

PBX BETA Info

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Overview

Each PBX has its own subdomain/hostname which is used for all connections to it such as logging in, accessing the control panel, SIP registrations, etc.

Every function within the PBX is assigned an extension.

Every extension within your PBX can be dialed directly within it or routed to via SIP address.

As an example, if you have extension 435 setup and your PBX hostname was test.voip949.com, then the SIP address for that extension would be 435@voip949.com.

To make external calls outside of your PBX such as to external numbers, you'll need to add a SIP account in the Gateway section. You can use the BYOD credentials of your VOIPo account or any other SIP provider that you use.

To receive external inbound calls, simply route a phone number to the PBX SIP address you want it to go to.

Gateways

This area is where you configure the SIP account you want to use for external calls.

SIP Server:

SIP User:

SIP Password:

Anything you dial that is not 3 or 4 digits will automatically be send to the gateway specified.

Profile

This page displays info about your account.

Profile Defaults:

These field are for your admin account that you use to manage your PBX.

Domain Defaults:

These fields allow you to configure defaults that are used for your PBX if options are not specified.

Default Route Extension: Any incoming calls that go to an unknown extension will be routed here.

Default Caller ID: Caller ID number to use on outgoing calls if not specified by the SIP device or client.

Phone Numbers

This page allows you specify what extensions phone numbers are routed to if the phone number is not routed to a specific extension when the call comes in or if it comes in via a SIP registration.

Phone numbers are matched based on the phone number in the SIP headers.

If no match is found, the phone number will be routed to the default SIP extension configured under profile.

Extensions

This page allows you to create and manage Extensions. Extensions may be 3 or 4 digits.

The following type of extensions may be created:

SIP: SIP users are users on your PBX. SIP devices or soft phones can register to the PBX to make or receive calls. You would want to setup a SIP account for each person, phone or device used on your PBX.

IVR: IVR extensions allow you to create menus with greeting to route callers based on their input (Example: Press 1 for Sales, Press 2 for Support, etc)

Schedule: Schedule extensions allow you to create a routing extension that routes callers to different extensions based on a schedule.

Group: Group extensions allow you to create hunt groups, call queues, and other groups of extensions with various distribution options to distribute calls to members of the group.

Voicemail: Voicemail extensions are voicemail boxes.

Announcement: Announcement extensions play a recording and disconnect the call.

Forward Only: Forwarding extensions allow you to create extensions that forward to external numbers such as a cell phone. This is useful for situations where you want to be able to include a cell phone or external phone in routing since it would have an extension that you could add to groups etc.