DATE}. From phone number {$NUMBER}' will be played, giving more details about the message originator).
  (Option buttons)

- **Hide from directory:**

If this option is turned on, callers will not be able to access this extension from IVRs directory
(ex. Yes, No, N/A)
(Option button)

- **Rings to answer:**

  Number of rings before caller will get voicemail
  (ex. 3)
  ([0-9])

- **Voicemail Delay:**

  How long to pause in seconds, before asking user for PIN/Password.
  (ex. Some UADs/Phones have tendency to garble the beginning of a sound file. Therefore, user checking the voice box, when asked for password would hear '...sword' instead of 'Password'. Setting this field to 1-2 seconds will provide long enough gap to fix this anomaly).
  ([0-9])

- **Timezone:**

  Sets the correct date/time stamp.
  (ex. By setting the correct time zone, user would always be notified of the exact date/time voice message was left on their box. Set the correct time zone if user is located in different time zone then PBXware MT).
  (Select box)

 Tip

Timezones are taken from '/usr/share/zoneinfo' system directory

 Tip

Disk Space Used By Voicemail Recording

With continuous tone for 60 seconds:

- wav49 = 91.0kb
- wav = 863.0kb
- gsm = 91.0kb

With continuous silent tone (without sound) for 60 seconds:

- wav49 = 0.38kb
- wav = 3.0kb
- gsm = 0.32kb

Destinations

If an extension has Destinations set in the Online Self Care option in its Service Plan, it will be shown in the OSC of the extension.

Help

A click on 'Help' button opens PBXware MT online support files

Logout

Logs user out of Self-Care.

1. Next -> 20.End Points

Retrieved from "http://wiki.bicomsystems.com/MT_3.8.5_Site_Settings"