Callback Extension

System users can call a Callback extension from a phone connected to the public network and, through it, place an outgoing call using the VoipNow platform.

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Overview

To set up a Callback extension, first you need to define its **general settings**. Then you may customize it using specific options. You may do this at any time later on by clicking 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:
  - **Coming from the authorized callerIDs** - VoipNow doesn't return the call unless it is made from an authorized number. In case this 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.
  - **To the caller callerID** - VoipNow returns the calls made from any number. In case this option is selected and a user whose callerID is hidden tries to route their call through the server, the server will not call back.
  - **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 caller upon automatically interrupting the conversation (e.g. a sound announcing that credit value is 0). 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**.
- **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
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.

<table>
<tr><td>CallerID number in public calls</td><td>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;</td></tr>
<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>Field</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>
</table>

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 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
Extension overview

Manage extensions

Add authorized CallerID

Manage authorized CallerIDs