

# Appendix

This document contains supplementary information on certain topics related to the user manual.

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## Extension types

The following extensions types can be added to the system:



Phone terminal



Queue



Interactive Voice Response (IVR)



Voicemail center



Conference



Callback



Calling card



Intercom/Paging



Queue Login Center

## Asterisk number matching

You can enter a basic regular expression containing:

X - Matches any digit from 0-9.

Z - Matches any digit form 1-9.

N - Matches any digit from 2-9.

[] - Matches any digit or letter in the brackets.

\* - Matches 0, 1 or any number of the previous expression.

. - Matches one or more characters.

### Examples

Number 0. will match any number starting with 0.

Number 1X123N will match any number starting with 1, followed by any digit between 0 and 9, followed by 1,2 or 3 and followed by any digit between 2 and 9, for example 1528.

## Username character types

The username can only contain the following character types:

- Any of the 26 letters of the Latin alphabet [a-z].
- Any combination of the 10 decimals [0-9];
- Special characters like: \_.-@.

The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible and are not allowed for this field.

## Account password character types

The password can only contain the following character types:

- Any of the 26 letters of the Latin alphabet [a-z]. Capitals are also accepted [A-Z].
- Any combination of the 10 decimals [0-9];
- Special characters like: !@#\$%^&\*()\_ . (exclamation mark, at, pound, dollar, percent, caret, ampersand, asterisk, open parenthesis, close parenthesis, underscore)

The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible and are not allowed for this field.

## Phone terminal password character types

The password can only contain the following character types:

- Any of the 26 letters of the Latin alphabet [a-z]. Capitals are also accepted [A-Z].
- Any combination of the 10 decimals [0-9];
- Special characters like: ~ (tilde), - (minus), \_ (underline), . (dot)

The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible and are not allowed for this field.

## Sound manager

Sounds List

🔍 Search

📁 Show All

| Listen                                              | Name                    | Folder |
|-----------------------------------------------------|-------------------------|--------|
| <div>▶ ▢ <input type="text" value="00:03"/> ▼</div> | nbdy-avail-to-take-call | ////   |

1-1 sound(s) of 1 total

The sound table has the following options:

- **Listen:** Use the available controls to listen to the message or download the sound to your hard drive.
- **Name:** The name of the sound file. Click the link to select it.
- **Folder:** This column displays the location of the sound file. The path will display the folder name and also its origin. "/" placed before the name of a folder signals the current account's default folder. For every "/" added, you go up an account level, e.g. if logged in as an user, "/" placed before the name of a folder signals the organization folder.

## Music on hold manager

## Select Music On Hold Folder

Click the folder name to view its content.

| Folder                  | Listen                                                                                                                                                                                                                                                      | Sound name     |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| //// (Provider 3)       |    04:05 | fpm-calm-river |
|                         |    04:40 | fpm-sunshine   |
|                         |    01:14 | fpm-world-mix  |
| 1-3 sound(s) of 3 total |                                                                                                                                                                                                                                                             |                |

Click the folder name link to view the contained music on hold files. You have this options available:

- **Listen:** Use the available controls to listen to the message.
- **Sounds inside folder <path>:** The sound files available in the selected folder. "/" placed before the name of a folder signals the current account's default folder. For every "/" added, you go up an account level, e.g. if logged in as an user, "/" placed before the name of a folder signals the organization folder.

## Certification procedure

The certification procedure is as follows:

When the provider template is uploaded in the system, the **Certification** level is **None**, regardless the value set in the XML file, because the provider has not been verified yet.

The cron script periodically run by VoipNow checks the vendor's (4PSA) database for certification information.

- If the provider is certified by the vendor, then the appropriate **Certification** level will be set and displayed in the interface (e.g. Silver).
- If not, then the provider will remain uncertified and the **Certification** column will continue to display None until further changes in the provider's status.

The vendor (4PSA) has a database with all the supported certified service providers that it is constantly updated.