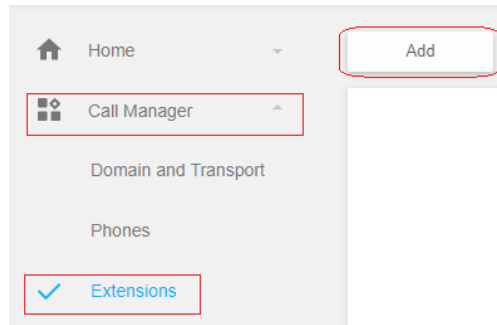




## CONFIGURATION GUIDE

### 1. Extension

Go to the ONCALL portal, click “Call Manager / Extensions”, then click “Add” to create an extension.



❖ At the “General” tab, fill in the extension information:

- Extension Number
- Password
- Web Access Password (the password to the extension access to the portal)
- Email (to receive QR code, Voicemail)

General Voicemail Forwarding Rules Options Office Hours Phone Provisioning BLF

Extension Number	<input type="text" value="102"/>	*
Password	<input type="password" value="....."/>	*
Web Access Password	<input type="password" value="....."/>	*
First Name	<input type="text"/>	
Last Name	<input type="text"/>	
Gender	<input type="text" value="Male"/>	▼
Email	<input type="text"/>	

- ❖ At the “Options” tab, configure functions for the extension.
  - Outbound Caller ID
  - Record audio/video calls
  - Allow external call
  - Allow Access to Management Console

General Voicemail Forwarding Rules **Options** Office Hours Phone Provisioning BLF

Outbound Caller ID 02873035235

Caller ID for External Emergency Call

Record audio calls

Record video calls

Enabled

Allow Paging/Intercom

Allow external call

Allow Access to Management Console

Belonged groups

\_\_DEFAULT\_\_

- ❖ At the “Phone Provisioning” tab, Auto-configuration with IP Phones
  - Click “Add Phone” to select the type of phone and add MAC address.

General Voicemail Forwarding Rules Options Office Hours **Phone Provisioning** BLF Billing Profile

Phone auto provisioning ensures the phone settings are centrally retrieved, which limits the time consumed and information needed to be configured on each phone

**Phone Information**

**Add Phone**

Phone Information  Delete

MAC Address

Phone Web Page Password 123456

Time zone

Display language

Link

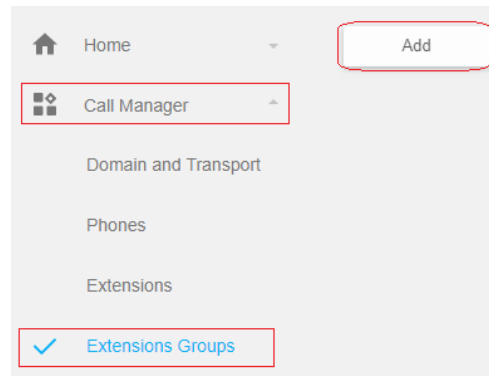
- With IP Phone of Yealink and Fanvil, after adding MAC IP Phone address on ONCALL, restart IP Phone to complete the auto-configuration.
- With IP Phone of Cisco, Grandstream, Panasonic, you need to set the firmware and then manually configure devices in the brand's website with username, password, SIP domain, SIP proxy provided to each tenant.

❖ Other Tabs

- Tab Voicemail
- Tab Forwarding Rules
- Tab Office Hours

## 2. Extension group

Go to the ONCALL portal, click “Call Manager / Extensions Groups”, then click “Add” to create an extension group.



- ❖ The “Information” tab
  - Create your group name and write a description
  - Select member rights

### Settings for extension groups

Information
Group Members

**Information**

Group Name  \*

Description

**Member Rights**

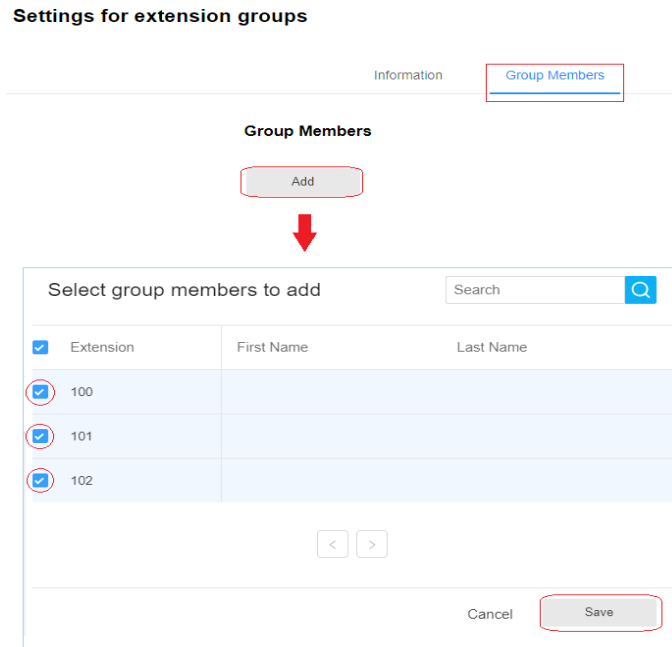
Allow Paging/Intercom

Allow external call

Allow Access to Management Console

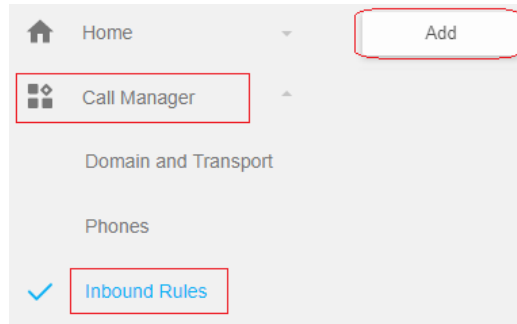
Enable Call Group Members

- ❖ At the “Group Members” tab, click “Add” to add extension to the group and click “Save”.



### 3. Inbound rules

Go to the ONCALL portal, click “Call Manager / Inbound Rules”, then click “Add” to create inbound call rules.

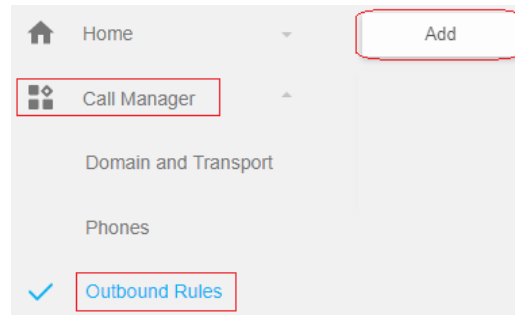


- ❖ At the “Inbound Rules” tab, fill the information to create the rule.

- ❖ At the “Office Hours” tab create the office hours rule.

## 4. Outbound rules

Go to the ONCALL portal, click “Call Manager / Outbound Rules”, then click “Add” to create outbound call rules.



- ❖ At the “Outbound Rules” tab, fill the information to create the rule.

Outbound Rules
Office Hours

**Settings on the VoIP provider/SIP trunk on which the outbound calls should be placed**

**Outbound Rules**

Rule Name

**Apply this rule to below calls**  
Please specify at least one of the conditions

Calls to numbers started with prefix

Specify one or more extensions separated by semicolon (;), or specify a range by using a "-"; for example 100-120.

Call from extension(s)

Calls to number with certain digits

Calls from extension group(s)

**Make outbound calls**  
Configure up to 3 routes for calls, the second and third route will be used as backup. For each route, digits can be stripped or added

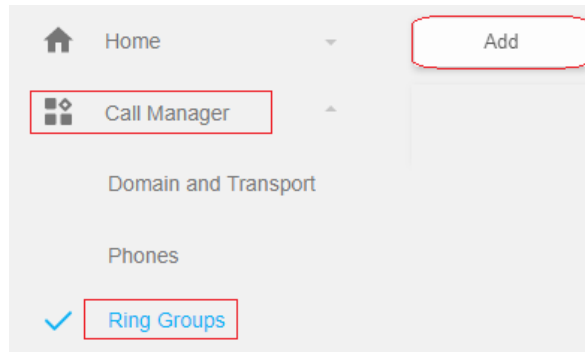
Route	Provider/SIP Trunk	Strip Digits	Prepend	Enabled
Route1	<input type="text" value="FPT_public_SBCHCM1"/>	<input type="text" value="0"/>	<input type="text"/>	<input checked="" type="checkbox"/>
Route2	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input checked="" type="checkbox"/>
Route3	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input checked="" type="checkbox"/>

- ❖ At the “Office Hours” tab create the office hours rule.



## 5. Ring Group

Go to the ONCALL portal, click “Call Manager / Ring Groups”, then click “Add” to create a ring group.



- ❖ At the “Ring group” tab, fill the information to create the rule.

**Ring group allows more than one phone to ring at the same time or in a sequence**

### General

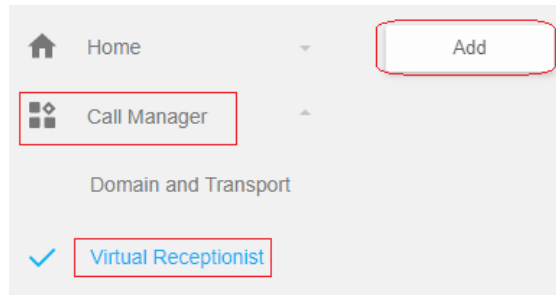
Ring Group Number	<input type="text"/>	*
Group Name	<input type="text"/>	*
Polling Strategy	<input type="text" value="Ring Simultaneously"/>	*
Ring Duration (Seconds)	<input type="text" value="20"/>	*
<input type="checkbox"/> Skip member(s) who's calling		

### Group Members \*

### Destination if no answer

## 6. Virtual Receptionist

Go to the ONCALL portal, click “Call Manager / Virtual Receptionist”, then click “Add” to create an IVR.



- ❖ At the “Virtual Receptionist” tab, configure IVR function:
  - Create general information, then in the Menu Options – choose a number and an IVR script.
  - IVR file format: WAV, 8 kHz, 16 bit, Mono.

### Virtual Receptionist answers and forwards calls automatically

Virtual Receptionist    Action URL

---

**General**

Virtual Receptionist Number:  \*

Name:  \*

Prompt:  ...

Virtual Receptionist Language:  \*

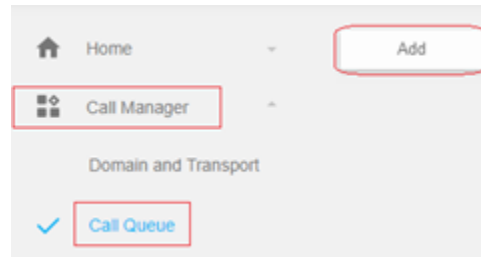
Gap time between DTMF digits(seconds):  \*

**Menu Options**

User Input	Action	Destination extension
<input type="text"/>	<input type="text" value="No Actions Specified"/> ▼	<input type="text"/> 🔍
<input type="text"/>	<input type="text" value="No Actions Specified"/> ▼	<input type="text"/> 🔍

## 7. Call Queue

Go to the ONCALL portal, click “Call Manager / Call Queue”, then click “Add” to create a call queue.



❖ At the “General” tab, configure Call Queue function.

General	Members	Notifications	Blacklist
Queue Number	7000 *		
Queue Name	7000-test *		
Ring Duration (Seconds)	20 *		
Polling Strategy	Ring Simultaneously *		
Music on hold	Western_01.wav ... *		
<input type="checkbox"/> Skip member(s) who's calling			
<b>Destination if no answer</b>			
End Call [v] [Q]			
<b>Other options</b>			
<input type="checkbox"/> Enable intro prompt			
<input type="checkbox"/> Play full intro prompt before calling agents			
<input type="checkbox"/> Announce Queue position to caller			

- ❖ At the “Members” tab, choose extensions allowed in the call queue.

General **Members** Notifications Blacklist

**Queue members** \*

Add

Select group members to add

<input type="checkbox"/>	Extension	First Name	Last Name
<input checked="" type="checkbox"/>	100		
<input checked="" type="checkbox"/>	101		

< >

Cancel **Save**

- ❖ At the “Notifications” tab, select queue manager extension number and choose to notify the manager via email in case when SLA time has been reached or when a queue call is lost.

General Members **Notifications** Blacklist

**Select Queue Manager extension number**

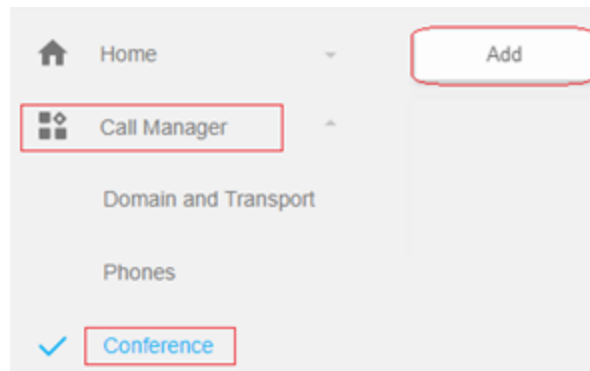
Add

Notify Queue manager via email when SLA time has been reached

Notify Queue Manager when a Queue call is lost

## 8. Conference

Go to the ONCALL portal, click “Call Manager / Conference”, then click “Add” to create a conference.



### ❖ Configure Conference function.

#### Conference room for audio or video conferencing

Conference Mode	Video Conference	*
Room Extension	9000	*
Subject	9000-test	*
Room PIN		
Admin PIN		
Outbound Caller ID		
Maximum Participants	9	
Grids for Video Conference	4	
Bitrate (Kbps)	1024	
Frame Rate	15	
Resolution	CIF	
Prompt language	English	

Do not play prompt when joining the conference