

Setting the Callback Extension

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

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Overview


In the case of a Callback Extension, system users call the extension in question from a phone connected to the public network and then place an outgoing call through the VoipNow server.

For more information on how to define the account information, you may visit the [Add an Extension](#) section.

You can start customizing the extension by setting up the options detailed below. If you do not want to finalize the process right away, you may skip this step and come back to it later on. Just click the [Callback Setup](#) icon available in the extension's management page.

Callback number behavior

Set up the way you need the Callback extension to behave.

- **Trigger call return after <x> seconds of ringing:** Specify the number of seconds a caller should wait until the server transfers his connection.
- **Return calls:** Select one of the actions detailed below. In case the **coming from the authorized callerIDs** option is selected and a user whose callerID is not included in the authorized ID's list tries to route their call through the server, 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.
 - **Coming from the authorized callerIDs:** VoipNow doesn't return the call unless 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.
- **Number where calls should be returned:** Enter a predefined phone number where the server will return all calls. You cannot use this field unless you have previously selected the **to a fixed number** option in the return calls field;
- **Play before disconnecting the call during conversation:** Select the sound that will be played to the user that made the call upon automatically interrupting the conversation (e.g. a sound announcing that credit value is 0). Use the  icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed. 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.
 - **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:** Identifies sound file. Click the link to select it.
 - **Folder:** Displays the file's folder location.
- **Service client must dial remote party number in <x> seconds:** Specify the time interval (in seconds) within which the user can dial the remote party's number; At the end of this time interval, VoipNow will consider the request as being completed.

Service security

Define the security options of the Callback extension setup.

- **Request the following password on Callback:** Enter the password the system should require to the user wishing to route their calls through the server.
- **Request password associated with authorized CallerID:** Applies if you want the system to require users their individual passwords, to verify whether they are included in the authorized callerIDs' list.
- **User can interrogate the account credit:** Applies if you want to give users the possibility to find out their credit value, before starting the conversation. As soon as the user is authenticated with one of the authorized CallerIDs, they can choose to either interrogate their credit or make a phone call.

CallerID management

These are the [CallerID](#) related options.

Option	Details
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CallerID name in public calls	<p>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.</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • 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 more digits;
Currently using CallerID numbers	<p>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.</p> <ul style="list-style-type: none"> • 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. <p>Please note that a CallerID can be set as default even if it has not been assigned to the extension's DID pool. To read more about it, go to the Callback Extension page in the VoipNow User Guide.</p> <p>To associate a CallerID with the extension, you need to select the corresponding checkbox and click the Assign CallerIDs link.</p> <p>To disassociate a CallerID, you need to select the corresponding checkbox and click the Remove selected link.</p>
Do not send CallerID on public calls	<p>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.</p>
Send SIP P-Asserted-Identity and P-Preferred-Identity headers	<p>Allows the headers to be added to all outgoing INVITE requests sent from this extension.</p> <p>The SIP P-Asserted-Identity header contains the caller ID number of the extension, e.g. P-Asserted-Identity:sip:0003*003@localhost.localdomain.</p> <p>The P-Preferred-Identity header is sometimes used to indicate an additional identity of preference when there is a choice.</p> <p>These headers are preserved only on outgoing external calls, e.g. P-Preferred-Identity: "John White" <sip:johnny@somedomain.org>.</p>

Related topics
[Callback extension](#)