How a Callback extension works

Applies to VoipNow 3 and higher!

The Callback extension allows system users to call this extension from a phone connected to the public network and place an outgoing call through the VoipNow server. This article describes the features supported by the Callback extension, while also pointing out how to use them efficiently.

Step-by-step guide

Suppose you have large fees for a certain area (France, for example) and you want to be able to route calls from your mobile to that destination through your server. To do this, you need to take following steps:

STEP 1: Assign a DID to the Callback extension so you can call it from your mobile.

STEP 2: Call the DID number.

STEP 3: The server will close the call and, if you are authorized, it will call you back. The authorization process is based on the CallerID.

STEP 4: You will be asked for a PIN code as well as the number you want to call.

STEP 5: The server will call that number and, if it answers, you will be connected. If the number does not answer, then you may dial another number.

The following options have been included in the Callback extension setup in order to limit the access to its features:

Return calls	Select the phone number the call will be returned to from the drop-down list.
	
	You have the following options:
	
	    • **coming from the authorized CallerIDs** - VoipNow returns the call only if it is made from an authorized number.
	    • **to the caller CallerID** - VoipNow returns the calls made from any number.
	    • **to a fixed number** - VoipNow returns the call to a predefined phone number.
	
	In case the **coming from the authorized CallerIDs** option is selected and a user whose CallerID is not included in the authorized IDs list tries to route their call through the server, then the server will not call back.
	
	In case the **to the caller CallerID** option is selected and a user whose CallerID is hidden tries to route their call through the server, the server will not call back.

Number calls should be returned to	Enter a predefined phone number where the server returns all the calls only if you have previously selected the **to a fixed number** option.

Related articles

- [Troubleshooting CallNow calls that drop](#)
- [How to set up a SIP channel to interconnect with Skype forBusiness account](#)
- [What is new about the Caller Behavior in Queue setup](#)
- [How to transfer incoming calls to another extension voicemail](#)
- [How to use the Conference features on a Phone terminal extension](#)