Admin PBX Manager Guide

and Web User Portal Guide

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Introduction

Dynalink PBX Manager is a web based graphical user interface for management of our web based phone systems.

It is a powerful tool that allows you to configure your PBX very quickly and makes day-to-day PBX maintenance accessible to less technical users, while allowing addition of practically unlimited features by extending the system using Feature Codes , routes, call queues, media files, etc.

Web User Portal: is a web based graphical user interface which enables you to specify how the calls to your extension are handled, configure call forwarding, call screening, call blocking, call recording, manage your voice mail messages and recorded calls, dial using personal contacts and company directory, and view calls history.

Warning: as a general rule no spaces are allowed in any file name , script name, context name, or menu it might corrupt your file system.

Admin Management screens overview

Management screens are divided in the following categories:

PBX Settings

Schedules - time intervals (schedules) that are used to manage time based call handling. These schedules are currently used in Inbound Routes.

Media Files

Voice Recordings - recording of announcements and voice prompts used throughout the system and, in particular, by the Voice Menus (or auto-attendant).

Music-on-Hold - management of music-on-hold play lists and upload of sound files.

Extensions & Directory

Directory – management of directory entries which can include both extensions and external phone numbers. This directory is used for a "click-to-call" feature in the User Portal.

Routes

Inbound Routes – rules for how the inbound calls are handled.

PBX Features

IVR / Voice Menus - auto attendant and unlimited multi-level voice menus.

Hunt Lists – management of lists of ring groups that are dialed in sequence.

Feature Codes - extending PBX functionality by associating scripts that can contain groups of PBX commands with internal numbers.

ACD / Call Queues

Agents – management of agents servicing call queues.

Queues – management of call queues.

Call History

Recorded Calls allows to view, search and manage recorded calls.

Call Detail Records allows to view and search call history.

Getting Started

PBX Manager configuration files' structure

Dynalink PBX Manager configuration files are installed automatically and include the following:

1. Sample schedules for defining company business hours
2. Sample IVR / Voice Menus (auto-attendant)
3. Various Feature Codes including:
    1. Access to voice mail
    2. Company directory
    3. Codes for call forwarding activation and deactivation
4. Sample music-on-hold
5. Sample voice prompts

Configuring auto-attendant(s)

If you would like one or more of the incoming lines to be answered by an auto-attendant you can configure that next. You can set up an auto-attendant using **PBX Features -> IVR / Voice Menus.** Multiple auto-attendants can be also configured - each for a different external phone number (DID).

Each Voice Menu requires an Announcement , which you can record using **Media Files -> Voice Recordings.** For professional recording (matching the rest of PBX sounds) we recommend Allison Smith at http://www.theivrvoice.com. Once the recordings are completed, go to **PBX Features -> IVR / Voice Menus** screen and create or edit a Voice Menu to suit your needs.

Once the Voice Menu is created, go to **Routes -> Inbound Routes** and create an inbound route for each external phone number (DID) you are going to direct to an auto-attendant. When creating Inbound Routes, you can select an existing Schedule or create a new Schedule using **PBX Settings -> Schedules** screen. Select a schedule, pick "Go to Menu" script and select your Voice Menu from the list.

PBX Settings

Schedules

Schedules screen allows you to define groups of date/time ranges used for time dependent call handling. These time intervals are currently used by Inbound Routes.

Existing Schedules are presented in a list. Clicking on the **Name** column displays **Edit Schedule** screen.

To create a Schedule, click on the Create Schedule button.

To delete a Schedule, select it using the check box on the left and click on Delete Selected.

Edit/Create Schedule

Name. Alphanumeric unique schedule name.

Descriptive name. Short user friendly name of the schedule.

Description. Schedule description

Using Add Time Range button user can add up to 10 time ranges. Note that an '*' specifies 'any', so for example leaving month and Day-of-Month as '*' and selecting from Monday to Friday would mean that the time range will be true Monday through Friday regardless of the month. Specifying the same Day-of-Week range and also selecting January in the from Month would mean 'Monday through Friday in January', etc.

You can remove time ranges by clicking Remove button.

You can save the schedule you are editing by clicking Save/Create, duplicate the schedule you are editing by clicking Clone, delete the existing schedule by clicking Delete, or go back to the list of schedules by clicking Cancel.

Media Files

Voice Recordings

Voice Recordings screen allows you to record announcements and voice prompts used throughout the system, and in particular in the Voice Menus.

Existing voice recordings are presented in a list. Clicking on the Recording column displays the **Edit Voice Recording** screen, where you can rerecord the message if necessary.

To create a Voice Recording, click on the **Create Voice Recording** button.

To delete a voice a Voice Recording, select it using the check box on the left and click on Delete Selected.

To listen to the existing Voice Recording click on Play, and the sound file will be downloaded and played (provided that you have an appropriate player). Typically windows workstation will be able to play messages recorded in the wav format, to play gsm messages you may need to install additional software.

Edit/Create Voice Recording

File name. File name for the sound file to be recorded, **no spaces allowed**.

Format. Sound file format used for recording.

Phone to use for recording. Select the phone to be used for recording.

Clicking Start recording will ring the specified phone, and recording can be performed by following simple instructions.

You can upload wav files (PCM 8000 Mhz 16 Bit MONO) by clicking the Upload button. Files without extensions are assumed to be in .wav format.

Music-on-hold

Music-on-hold allows you to manage music on hold playlists (groups of files).

Existing Music-on-Hold play lists are presented in a list. Clicking on the Playlist column displays the **Edit Playlist** screen.

To create a new Playlist, click on the Create Playlist button.

To delete a music-on-hold Playlist, select it using the check box on the left and click on Delete Selected.

Edit/Create Playlist

Name. Unique identifier for this Playlist.

Example:

jazz

Mode. Mode of music-on-hold. Valid modes include files, mp3, quietmp3, mp3nb, quietmp3nb, and custom. We suggest using "files" mode when possible. See Asterisk documentation for details.

Format. Codec to be used when playing this Playlist. See Asterisk documentation for details.

Application. Specify a command that will play music-on-hold. Only available if "custom" Mode is selected.

Random. Specifies that the files in the Playlist should be played in random order.

Options. Additional options for this Playlist. See Asterisk documentation for the list of available options.

The bottom part of the screen allows you to upload files into this Playlist, wav files format (PCM 8000 Mhz 16 Bit MONO) only

You can save the Music-on-Hold Playlist definition you are editing by clicking Save/Create, delete the existing Playlist by clicking Delete, or go back to the list of Music-on-Hold Playlists by clicking Cancel.

Extensions & Directory

Directory

Directory allows you to create or edit directory entries both for the extensions and external phone numbers and is available for a "click-to-call" in the User's Portal. Note that directory entries are created automatically (by default) when creating the Extensions.

Selection Filter allows limiting your selection of directory entries based on Last Name, First Name or Department. For each of these fields you can specify whether you are looking for an exact match or entries starting with or containing the specified string. If multiple fields are specified all of them are combined in the filter.

Existing directory entries are presented in a list.

Clicking on the Last Name column will present **Edit Contact** screen.

To create a new Contact (directory entry), click on the Create Contact button.

To delete a directory entry select it using the check box on the left and click on Delete Selected.

Edit/Create Contact

This screen allows you to enter Contact information for a directory entry. Note that directory entries are created automatically (by default) when creating the Extensions.

Routes

Inbound Routes

Inbound Routes allows you to associate external phone numbers (DIDs/DDIs) with schedules and scripts thus defining how the inbound calls to each number will be handled.

A typical use of Inbound Routes would be to specify that the calls to different numbers at different times would be answered by different auto-attendants (Voice Menus), or a particular number will be answered by an operator during business hours and will be forwarded to an auto-attendant after hours, etc.

Existing patterns/DIDs are presented in a list. Note that the DIDs with assigned Inbound Routes have a checkbox next to them and can be edited, and DIDs without a corresponding Inbound Route do not have the checkbox and can by "assigned" when creating a new Inbound Route.

Clicking on the **DID** column for a DID with assigned Inbound Route will present **Edit Inbound Route** screen.

To create a new Inbound Route, click on the Create Inbound Route button.

To delete an Inbound Route select it using the check box on the left and click on Delete Selected.

Edit/Create Schedule Based Route

DID. DID (external phone number) or pattern. This can be selected from a list of DIDs assigned to the customer.

Description. Description of this Inbound Route.

By clicking **Add time based handler** you will be able to add up to 10 time based handlers - script/schedule pairs that define the Inbound Route (typically 1 or 2 is sufficient, with the first one covering a special time condition and the second covering the rest by using tl-all-hours schedule or an equivalent). PBX Manager will use these handlers for

handling inbound calls and process them in sequence – if date/time of the call matches first "When" condition, the first script will be executed, if the second "When" is matched, the second script, etc.

When. Name of the schedule that will be used to select a time range to this pattern/number.

Run script. Name of the script that will be used to handle calls to this DID/pattern if the call time falls within the time range of the corresponding schedule.

Except when this variable is set.   Leave Blank.

Edit/Create Operator Managed Route

DID. DID (external phone number) or pattern. This can be selected from a list of DIDs assigned to the customer.

Description. Description of this Inbound Route.

By clicking **Add handler** you will be able to add up to 4 handlers – which could be edited by calling in the script/feature code day night mode, when you call in the feature code it asks for password authentication than lets you choose which of the 4 handlers should be active handler for that Inbound Route.

When. Name the handler that will be used to follow the script/pattern when that handler is selected.

Run script. Name of the script that will be used to handle calls to this DID/pattern if the call time falls within the time range of the corresponding schedule.

Except when this variable is set.   Leave Blank.

Depending on the selected script, you will be presented with a list of parameters that were defined for the script. Depending on the type of these parameters you will be able to select from the lists of possible values or enter them directly.

You can save the Inbound Route you are editing by clicking Save/Create, delete the existing Inbound Route by clicking Delete, or go back to the list of Inbound Routes by clicking Cancel.

DISA

DISA (Direct Inward System Access) – Information on this feature
is in the <u>Additional Features</u> section of this document

PBX Features

IVR / Voice Menus

IVR / Voice Menus allows you to create a basic auto-attendant or
multi level IVR system with multiple menus that can be linked as
necessary.

Existing voice menus are presented in a list. Clicking on the Name
column displays the **Edit Voice Menu** screen.

To create a voice menu, click on the **Create Voice Menu** button.

To delete a voice menu, select it using the check box on the left and
click on Delete Selected.

Edit/Create Voice Menu

Name. Unique alphanumeric name for the menu, no spaces allowed.

Description. Menu description, optional.

What to play?. Allows you to choose whether the menu will play a
prerecorded sound file (Prerecorded
announcement) or a a sound file dynamically
generated by a custom command
(Announcement generated using command).
You can select existing announcements from the
list or record (or upload) new announcement by
clicking Record new.

Wait before playing (sec). Total time Asterisk will wait before
playing the announcement.

Ring while waiting. If selected will simulate ringing to the caller before the announcement is played.

Wait for response (sec). Total time Asterisk will wait for the response from the caller before it executes the action specified for "No Input".

Wait for key press (sec). The time Asterisk will wait for a key press by the caller before it executes the action specified for "No Input".

Allow dialing extensions. If set, will allow user to dial any User Extension.

Allow dialing Feature Codes. If set, will allow user to dial any of the Feature Codes defined in **PBX Features -> Feature Codes**. (Note: put Allow Dialing Feature Codes behind a authenticated menu to avoid any security risk)

Authentication. You can make menus "protected" by specifying a code that user will be prompted to enter before accessing this menu. An example of using this would be a voice portal accessible only to the company employees.

You can assign actions to user selections (key presses) by specifying options in the **What to do?** and **Select** columns.

You can save the Voice Menu you are editing by clicking Save/Create, create a duplicate of the existing voice menu by clicking Clone, delete the existing voice menu by clicking Delete, or go back to the list of voice menus by clicking Cancel.

Hunt Lists

Hunt Lists allows you to create lists of ring groups that are processed sequentially. In order to use Hunt Lists they must be associated with/attached to Feature Codes.

Existing Hunt Lists are presented in a list. Clicking on the Name column displays the **Edit Hunt List** screen.

To create a Hunt List, click on the **Create Hunt List** button.

To delete a Hunt List, select it using the check box on the left and click on Delete Selected.

Edit/Create Hunt List

Name. Unique alphanumeric name for the Hunt List, no spaces allowed.

Description. Hunt List description, optional.

Ring Groups. Up to 10 ring groups can be associated with a Hunt List. To add a Ring Group to the list click on Add Ring Group to Hunt List button. Each Ring Group allows you to specify the following:

Announcement to caller before ringing. A voice announcement played to callers before ringing the phones in this ring group.

User extensions to ring. A list of user extensions in this ring group. Use Ctrl-Click to select multiple extensions. At least one of either the User Extensions to ring or External phone numbers to dial has to be selected.

External phone numbers to dial. External phone numbers to dial as part of this ring group. Separate phone numbers by spaces or commas.

How long to ring (sec). The time Asterisk will continue to ring this ring group. Note that voicemail and all the call forwarding ans screening options for the User Extension are disabled when User Extension is dialed in a ring group, while Call Recording

options remain in effect.

Dial command options. Put "r" for the caller to hear ringing while on hold or "m" for the caller to hear you default Music On Hold.

Description. Hunt List description, optional.

The **If no one answers run the script** field is used to specify an action taken if none of the ring groups answers. You can select a script to be executed from a list of available scripts and fill the scripts parameters as per script definition.

You can save the Hunt List you are editing by clicking Save/Create, delete the existing Hunt List by clicking Delete, or go back to the list of Hunt Lists by clicking Cancel.

Feature Codes

Feature Codes allow you to add functionality to your PBX and execute scripts when these codes are dialed either directly or using selections in Voice Menus. Dynalink PBX Manager comes with a number of Feature Codes for basic PBX functions and you should freely add feature code as needed.

Existing Feature Codes are presented in a list. Clicking on the **Feature Code** column displays **Edit Feature Code** screen.

To create a Feature Code, click on the Create Feature Code button.

To delete a Feature Code, select it using the check box on the left and click on Delete Selected.

Edit/Create Feature Code

Feature Code. Code that will invoke an associated script. Frequently these codes start with an * and are called star codes, but this is not a requirement. You have to be careful choosing these codes so that they don't interfere with neither User Extensions nor Outbound Routes.

Example:

*85

    Description. Description of this Feature Code

Example:

Check Voice Mail

    Script. Name of a script that will be associated with this Feature Code.

Depending on the script selected for handling calls to this Feature Code, you will be presented with a list of arguments that were defined for the script. Depending on the type of arguments you will be able select from the lists of possible values or enter the values for the argument directly.

You can save the Feature Code you are editing by clicking Save/Create,   delete the existing Feature Code by clicking Delete, or go back to the list of Feature Codes by clicking Cancel.

ACD / Call Queues

Agents

Agents allows you to manage call queue agents.

Existing agents are presented in a list. Clicking on the Agent column displays the **Edit Agent** screen.

To create an agent, click on the **Create Agent** button.

To delete an agent, select it using the check box on the left and click on Delete Selected.

Edit/Create Agent

    Agent. Unique identifier for this agent.

Example:

100

Name. Descriptive name for this agent

Example:

John Smith

Password. This agent's password

You can save the agent you are editing by clicking Save/Create, delete the existing agent by clicking Delete, or go back to the list of agents by clicking Cancel.

Queues

Queues allows you to manage call queues.

Queues consist of:

- Incoming calls being placed in the queue
- Members that answer the queue (phones or users that login as agents)
- A strategy for how to handle the queue and divide calls between members
- Music played while waiting in the queue
- Announcements for members and callers

Existing queues are presented in a list. Clicking on the Name column displays the **Edit Queue** screen.

To create a queue, click on the Create Queue button.

To delete a queue, select it using the check box on the left and click on Delete Selected.

Edit/Create Queue

Name. Unique identifier for this queue.

Example:

sales

Description. Queue description

Maximum Callers. Maximum queue size (0 is unlimited)

Announce Hold Time. Specify whether the hold time is to be announced and when.

Announce Frequency. Specify how frequently the hold time will be announced.

Periodic Announcement. Specify whether the periodic announcements are played to the caller.

Periodic Announcement Frequency. Specify frequency of periodic announcements.

Rounding of announced hold time. How long can the agents phone ring before a timeout.

Agent timeout. How long can the agents phone ring before a timeout.

Agent retry. Retry timer between attempts to call queue members.

Report hold time to agent. Specify whether the caller's hold time will be announced to the agent when the call is connected.

Announcement to agent. Specify whether an announcement will be played to the agent when they answer a call.

Call Recording. Specifies whether the call recording will be enabled for this queue, as well as the recording format.

Combine recorded files. Specifies whether files containing recorded conversation should be joined together.

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Ring Strategy. A strategy may be specified and includes:

- ringall - ring all available members until one answers (default)
- roundrobin - take turns ringing each available member
- leastrecent - ring a member which was least recently called by queue
- fewestcalls - ring the one with fewest completed calls from this queue
- random - ring randomly
- rrmemory - next call will go the agent after the last one who answered.

Music-on-Hold. Specify music-on-hold for the queue.

Other queue options. Additional options for the queue. See Asterisk documentation for the list of available options.

Queue members. Specify members of the queue. Members can be selected from the list of available members by clicking the > button.

You can save the queue you are editing by clicking Save/Create, delete the existing queue by clicking Delete, or go back to the list of queues by clicking Cancel.

Call History

Recorded Calls

Recorded Calls allows you to manage files containing calls recorded during PBX operation.

You view a list of the files and listen to them on you computer by

clicking PLAY. You can also send files as attachments via email.

To delete a file, select it using the check box on the left and click on Delete Selected.

Call Detail Records

Call Detail Records allows you to view Call Detail Records created during PBX operation.

You can specify a selection filter to be applied. You can filter by a range of dates, caller id, and source and destination channels.

You can sort records by clicking on the headers of any column; clicking on the same header again reverses the sort order.

Dynalink Web User Portal

User Portal screens overview

Voicemail Settings - allows end-users to change their personal settings for voice mail handling.

Call Forwarding - allows end-users to configure the rules for call forwarding.

Call Screening - allows end-users to configure the rules for call screening.

Call Blocking - allows end-users to configure the rules for blocking incoming calls.

Contacts & Directory - gives end-users an ability to access office directory, manage their personal contacts as well as initiate calls through "click-to-call" feature.

Voicemail - gives end-users an ability to access and manage voice mail messages.

Recorded Calls - provides end-users with access to recorded calls.

Call History - provides end-users with a Call Detail Records viewer, with selection, sorting and click-to-call capabilities.

Preferences - allows end-users to set personal web interface options.

The details of using these screens are provided in the User Portal Guide.

Voicemail Settings

Voicemail PIN (Password). Personal identification number is for accessing your voice mail.

Notify by email. Check this if you would like to be notified about new voice mail messages via email. If this is checked, then Email address is also required.

Email address. Enter your email address.

Attach messages to email. Check this if you would like the voice mail messages to be attached to the e-mail notifications.

Delete after delivery. Check this if you would like voice mail messages to be deleted after they are delivered via email.

Notify by pager. Check this if you would like to be notified about new voice mail messages via pager. If this is checked, then Pager is also required.

Pager. Pager address. For SMS you could use the cell phone companies SMS address

Call Forwarding

This screen allows you to specify call forwarding rules and enable call forwarding.
(Note that you can enter the information you use frequently (for example a list of numbers for Find Me / Follow Me) and then "Enable" or "Disable" it as needed by using radio buttons.)

Voicemail – specify whether incoming calls should be forwarded to voice mail and how long your phone is going to ring before the caller is sent to voice mail.

Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone. Note that if Call Forwarding Always is enabled it will take precedence over Find Me / Follow Me.

You can also set the phone number to forward using by dialing feature codes. *72 – Activation *73 - Deactivation

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this when you would rather have a co-worker receive the call instead of the caller being sent to your voice messaging box.

You can also set the phone number to forward using by dialing feature access code. *90 – Activation *91 – Deactivation

Find Me / Follow Me allows you to try forwarding your incoming calls to a different phone numbers. You can specify up to 5 phone numbers which can be either dialed at the same time or sequentially.

You can specify whether the phone associated with your extension will be called or not, and whether the numbers will be called simultaneously or one after another.
You can enable Find Me /Follow Me for all callers or that calls only from certain callers be forwarded and enter caller ids of these callers. You can also set one phone number to forward using by dialing feature access code. *92 – Activation *93 – Deactivation

Use Original Callers Caller ID when selected the original callers Caller ID will be shown on ringing phone when forwarded, otherwise the your local number will appear as the Caller ID.

Call Accept / Reject when selected it will ask for confirmation to accept the forwarded call, if you choose not to accept or to ignore the call it will go back to its original setting (this option should be selected when trying to avoid a external voicemail to pick up the call)

Call Screening

This screen allows you to specify call screening rules and enable call screening.
You can specify call screening options for calls with or without a caller id.
For calls with caller id you can request that the callers announce themselves. You can also enter a list of caller ids for the callers you would like to exclude from screening.

For calls without caller id you can request that the callers announce themselves and/or enter their caller id.
You can combine Call Screening with Find Me / Follow Me. If you would like to hear callers' announcements while receiving a forwarded call you should check "Play caller announcement while in follow-me mode ".
Note that you can enter the information once and then "Enable" / "Disable" call screening as needed.

Call Blocking

This screen allows you to specify call blocking rules and enable call

blocking.

You can specify call blocking options for calls with or without a caller id.

For calls with caller id the options are "Block" or "Allow".
If you are blocking calls, you can enter caller ids of callers to be excluded from blocking.
If you are not blocking all the calls you can enter caller ids of callers that you would like to block.
For calls without caller id the options are simply "Block" or "Allow". You can specify how the blocked calls are to be handled by choosing from the list of "When blocking calls" options.

Note that you can enter the information once and then "Enable" / "Disable" call blocking as needed.

Contacts & Directory

This screen gives you access to contacts stored in the office directory and personal contacts and allows you to initiate calls from your phone using "click-to-call" feature.

Selection Filter allows you to quickly find directory entries based on Last Name, First Name or Department. For each of these fields you can specify whether you are looking for an exact match or entries starting with or containing the specified string. If multiple fields are specified all of them are combined in the filter.

You can switch between your Personal Contacts and Company Directory by checking an appropriate option and clicking Select.
To call a contact, select one of his/her phone numbers from the drop down list in the Phone column, and click Call. Your phone will ring and when you pick it up you will hear it ringing your contact's phone.
While in Personal Contacts you can create additional Contact records by clicking Create Contact button.
To delete a Personal Contact select it using the check box on the left and click on Delete Selected.

Voice Mail

This screen allows you to manage your voice mail messages.
To listen to a voice mail message click PLAY and the message are downloaded and played (provided that you have an appropriate player software).
To delete a voice mail message, select it using the check box on the left

and click on Delete Selected.

Voice mail messages can be organized into folders. To create a new folder you can enter its name and click Create button. To move or copy voice mail message(s) to a folder, select it using the check box on the left, select the target folder from the drop down list and click on either Move to folder or Copy to folder button.

You can also send your messages to other people via email. To send message(s) select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ... button), enter Subject and (optional) email text, and click Send email button.

Recorded Calls

This screen allows you to manage recorded calls associated with your extension.

To listen to a recorded call click on PLAY, and the recorded call will be downloaded and played (provided that you have an appropriate player software).

To delete a recorded call, select it using the check box on the left and click on Delete Selected.

You can also send your recorded calls to other people via email. To send recorded call(s) select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ... button), enter Subject and (optional) email text, and click Send email button.

To record a call you need to press the key sequence i#9 while in call.

Calls History

This screen shows you the calls you made as well as the calls to your extension.

You can specify a selection filter to be applied. You can filter by a range of dates, caller id, and source and destination.

You can sort records by clicking on the headers of any column; clicking on the same header again reverses the sort order.

Preferences

Language. Your preferred language for the User Portal web interface.

Color scheme. Your preferred color scheme for the User Portal web interface.

Password. Your password for accessing User Portal web interface.

Additional Features

In-Call Feature Codes

In Call Feature Codes allows to execute features while in call, these option are executable while in a transferred, forwarded, or called in (DISA)

#9 Start / Stop Call Recording

#1 Call Transfer (attended Transfer)

#2 Call Transfer (Blind Transfer)

DISA

DISA (Direct Inward System Access) - allows someone calling in from outside the telephone switch (PBX) to obtain an "internal" system dialtone and dial calls as if from one of the extensions attached to the telephone switch.

This option could be set in the inbound route section in Admin Management there are two ways to authenticate a inward call

<bgnv-directsystemaccess> script in an inbound route allows when the number is called DISA invokes the application. The DISA application in turn requires the user to enter his passcode, followed by the pound sign (#). If the passcode is correct, the user will hear dialtone on which a call may be placed. If the password parameter is "blank", then the DISA application will provide dial tone without first requiring a password.

<bgnv-sysaccess-vmauth> script in an inbound route allows when the number is called DISA invokes the application. The DISA application in turn requires the user to authenticate with a User Extension , followed by the pound sign (#) than with users Voicemail PIN. If authenticated , the user will hear dialtone on which a call may be placed. (this option allows to track from what user access the system to place a call).

This type of access has SERIOUS security implications, and GREAT care must be taken NOT to compromise your security,

Notice: Dynalink does not assume any responsibility for any charges DISA may incur, either per minute, per line, local, long distance, or international toll charges.

Additional per usage and/or per minute charges may apply.