

VoipNow User's Guide

About

The VoipNow User's Guide gives an insight into the main features of VoipNow, showing users how to navigate through the interface. It also provides accurate descriptions and examples of the procedures that must be followed when updating and managing the server. The guide focuses on general issues concerning user management, channels and charging operations, call statistics, and so much more.

For information on how to deploy VoipNow in various environments, refer to the [VoipNow Installation and Upgrade Guide](#).

For additional documentation on how to make the best of VoipNow's features, visit [4PSA WIKI Home](#).

Get Help

If something is unclear or you need further assistance, do not hesitate to open a ticket in the [4PSA Support Zone](#) or ask a question in our monitored [GetSatisfaction community](#).

Read Further

- [User Interface](#)
- [Manage Licensing](#)
- [Administration](#)
 - [Edit Contact Details](#)
 - [Set Up System Preferences](#)
 - [Set Fax Preferences](#)
 - [Set Charging Preferences](#)
 - [Set Monitoring Preferences](#)
 - [Set Integration Preferences](#)
 - [Set General Preferences](#)
 - [Set SIP Preferences](#)
 - [Customize the Interface](#)
 - [Manage Skins](#)
 - [Change Timezone](#)
 - [Manage Forbidden Extensions](#)
 - [Manage Time Intervals](#)
 - [Manage Sounds](#)
 - [Add Sound](#)
 - [Operations with Sounds](#)
 - [Manage Sound Folders](#)
 - [Manage Sound Languages](#)
 - [Localization](#)
 - [Manage Call Screening](#)
 - [Manage Database Categories](#)
 - [Manage Restricted Phone Numbers](#)
 - [Manage Account Templates](#)
 - [Extension Templates](#)
 - [Organization Templates](#)
 - [Service Provider Templates](#)
 - [User Templates](#)
 - [Manage SIP Devices](#)
 - [Provision a SIP Device](#)
 - [Operations with SIP Devices](#)
 - [Provisioning permission levels](#)
 - [Manage Email Templates](#)
 - [Customize Settings](#)
 - [Organization Email Templates](#)
 - [Security Email Templates](#)
 - [Service Provider Email Templates](#)
 - [Unified Communications Email Templates](#)
 - [User Email Templates](#)
 - [Manage Equipment Templates](#)
 - [Global Preferences](#)
 - [Customize Template Files](#)
 - [Import Configuration Files](#)
 - [Add Provisioning Templates](#)
 - [Operations with Equipment Templates](#)
 - [Configuration File Variables](#)
 - [Update Server](#)
 - [Manage Monitoring](#)
 - [Manage Authentication History](#)
 - [Manage Failed Authentication](#)
 - [Request Log](#)
 - [Customization](#)
 - [Manage Login Accounts](#)
 - [Manage Backup](#)
 - [Backup Directories and Preferences](#)

- Back up on Remote System
 - Restore the VoipNow System
 - Backup Operations
 - Provider Template File Format
 - Operations with SIP Provider Templates
- System Authentication
 - Customize Login Preferences
 - Manage OpenID
 - Manage Network Access
- Charging
 - Add Charging Plan
 - Manage Charging Plans
 - Add Charging Exceptions
 - Upload Charging Exceptions
 - Manage Charging Exceptions
 - Add Free Minutes
 - Remove Free Minutes
- Channels
 - Manage Outgoing Routing
 - Add Routing Group
 - Operations with Call Rules
 - Operations with Routing Groups
 - Add ENUM Channel
 - Add PRI Channel
 - Add SIP Channel
 - Channel Groups
 - Manage Channel Costs
 - Add Channel Cost
 - Operations with Channel Costs
 - Manage Channels
 - Manage Public Numbers
- Service Providers
 - Add Service Provider
 - Set Up Service Provider Roles
 - Service Provider Operations
 - Service Provider Tools Area
 - Service Provider's OpenID Identities
 - Service Provider's Templates
 - Service Provider's Apps
 - Service Provider's Report
 - Service Provider's Login Accounts
 - Service Provider's Reports
 - Service Provider's Call Screening
 - Service Provider's Charging
 - Service Provider's Custom Buttons
 - Service Provider's Outgoing Routing Rules
 - Service Provider's SIP Devices
 - Service Provider's Sounds
 - Service Provider's Time Intervals
- Organizations
 - Add Organization
 - Set Up Organization Roles
 - Organization Operations
 - Organization Tools Area
 - Organization's OpenID Identities
 - Organization's Custom Buttons
 - Organization's Time Intervals
 - Organization's Sounds
 - Organization's Call Screening
 - Organization's Outgoing Routing Rules
 - Organization's SIP Devices
 - Organization's Charging
 - Organization's Templates
 - Organization's Apps
 - Organization's Reports
 - Organization's User Groups
- Users
 - Add User
 - Set Up User Roles
 - User Operations
 - User Tools Area
 - User's Time Intervals
 - User's Call Screening
 - User's Outgoing Call Rules
 - User's Charging
 - User's Templates
 - User's Apps
 - User's Reports
 - User's Resource Sharing

- User's OpenID Identities
 - User's SIP Devices
 - User's Fax Center
 - User's Mailbox
 - User's Recorded Calls
 - User's Sounds
- Extensions
 - Add Extension
 - Manage Extensions
 - Phone Terminal Extension
 - Phone Terminal Provisioning
 - Phone Terminal Voicemail
 - Phone Terminal Fax
 - Phone Terminal CallNow
 - Phone Terminal Queue Member
 - Phone Terminal Setup
 - Extension Call Screening
 - Phone Call Events
 - Call Events
 - Callback Extension
 - Add Authorized CallerID
 - Manage Authorized CallerIDs
 - Calling Card Extension
 - Add Card Code
 - Generate Card Codes
 - Manage Card Codes
 - Manage Card Codes Credit
 - Conference Extension
 - Schedule a Conference
 - Manage Scheduled Conferences
 - Extension Overview
 - Incoming Call Rules
 - The Play Busy Rule
 - The Play Congestion Rule
 - The Hang Up Rule
 - The Transfer To Rule
 - The Cascade Rule
 - The Authenticate Rule
 - The Set Call Priority Rule
 - Intercom/Paging Extension
 - IVR Extension
 - Add Action
 - Add IVR Context
 - IVR Operations
 - IVR Setup
 - Queue Extension
 - Queue Setup
 - Call Distribution Algorithm
 - Agent Status
 - Add Local Agent
 - Add Remote Agent
 - Manage Queue Agents
 - Queue Report
 - Queue Report Overview
 - Answered Calls Report
 - Unanswered Calls Report
 - Calls Distribution Report
 - Agents Report
 - Queue Login Center Extension
 - Voicemail Center Extension
- Reports
 - Call Flows
 - Call Reports
 - Call Statistics
 - Average Success Rate
 - Average Call Duration
 - Call Failures
 - Call Distribution Based on Destination
 - Call Distribution Based on Extension Type
 - Top Users Using Telephony
 - Top Hangup Causes
 - Longest Time to Complete
 - Overview Tab
- Appendix
 - Signaling Methods