

04-

Information bar with an 'i' icon and some faint text.

-
- IVR
-
-
-
-
-
-
- DND
-

(DID-),
DID:



- Home
- Operator
- Basic
 - Inbound Control**
 - Inbound Routes**
 - IVR
 - IVR Prompts
 - Call Queues
 - Ring Groups
 - Black List
 - Do Not Disturb
 - Time Based Rules
- Advanced
 - Network Settings
 - Security
 - Report

Number DIDs

General | Port DIDs | **Number DIDs** | DOD Settings

List of Number DIDs [New Number DID](#)

	DID Number	Destination	Options	
1	152	Goto User 800	Edit	Delete
2	2209030	Goto VoiceMenu -- working time	Edit	Delete

152 800, 2209030 (IVR).
(DOD-).



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DOD Settings

- General
- Port DIDs
- Number DIDs
- DOD Settings

List of DOD Settings			New DOD	
	DOD Number	Destination	Options	
1	89126000713	Goto User 807	Edit	Delete
2	-	Hangup call	Edit	Delete

89126000713 807, («.») (Hangup call).

:

- Extension -
- Voicemail -
- IVR -
- Ring Group -
- Paging Group
- Conference -
- Call Queue -
- DISA -
- Time Rule -
- FAX -
- Dial By Name -

IVR

IVR — , call- , .
 IVR — call- , .
 , IVR- , .
 IVR:

Name: IVR
Extension: IVR

Inbound Control - IVR Prompts New Voice File Name — .

Privetstvie. Format — (gsm, wav)
Extension used for recording — , .

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IVR Prompts

IVR Prompts

Upload IVR Prompts

List of Prompts

New Voice

Delete Selected

<input type="checkbox"/>	Name	Options
<input type="checkbox"/>	1	
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input type="checkbox"/>	4	
<input type="checkbox"/>	5	
<input type="checkbox"/>	6	
<input type="checkbox"/>	7	
<input type="checkbox"/>	seti_2_3_4_ten.wav	Record Again Play Delete
<input type="checkbox"/>	seti_5.wav	Record Again Play Delete
<input type="checkbox"/>	seti_obed.wav	Record Again Play Delete
<input type="checkbox"/>	seti_welcome.wav	Record Again Play Delete

New Voice X

File Name:

Format:

Extension used for recording:

Record, (801) , , .
 IVR Prompts, File Name, .

Inbound Control - IVR IVR, , Edit
 Please Select welcome
 Dial other Extensions — IVR
 Keypress Events — IVR.

Edit working time

X

IVR Settings

Name: working time Extension: 610

Welcome Message

Please Select: seti_welcome ▼ [Custom Prompts](#)

Repeat Loops: 1 ▼

Timeout: 3

Dial other Extensions: [\(Custom\)](#)

Keypress Events

Key	Event	Value
0	Goto Voicemail	800(800) ▼
1	Goto IVR	
2	Goto Ring Group	
3	Goto Conference	
4	Goto Queue	
5	Goto DISA	
6	Goto Fax	
7	Dial by Name	
8	Hangup	
9	Play Invalid	
*	Disabled	▼
#	Disabled	▼

SaveCancel

Inbound Control - Call Queue.
3 New Call Queue.
Agent -

Call Queue Reference:

Queue Number: 630 _____ Label: _____
Ring Strategy: Random ▼

Agents:

You do not have any users defined as agents!
[click here](#) to manage users.

Queue Options:

Agent TimeOut(sec): 15
 Auto Pause
Wrap-Up-Time(sec): 10
Max Wait Time(sec): _____
Max Callers: 0
 Join Empty
 Leave When Empty
 Auto Fill
 Report Hold Time

Announcements:

Caller Position Announcements

Frequency(sec): 30
Announce Hold Time: no ▼

Periodic Announcements

Repeat Frequency(sec): 0
Announcements Prompt: _____ ▼

If not answered

Destination: Hangup ▼

Save

Cancel

Agent

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General

General

Port DIDs

Number DIDs

DOD Settings

From FXO/GSM Channels

Distinctive Ring Tone: _____
Destination: Goto IVR ▼ working time ▼

From VoIP Channels

Distinctive Ring Tone: _____
Destination: Goto Time Rule ▼ Time Rule -- TimeRule ▼

Save

Cancel

, «Save» «Activate Changes»

Call Queue Reference:

Queue Number: 630 Label: _____
Ring Strategy: Random ▼

Agents:

802 803 809

Queue Options:

Agent TimeOut(sec): 15
 Auto Pause
Wrap-Up-Time(sec): 10
Max Wait Time(sec): _____
Max Callers: 0
 Join Empty
 Leave When Empty
 Auto Fill
 Report Hold Time

Announcements:

Caller Position Announcements
Frequency(sec): 30
Announce Hold Time: yes ▼
Periodic Announcements
Repeat Frequency(sec): 0
Announcements Prompt: _____ ▼
If not answered
Destination: Hangup ▼

Queue Number -

Label - , , «Agent» , , .

:

RingAll - , , .
RoundRobin - , , .
LeastRecent - , , .
FewestCalls - , , .
Random -
RRememory - RoundRobin , , .

:

Queue Options:

Agent TimeOut(sec): 15

Auto Pause

Wrap-Up-Time(sec): 0

Max Wait Time(sec):

Max Callers: 0

Join Empty

Leave When Empty

Auto Fill

Report Hold Time

Agent TimeOut (.) - ().

Auto Pause - , , .

Wrap-Up-Time (sec) - , , . 0

Max Wait Time (.) - , , , «If not answered»

Max Callers - , , . 0, , , «If not answered».

Join Empty - , , .

Leave When Empty - , , , «If not answered».

Join Empty.

Auto Fill - .

Report Hold Time - , , .

Frequency(sec) - . («0»).

Announce Hold Time - , , . 1 .

Repeat Frequency(sec) - . («0» ,).

Announcement Prompt - IVR, .

Inbound Control Ring Groups , New Ring Group.

New Ring Group

X

Name: _____ Strategy: RingAll ▾

801(SIP) 801
802(SIP) 802
803(SIP) 803
809(SIP) 809



800(SIP) 800
804(SIP) 804
805(SIP) 805
806(SIP) 806
807(SIP) 807
808(SIP) 808
810(SIP) 810
811(SIP) 811

Ring Group Members**Available Channels**

Label: operators | x

Extension for this ring group: 640

Ring (each/all) for lasting time(sec): 20

If not answered

- Goto Extension
- Goto Voicemail
- Goto Ring Group
- Goto IVR
- Hangup

Name -**Strategy** -, :

- «RingAll» - ,
- «Ring In Order» - ,

Ring Group Members - ,**Available Channels** -**Label** - - . C .**Extension for this ring group** -**Ring (each/all) for lasting time(sec)** -**If not answered** - .**IVR** :

- «0-2»:
 - <0> 800
 - <1> 801
 - <2> 805
- , , 640, o - 801, 802, 803, 809.

Inbound Control - IVR IVR **Edit**.

B «Keypress Events» «Key» «0», «1», «3» **Goto Extension** , «t» «Goto Ring Group» «Operators»
«Save» «Activate Changes».

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General

- General
- Port DIDs
- Number DIDs
- DOD Settings

From FXO/GSM Channels

Distinctive Ring Tone: _____
 Destination:

From VoIP Channels

Distinctive Ring Tone: _____
 Destination:

IVR
 IVR *Inbound Control - IVR Prompts.*
 , IVR , *Advanced - Call Forward* IVR

Forward Prompt

Enable: Please Select:

New Forward, IVR

New Forward X

Extension:

Always

Busy

No Answer

Ring lasting for seconds

Always - «»
 Busy - «»
 No Answer - «»
 Ring lasting for ____ seconds - , «No Answer»,

:
: , , , ,
«Always» «Busy» «No Answer».

«Advanced» - «Feature Codes» . . , / web .

Call Forward

Enable Forward All Calls: *71
Disable Forward All Calls: *071
Enable Forward on Busy: *72
Disable Forward on Busy: *072
Enable Forward on No Answer: *73
Disable Forward on No Answer: *073

, LAVoice IPPBX 8922222222 «9», :

- «Always» - *7198922222222222 «1»
- «Always» *071
- «Busy» - *7298922222222222 «1»
- «Busy» *072
- «No Answer» *0738922222222222
- «No Answer» *073

«Black list» c , LAVoice IPPBX.
«*75» , LAVoice IPPBX.
, «*075».

Black List

Blacklist a number: *75
Remove a number from the blacklist: *075

«Black list» web LAVoice IPPBX

Inbound Control - Black list - New BlackList

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General

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From FXO/GSM Channels

Distinctive Ring Tone: _____

Destination:

From VoIP Channels

Distinctive Ring Tone: _____

Destination:

DND

«DND» - «Do Not Disturb» - « » -
 «DND» , LAVoice IPPBX, *74.
 «DND» *074.
 web **Inbound Control - Do Not Disturb - New DND.**

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General

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From FXO/GSM Channels

Distinctive Ring Tone: _____

Destination:

From VoIP Channels

Distinctive Ring Tone: _____

Destination:

9:00 18:00, -.
 LAVoice IPPBX,
 « » **Inbound Control - Time Based Rules.**
Time Settings

X
Edit

Rule Name: office time

Time Settings

Sun:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	
Mon:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00 14:00-18:00
Tue:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00 14:00-18:00
Wed:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00 14:00-18:00
Thu:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00 14:00-18:00
Fri:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00 14:00-18:00
Sat:	Start Time: 00 ▾ : 00 ▾	End Time: 00 ▾ : 00 ▾	Add	Delete	09:00-12:00

[Save](#) [Cancel](#)

Holiday Settings.

X
New Time Rule

Rule Name: my holidays

Holiday Settings

(YYYY/MM/DD HH:MM - YYYY/MM/DD HH:MM)

2017/04/30 00:00 - 2017/05/03 23:59

Start Date:	Apr ▾ 30 ▾ 2017 ▾	Start Time: 00 ▾ : 00 ▾	Add
End Date:	May ▾ 3 ▾ 2017 ▾	End Time: 23 ▾ : 59 ▾	Delete

[Save](#) [Cancel](#)

« » , LAVoice IPPBX *81, *081.

Time Based Rules

Time Based Rules | Time Settings | Holiday Settings

Enable Office Closed Timing

Enable Office Closed Timing: *81 Disable Office Closed Timing: *081

Destination: Time Based Rules --

Save Cancel

Status: Enable

List of Time Rule New Time Rule

	Rule Name	Options
1	TimeRule	Edit Delete

Time Based Rules «Edit»

Edit X

Rule Name: TimeRule

Time Settings

Time Rule: office time

Destination:

If time matches: IVR -- working time

If time does not match: IVR -- closed time

Holiday Settings

Holidays: my holidays

Destination: Voicemail 801

Save Cancel

«Time Rule» , .
«Destination» , .
«Holidays» , .
Control - Inbound Routes , «Goto Time Rule» , .

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From FXO/GSM Channels

Distinctive Ring Tone: _____
 Destination:

From VoIP Channels

Distinctive Ring Tone: _____
 Destination:

« » - 09.00 12.00, 12.01 . IVR .

Enable Office Closed Timing

Enable Office Closed Timing: *81 Disable Office Closed Timing: *081
 Destination:

Status: Enable