

Internet Telephony PBX System

IPX-2000/1800 Series Advanced Configuration Guide



- **Trunk Balancing**
- **Call Forward**
- **Direct Inward Dialing**
- **Worktime**
- **IVR**

Trunk Balancing

- If a usergroup associated with many sip trunks or PSTN trunks. We can assign weight to trunks in a trunk balance group for an outgoing call.
- Trunks with the same group ID must be put & selected together, or the function will not work.
- **Select User Management -> User Group to configure Trunk Balance.**
 - The trunks within same balance group should be associated with the same route group.

:: USER GROUP MANAGEMENT

ADD

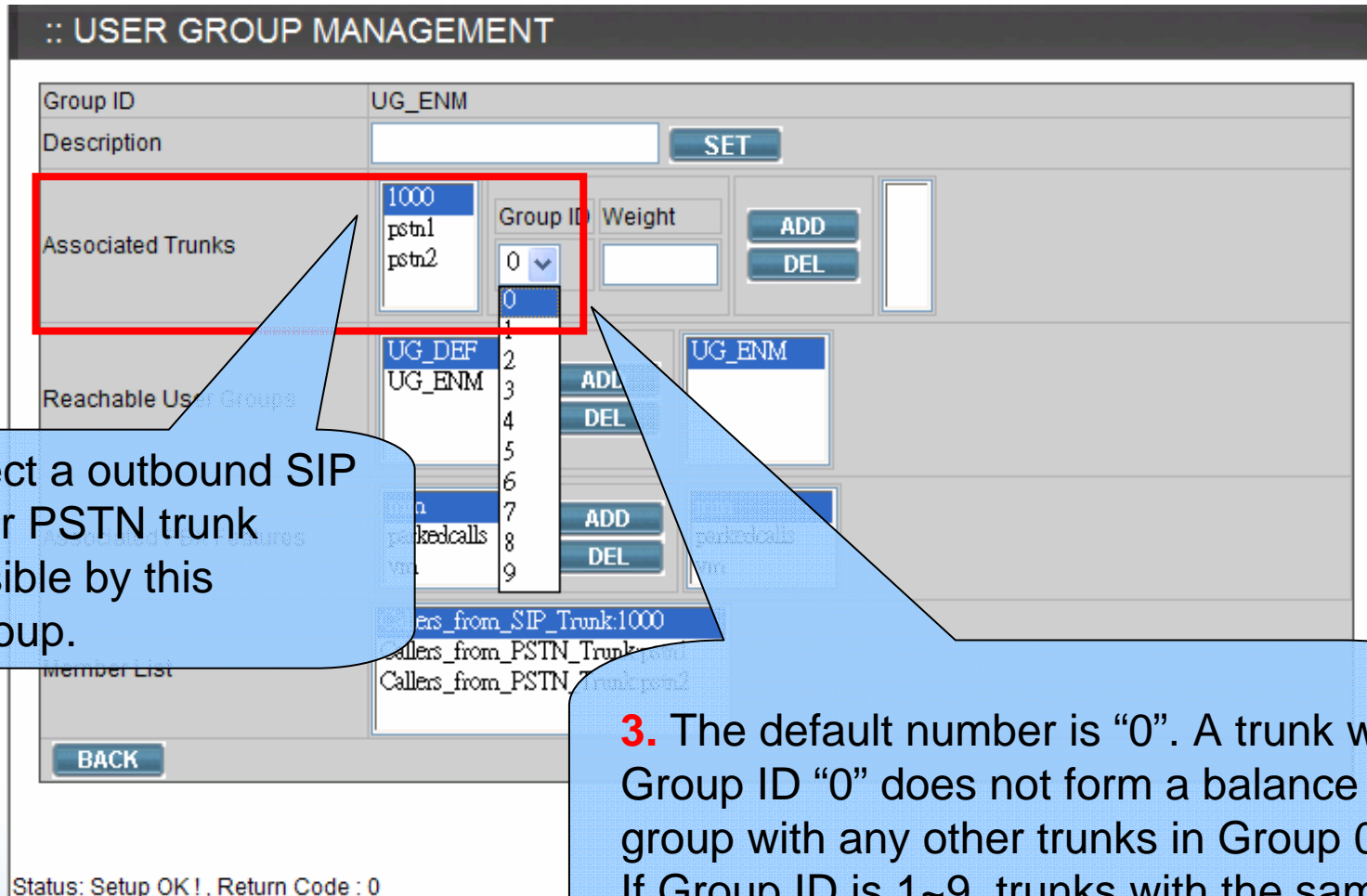
DEL

	Group ID	Description	Associated SIP Trunks	Associated PSTN Trunks	Reachable User Groups	Associated PBX Features	Member List
<input type="checkbox"/>	UG_DEF			pstn1	UG_DEF	mm , parkedcalls , vm	User:admin , User:voip
<input type="checkbox"/>	UG_ENM		1000	pstn1 , pstn2	UG_ENM	mm , parkedcalls , vm	Callers_from_SIP_Trunk:1000 , Callers_from_PSTN_Trunk:pstn1 , Callers_from_PSTN_Trunk:pstn2

1

1. Click a group ID.

Status:



The screenshot shows the 'USER GROUP MANAGEMENT' interface. The 'Associated Trunks' field is highlighted with a red box and contains a list of trunks: '1000', 'pstn1', and 'pstn2'. The 'Group ID' dropdown menu is also highlighted with a red box and shows a list of options: '0', '1', '2', '3', '4', '5', '6', '7', '8', and '9'. The 'Group ID' is currently set to '0'. The 'Weight' field is empty. There are 'ADD' and 'DEL' buttons next to the 'Group ID' dropdown. Below the 'Associated Trunks' field, there is a 'Reachable User Groups' section with a list of groups: 'UG_DEF', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM', 'UG_ENM'. There are 'ADD' and 'DEL' buttons next to each group. At the bottom of the interface, there is a 'BACK' button and a status message: 'Status: Setup OK!, Return Code : 0'.

2. Select a outbound SIP trunk or PSTN trunk accessible by this usergroup.

3. The default number is "0". A trunk with Group ID "0" does not form a balance group with any other trunks in Group 0. If Group ID is 1~9, trunks with the same Group ID could form a balance group.

:: USER GROUP MANAGEMENT

Group ID	UG_ENM			
Description	<input type="text"/>		<input type="button" value="SET"/>	
Associated Trunks	<div style="border: 1px solid blue; padding: 2px;">1000 pstn1 pstn2</div>	Group ID	Weight	<input type="button" value="ADD"/> <input type="button" value="DEL"/>
		<input type="text" value="1"/> ▼	<input type="text" value="10"/>	<input type="text"/>
Reachable User Groups	<div style="border: 1px solid blue; padding: 2px;">UG_ENM UG_ENM</div>	<input type="button" value="ADD"/>	<input type="button" value="DEL"/>	<div style="border: 1px solid blue; padding: 2px;">UG_ENM</div>
Member List	<div style="border: 1px solid blue; padding: 2px;">mm parkedcalls vm</div>			
	<div style="border: 1px solid blue; padding: 2px;">0 Calls_from_FSTN_Trunk_pstn1 Calls_from_FSTN_Trunk_pstn2</div>			

Status: Setup OK!, Return Code : 0

4. Enter a weight number of the trunk.
Weight: the weight of the trunk that will be selected in a trunk balance group for an outgoing call.

5. Click **Add**.

:: USER GROUP MANAGEMENT

Group ID	UG_ENM		
Description	<input type="text"/>	<input type="button" value="SET"/>	
Associated Trunks	<input type="button" value="1000"/> <input type="button" value="pstn1"/> <input type="button" value="pstn2"/>	Group ID <input type="text" value="0"/> Weight <input type="text"/> <input type="button" value="ADD"/> <input type="button" value="DEL"/>	<input type="button" value="1000,1,10"/> <input type="button" value="pstn1,1,5"/> <input type="button" value="pstn2,1,5"/>
	Reachable User Groups	<input type="button" value="UG_DEF"/> <input type="button" value="UG_ENM"/> <input type="button" value="ADD"/> <input type="button" value="DEL"/>	<input type="button" value="UG_ENM"/>
Associated PBX Features	<input type="button" value="mn"/> <input type="button" value="parkedcalls"/> <input type="button" value="vm"/>	<input type="button" value="ADD"/> <input type="button" value="DEL"/>	<input type="button" value="mn"/> <input type="button" value="parkedcalls"/> <input type="button" value="vm"/>
	Members	<input type="button" value="Callers from SIP Trunk:1000"/> <input type="button" value="Callers from PSTN Trunk:1"/>	

6. You can see the trunk with its weight in the list.

In this case, the total weight is $10+5+5=20$.

SIP_1000 trunk has 50% chance to be selected for an outgoing call, and both PSTN1 trunk and PSTN2 trunk have 25% chances.

Call Forward

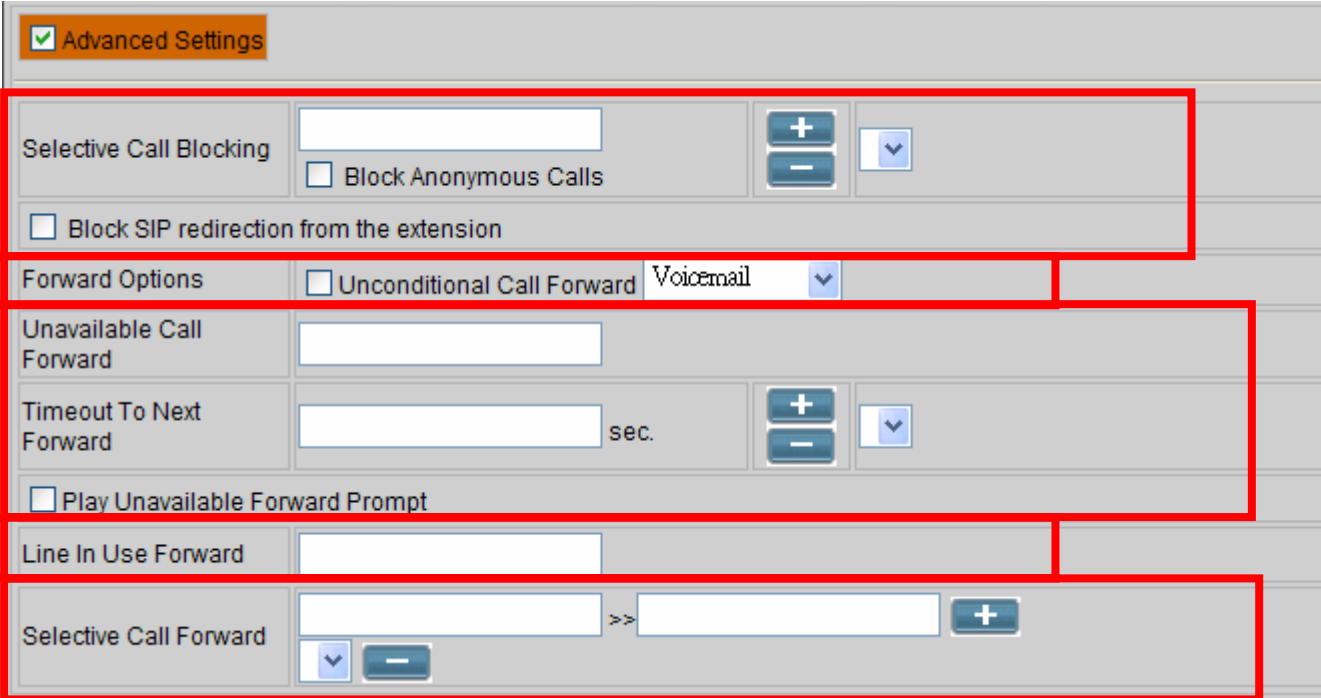
- **Selective Call Blocking**
 - Phone number
 - Anonymous calls
- **Unconditional Call Forward**
 - Voice Mail
 - Phone number
- **Unavailable Call Forward**
- **Line In Use Forward**
- **Selective Call Forward**

- **Select Device -> Extension of IP Phone to configure Call Forward options.**

:: EXTENSION MANAGEMENT

Extension Number	<input type="text" value="101"/>
Associated Device	<input type="text" value="IP_Phone"/>
Password	<input type="password" value="•••"/>
User	<input type="text" value="admin(admin)"/>
Pickup Group	<input type="text" value="UG_DEF"/>
Line Type	<input type="text" value="Wired"/>
Language	<input type="text" value="English"/>
Voicemail	<input type="text" value="Enable"/>
Voicemail PIN	<input type="password" value="•••"/>
Unavailable Timeout	<input type="text" value="20"/> sec.
<input type="checkbox"/> Allow LAN Use Only	
<input type="checkbox"/> Disable NAT Traversal	
Try Peer-to-peer RTP	<input type="text" value="NO"/>
DTMF Mode	<input type="text" value="rfc2833"/>
<input checked="" type="checkbox"/> Advanced Settings	

Select **Advanced Settings** to see Call Forward function.



The screenshot shows a configuration page for 'Call Forward Function' with 'Advanced Settings' checked. Five red boxes highlight specific sections:

- 1**: Selective Call Blocking (input field), Block Anonymous Calls (checkbox), and call control buttons (+, -, dropdown).
- 2**: Block SIP redirection from the extension (checkbox).
- 3**: Forward Options (checkbox), Unconditional Call Forward (checkbox), and Voicemail (dropdown).
- 4**: Unavailable Call Forward (input field), Timeout To Next Forward (input field, sec.), and call control buttons (+, -, dropdown).
- 5**: Play Unavailable Forward Prompt (checkbox), Line In Use Forward (input field), and Selective Call Forward (input field, dropdown, and call control buttons).

• If users do not want to answer the phone:1&2

1 -> Directly block calls. 2 -> Transfer calls to Voicemail.

• If users cannot answer the phone:3&4

3 -> Transfer to other extensions after the certain period of time.

4 -> If the line is in user, transfer calls to other extensions.

• Enter certain phone numbers to transfer:5

5 -> Important calls can directly transfer to other devices such as mobile. Users will not miss them.

Try Peer-to-peer RTP

DTMF Mode

Advanced Settings

Selective Call Blocking

Block Anonymous Calls

Block SIP redirection from the extension

Forward Options Unconditional Call Forward

Unavailable Call Forward

Timeout To Next Forward sec.

Play Unavailable Forward Prompt

Line In Use Forward

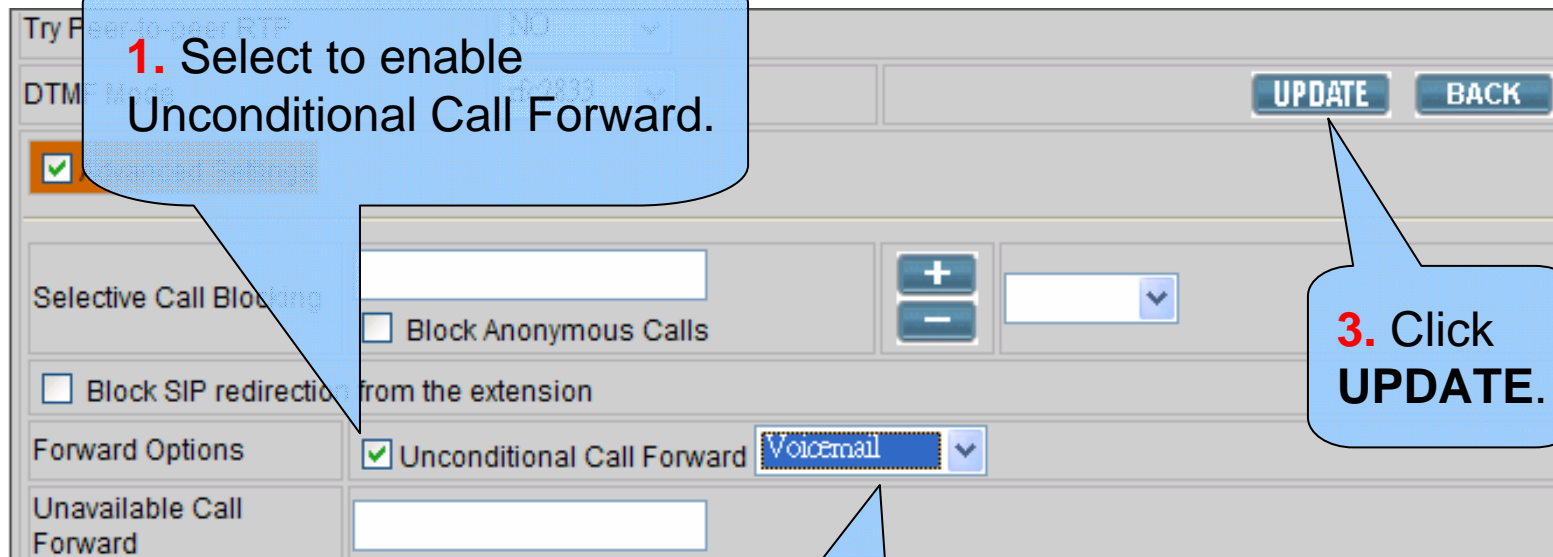
Selective Call Forward >>

1. Enter a phone number you want to block.

3. Click **UPDATE**.

2. Click to add the number into the list.

Call Forward Options – Voicemail



Try F... Peer-to-peer RTP... NO...
DTMF... 10000... 10000...
 1. Select to enable Unconditional Call Forward.

Selective Call Blocking
 Block Anonymous Calls
 Block SIP redirection from the extension

Forward Options
 Unconditional Call Forward **Voicemail** ▼

Unavailable Call Forward

3. Click UPDATE.

UPDATE BACK

2. Click Voicemail in the list.

1. Select to enable Unconditional Call Forward.

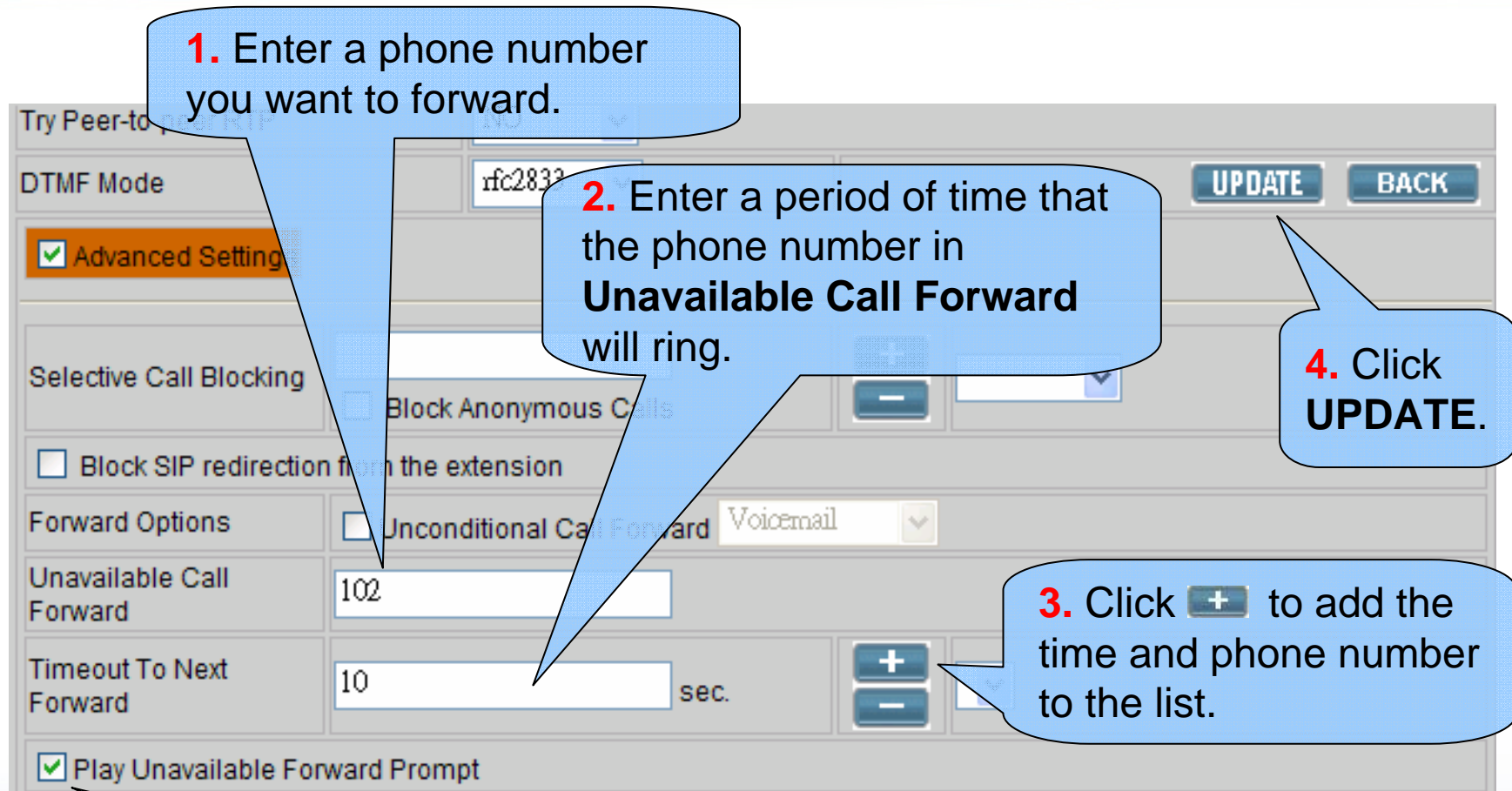
2. Click **Phone Number** in the list.

3. Enter a phone number that you want to forward.

4. Click **UPDATE**.



The screenshot shows a web interface for configuring call forwarding. The 'Forward Options' section is highlighted, showing the 'Unconditional Call Forward' checkbox checked and the 'Phone Number' dropdown menu selected. The 'DTMF Mode' is set to 'rfc2833'. The 'UPDATE' button is visible in the top right corner. The 'Advanced Settings' checkbox is also checked. The 'Selective Call Blocking' section includes options for 'Block Anonymous Calls' and 'Block SIP redirection from the extension', both of which are unchecked. The 'Unavailable Call Forward' section is empty.

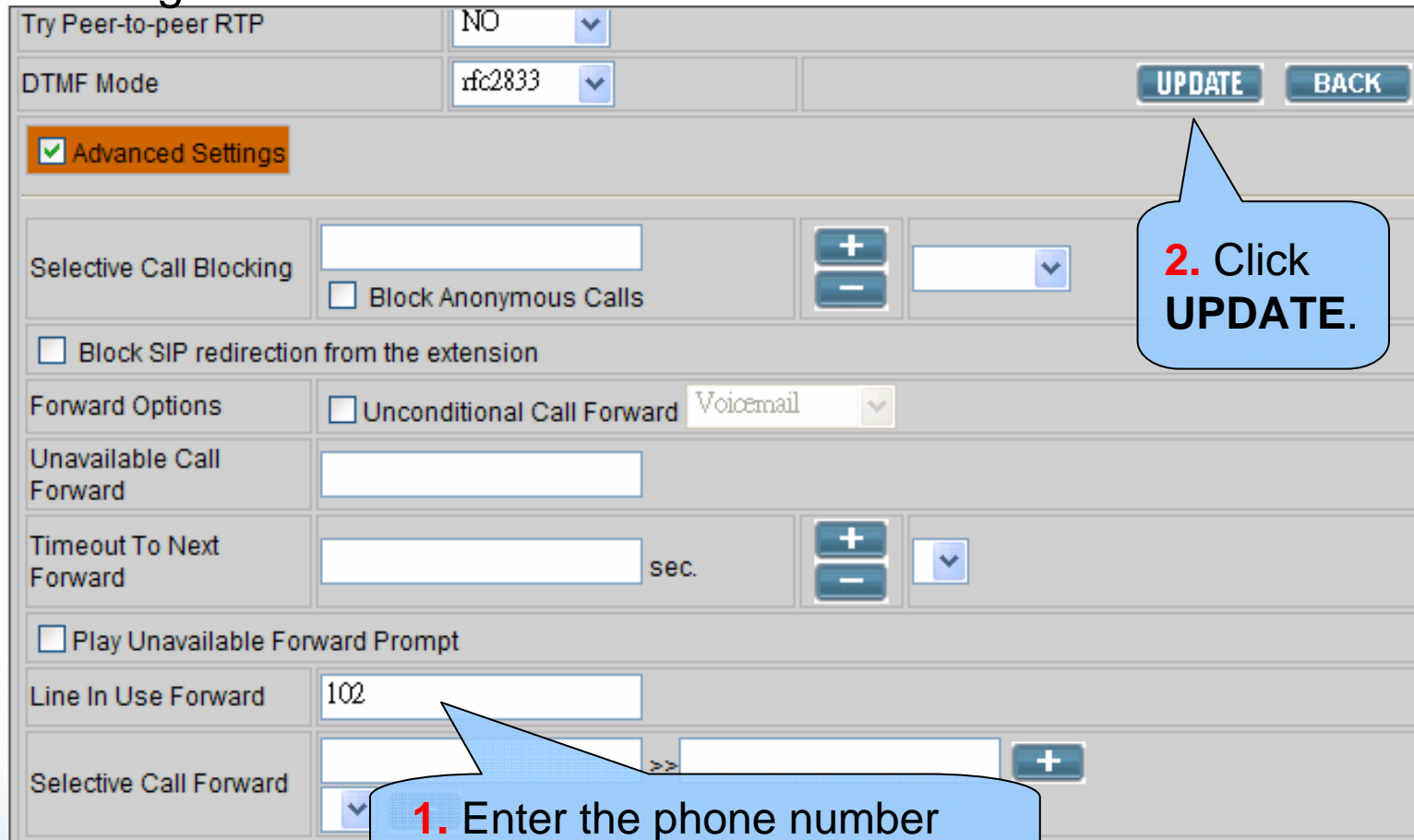


The screenshot shows a web interface for configuring 'Unavailable Call Forward'. The page includes several sections: 'DTMF Mode' with a 'rfc2833' dropdown; 'Advanced Setting' which is checked; 'Selective Call Blocking' with options for 'Block Anonymous Calls' and 'Block SIP redirection from the extension'; 'Forward Options' with 'Unconditional Call Forward' and 'Voicemail' dropdown; 'Unavailable Call Forward' with a text input containing '102'; 'Timeout To Next Forward' with a text input containing '10' and a unit of 'sec.'; and 'Play Unavailable Forward Prompt' which is checked. There are also '+', '-', and 'UPDATE' buttons. Four callout boxes provide instructions: 1. Enter a phone number you want to forward. (pointing to the '102' input); 2. Enter a period of time that the phone number in Unavailable Call Forward will ring. (pointing to the '10' input); 3. Click + to add the time and phone number to the list. (pointing to the '+' button); 4. Click UPDATE. (pointing to the 'UPDATE' button).

Select the Play Unavailable Forward Prompt, you will hear "Please wait while connect your call".

Line In Use Forward

⚡ Disable the call waiting function in your IP Phone setting, before configuration.



The screenshot shows a web-based configuration interface for 'Line In Use Forward'. At the top, there are two dropdown menus: 'Try Peer-to-peer RTP' set to 'NO' and 'DTMF Mode' set to 'rfc2833'. To the right of these are 'UPDATE' and 'BACK' buttons. Below this is a section for 'Advanced Settings' which is checked. The main configuration area includes several rows of settings: 'Selective Call Blocking' with an empty text box, 'Block Anonymous Calls' (unchecked), and a '+' '-' button; 'Block SIP redirection from the extension' (unchecked); 'Forward Options' with 'Unconditional Call Forward' (unchecked) and a 'Voicemail' dropdown; 'Unavailable Call Forward' with an empty text box; 'Timeout To Next Forward' with an empty text box followed by 'sec.' and a '+' '-' button; 'Play Unavailable Forward Prompt' (unchecked); 'Line In Use Forward' with a text box containing '102'; and 'Selective Call Forward' with two empty text boxes and a '+' button. A blue callout bubble points to the 'UPDATE' button with the text '2. Click UPDATE.' Another blue callout bubble points to the 'Line In Use Forward' text box with the text '1. Enter the phone number you want to forward.'

Unavailable Call Forward

Try Peer-to-peer RTP	NO	
DTMF Mode	rfc2833	UPDATE BACK
<input checked="" type="checkbox"/> Advanced Settings		
Selective Call Blocking	<input type="text"/>	+ <input type="text"/>
	<input type="checkbox"/> Block Anonymous Calls	-
	<input type="checkbox"/> Block SIP redirection from the extension	
Forward Options	<input type="checkbox"/> Unconditional Call Forward	Voicemail
Unavailable Call Forward	<input type="text"/>	
Timeout To Next Forward	<input type="text"/> sec.	+ <input type="text"/>
		-
	<input type="checkbox"/> Play Unavailable Forward Prompt	
Line In Use Forward	<input type="text"/>	
Selective Call Forward	84117341 >> 22199518	+
	84117341:Local/22199518	-

4. Click UPDATE.

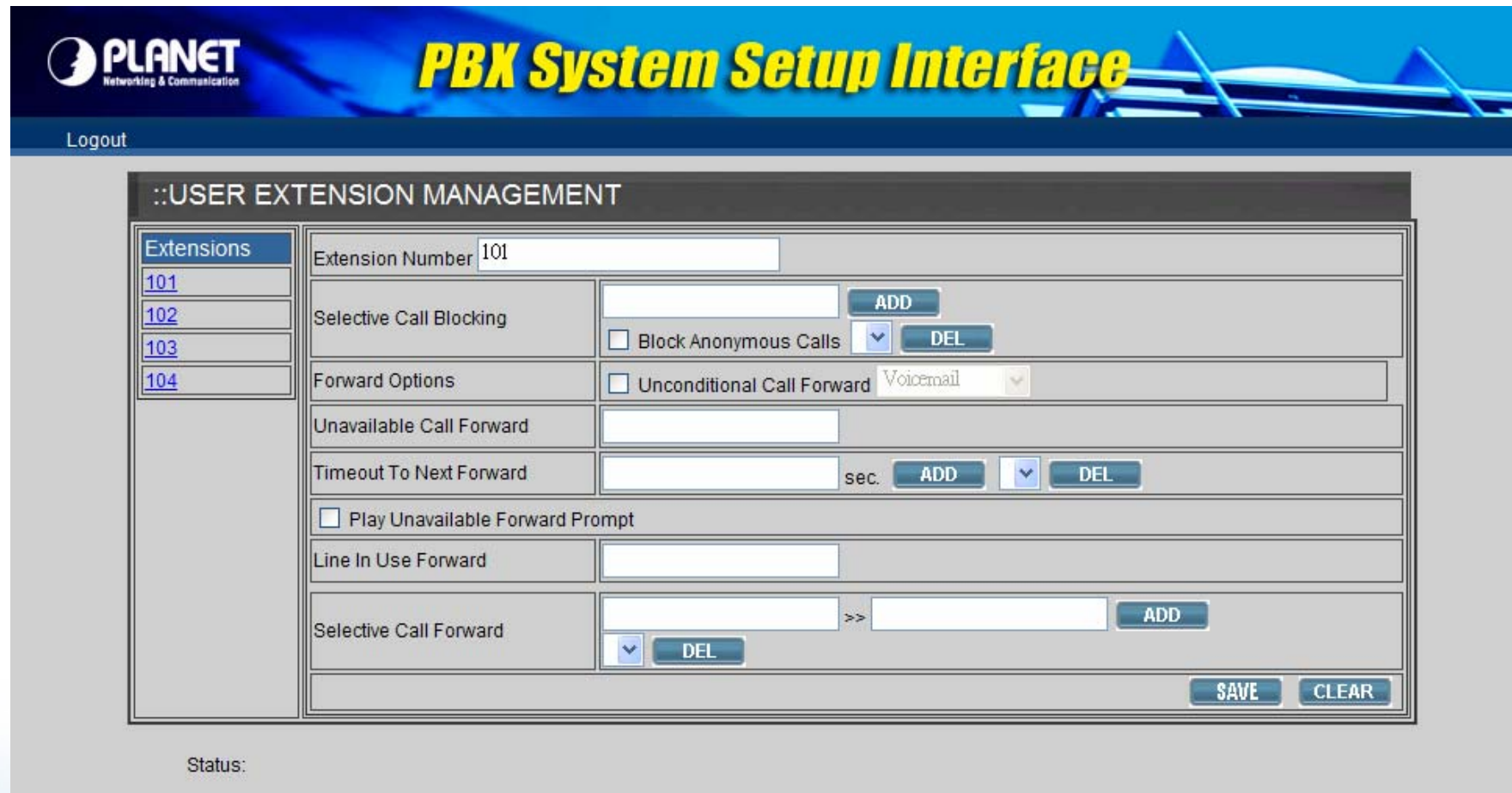
1. Enter an incoming call phone number.

2. Enter a phone number or cell phone number for transferring to.

3. Click **+ to add the call forward information.**

Users could use their ID and password to login our IP PBX to configure the extensions which has been assigned to them by administrator.

Extension Configuration for Users



PLANET Networking & Communication **PBX System Setup Interface**

Logout

::USER EXTENSION MANAGEMENT

Extensions	Extension Number <input type="text" value="101"/>
101	Selective Call Blocking <input type="text"/> <input type="button" value="ADD"/>
102	<input type="checkbox"/> Block Anonymous Calls <input type="button" value="DEL"/>
103	Forward Options <input type="checkbox"/> Unconditional Call Forward Voicemail <input type="button" value="DEL"/>
104	Unavailable Call Forward <input type="text"/>
	Timeout To Next Forward <input type="text"/> sec. <input type="button" value="ADD"/> <input type="button" value="DEL"/>
	<input type="checkbox"/> Play Unavailable Forward Prompt
	Line In Use Forward <input type="text"/>
	Selective Call Forward <input type="text"/> >> <input type="text"/> <input type="button" value="ADD"/> <input type="button" value="DEL"/>
	<input type="button" value="SAVE"/> <input type="button" value="CLEAR"/>

Status:

Direct Inward Dialing

- **DID by extension**

- Binding both of DID & DOD (Direct Outward Dialing)
- All of the incoming calls (via this trunk) will be redirected to the specified extension.
- Only the specified extension could use this trunk to make a outbound call but others can't.

- **DID bynumber**

- The digits carried on the incoming calls (via this trunk) could be stripped first and then prefixed with predefined patterns.
- Outgoing calls will **no longer** be limited by a single private extension as DOD.
- Letting each extension look like a dedicated telephone line.

:: SIP TRUNK MANAGEMENT

Trunks Add New

Trunk Identifier	500
Description	DID
<input checked="" type="checkbox"/> Dynamic Peer	
Auth. Name	500
Auth. Password	•••
<input checked="" type="checkbox"/> Registration Required	
Outbound Routegroup	RG_DEF
<input type="checkbox"/> DID by Privilege	
DID of Extension	<div style="border: 1px solid black; padding: 2px;">100 101 102 103 104 105 200 By Number</div>
DID Prefix	
DID Stripping	
Language	

Status:

Users can choose DID by an extension or by number in **SIP Trunk**.

DID of an Extension in SIP Trunk

:: SIP TRUNK MANAGEMENT

Trunks Add New

Trunk Identifier	500
Description	DID
<input checked="" type="checkbox"/> Dynamic Peer	
Auth. Name	500
Auth. Password	••••
<input checked="" type="checkbox"/> Registration Required	
Outbound Routegroup	RG_DEF
<input type="checkbox"/> DID by Privilege	
DID of Extension	103
DID Prefix	
DID Stripping	
Language	English

Status:

Click an extension, say 103. The call from SIP trunk 500 will be directly connected to extension 103, and only extension 103 can call out via SIP Trunk 500.

:: SIP TRUNK MANAGEMENT

Trunks Add New

Trunk Identifier	500
Description	DID
<input checked="" type="checkbox"/> Dynamic Peer	
Auth. Name	500
Auth. Password	•••
<input checked="" type="checkbox"/> Registration Required	
Outbound Routegroup	RG_DEF
<input type="checkbox"/> DID by Privilege	
DID of Extension	By Number
DID Prefix	6
DID Stripping	2
Language	English
IVR List	

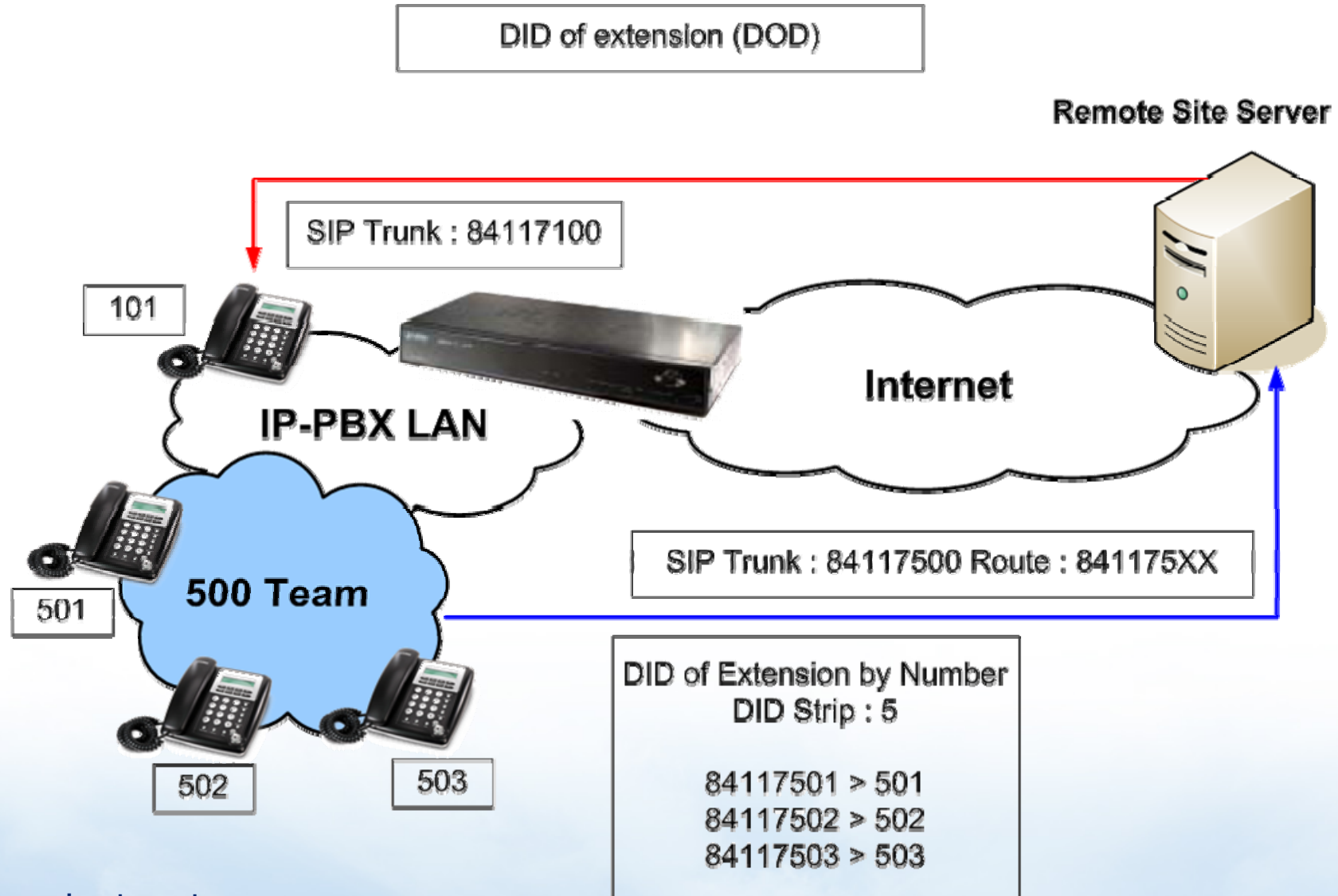
Status:

1. Click by number.

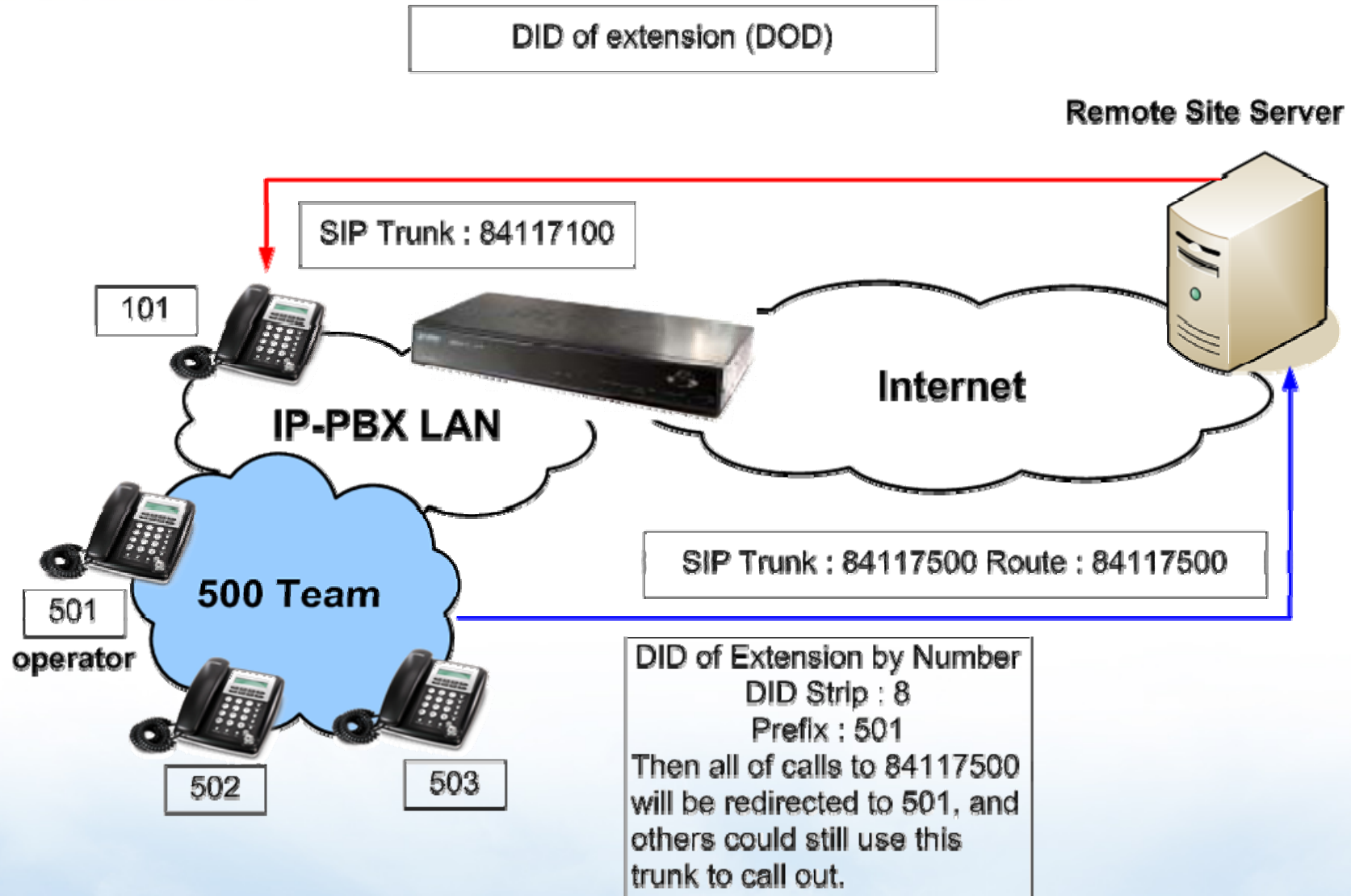
3. Enter the prefix pattern.
(optional)

2. Enter the stripped digits.
(optional)

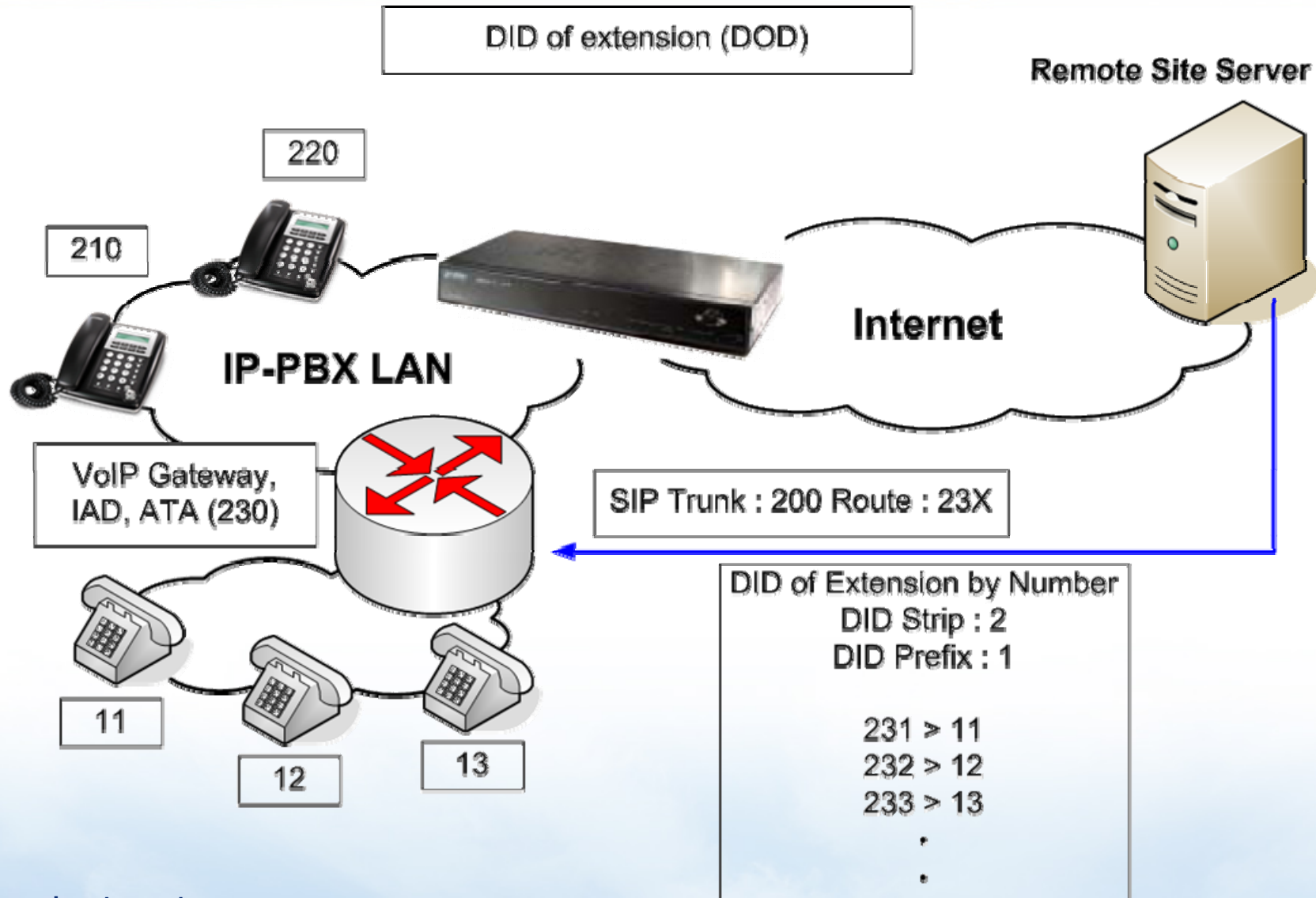
DID Example (1)

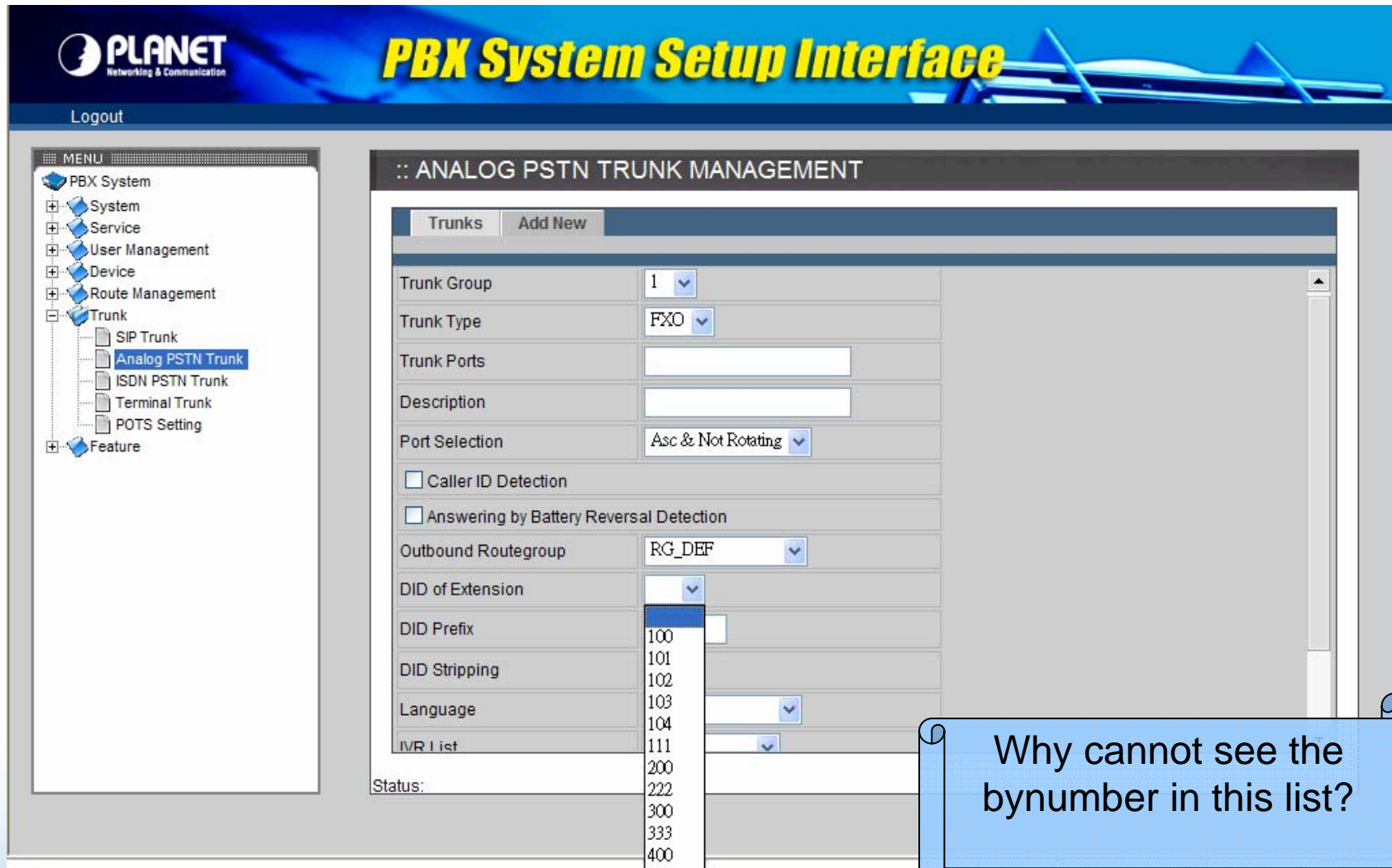


DID Example (2)



DID Example (3)





PLANET Networking & Communication

PBX System Setup Interface

Logout

MENU

- PBX System
 - System
 - Service
 - User Management
 - Device
 - Route Management
 - Trunk
 - SIP Trunk
 - Analog PSTN Trunk**
 - ISDN PSTN Trunk
 - Terminal Trunk
 - POTS Setting
 - Feature

ANALOG PSTN TRUNK MANAGEMENT

Trunks Add New

Trunk Group: 1

Trunk Type: FXO

Trunk Ports: []

Description: []

Port Selection: Asc & Not Rotating

Caller ID Detection

Answering by Battery Reversal Detection

Outbound Routegroup: RG_DEF

DID of Extension: []

DID Prefix: []

DID Stripping: []

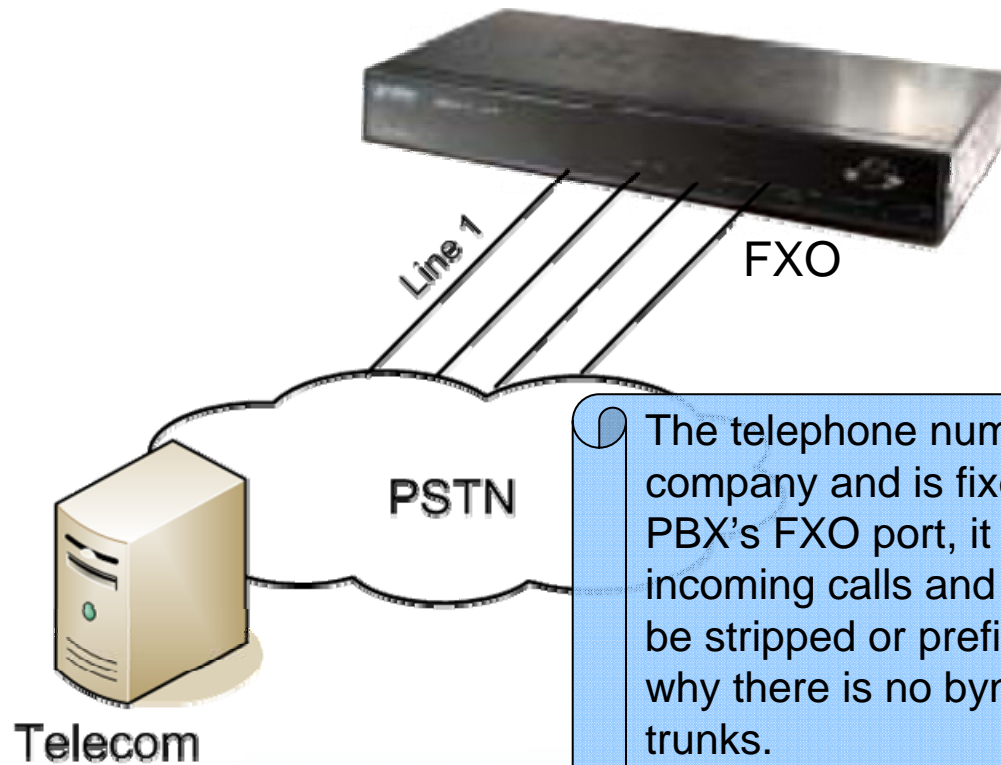
Language: []

IVR List: []

Status: []

100
101
102
103
104
111
200
222
300
333
400

Why cannot see the bynumber in this list?



The telephone number is decided by a telecom company and is fixed on each PSTN line, As a IP PBX's FXO port, it just receives current on incoming calls and answers, hence no digits could be stripped or prefixed at that moment, and that's why there is no bynumber implemented on PSTN trunks.

Example:

Line 1: Its number is 89132070 and connect to FXO port 1, then FXO port 1 will always get the incoming call when others dial 89132070

PBX System Setup Interface

Logout

MENU

- PBX System
 - System
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 - Device
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 - Trunk
 - SIP Trunk
 - Analog PSTN Trunk
 - ISDN PSTN Trunk**
 - Terminal Trunk
 - POTS Setting
 - Feature

ISDN PSTN TRUNK MANAGEMENT

Trunks Add New

Trunk Group	1
Trunk Ports	
Description	
Port Selection	Asc & Rotating
Signalling	Point to point
Switch Type	euroisdn
Outbound Routegroup	RG_DEF
DID of Extension	
DID Prefix	100
DID Stripping	101
Language	102
IVR List	103
Usergroup of Privilege	104
	111
	200
	222
	300
	333
	400
	By Number

Status:

The DID configuration in ISDN PSTN Trunk is the same as in SIP Trunk.

Worktime

- **Worktime defines holidays and business hours for auto attendant and IVR application. Several groups of date/time could be defined for different IVR menus.**
- **Select Feature -> Worktime to configure Worktime features.**

:: WORKTIME MANAGEMENT

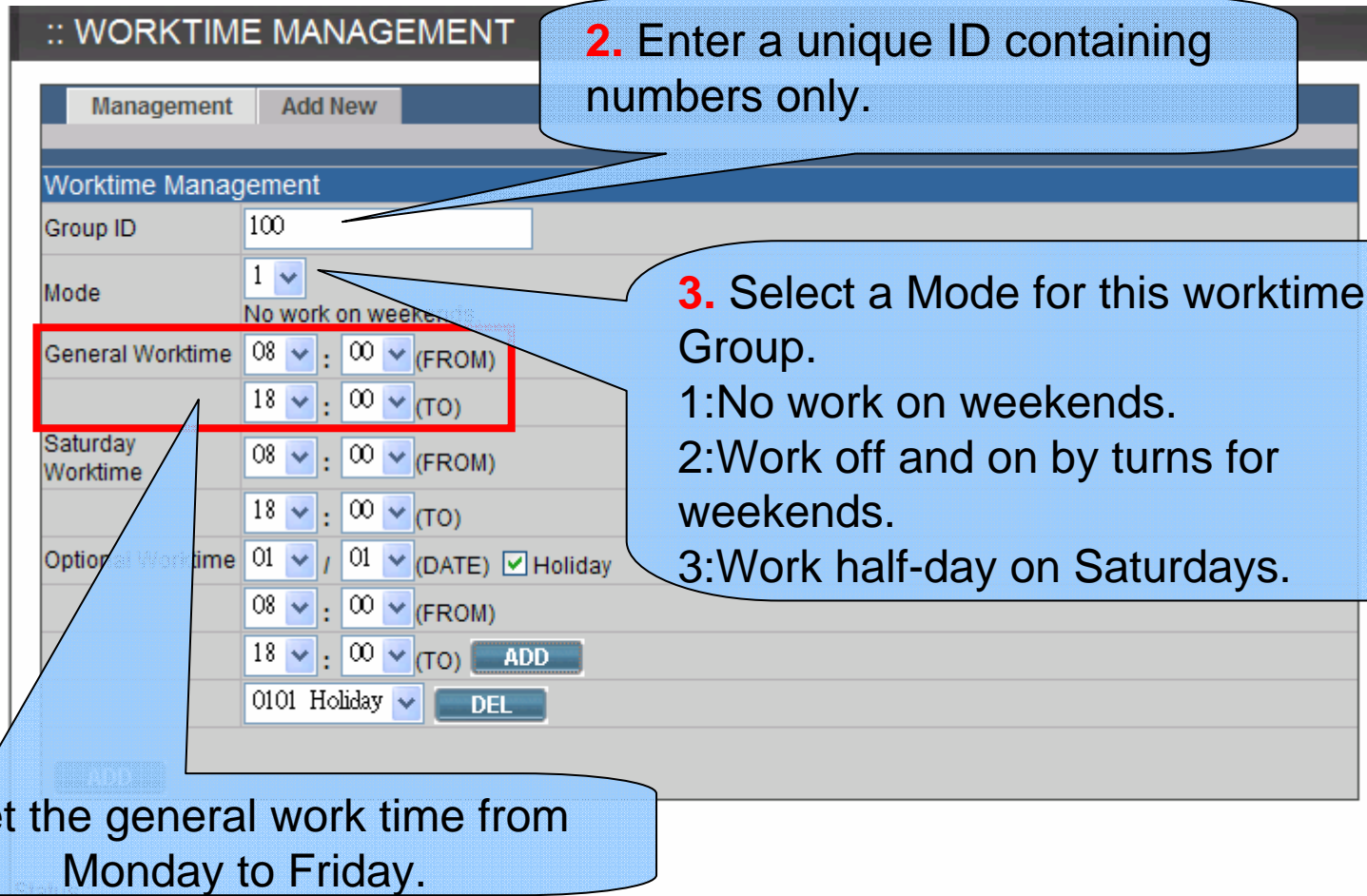
Management **Add New**

DEL

	Group ID	Mod	General Worktime	Saturday Worktime	Optional Worktime
<input type="checkbox"/>	222	1	09:00 - 18:00	00:00 - 00:00	10/06 Holiday 10/09 Holiday 10/10 Holiday 10/21 09:00 - 18:00
1					

1. Click the Add New tab.

Status: Setup OK!, Return Code : 0



2. Enter a unique ID containing numbers only.

3. Select a Mode for this worktime Group.
1: No work on weekends.
2: Work off and on by turns for weekends.
3: Work half-day on Saturdays.

4. Set the general work time from Monday to Friday.

The screenshot shows the 'WORKTIME MANAGEMENT' interface with the following fields and values:

- Group ID: 100
- Mode: 1
- General Worktime: 08 : 00 (FROM) to 18 : 00 (TO)
- Saturday Worktime: 08 : 00 (FROM) to 18 : 00 (TO)
- Optional Worktime: 01 / 01 (DATE) Holiday
- Optional Worktime: 08 : 00 (FROM) to 18 : 00 (TO)
- Optional Worktime: 0101 Holiday

:: WORKTIME MANAGEMENT

Management Add New

Worktime Management

Group ID: 100

Mode: 1
No work on weekends.

General Worktime: 08 : 00 (FROM)
18 : 00 (TO)

Saturday Worktime: 08 : 00 (FROM)
18 : 00 (TO)

Optional Worktime: 01 / 01 (DATE) Holiday
08 : 00 (FROM)
18 : 00 (TO) **ADD**

0101 Holiday **DEL**

ADD

Status :

5. Set the work time for Saturdays.

6. Set optional worktime for this group if any, and check Holiday as a free day, or it will be regarded as an extra work day.

7. Click **ADD** to submit the optional worktime.

8. Click **ADD** to submit the whole settings.

:: WORKTIME MANAGEMENT

Management Add New

DEL

	Group ID	Mode	General Worktime	Saturday Worktime	Optional Worktime
<input type="checkbox"/>	222	1	09:00 - 18:00	00:00 - 00:00	10/06 Holiday 10/09 Holiday 10/10 Holiday 10/21 09:00 - 18:00
<input type="checkbox"/>	300	3	07:00 - 17:00	07:00 - 12:00	
<input type="checkbox"/>	100	1	08:00 - 18:00	08:00 - 18:00	01/01 Holiday 01/02 Holiday
<input type="checkbox"/>	200	2	09:00 - 19:00	09:00 - 19:00	

1

1. Click a group IP to see the edit page.

Status: Setup OK!, Return Code : 0

:: WORKTIME MANAGEMENT

Management	Add New	Update
Worktime Management		
Group ID	100	
Mode	1 No work on weekends.	
General Worktime	10 : 00 (FROM) 20 : 00 (TO)	
Saturday Worktime	00 : 00 (FROM) 00 : 00 (TO)	
Optional Worktime	01 / 01 (DATE) <input checked="" type="checkbox"/> Holiday 00 : 00 (FROM) 00 : 00 (TO) ADD	
	0102 Holiday DEL	
	0101 Holiday	
	0102 Holiday	
UPDATE		

2. Update the information in this page.

Status : **3.** Click **UPDATE** to submit.

:: WORKTIME MANAGEMENT

Management Add New

DEL

	Group ID	Mode	General Worktime	Saturday worktime	Optional Worktime
<input type="checkbox"/>	222	1	09:00 - 18:00	00:00 - 00:00	10/06 Holiday 10/09 Holiday 10/10 Holiday 10/21 09:00 - 18:00
<input type="checkbox"/>	300	3	07:00 - 17:00	07:00 - 12:00	
<input type="checkbox"/>	100	1	10:00 - 20:00	00:00 - 00:00	01/01 Holiday 01/02 Holiday
<input type="checkbox"/>	200	2	09:00 - 19:00	09:00 - 19:00	

1

Status: Setup OK!, Return Code : 0

2. Click DEL to remove this entry.

1. Select a group ID and then click DEL to delete this entry.

IVR

(Interactive Voice Response)

- **Short for Interactive Voice Response.**
- **IVR does not require human interaction over the telephone as the user's interaction with the database is predetermined by what the IVR system will allow the user access to.**
- **IVR function could support up to 3 layers.**

- **Allowed Keys:**
 - 0,1,2,3,4,5,6,7,8,9,*,#,ext
 - ✓ “ext” is used for defining a reachable usergroup.
- **Allowed Actions:**
 - hang up, playback, call to, goto top, next layer, set language, return.
- **Select Feature -> IVR to configure Worktime features.**

:: IVR MANAGEMENT

IVR Management | IVR Prompts Management | IVR Parameters

Info:

All IVR Menu

Rule Action Setup

IVR Name

Rule Key Action Return

Node

Child Rule Key Action

Action Data

Prompt

Group UG_DEF

Language English

Extension

Worktime Group Setup

Active WorkTime Group

Worktime

In Hour/Actions Playback

Prompt

Extension

Off Hour/Actions Playback

Prompt

Extension

Users need to plan how to use keypads to control IVR system.

:: IVR MANAGEMENT

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

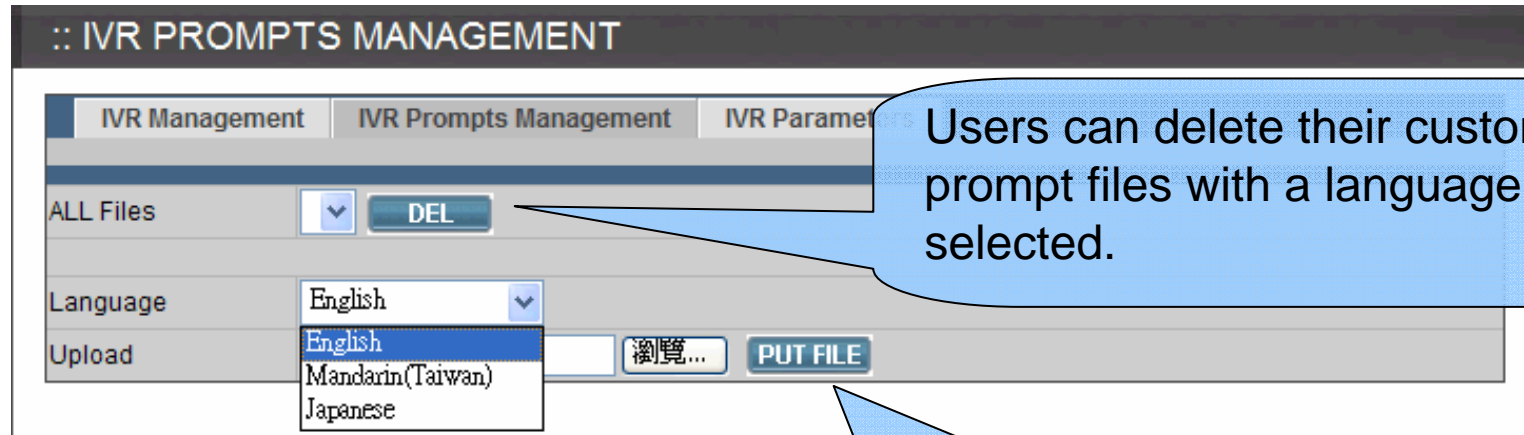
Info:

Rule Action Setup

IVR Name	<input type="text"/>	<input type="button" value="ADD"/>
Rule	Key <input type="text" value="0"/>	<input type="button" value="ADD"/>
	Action <input type="text"/>	<input type="button" value="ADD"/>
Code	<input type="text"/>	<input type="button" value="ADD"/>
Child Rule	Key <input type="text" value="0"/>	<input type="button" value="ADD"/>
	Action <input type="text"/>	<input type="button" value="ADD"/>

Key:
0, 1, 2, 3, 4, 5, 6,
7, 8, 9, *, #, ext

Action:
Hang up
Play back
Call to
Goto top
Next layer
Set language
Return



Users can delete their customized prompt files with a language type selected.

Users can upload their customized prompt files with a language type selected.

※ The customized prompt file must be 8000Hz, 16bit Windows PCM .wav file.

Add a New IVR

:: IVR MANAGEMENT

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:

Rule Action Setup

IVR Name

Rule Key
Action

Node

Child Rule Key
Action

Prompt

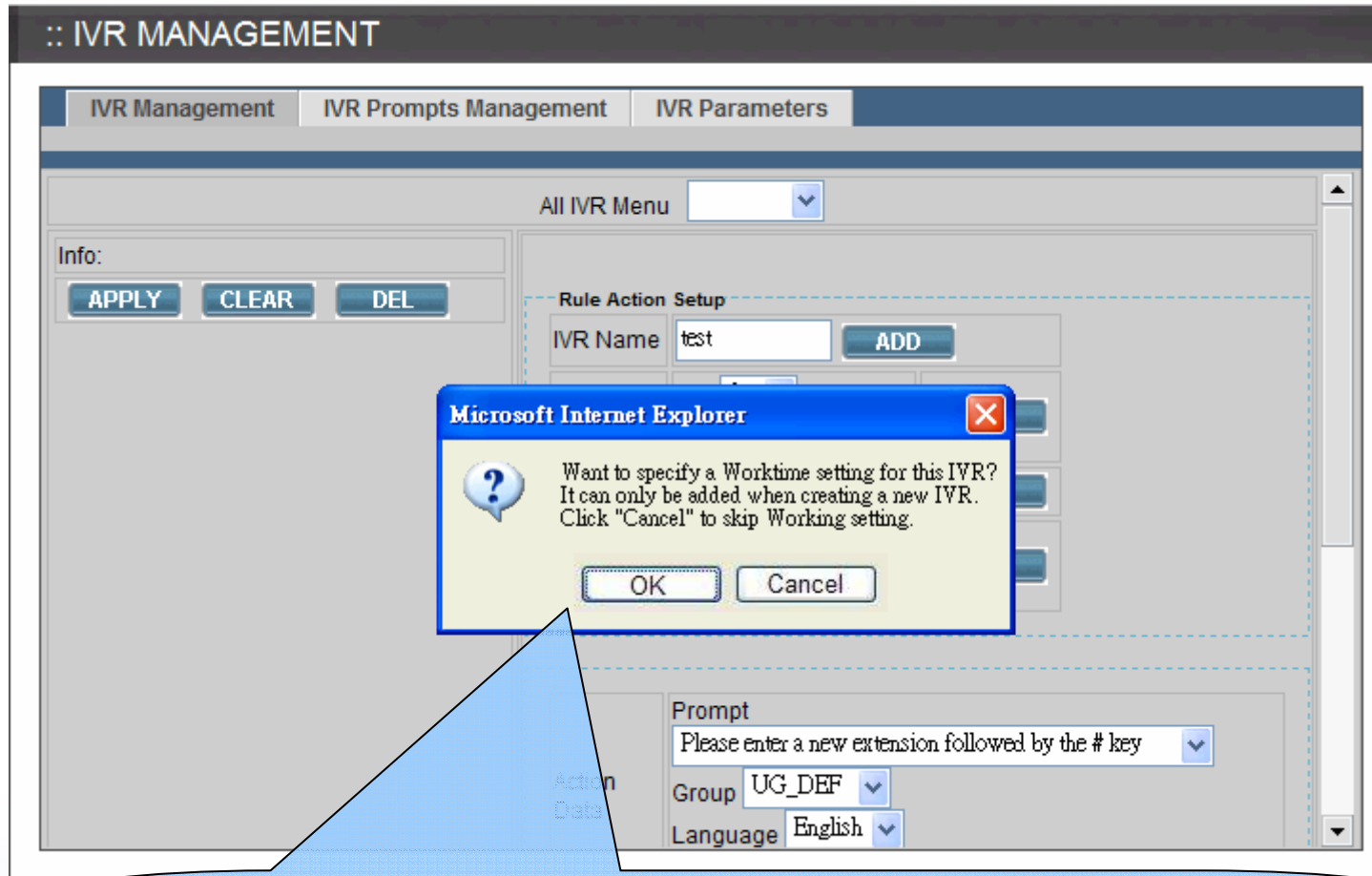
Action Data
Group
Language

Status:

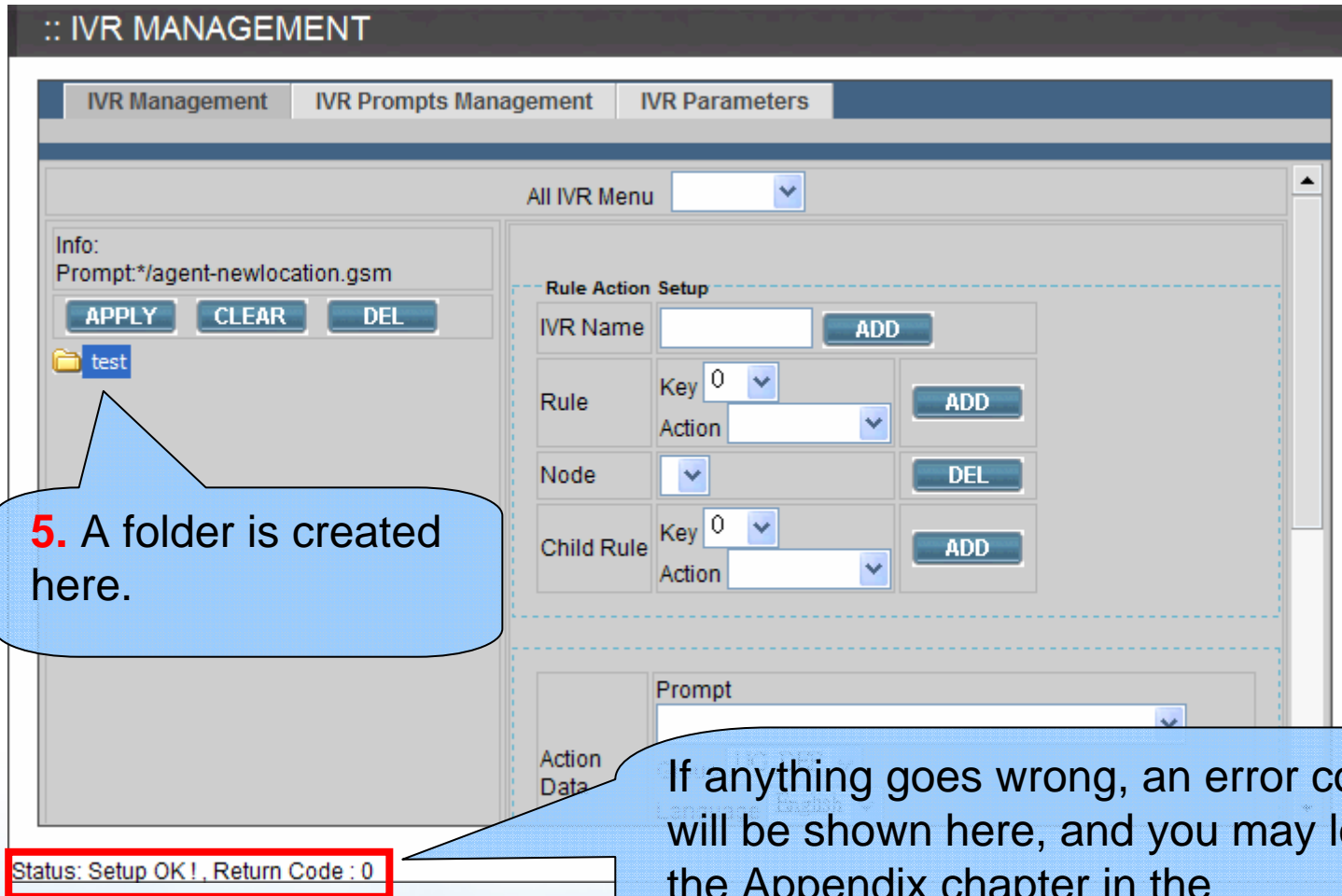
1. Enter a name for this IVR.

3. Click **ADD**.

2. Select a default prompt file.



4. A pop up a window shows to ask whether to specify a worktime to this IVR or not. In this case, we press "CANCEL"



The screenshot shows the 'IVR MANAGEMENT' interface with tabs for 'IVR Management', 'IVR Prompts Management', and 'IVR Parameters'. The 'IVR Management' tab is active. It features a dropdown menu for 'All IVR Menu' and an 'Info' section with 'Prompt:*/agent-newlocation.gsm' and buttons for 'APPLY', 'CLEAR', and 'DEL'. A folder named 'test' is visible in the file browser. The 'Rule Action Setup' section includes fields for 'IVR Name', 'Rule' (with 'Key' and 'Action' dropdowns), 'Node', and 'Child Rule' (with 'Key' and 'Action' dropdowns), each with an 'ADD' or 'DEL' button. A 'Prompt' dropdown and 'Action Data' field are also present. A status bar at the bottom shows 'Status: Setup OK!, Return Code : 0'.

5. A folder is created here.

If anything goes wrong, an error code will be shown here, and you may look up the Appendix chapter in the administration guide to get the exact meaning of the code.

Add a New Node of IVR

:: IVR MANAGEMENT

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:

test

Rule Action Setup

IVR Name

Rule Key
Action

Node

Child Rule Key
Action

Prompt

Action Data Group
Language

Status :

6. Select a key, say "ext".

8. Click **ADD**.

7. Select a user group associated with "ext", say "UG_DEF".

The screenshot displays the 'IVR MANAGEMENT' interface. On the left, under 'Info:', there are buttons for 'APPLY', 'CLEAR', and 'DEL'. Below this is a tree view showing a folder 'test' containing a file 'ext:UG_DEF'. The 'APPLY' button and the 'ext:UG_DEF' file are highlighted with red boxes. On the right, the 'Rule Action Setup' section is visible, containing fields for 'IVR Name', 'Rule' (with 'Key' and 'Action' dropdowns), 'Node' (with a dropdown menu showing 'ext:UG_DEF'), and 'Child Rule' (with 'Key' and 'Action' dropdowns). The 'Node' dropdown is also highlighted with a red box. The interface includes various 'ADD', 'DEL', and 'INFO' buttons for each configuration row.

11. Click **APPLY** to save the settings.

10. You can find all the created nodes here.

9. The node created here. Say any incoming call to the trunk associated with this IVR (test) can reach any extension belongs to the specified usergroup (UG_DEF) within this layer of IVR.

Add a Sub-layer of IVR

The screenshot shows the 'Rule Action Setup' interface for adding a sub-layer to an IVR. The interface includes fields for 'IVR Name', 'Rule' (with 'Key' and 'Action' dropdowns), 'Node', 'Child Rule' (with 'Key' and 'Action' dropdowns), 'Prompt', and 'Action Data' (with 'Group' and 'Language' dropdowns). A red box highlights the 'ADD' button next to the 'Rule' section. A dialog box from Microsoft Internet Explorer is overlaid on the left, asking if the user wants to specify a Worktime setting for the IVR. Five numbered callouts provide instructions: 1. Select a Key, say '1'. 2. Give an Action to '1', say 'Next Layer'. 3. Select a Prompt as the greeting for next layer. 4. Click ADD. 5. There will pop up a window after clicking ADD, then user should decide whether to specify a worktime to this layer of IVR or not. In this case, we press 'CANCEL'.

5. There will pop up a window after clicking ADD, then user should decide whether to specify a worktime to this layer of IVR or not. In this case, we press "CANCEL".

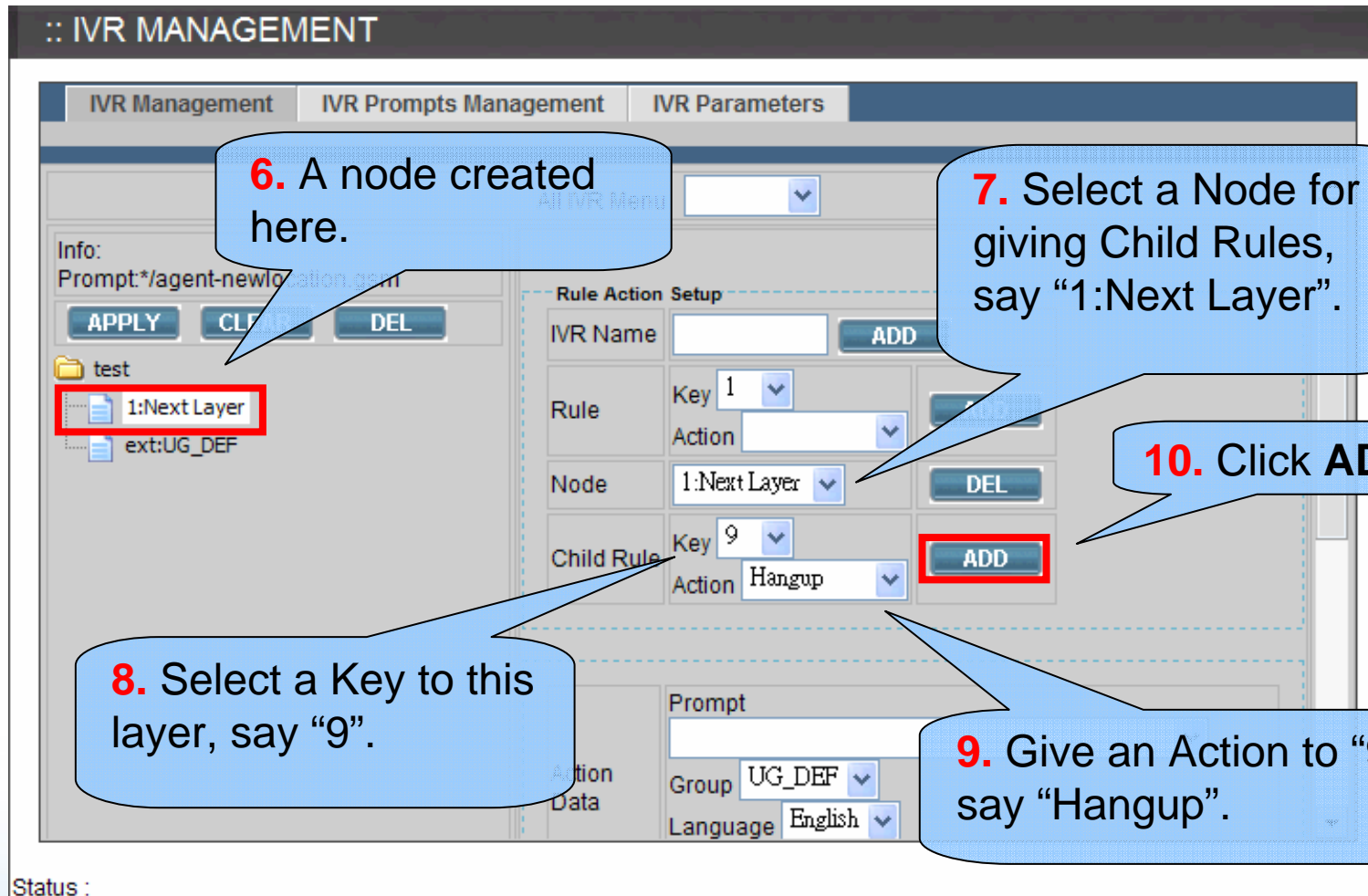
1. Select a Key, say "1".

2. Give an Action to "1", say "Next Layer".

3. Select a Prompt as the greeting for next layer.

4. Click **ADD**.

Microsoft Internet Explorer
Want to specify a Worktime setting for this IVR?
It can only be added when creating a new IVR.
Click "Cancel" to skip Working setting.
OK Cancel



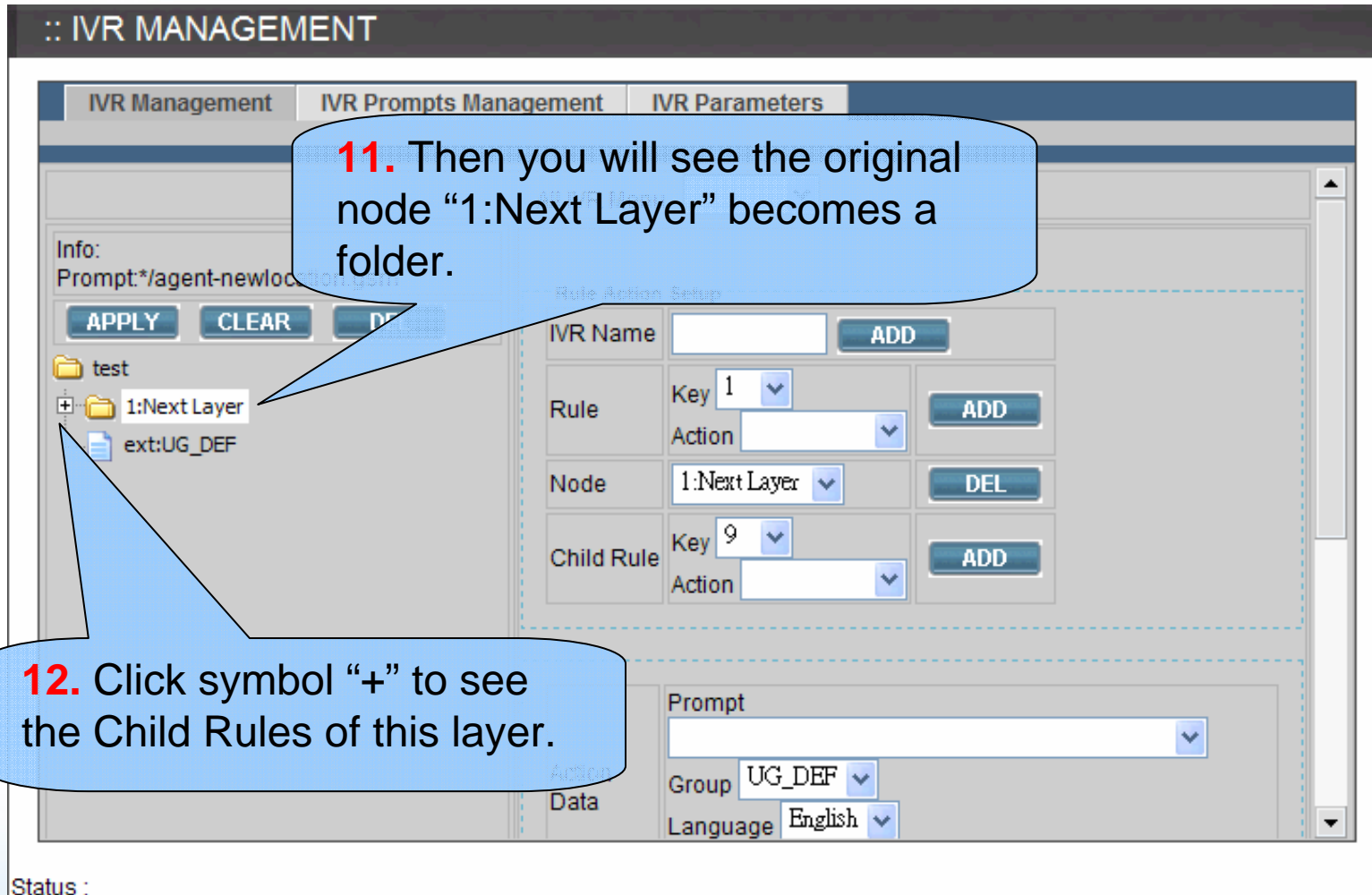
6. A node created here.

7. Select a Node for giving Child Rules, say "1:Next Layer".

8. Select a Key to this layer, say "9".

9. Give an Action to "9", say "Hangup".

10. Click **ADD**.



The screenshot shows the IVR Management interface. On the left, a tree view shows a folder named 'test' containing a sub-folder '1:Next Layer' and a file 'ext:UG_DEF'. A blue callout bubble points to the '+' icon next to '1:Next Layer' with the text: "12. Click symbol '+' to see the Child Rules of this layer." On the right, the 'Rule Action Setup' panel is visible. It contains fields for 'IVR Name', 'Rule' (with 'Key' set to 1 and 'Action' dropdown), 'Node' (set to '1:Next Layer'), and 'Child Rule' (with 'Key' set to 9 and 'Action' dropdown). A blue callout bubble points to the '1:Next Layer' node in the tree with the text: "11. Then you will see the original node '1:Next Layer' becomes a folder." Below the rule setup, there are fields for 'Prompt', 'Group' (set to 'UG_DEF'), and 'Language' (set to 'English').

:: IVR MANAGEMENT

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:
Prompt:*/agent-newlocation.gsm

test
- 1:Next Layer
 9:Hangup
 ext:UG_DEF

Rule Action Setup

IVR Name

Rule Key
Action

Node

Child Rule Key
Action

Action Data
Prompt
Group
Language

Status :

13. Click symbol “-” to close this folder.

1. Select a Key, say "0".

2. Click an Action to "0", say "Call To".

3. Specify an extension number to this "Call To", say "104".

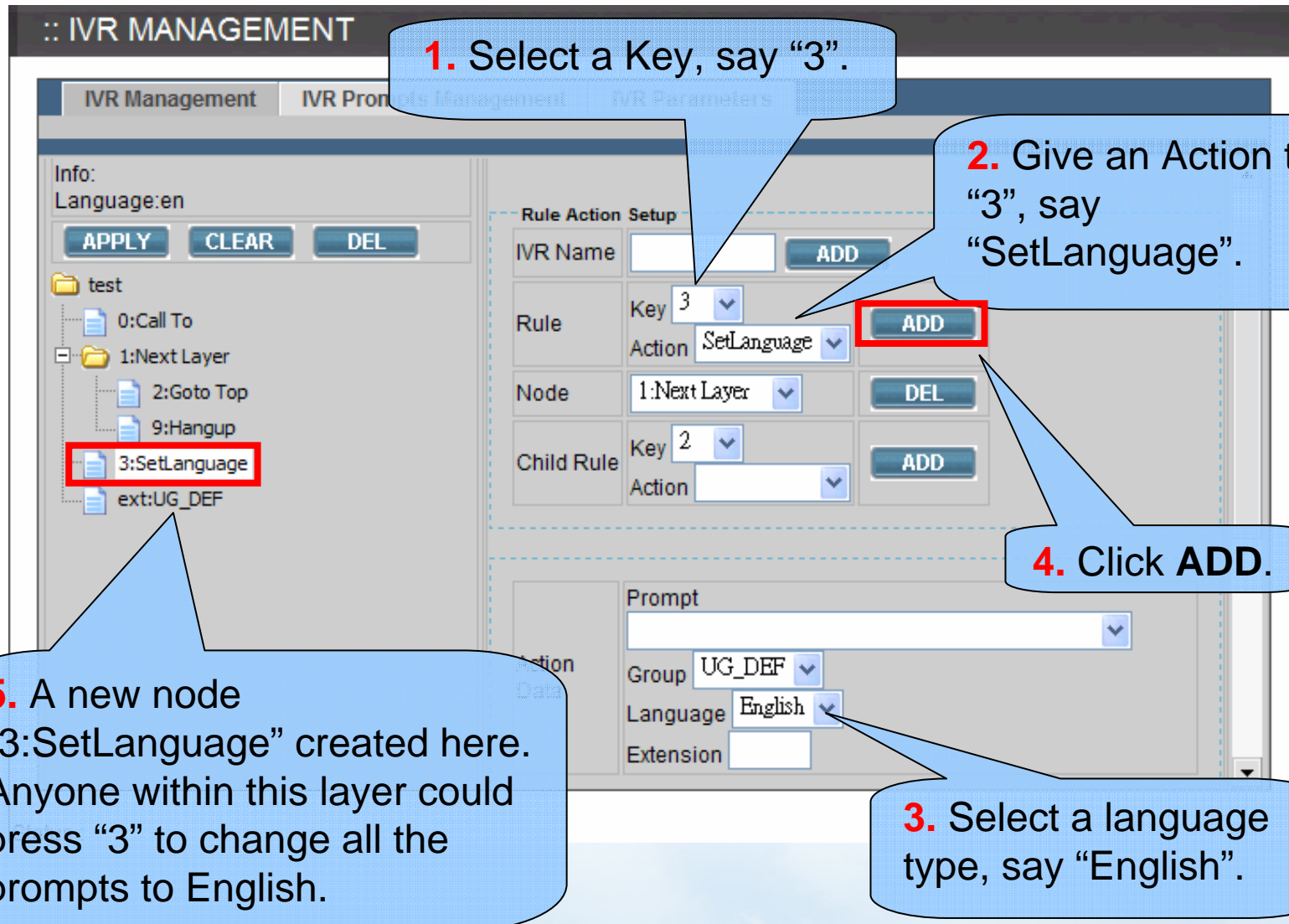
4. Click **ADD**.

5. A new node "0:Call To" created here. Anyone within this layer could press "0" to call to 166.

Example 2- Goto Top

The screenshot displays the IVR Management interface. On the left, a tree view shows a folder 'test' containing nodes '0:Call To', '1:Next Layer', '2:Goto Top', '9:Hangup', and 'ext:UG_DEF'. The '2:Goto Top' node is highlighted with a red box. On the right, the 'Rule Action Setup' form is visible. It includes fields for 'IVR Name', 'Rule' (Key 0, Action), 'Node' (1:Next Layer), and 'Child Rule' (Key 2, Action Goto Top). The 'ADD' button for the 'Child Rule' is highlighted with a red box. Below the form are fields for 'Prompt', 'Group' (UG_DEF), 'Language' (English), and 'Extension'. Five callout boxes provide instructions: 1. Select a Node for adding Child Rules, say "1:Next Layer". 2. Select a Key, say "2". 3. Give an Action to "2", say "Goto Top". 4. Click ADD. 5. A new node "2:Goto Top" created here. Anyone within this layer could press "2" to go back to the root menu of the IVR.

Example 3-SetLanguage



The screenshot shows the IVR Management interface. On the left, a tree view shows a folder 'test' containing nodes '0:Call To', '1:Next Layer', '2:Goto Top', '9:Hangup', '3:SetLanguage', and 'ext:UG_DEF'. The '3:SetLanguage' node is highlighted with a red box. On the right, the 'Rule Action Setup' section is visible. It contains fields for 'IVR Name', 'Rule', 'Node', and 'Child Rule'. The 'Rule' section has 'Key' set to '3' and 'Action' set to 'SetLanguage'. A red box highlights the 'ADD' button next to the 'SetLanguage' action. Below this, the 'Child Rule' section has 'Key' set to '2' and 'Action' set to an empty dropdown. At the bottom, the 'Prompt' section has a dropdown menu, and the 'Language' dropdown is set to 'English'. A red box highlights the 'Language' dropdown. Callouts provide instructions: 1. Select a Key, say '3'. 2. Give an Action to '3', say 'SetLanguage'. 3. Select a language type, say 'English'. 4. Click ADD. 5. A new node '3:SetLanguage' created here. Anyone within this layer could press '3' to change all the prompts to English.

The screenshot shows the 'Worktime Group Setup' section of an IVR management interface. The 'Active WorkTime' checkbox is checked and highlighted with a red box. The 'Group' dropdown is set to '100'. Under the 'Worktime' section, the 'In Hour/Actions' dropdown is set to 'No Action', the 'Off Hour/Actions' dropdown is set to 'PlayBack', and the 'Off Hour/Prompt' dropdown is set to '*vm-goodbye.gsm'. All these dropdowns are also highlighted with red boxes. Callout boxes provide instructions for each step.

1. Check this item

2. Select a predefined Group, say "100"

3. Select an Action for In Hour, say "No Action", then any incoming call will hear the greeting set in the root level of IVR and follow the defined rules during worktime.

4. Select an Action for Off Hour, say "PlayBack"

5. Select an Prompt for Off Hour, then any incoming call will hear "good bye" during Off Hour.

- ***/agnet-newlocation.gms**
 - Please enter a new extension followed by the # key
- ***/auth-thankyou.gsm**
 - Thank you
- ***/invalid.gsm**
 - That is not a valid conference number, please try again
- ***/transfer.gsm**
 - Transfer
- ***/ss-busy.gsm**
 - System is busy at this moment, please try again later
- ***/ss-noservice.gsm**
 - The number you have dial is not in service, please check...
- ***/vm-goodbye.gsm**
 - Goodbye
- ***/vm-sorry.gsm**
 - I am sorry, I do not understand your response

ACTIVATING IP POWER

