

# Xoasis Networks



Prodigy VoIP PBX  
Turn Key v4

**USER GUIDE**



## Turn Key v4 Users Guide

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## Initial Setup of Prodigy VoIP PBX

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1. Plug the provided PBX power cable into power receptacle on the back of PBX and into local wall-outlet, UPS, or other conditioned AC power source
2. Plug Ethernet cable into the primary network adapter slot on back of PBX and into your local network hub or switching device, the primary network adapter slot will be denoted by a label on the PBX marked LAN 1
3. Power on the Prodigy VoIP PBX via button on front of the PBX
4. Allow PBX server a minute or two to boot and continue when the LCD display has lit up with the words "Xoasis Networks, VoIP PBX"
5. You will now need to give the Prodigy VoIP PBX an IP address to participate on your network
6. Press the Enter key to go into the LCD information menu
7. Press the Next key twice for the Configuration menu
8. Press Enter to expand the Configuration menu
9. Press the Next key repeatedly until you reach the LAN 1 prompt, press the Enter key to expand the LAN 1 menu
10. The current IP will be displayed, press the Next key until reaching the "Set IP" prompt and press Enter to expand the menu
11. Press the Enter key to adjust field values and the Next key to move between fields. The LCD control panel will underline the IP address numeral which is currently selected for change.
12. Once you've reached the end of the IP address by pressing Next you will be prompted to save the selection. in order to save the selection you will need to press Next again and the > prompt will appear before the Yes selection, press Enter to save your IP changes
13. If you wish to discard your changes or return to the main menu at any time, simply press the Up key to navigate back a menu
14. Once you've successfully given the PBX a new IP address you will be returned to the "Set IP" prompt, press Next to set the servers netmask repeating steps 11-12
15. You will configure the default gateway through the web configuration
16. Once both the netmask and IP address have been set for LAN 1 you may finish the PBX configuration from another machine on the network via a web browser
17. Set your web browser URL to <http://ip-address-given:9999/> , for example, if you gave the PBX the IP address 192.168.1.10 to the new PBX, enter <http://192.168.1.10:9999> in your web browser please make sure to included the :9999 as well as the http://

### **IMPORTANT NOTE:**

In the event you're unable to reach the PBX after configuring the IP address via the LCD control panel you may use a keyboard and monitor to login to the PBX and adjust the Network Settings via the "blackbox" system administrator account.

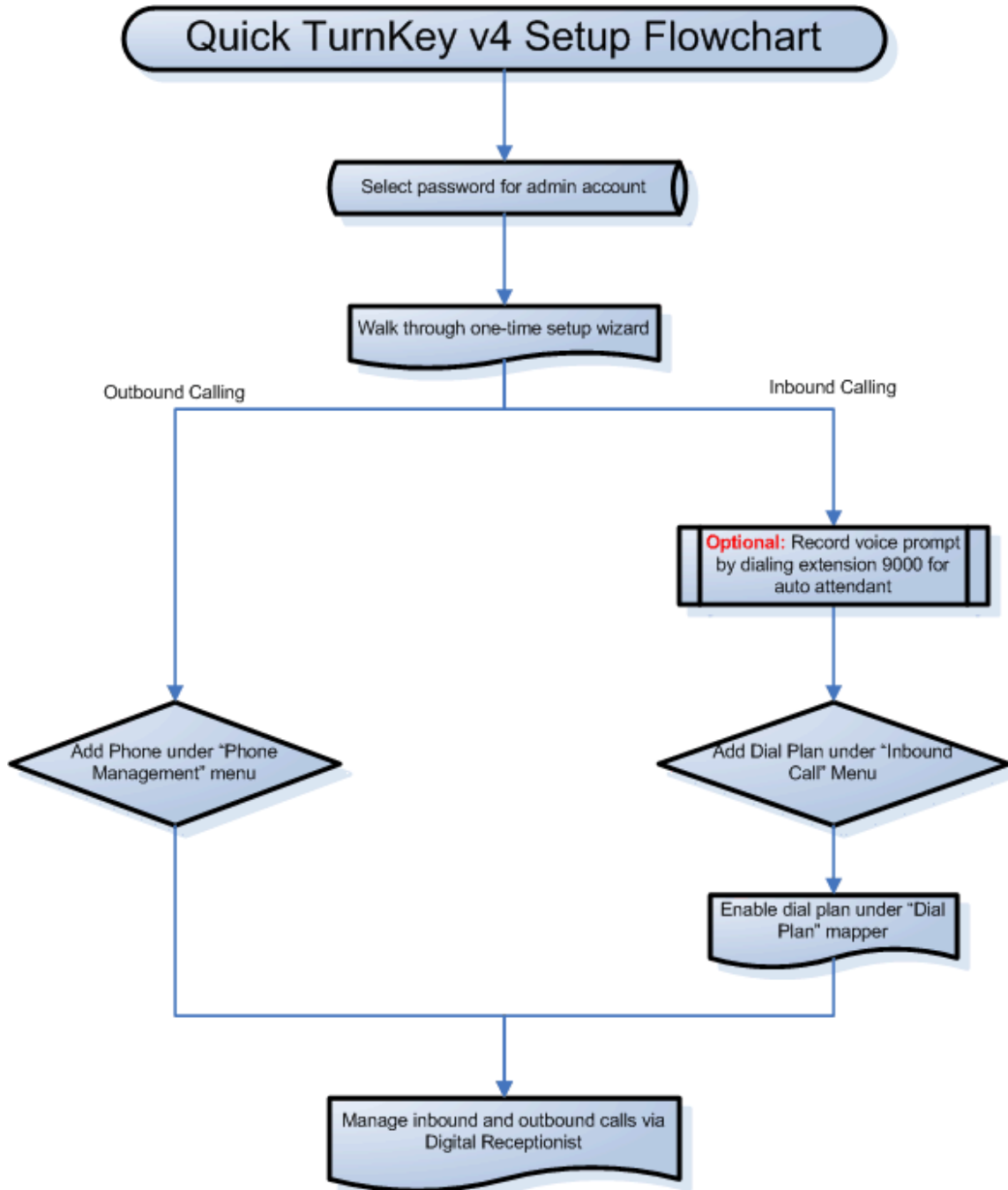
## Quick Setup: 10 Steps

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To quickly set up your new VoIP PBX with functioning extensions and inbound calls, do the following:

1. Ensure the machine is networked and available over IP.
2. Run through basic wizard setup as described in the next section.
3. Add phone extensions under "Extensions" and "Add Extension" for each of your phones on the network.
4. Add each phone from the "Add New Phone" icon on the main status page, once added the phones should register with the PBX.
5. Confirm their registration status on the PBX Status Report page.
6. Either configure an expansion card via PSTN Manager (located in the Outbound Calls submenu) for outbound calling or setup an IP connection for outbound calling under the VoIP Connection Manager.
7. Add a new dial plan under "Inbound Calls" for inbound calls into your PBX – if using an auto attendant type dial plan record a new voice prompt by dialing extension 9000.
8. Activate the dial plan by mapping it to the default number or to a specific DID number under Dial Plan Mapper.
9. Place inbound and outbound calls to ensure both are functioning properly.
10. Begin exploring the rest of the Users Guide for additional features!

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## Web Based Network Configuration

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After initially configuring the Prodigy VoIP PBX's IP address and plugging it into its final (permanent or primary) network location you should visit the following URL:  
<http://the-ip-address-you-entered:9999>

Before you begin final configuration, make sure you have at least one available private or public IP address, gateway address, subnet mask, and DNS server(s) from your network administrator.

The following topics are covered in this section:

- Setting Default Administrator Password
- Server Configuration

### Setting Default Administrator Password

You will immediately be asked to enter a password for the **admin** user account, which will be the default System Administration account for accessing your VoIP PBX's web based administrator.



#### Welcome To Your New Phone System!

Thank you for choosing an Xoasis Networks product. Please select a password for your System Administration account. Your new System Administrator username will be: **admin**. Please write this down for your records.

New Password:

Confirm New Password:

After you have set your password, use the username **admin** and your new password, log in to your System Administration account.

### Server Configuration

The New Server Configuration Wizard will direct you through the setup of your network settings and the services you plan to utilize in the Turn Key v4 software suite. Follow each step of the detailed instructions that appear on your screen. You will be able to review the information you provided before saving the changes.

#### Step 1: Server Name and Domain Name

Pick a server name which contains only letters and numbers and no spaces.

Tip: Pick a name that describes the server's role on your network--for example, voip1 to describe your first VoIP PBX.

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Enter a registered domain name if you already have one. If you don't and you would like to register one later, enter the name you would like to register and contact your ISP at a future date.

## Step 2: Network Configuration

The current network settings for IP address, Gateway address, Subnet Mask, and DNS Servers will appear in the text boxes. If you have questions about any of these settings, please contact your network administrator.

## Step 3: Network Services

If you plan on using your VoIP PBX as a network router please select the appropriate option.

Check the services that you would like to configure now. You may configure any of these services at a later date, outside of the wizard.

## Step 4: Save System & Network Changes

A confirmation screen will appear that lists all the information that you have just entered. If you would like to make any changes click **Back**.

Before the settings can take effect, you will need to restart the server. On the confirmation screen you will notice a **Restart Server** checkbox at the bottom of the screen. Leave this checked to allow the server to restart after clicking **Save Changes**.

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**Restart Server**

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Restart Server After Saving Changes  
\* Effects will not take place until a server restart occurs

Click **Save Changes** to complete your initial configuration. If you've chosen to restart the server, allow it a minute or two to restart and the Web configuration interface will be available again.

## PBX Status Report

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After logging in to the VoIP PBX web administrator you will be presented with a PBX Status Report of your current system configuration and a navigation panel to configure the different portions of your PBX.

The following topics are covered in this section:

- Navigation Panel
- Extension Status

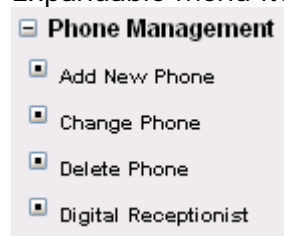
### Navigation Panel

The navigation panel presented on the left hand side of the VoIP PBX web administrator provides all of the configuration sections for the various features in the VoIP PBX. The navigation panel is expandable and collapsible by clicking on the link or the plus sign for each link.

The navigation panel is pictured below:






Expandable menu items:



### Extension Status


The extension status block on the PBX Status Report shows the current phone extensions assigned to the VoIP PBX and their current status. The extensions will be listed with a phone icon and the name of the person at the extension. Additional information will be seen by hovering over the phone icon including Extension Number, Number of Voicemail, and Connectivity Status. You may change any extension details by clicking on the phone icon.


















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The PBX Status icon will either show a  icon to indicate the phone associated with this extension is successfully registered with the VoIP PBX or a  icon to indicate the phone is not registered. A phone listed with the  icon is registered with the PBX but is currently suffering from poor connectivity. Additionally, a phone that is currently on a phone call will be listed as "on call" below the name.

Poor connectivity may result if the internet or local area connection between the phone and the PBX is over used or suffering from speed issues. For additional help in diagnosing issues with poor phone connectivity please contact your internet service provider.

Phone status is pictured below with several examples of configured phones:

 **Configured Phones** (click to change phone settings)

 <b>Admin Assistant</b>	 <b>Alexis Hoch</b>	 <b>Amy Shinokis</b>	 <b>Bryon Fletcher</b>	 <b>Brian Healy</b>	 <b>Bob Robertson</b>
 <b>Conference Room</b>	 <b>Sven Christensen</b>	 <b>Don M</b>	 <b>Sheikh</b>	 <b>Frank Fagoaga</b>	
 <b>George Clark</b> <b>(on call)</b>	 <b>Gary Nelsen</b>	 <b>Matt Godden</b>	 <b>Maria Nguyen</b> <b>(on call)</b>	 <b>Gregg Nelsen</b>	 <b>Harley Franco</b>

Extension: #104  
5 New Voicemail  
Status: **Good Connection**

## Phone Management

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Each phone or extension contains a 3, 4, or 5 digit number which can be dialed from other phones on the same PBX. Additionally, each phone is accompanied with a username and password which the phone is required to provide to the PBX to register successfully and place calls via the PBX. This username and password is automatically assigned by the PBX unless otherwise noted.

The following topics are covered in this section:

- Adding New Extensions
- View/Modify Existing Extensions
- Delete Extensions
- Common System Extensions

### Add New Phone

To access the Add New Phone screen, click on the **Phone Management** link and select **Add New Phone**. Various types of phone extensions and options may be defined.

These options are:

<b>General Information</b>	
<b>Setting</b>	<b>Description</b>
Employee Name	Free form text box listings the persons name at the phone extension, the name will be used as caller ID between internal calls.
Extension #	The traditional numeric extension number callers can dial when calling from the outside.
E-Mail Address	The persons e-mail address that can be used for things like mailing voicemail copies or sending service notices like full voicemail boxes.
DID Phone Number	The inbound direct phone number of the person at the above listed extension. This item may be left blank if no DID is required.
Enable Voice Mail	Select this checkbox if this extension requires a voicemail box.
Send Voice Mail Copy to E-Mail	If voicemail is enabled, you may mail a copy of each voicemail in audio WAV format to the person.
Voicemail PIN	The 4 digit number that will be used to access voicemail services.
<b>Advanced Options</b>	
<b>Setting</b>	<b>Description</b>
Username	The username the person will use to login to the PBX from the VoIP handset.
Password	The password the person will use to login to the PBX from the VoIP handset.
IP Address of Phone	The IP address of the person's handset, due to network configurations you may have to supply this

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	value to improve voice reliability. If left blank, the phone handset will assumed to be set to DHCP or to a roaming profile. A roaming profile would be multiple users logging in and out of the same handset at different periods.
Extension Protocol	The type of VoIP phone logging into the PBX. The Xoasis unit will expect to communicate in this protocol with the phone. Available phone protocols include SIP, MGCP, H323, and SKINNY.
Behind Firewall or NAT	Select this checkbox if you have a handset located behind a firewall or NAT gateway.
Account Notes	Free form text box for account notes.

Example:

**Add New Phone**

**General Information**

Employee Name:

E-Mail Address:

Extension #:

Direct Phone Number:

Phone Type:

Phone MAC Address:

Enable Voice Mail?

Send Voice Mail Copy to E-Mail?

Voicemail PIN:

**Show Advanced Options**

## Change Phone

To modify a phone, click **Change Phone** under **Phone Management**. Click the phone extension that you wish to modify. Please refer to the configuration chart under **Add New Phone** above for detailed analysis of the different options associated with different types of phone extension options.

## Delete Phone Extension

To delete a Phone Extension, click **Delete Phone** under **Phone Management**. Click the phone extension that you wish to delete. A confirmation screen will appear that lists the details of the phone extension. To delete, click **Delete Phone**.

## Common System Extensions

The following extensions are common to every Prodigy VoIP PBX system:

Extension #	Purpose
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9000	Record Voice Prompts
9001	Playback Last Recorded Prompt
9005	Voicemail Login
9010	Directory of Extensions
9015	Agent Login
9020	Agent Call Back Login
9025	Music on Hold Playback
#	Voicemail Login, Auto Attendant only
*	Dial by Name Directory, Auto Attendant only
* <extension>	Calls the listed extensions voicemail directly, useful when transferring calls directly to an extension, example *100 would call extension 100's voicemail without ringing the phone
77 <extension>	If a phone is ringing, you may dial 77 then the number to answer the ringing phone at your desk, example 77100 would answer the phone call ringing at extension 100

## Dial Plans

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Dial plans are how a phone call is handled when placed inbound to one of your phone numbers. How and what should occur when the call is answered by the VoIP PBX rely on the rules you configure and enable in the dial plan.

The following topics are covered in this section:

- Add Dial Plan
- Change Dial Plan
- Delete Dial Plan

### Add Dial Plan

To create a new dial plan click **Add Dial Plan** under Dial Plans. You will be asked to select a type of dial plan. The available dial plan types are:

Setting	Description
Ring Multiple Extensions at Once	When an inbound call is received, multiple phones will ring at once. The first person to answer the line will handle the inbound call.
Dial One Extension Then Another	An inbound call will ring one extension, then another, and so on, until the call is answered. The order of phones ringing may be defined.
Auto Attendant	Inbound calls will be greeted with a voice recording and options for how to route the call.

Select one of the options above and click the Next button. Depending on the option selected above you will be asked to supply the following:

Setting	Description
Dial Plan Name	Free form description for the dial plan.
Drop Down Extensions	If you selected ring multiple or dial one extension then another you will be asked to provide a list of dropdowns with the existing phone extensions you've previously defined. If you selected to ring multiple extensions at once, you should select each extension you wish to have ring at the same time. If you selected dial one extension then another, select the extensions from top to bottom in which the order you would like the call dialed.
Press 1 For, etc.	If auto attendant was selected, your options will be to "Press 1", "Press 2", etc. Each drop down will have a phone extension listed, these extensions will be dialed when 1, 2, 3, etc. is pressed.
Prior to Play Auto Attendant	If auto attendant was selected, you may ring an extension prior to playing the auto attendant giving a live person the chance to answer the call before the caller receives an automated message. Additionally, the number of rings to play prior to transferring to the auto attendant may be selected.
No Answer Voicemail	If no options are selected or a call goes

	unanswered, this voicemail box will automatically be presented to the caller to leave a message.
Account Notes	Basic free form text box to make notes about each dial plan.

No matter what dial plan you configure, the following two options are defined in every VoIP PBX. By pressing the \* key a user will be presented with a dial by name directory or by pressing the # key the voicemail interface will be brought up for the user to enter their extension and password.

## Change Dial Plan

To modify a dial plan, click **View/Modify Dial Plan** under Dial Plans. Click the dial plan that you wish to modify. Please refer to the configuration chart under Add Dial Plan above for detailed analysis of the different options associated with different types of dial plans.

## Delete Dial Plan

To delete a dial plan, click **Delete Dial Plan** under Dial Plans. Click the dial plan that you wish to delete. A confirmation screen will appear that lists the details of the dial plan. To delete, click **Delete Dial Plan**.

**\*\*\*To activate Dial Plans please see Dial Plan Mapper section**

Sample New Dial is Pictured Below:

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## Step 2: Specify Dial Plan Settings

Dial Plan Name:

Auto Attendant Prompt To Play:

Prior to Playing Auto Attendant: Ring Extension:

Rings:

Auto Attendant Prompts:

Press 1 for:

Press 2 for:

Press 3 for:

Press 4 for:

Press 5 for:

Press 6 for:

Press 7 for:

Press 8 for:

Press 9 for:

No Answer Voicemail:

Account Notes:

## Call Groups

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Call groups create a call distribution plan to allow several calls to be placed into a waiting group and distributed to agents based upon a distribution scheme of agent availability.

For example, 10 inbound sales calls may be placed into a call group for 2 agents to answer. Inbound callers will listen to music on hold and their calls will be answered in the order they were received.

Group members or agents who are listed members of multiple call groups will only need to log in once for calls to be distributed from all groups to their extension. Agents may login with either extension 9015 or 9020. Extension 9015 will keep the agent connected and automatically bridge calls as they come in to the agent's phone. Extension 9020 will call the agent back each time a new call is placed into the queue and agents will be required to acknowledge the call by pressing # after answering the phone.

The following topics are covered in this section:

- Add Call Group
- Change Call Group
- Delete Call Group

### Add Call Group

To create a new call queue click **Add Call Group** under Call Groups. You will be asked to fill out several queue options they are as follows:

General Information	
Setting	Description
Name	Simple name to describe the group
Description	Longer description that will be appear in group reports
Group Members	Extensions currently on the system can be placed as members or agents who will receive calls from the group
Advanced Options	
Setting	Description
Extension #	Internal extension number that may be dialed to access the group from extensions on the existing VoIP PBX
Call Distribution Strategy	The method for distributing calls to available agents
Announce Time and Group Position	There is an option to play <i>announce time</i> and <i>group position</i> to the waiting callers. Call groups may not want this option because callers will have to listen to these announcement before being connected to an available agent
Record Calls	There is an option to record inbound group calls. Calls will be placed into the group system

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	directory
Call Timeout	Amount of time before someone in the call group is allowed to sit in the group prior to being escalated to another level of service
Call Timeout Number	Once the call timeout has been reached in seconds, this number will be dialed and the waiting call will be moved along. This number could be another call group or an entirely different phone number

Call groups may be dialed automatically from auto attendant based dial plans as an option from the phone tree.


## Change Call Group


To modify a call group, click **Change Call Group** under Call Groups. Click the call group that you wish to modify. Please refer to the configuration chart under Add Call Group above for detailed analysis of the different options associated with different types of call groups.

## Delete Call Group

To delete a call group, click **Delete Call Group** under Call Groups. Click the call group that you wish to delete. A confirmation screen will appear that lists the details of the call group. To delete, click **Delete Call Group**.

A sample new call group is pictured below:


 **Add Call Group**

 **General Information**

Name:

Description:



Phones Not Included		Phones Included
Accounting Open Cube (134)	»	<input type="text"/>
Admin Assistant (133)		
Alexis Hoch (118)	«	
Amy Shinokis (100)		
Bob Robertson (502)		
Brian Healy (127)		
Bryon Fletcher (500)		
Conference Room (101)		
Courtney Wickens (124)		
Deka Sheikh (103)		

 **Show Advanced Options**

## Voice Prompts

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Voice prompts may be recorded by dialing extension 9000 from any VoIP handset attached to the VoIP PBX. A beep will be heard and you should begin speaking into the phone to record your prompt. Hang-up the phone when you have completed the recording. The new voice prompt will be saved on the VoIP PBX. The recording may be viewed by going to **Voice Prompts** under the main menu. New voice prompts recorded through extension 9000 will be saved as "prompt.gsm". You may rename this file to something more descriptive under this same tool. If you use extension 9000 to record an additional prompt, the existing prompt.gsm will be overwritten. The voice prompts are recorded in GSM format. GSM files may be downloaded and uploaded from the same **Voice Prompts** tool. GSM files may be listened to on a PC via the Quick Time audio program.

Additionally, if the sound quality of a recorded prompt is too low or too high it may be lowered or increased by clicking the   arrows.

You may playback the last recorded voice prompt by dialing extension 9001 from any phone registered with the VoIP PBX.

## VoIP Connection Manager

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### Connecting Multiple Units

Multiple units may be connected through the **VoIP Connection Manager** under the "Outbound Calls" menu. The connection manager tool will list existing connections as well as a tool to add new connections. When creating a connection between two or multiple units, you will need to create a connection on each unit you plan on connecting.

When creating a new connection the following options are available:

Setting	Description
Local Username	The username with which the remote unit will try to authenticate. The local and remote usernames may be the same.
Remote Username	The username that the local unit will send to authenticate with the remote unit. The local and remote usernames may be the same.
Local Password	The password with which the remote unit will try to authenticate. The local and remote passwords may be the same.
Remote Password	The password that the local unit will send to authenticate with the remote unit. The local and remote passwords may be the same.
IP Address	The IP Address of the remote unit to which you're trying to establish a connection.
Connection Modifier	The connection modifier enables dialing between multiple machines. For example, if you're calling from Seattle to New York and your phone extension is plugged into the Seattle unit and the connection modifier on the New York unit is "2xxx". In order for you to dial extension 100 on the New York PBX from the Seattle PBX you would need to dial "2100". The first "2" will tell the Seattle PBX that the call is destined for New York. Each location should have its own connection modifier.
Connection Protocol	Connections may be made to non-Xoasis units by using the industry standard SIP protocol, connections between multiple Xoasis Networks units should utilize the XOA protocol.
DID Pass Through	Inbound DID numbers or custom extensions can be automatically passed from one unit to the other by listing them under DID Pass Through. For example, if you have a block of 20 inbound numbers from a T-1 PRI you may pass inbound calls for a portion of those numbers to a connected unit.

Once a new connection is created you will need to activate the connection by checking the status under "Active?". If the "Active?" option says "No", click it and it will change to "Yes" and the connection will be active. If the "Active?" option says "Yes", click it and the connection will no longer be active.

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The outbound option may be used to pass all traffic destined for the PSTN through a remote unit. For example, if New York is connected via a PRI T-1 circuit with 23 available voice channels, you may adjust the Outbound option to "Yes" under the listed connection to force all Seattle PSTN traffic out the New York connection. You may have only one Outbound connection.

## PSTN Manager

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The PSTN Manager detects and configures available analog and digital expansion cards in the VoIP PBX. Available cards will be automatically listed under the PSTN manager.

The PSTN Manager is pictured below with a 4 port analog card and a single span T-1/E-1 expansion card:

**PSTN Card Manager**

**Xoasis Networks - T1 / E1 Expansion Card**

Card Type: T1

Framing: ESF

Encoding: B8ZS

Switch Type: National 2

CO Signalling: CPE

Pass Outbound Calls to This Card

Save Settings

When configuring digital cards with telephone company provided digital circuits (PRI), you will need to contact your telephone company for their specific settings.

The configurable options available for these cards are as follows:

<b>DIGITAL CARDS (T-1, E-1, 1 Port, 2, Port, 4 Port)</b>	
<b>Setting</b>	<b>Description</b>
Card Type	The selectable card type should be listed as T-1 for United States signaling or E-1 for European or International digital circuits
Framing	Available framing methods are as following: ESF, D4, CAS, CCS
Encoding	Available encoding methods are as following: AMI, B8ZS, HDB3
Switch Type	Available switch type methods are as follows: National 2, National 1, Nortel DMS100, AT&T 4ESS, Lucent 5ESS, EuroISDN
CO Signaling	CO Signaling types are CPE and NET, the CPE type should be used for signaling for a standard digital circuit, however NET may be used if connecting the VoIP PBX to another manufacturers PBX or when timing is unavailable
Pass Outbound Calls to This Card	Outbound calls will be passed to this circuit
<b>ANALOG CARDS (1, 4, 6, 12 Port)</b>	
<b>Setting</b>	<b>Description</b>
Pass Outbound Calls to This Card	Outbound calls will be passed to these lines



## Conference Manager

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The conference manager controls and manages conferences rooms and bridges to allow multiple extensions and/or outbound callers to communicate on the same phone call.

The conference manager is pictured below with two configured conference rooms:

### Conference Room Manager

Name	Extension	Inbound Number	Security Code	Status	Change?	Delete?
General	9106	206-829-7500	6337	0 Caller(s)		
Todd Prophet	9107	206-829-7501	1111	0 Caller(s)		

Add Conference Room

### Add Conference Room

New conference rooms have the following options:

Setting	Description
Name	Free form name for the conference
Inbound Number	An inbound DID number that can be used to automatically connect outbound callers into the conference room, an internal extension will be automatically created when the conference room is added
Security Code	A (4) digit security code that must be entered prior to joining the conference

## Dial Plan Mapper

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After a dial plan is active you will need to map the dial plan to a number and activate the dial plan. To activate a dial plan, select **Dial Plan Mapper** under the **Inbound Calls** menu.

While adding a new mapping you will have the following options:

Setting	Description
Name	Free form text to describe the dial plan mapping
Dial Plan	The dial plan you previously defined under "Add Dial Plan"
Inbound Number	The number used for this dial plan to function. If no inbound number is defined, the dial plan will apply to all inbound phone numbers on the system.

Once a new dial plan mapping is created, you will need to activate the plan. The new mapping will appear in the list of mappings and either say **Yes** or **No** under **Active?** Click the **No** or **Yes** link to change the status. If a mapping is listed as **Yes** it is active. New mappings are automatically set to **No**.

One dial plan may have multiple mappings. A single dial plan may require multiple mappings depending on the time of day or day in question. After hours a company may wish to use an auto attendant while during business hours a live voice may be desired.

## Searching and Managing Call Detail Records (CDR)

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Call Detail Records or CDR record and log the calling habits of phone users on the network. The VoIP PBX keeps track of all phone calls made through the PBX. To search CDR, select **Search Call Detail Recording** the **Reporting** menu.

The search options are as follows:

Setting	Description
Source Caller	The call was either placed inbound or outbound, if it was placed as an outbound call the phone extension who dialed it will be supplied.
Destination	The destination of the call may either be the phone extension who answered the call or the phone number which was dialed if it was an outbound call.
Caller ID	The caller ID of the person dialing inbound or the name of the person dialing outbound.
Call Status	Reports if the call was answered or went unanswered.
Call Application	Reports the type of application the call took - if it went to Voicemail, if was outbound, did it go over a VoIP line, etc.
Start Date Range	Start date for the search
End Date Range	Ending date for the search
Record to Display	The total number of records to display at one time.

Additionally, after searching for CDR you may select to export it. Scroll down to the bottom of the screen one you have some search results and you will see the **Export Results** button which will provide a download prompt. The exported results will appear in comma separated format and may be imported into Microsoft Excel or another application.

The CDR search screen is pictured below:

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## Search Call Records



### Search Options

Source Caller:

Destination:

Caller ID:

Call Status:

Call Application:

Start Date Range:  -  -

End Date Range:  -  -

Records to Display:

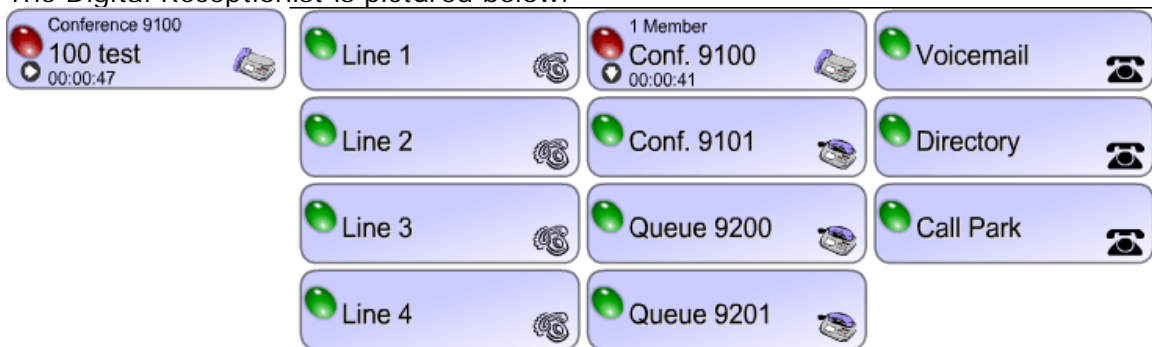
## Digital Receptionist

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The Digital Receptionist is a virtual receptionist application that allows the control of extensions, outbound lines, conferences, call groups, call parking, dial by name directory and voicemail. The Digital Receptionist may be accessed from the main menu.

Calls may be originated and/or moved by dragging the phone icon of each extension listed on the left hand side of the panel to another extension or application like conferencing, call parking, etc. Additionally, you may disconnect any current call by double clicking the red icon that appears next to the extension number of any extension.

The Digital Receptionist is pictured below:



Extensions in use will appear with a red button and available extensions will appear with a green icon. Conferences will list the number of current members and the conference time duration. Lines will appear with the caller ID of the inbound caller and the time duration of the call. If an extension or line is parked it will appear with the appropriate extension to dial to answer the call park.

## End User Portal

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The End User Portal may be accessed from the same web URL as the web based management screen detailed throughout this guide at <http://ip-address-of-machine:9999/>. Instead of logging in with the username and password, end users may login with their e-mail address and their current voicemail password.

Once users are logged in, they are allowed to change and manage the following:

- My Account
- My Voicemail
- Global Address Book
- My Address Book
- Received Calls
- Placed Calls

### **My Account**

The my account page allows the end user to adjust their voicemail settings, enable voicemail delivery to their e-mail address and adjust their second chance ring settings. Second chance ring provides three distinct call distribution strategies when an individual phone is rung:

**1. Ring When Unavailable**

After 5 rings of the desk phone, transfer the call to the alternate number

**2. Ring Anytime I Receive A Call**

Ring alternate phone number and your existing desk phone anytime a call is received, both phones will ring, the first the phone to be answered will take the call

**3. Call Forward To This Phone**

Any call that comes in will be ignored by the desk phone and transferred to the alternate phone number or extension

### **My Voicemail**

Download, archive, and delete voicemail from end user mailbox automatically through this screen.

### **Global Address Book**

View all phones, extensions, email addresses, and current status through this screen. End users may click on the individual phone numbers and they will be automatically dialed from this screen.

### **My Address Book**

Define custom address book entries to appear on your screen, end users may click on phone numbers from this screen and they will be dialed on the end user's phone.

### **Received Calls / Placed Calls**

End users may go back through their call logs via these two web pages including an archival history of all of their received and placed calls. Calls may be dialed by clicking the received or placed phone number.

## Voicemail Setup

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End users will need to configure their voicemail once their new phone extension is added into the system. End users may dial the voicemail number **9005** to access the voicemail system.

Once 9005 is called, end users will be prompted to enter their 3, 4 or 5 digit phone extension and their voicemail password as defined by the administrator who added the new phones. Once logged in, the end user may press 0 to record their mailbox options.

## System Maintenance

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The following topics are covered in this section:

- Network Settings
- Restart Server
- Shutdown Server
- SQL Query Analyzer
- Network Tools

### **Network Settings**

This form allows you to configure your server on the network. You can change or modify the server name, domain name, IP address, gateway address, subnet mask, and DNS servers. **Note:** If you change any of these options, you will need to restart the server for the changes to take effect.

### **Restart Server and Shutdown Server**

You may directly **restart server** or **shutdown server** by clicking these links. You will be asked for confirmation after you click the link.

### **SQL Query Analyzer**

If you wish to have direct access to the database structure, add new users via the database interface, or execute standard SQL queries through the SQL Query Analyzer you can do so via this utility.

### **Network Tools**

You have the option to ping, trace route or look up a DNS entry directly from the Web. Enter either the host name or IP Address and click **Perform Action**.

## System Updates

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The package update system allows you to quickly deploy software fixes, enhancements and upgrades to your VoIP PBX from Xoasis Networks.

### **Install New Packages**

The Install new packages wizard will step you through the selection of available software for your system as well as tell you if an update is necessary or optional.

### **Review Installed Packages**

Review installed packages allows you to view currently installed packages, their description, status and date of installation.

## System Security

---

The following topics are covered in this section:

- User Management
- Group Management

### User Management

The User Manager utilities allow you to delegate account and server administration.

*Note:* The admin account is the System Administrator account and may not be deleted under any circumstances.


#### Add User

To add a new user, click **Add User** under **System Security**

1. Select a username for the new account. This may be either a common handle or an e-mail address.
2. Select a password for the new user.
3. For identification purposes, enter the new user's full name in the **Person's Name** box.
4. If the new user's account is going to be a parent account, leave <None> in the Parent/Admin dropdown box. If the account will be managed by another parent account, select that account from the dropdown list.
5. Check **Account Status** to activate account. Account can be disabled at any time without deleting the user.
6. Choose **User Level** from the dropdown list. The following table describes the user levels:

Level	Description
System Administrator	Controls all of the settings and server configurations given permissions. May also control network settings, database access, and restarting and shutting down the server.
Other	A custom defined group with its own permissions and rule-sets. Please read the section on groups for additional information.

7. Click **Add User** to complete the process.

 **Add New User**

E-Mail Address / Username:

Password:

Person's Name:

Parent / Administrator's Account:

Account Status:  Active

User Group/Level:

## Modify User

To modify a user, click **Modify User** under System Security. Click the person's username from the user list. For exact descriptions of the options for modifying a user, please refer to the descriptions listed above in the [Add New User](#) section.

## Delete User

To delete a user, click **Delete User** under System Security. Then click the person's username from the user list. You will be allowed to review the account information. If the person is listed as a parent account, you will have the option of delegating its child accounts to another parent for continued management.

## Group Management

### Add Group

To add a new group, click **Add Group** under System Security.

1. Select and type in a "Group Name" to identify this group; it should be something specific and easily recognizable like "Web Operator Users" or "Extension Administrator Access."
2. Next, if you have any notes or specific descriptive comments for this group you can write them in the "Notes" box.
3. Select the individual portions of the admin web site that the group will be capable of accessing. For items with the "Limit" field next to them, you may specify how many of those items the user of the group is able to add before being stopped from adding additional items. (The limit is for the individual user in the group, not the entire group with multiple entries.)
4. Click **Add Group** at the bottom of the web page.

### Modify Group

To modify a group, click **Modify Group** under System Security. Then click the group's name from the group list. You will be allowed to review the group information and make adjustments to the permission set. You will not be able to change the Group Name, however.

### Delete Group

To delete a group, click **Delete Group** under System Security. Then click on the group's name from the group list that you wish to delete. You will be allowed to review the group information before finally deleting the group.

## Blackbox Commander Shell

---

The Blackbox Commander shell allows you to perform several functions that may also be covered from the Web interface. These functions are available in case your only access option is through the console. In addition to being able to log in to the Blackbox account from a direct plug-in to the console server, you may also connect remotely from a fully functional SSH2 client such as Secure CRT from VanDyke Technologies.

The functions available from the commander area are:

Function	Description
Stop Server Process	Stop the SQL, Web or VoIP Service
Start Server Process	Start the SQL, Web, or VoIP Service
Restart Server Process	Stop and start the SQL, Web, or VoIP Service
Exit to Bash Shell	Exit to an ANSI bash shell for system configuration
Restart Server	Reboot the server
Shutdown Server	Shutdown the server entirely
Change Network Settings	Adjust network settings; this should only be used as a last resort for changing network settings
Change System (Root) Password	Modify the systems root password
Change System (BlackBox) Password	Modify the system shell ( <b>blackbox</b> ) password
Disable IP Firewall	Reset and disable a bad or too restrictive firewall configuration
Rebuild Server	Remove your entire configuration and restore the server to its factory shipping settings and defaults

```

-----
Xoasis Networks Black Box Shell Commander
-----
Welcome to the system configuration shell.

  1) Stop Server Process
  2) Start Server Process
  3) Restart Server Process
  4) Exit to Bash Shell
  5) Restart Server
  6) Shutdown Server
  7) Change Network Settings
  8) Change System (Root) Password
  9) Change System (BlackBox) Password
 10) Disable IP Firewall
 11) Rebuild Server

Command?

```

## SSH Shell Access

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If you need to perform additional maintenance to the server, such as add, remove, or modify software, or perform any other routine maintenance, you may do so by connecting to the server over the SSH2 protocol. The SSH2 protocol is supported in such common programs as Secure CRT available at [www.vandyke.com](http://www.vandyke.com).

Both the **blackbox** and **root** passwords are supplied on the Security Pass card included in your original server box. You're encouraged to only use the **blackbox** account for security reasons. However, if you do need to log in as **root**, you may do so by first logging in via SSH2 to the **blackbox** account. Then use the **su** or **sudo** commands to gain access to the root shell.

If for some reason you have lost access to the root account password but still have the **blackbox** account password you may modify the **root** account password by issuing the command ``sudo passwd root`` at the command prompt of the **blackbox** account.

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