Setting the Conference Extension

This page contains information on how to add and configure a Conference Extension account.

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Overview

A Conference extension allows you to create conferences that can be accessed by system users as well as external caller. For more information on how to define the account information, you may visit **Add an Extension** section.

You can set up the options specific to the chosen extension type. If you do not want to finalize the process now, you may skip this step and come back to it any time later on. Just click the Conference Setup icon available in the extension's management page.

In the sections below, you will find detailed information about extension options that you can configure according to your needs.

Conference settings

This section allows to set up basic Conference Center extension related options.

Option	Details
Play sound \<folder\> \<sound\> before connecting to conference center	If this option is enabled, you may use this icon to select the sound that will be played for the caller prior to being connected to the extension. A pop-up window listing all the available sounds matching the name specified in the text box is displayed. • **Listen** - Allows you to listen to the message; the sound's total length is displayed as well using the $hh:mm:ss$ format. If you want to download the sound on your hard drive, click the Download icon and confirm your choice. • **Name** - Click the link to select the sound file. • **Folder** - The file's folder location. 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.
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 options available: **Always** - When this option is enabled, VoipNow will always record all the conversations in this conference. **User's choice** - When this option is enabled, the user has to decide which conversations will be recorded by VoipNow . 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** - When this option is enabled, 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 golder	This folder contains the sound files that will be played in order, when the caller is on hold or while the extension is waiting for an operation to be performed. Use the ♪ icon to view the available folders and all the music on hold files inside the chosen folder. A pop-up window displaying a list of all available folders will open; • **Listen** - Use the available controls to listen to the message. The sound's total length is displayed as well, using the $hh:mm:ss$ format. • **Sounds inside folder \<path\>** - The sound files available in the selected folder. Click on a folder name to view its content. 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.

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	Details
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;
Currently using CallerID numbers	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. You can read more about in the **Conference Extension** page of the VoipNow User Guide. 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.
Do not send CallerID on public calls	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 `Anonymous` string.
Send public CallerID on internal calls	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.
Preserve original CallerID on transferred calls	Applies if you want VoipNow to keep the original CallerID when the call is forwarded between destinations.
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
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