From Bicom Systems Wiki

Contents

DIDs Main Screen

DIDs are used to point all incoming calls (that come over trunks) to specific system destinations. This screen lists all system DIDs with the following details.

- **DID/Channel**

  DIDs settings window

    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. It can be Active or Inactive).

-   Edits the DID configuration

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

-   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 filter

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

- **DID**

    Whether the search filter should be applied to DID values.
    (ex. Check the box to search DID values)
    (Check box)

- **Destination**

    Whether the search filter should be applied to DID destinations.
    (ex. Check the box to search DID destinations)
    (Check box)

- **Country:**

    Whether the search filter should be applied to the country field
    (ex. Check the box to search countries)
    (Check box)

- **State**

    Whether the search filter should be applied to the state field.
    (ex. Check the box to search states)
    (Check box)

- **City**

    Whether the search filter should be applied to the city field.
    (ex. Check the box to search cities)
    (Check box)

- **Area Code**

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

CSV Upload/Download

CSV Upload

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

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

The CSV file must be in the following format:

```
server;nr1;nr2;dest;ext;replace_cid;trunk;status;strip_N_digits;q_priority;codec;E164nr1;E164nr2;area_code
```

These fields are:

- **server** - name of the PBXware server where DID is to be stored
- **nr1** - DID/Channel (start)
- **nr2** - DID/Channel (end)
- **dest** - Destination field can contain one of the following values (case insensitive and PBXware will tolerate white spaces if there are more than needed i.e. 'Multi User'):
    - Extension
    - Multi User
    - IVR
    - Queues
    - Voicemail
    - Remote Access
    - Conferences
    - Trunk
    - Fax to E-mail
- **Text** - E-mail/Extension/Value should contain the destination value, except if one of the following destinations are selected:

    - Trunk - valid name of the destination trunk (case sensitive, white spaces are tolerated)
    - Remote Access - must be one of the following values (case insensitive):
        - Destinations
        - Voicemail
        - Agent Login

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

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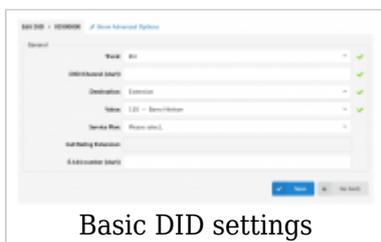- Trunk
- Destination
- E-mail/Extension/Value

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

Download CSV Template

This option will allow you to download the CSV template that already contains necessary headers which should help you create CSV file that can be used to upload a large number of DID entries at once.
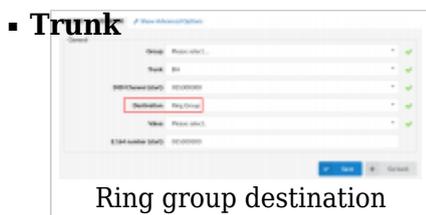
Add/Edit DID

Clicking on 'Add/Edit' will open the standard DID options.

Basic DID settings

IMPORTANT: Ring groups as destination (5.3 update)

Ring group has been added as a destination type to which users can point their calls to via DID.

- **Trunk**

Ring group destination

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

- **Destination**

   PBXware destination that the DID will transfer all calls to.
   (ex. Multi User)
   (Select box)

- **Value**

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

Available destination types:

- **Extension** - send a call to a local extension
- **Multi User** - send a call to an extension to which another system/location is registered
- **External Number** - send a call to an external number
- **IVR** - send a call to an IVR
- **Queues** - send a call to a Queue
- **Voicemail** - send a call to Voicemail
- **Remote Access** - a caller will type in his extension number and PIN number (both confirmed with '#') and dial any local, mobile, or proper number, then login as an agent or check his voicemail, depending on the destination selection. Available values:

   - **Destinations** - dial local, mobile, or normal numbers
   - **Voicemail** - check Voicemail
   - **Agent Login** - dynamic callback login, enter your agent number, PIN code, and number to which the system will call you back
   - **PBD Access** - Use extension "PBD PIN" for remote authentication

- **CRM Routing** - Use data from CRM integration to route the calls
- **Conferences** - send call to conference
- **Trunk** - send call to trunk
- **Fax to Email** - if this option is selected, this DID is reserved for incoming faxes which will be sent to the given e-mails
- **Phone Callback** - Phone Callback is a PBXware feature that enables users to call preset destinations without being charged. Essentially, the user calls a number which is configured as a DID on the system. The system then hangs up and calls the user back, prompting for the destination to be called. This option requires additional settings in phone callback to be set in the extension's enhanced services.
- **Deny Access** - plays a busy sound to the caller

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 an email address associated with the extension. The email which arrives to the specified address will contain both TIFF and PDF versions of the Fax.

In order to send a fax remotely, set this field to 'remote:fax'. However, in order for faxes to be sent to a remote location, the Remote Fax must be set in PBXware under Fax -> Remote Fax.

Advanced Options

Click on the 'Advanced Options' button will open more detailed DID options.

- **Status**

Edit DID

Set the DID status on the network.
(ex. Rather than deleting the DID, you can deactivate it by selecting 'Not Assigned,' and later restore it 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 destination.
(ex. John has bought 10 DID numbers from a provider (55510205 - 55510215) and wants all calls coming from these to be transferred to a lobby queue. He needs to set this options to 'Yes'. Set 55510205 to (start) and 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 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 'Range'='Yes'. Set 55510205 to (start) and 55510215 to this field. Set 'Destination'='Queues' and 'Value'=Queue number(e.g. 1000)).
(Option buttons)

- **Operation Times**

  Set the DID operation time.
  (Button)

- **CLI Validation & Routing**

  Configure Validation & Routing
  (Button)

- **Service Plan**

  This option is used so you can bill inbound calls to IVRs, Conferences, Queues, and Voicemail. If these are selected as the Destination, they will be billed as 'Local destinations' from the Service Plan. If Extension/Multi-Extension is selected, the call will be billed as per the incoming price set for E.164 number in DID. The balance on the Extension could be set as a + or - value so you can decrease or increase the balance for that extension when it receives the call. For other Destination Types, Service Plan is disabled.
  (ex. National Service Plan)
  (Select box)

- **Master Extension**

  The extension which is charged for inbound call rating set on the DID.

- **Greeting**

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

- **Strip N digits**

  If you are directing calls to a trunk, here you can set the number of digits which will be stripped from the beginning 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 a caller id information. Along with the custom data, you can use the '%CALLERID%' 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 %CALLERID%', will display 'USDID 55510205' on your phone display, where 55510205 is calling party 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 the highest queue priority to all calls over this trunk).
  ([a-z][0-9])

- **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])

- **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. More on this can be read at
  Custom Ring Tones
  (ex. <Simple-3>)
  ([a-z][0-9])

- **Record Call**

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

- **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: Networks' and will be dialed over the Internet rather than a PSTN trunk. If the 'Range' field is set to 'Yes', provide the DID/Channel (start) number in the E.164 format here.
  (ex. If your DID number = 5559876, and you live in NewYork/USA, your E.164 number is 12125559876).
  ([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 the 'Range' field is set to 'Yes', provide the DID/Channel (end) number in the E.164 format here.

(ex. If your DID number = 5559876, and you live in NewYork/USA, your E.164 number is 12125559876).
([0-9])

- **Country**

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

- **County**

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

- **City**

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

- **Area Code**

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

Operation Times

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

- **Operation Times**

  System Operation Times

  Enable operation times.
  (ex. On, Off, Inherit)
  (Option buttons)

There is a new option for enabling Operation Times in PBXware 5.1 - Inherit. The Inherit option will allow administrators to simply put the Higher Level Operation Times settings back into effect if deemed necessary. Previously, when Operation Times were set, it could be either turned on or off, but it could not be reset to use the Operation Times rules set on the higher level (Server or Tenant).

- **Default Destination**

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

- **Greeting**

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

Description of destinations follows this priority order:

- **Custom Destinations:** Redirects all calls received during set hours to the PBXware extension provided here

- **Open days:** 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, 'Custom Destination' is checked. And if they do not apply, the call is redirected to the 'Default Destination' (Closed dates)

- **Closed dates**: Sets the specific date/s when all calls are redirected to the 'Default Destination'. If the 'Destination' field in the Closed dates is set, calls will not go to the '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 in use until midnight, unless reset using *403. After midnight, Operation times settings will be restored.

CLI Validation & Routing

This option is used to fine tune 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
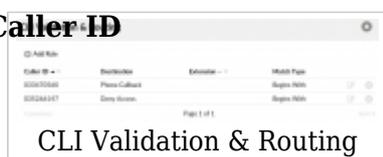
The Caller ID which is matched in the rule.
(ex. 063456789)

- **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)

Add Rule

If you click on the 'Add Rule' button or Edit the existing Rule, you will see the following window where you can set information in regards to the rule.

- **Caller ID**

    Edit Rule window

    Caller ID on an incoming call that is matched and sent to a specific destination.
    (ex. 063456789)
    ([0-9])

- **Destination**

    Type of destination where the call will be directed to.
    (ex. IVR)
    (Select box)

- **Value**

    After selecting the type of destination, the extension of the destination should be set here
    (ex. 1022)
    ([0-9], Select box)

- **Match Explicitly**

Should the system match Caller ID explicitly or treat all calls that begin with it.
(ex. Yes, No, N/A)
(Option buttons)

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