Conference Extension

A Conference extension allows users calling from phones connected to the system as well as callers outside the system (calling from a phone connected to the PSTN) to attend a group voice conversation.

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Overview

To set up a Conference extension, first you need to define its **general settings**. Then you may customize it using specific options described below.

You may change settings at any time later on by clicking the Conference Center setup icon in the extension's management page.

Conference settings

All basic options related to the Conference Center extension are detailed below.

Option	Details
Play sound <folder> <sound> before connecting to conference center	Enable if you want a sound to be played to the caller prior to being connected to the extension. Click the icon to view the available sound files or manually fill in the file location. A popup window listing all the sounds matching the name specified in the text box will be displayed. You can read more about the Sound Manager in the Appendix.
Conference room size	Fill in the maximum number of users that can join the conversation. Between 2 and 99.
Record conference conversations	Here are the available options: • **Always** - VoipNow will always record all the conversations in this conference. • **User's choice** - the user has to decide which conversations will be recorded by VoipNow Professional. The user will be able to activate call recording by dialing ***0** from their keypad during a conference ONLY IF this option is selected. • **Never** - VoipNow will never record any conversation in this conference; enabling the call recording will allow you to manage the extension's recordings sharing by editing its **Roles and phone numbers**.
Enable music on hold	If this option is not enabled, VoipNow will play the files located in the **Default music on hold** folder if there is only one user present in the conference.
Music on hold folder	This folder contains the sound files that will be played in order when the caller is on hold or when the extension waits for an operation to be performed. Click the icon to view the available folders. A pop-up window that allows you to select the desired default music on hold folder will be displayed. You can read more about the Music on Hold Manager in the Appendix.

Default settings for scheduled conferences

Define scheduled conferences announcements and actions.

- **Close the conference when all conference moderators exit:** Terminate all calls if all conference moderators have logged out.
- **Announce user count on joining conference:** Announce any new participant about the number of users in the conference call.
- **Announce users joining/leaving:** Announce the users about any participant joining or leaving the conference call.

CallerID management

This section allows you to set up CallerID settings.

Option	Description

CallerID name in public calls	The options described below allow you to customize the CallerID name that will be displayed on the callee's screen when the extension is calling public destinations. • **Set by server:** If it supports the CallerID function, the callee's phone terminal will display the extension owner's Contact name. • **Set by equipment:** If it supports the CallerID function, the callee's phone terminal will display the caller's name as set up from the phone terminal device. • **Set by user:** If it supports the CallerID function, the value defined here will be displayed by the callee's phone terminal; by default, the text box contains the extension's Contact name, but you can set the CallerID name to a custom alphanumeric value.
CallerID number in public calls	The options described below allow you to customize the CallerID number that will be displayed on the callee's screen when the extension is calling public destinations. • **Set by server:** If it supports the CallerID function, the callee's phone terminal will display the extension's public phone number. • **Set by equipment:** If it supports the CallerID function, the callee's phone terminal will display the phone number of that particular phone terminal device. • **Set by user:** If it supports the CallerID function, the value defined here will be displayed by the callee's phone terminal; by default, the text box contains the extension's phone number, but you to set the CallerID number to a custom numeric value with three or moral digits;

<table>
<tr><td>Currently using CallerID numbers</td><td>
Allows you to choose one or several CallerID numbers that will be sent when an outgoing call is initiated.
The numbers available are the ones defined for the channel(s) (resource) used for routing the calls to public destinations.

• The custom text box displays the CallerID number(s) currently in use; the default number is displayed using bold characters;
• To add a CallerID number, click the Change link and a pop-up window will be displayed allowing you to manage the CallerIDs;
• In order to be displayed in this list, the public phone number(s) defined for the channels (resources) used for routing the calls to public destinations must be assigned to the client owning this extension.
• It is possible to assign CallerIDs associated with DIDs that are on the client pool, but that have not been assigned to any extension.

Please note that a CallerID can be set as default even if it has not been assigned to the extension's DID pool.
<table>
<tr><th>Column</th><th>Description</th></tr>
<tr><td>CallerID number</td><td>The CallerID of the DID assigned to the client that owns this extension;
It is the Caller ID number displayed by the callee's phone terminal when receiving a call from this extension;
Public phone numbers can be defined for a certain channel from the Channels Channel <channel_name> management Add public phone numbers to channel <channel_name> page;
For more info, you may also check this section.</td></tr>
<tr><td>Rings back to</td><td>The extension that rings the DID associated with this CallerID;
If the CallerID was not assigned to the extension, then '-' is displayed;
The public phone numbers can be assigned to the extension from the Roles and Phone Numbers for Extension <extension_name> page. For more information see this section.</td></tr>
<tr><td>Resource</td><td>The ID of the channel the public phone number was defined for.</td></tr>
<tr><td>Default</td><td>This area defines the CallerID's status.
It can be Set as default if it is associated with the extension and if it is not the default CallerID.
It can be set to Yes if the CallerID is associated with the extension and it is the default one.
It can be set to - if the CallerID has not been associated with this extension and cannot be used for outgoing calls.</td></tr>
</table>
To associate a CallerID with the extension, you need to select the corresponding checkbox and click the Assign CallerIDs link. To disassociate a CallerID, you need to select the corresponding checkbox and click the Remove selected link.

1. If you have selected more than one CallerIDs for a resource (channel), then the system will send a random one to the public destination.

Example:

Let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which three public phone numbers have been defined and assigned to the client that owns the extension: 1123, 345876 and 2854478. If you associate all three of them with the extension, when initiating an outgoing call, the callee's phone terminal will display, if it supports the CallerID function, one of the three numbers.

2. If you have selected CallerIDs for more than one resource (channel), then the system will send the CallerID of the resource that routes the call.

Example:

Let us assume that the outgoing calls are routed through Resource #1, for which one public number has been defined and assigned to the client who owns the extension: 2255. You associate this number with the extension and another one, 6987560, defined for Resource #2. If it supports the CallerID function, when initiating an outgoing call, the callee's phone terminal will display 2255.

3. If calls are routed through a resource that does not have a public phone number assigned and you have a CallerID that belongs to another resource set as default, then the system will send the default CallerID.

Example:

Let us assume that the outgoing calls are routed through a resource (channel), Resource #1, for which no public phone numbers have been defined. Your default CallerID is set to 3689, which belongs to another resource (channel), Resource #2. If it supports the CallerID function, when initiating an outgoing call, the callee's phone terminal will display 3689.
</td></tr>
<tr><td>Do not send CallerID on public calls</td><td>Applies if you do not want your CallerID to be sent to public destinations. If the callee's phone terminal supports the CallerID function, it will display the <code>Anonymous</code> string.</td></tr>
<tr><td>Send public CallerID on internal calls</td><td>Applies if you want the public CallerID (when available) to be used for local and extended local calls as well. It allows the association between the CallerID of the Phone terminal user and an existing card code defined for the same CallerID.</td></tr>
<tr><td>Preserve original CallerID on transferred calls</td><td>Applies if you want VoipNow to keep the original CallerID when the call is forwarded between destinations.</td></tr>
</table>

Send SIP P-Asserted-Identity and P-Preferred-Identity headers	Allows the headers to be added to all outgoing INVITE requests sent from this extension. The SIP P-Asserted-Identity header contains the caller ID number of the extension, e.g. P-Asserted-Identity:sip: 0003*003@localhost.localdomain. The P-Preferred-Identity header is sometimes used to indicate an additional identity of preference when there is a choice. These headers are preserved only on outgoing external calls, e.g. P-Preferred-Identity: "John White" <sip:johnny@somedomain.org>.

Related topics
Schedule a conference

Manage scheduled conferences