



Spitfire Hosted PBX 2.1 User Guide

Document Version 1.1

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Configuration

Extensions

In order to edit individual extension settings, navigate to Configuration > Extensions and click on the extension you wish to edit.

Setting explanations:

Effective caller ID name = Presented name on internal calls

Effective caller ID number = Presented number on internal calls

Outbound caller ID number = Presented number on external calls

Call Group = Used for the call pickup feature. Extensions in the same Call Group will be able to pick up each other's calls. If left blank all extensions will be able to pick up each other's calls

Call Timeout = Time (in seconds) that the extension will ring for

The outbound caller ID number will always need to be populated with a valid CLI, even if it is just the default trunk CLI. The CLI should be without leading 0, e.g. 2075013000.

Call Forwarding

To change call forwarding settings for an extension, navigate to the extension and click the “Call Routing” button at the top right of the page.

Setting explanations:

Call Forward = Forward call calls

On Busy = Only forward calls when the extension is busy

No Answer = Only forward calls when the extension does not answer

Not Registered = Only forward calls when the extension is not registered

Follow Me = This setting allows the extension to be reached at multiple numbers, for example on a mobile number as well. Note that for a call to ring on the extension and on another external number, both need to be entered:

Follow Me	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled			
Destinations	Destination	Delay	Timeout	Prompt
	2001	0	20	
	07777123456	0	20	
		0	30	
		0	30	
	0	30		
Ignore Busy	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled			
Caller ID Name	<input type="text"/>			
	Set the caller ID name prefix.			
Caller ID Number	<input type="text"/>			
	Set the caller ID number prefix.			

Do Not Disturb = Reject calls and send straight to voicemail (if enabled)

Ring Groups

Ring groups allow an inbound call to ring on multiple extensions at once or in sequence. They can be configured to ring using one of three different strategies and extensions can be placed at different levels within the group.

Navigate to Configuration > Ring Groups and select the group you wish to edit.

There are 3 hunt strategies to select from:

- Simultaneous
 - Rings all defined Destinations.
- Sequence
 - Where order that is lower goes first.
- Random
 - A random destination will ring.

If you select “Simultaneous” you are given an option of delaying each destination from ringing. Along with the timeout setting, this allows you to create different ‘levels’ within the ring group.

Name	<input type="text" value="Main"/> <small>Enter a name.</small>			
Extension	<input type="text" value="7000"/> <small>Enter the extension number.</small>			
Strategy	<input type="text" value="Simultaneous"/> ▼ <small>Select the ring strategy.</small>			
Destinations	Destination	Delay	Timeout	Prompt
	<input type="text" value="2001"/>	0 ▼	15 ▼	<input type="text"/> ▼
	<input type="text" value="2002"/>	0 ▼	15 ▼	<input type="text"/> ▼
	<input type="text" value="2003"/>	10 ▼	30 ▼	<input type="text"/> ▼
	<input type="text" value="2004"/>	10 ▼	30 ▼	<input type="text"/> ▼
	<input type="text"/>	0 ▼	30 ▼	<input type="text"/> ▼
	<small>Add destinations and parameters to the ring group.</small>			

If you select “Sequence” you need to use the “order” dropdown to decide the order that destinations will ring in. If multiple destinations have the same order, the lowest numbered destination will be attempted first.

Name	<input type="text" value="Main"/> <small>Enter a name.</small>			
Extension	<input type="text" value="7000"/> <small>Enter the extension number.</small>			
Strategy	<input type="text" value="Sequence"/> ▼ <small>Select the ring strategy.</small>			
Destinations	Destination	Order	Timeout	Prompt
	<input type="text" value="2001"/>	0 ▼	20 ▼	<input type="text"/> ▼
	<input type="text" value="2002"/>	5 ▼	20 ▼	<input type="text"/> ▼
	<input type="text" value="2003"/>	10 ▼	20 ▼	<input type="text"/> ▼
	<input type="text" value="2004"/>	15 ▼	20 ▼	<input type="text"/> ▼
	<input type="text"/>	0 ▼	30 ▼	<input type="text"/> ▼
	<small>Add destinations and parameters to the ring group.</small>			

You can also enter a timeout destination for any calls to the ring group that are not answered.

Relevant setting explanations:

CID Name Prefix = Add name prefix in addition to the calling number

CID Number Prefix = Add number prefix in front of the calling number

Forwarding = Set call forwarding for all calls to the hunt group

Inbound Routes

Inbound Routes are used to send calls from an external number to an internal destination on the system.

To add or edit an inbound route, navigate to Configuration > Inbound Routes.

The “Destination” is the external number, which must always include the leading 44, as per the example below. Following that, select where calls to that number should route using the “Actions” dropdown which will include all configured system extensions.

You can also add a Name prefix in front of the caller ID, which will be added when calls use the inbound route.

Type	<input type="text" value="Inbound"/> ▼ Select the type.
Destination	<input type="text" value="441887377921"/> Enter the destination.
Context	<input type="text" value="public"/> Enter the context.
Actions	<input type="text" value="2001"/> ▼ <input type="text"/> ▼
Caller ID Name Prefix	<input type="text" value="DDI"/> Set a prefix on the caller ID name.
Enabled	<input type="text" value="True"/> ▼ Set the current status of this destination.
Description	<input type="text"/> Enter a description for this destination (optional).

Global Address Book

The Global Address Book allows management of a shared contact list which can be accessed by all extensions on the domain.

To add or remove contacts from the Global Address Book, navigate to Configuration > Global Address Book. Use the plus button to add a new contact or the cross button next to an existing contact to delete it. Existing contacts can also be edited by clicking the pencil icon next to the contact.

Name	<input type="text" value="Bob Mobile"/> <small>Enter the name.</small>
Number	<input type="text" value="07771234567"/> <small>Enter the exact number.</small>
Group	<input type="text" value="Global"/>

Apps

Call Block

Call Block allows the maintenance of a blacklist of blocked numbers.

To add, edit or delete a blocked number, navigate to Apps > Call Block.

Enter the number including any leading zeroes, and give it a name. You can also choose how to respond to calls from this number – reject, return engaged, place the call on hold or send to a mailbox.

Each block can be enabled or disabled.

Number	<input type="text" value="02031418850"/> Enter the exact number.
Name	<input type="text" value="Nuisance"/> Enter the name.
Action	<input type="text" value="Reject"/> ▼ Set an action for calls from this number.
Enabled	<input type="text" value="True"/> ▼ Set to true to enable call blocking for this number.

Call Detail Records

Call Detail Records allows you to view and search completed calls on the system.

To view completed calls navigate to Apps > Call Detail Records.

The default view will show all completed calls on the system. The view can be filtered using the fields at the top of the list to show specific calls only. In the example below, the list has been filtered to show answered outbound calls from any extension beginning with “200” (2001, 2002, 2003 etc.).

Direction	<input type="text" value="Outbound"/>	Source	<input type="text" value="200*"/>	Start Range	<input type="text" value="From"/>	<input type="text" value="To"/>
Status	<input type="text" value="Answered"/>	Destination	<input type="text"/>	CID Name	<input type="text"/>	

The list can also be exported in PDF or CSV format using the “Export” button at the top of the page.

Operator Panel

The Operator Panel provides an overview of each extension's current status.

To view the current status of each extension navigate to Apps > Operator Panel.

The Operator Panel will show whether each extension is on a call, whether the call is inbound or outbound and to/from what number, and whether the extension has enabled Do Not Disturb.

If an extension is also an agent, the icon will change colour according to their agent status. Extensions that have not changed their status (DND on/off) will remain grey.

Green = "Available"

Red = "Do Not Disturb"

Grey = "No status set"



Recordings

Recordings allows the management of existing system recordings.






To manage recorded greetings navigate to Apps > Recordings.

Each existing recordings name and filename can be changed, and they can also be listened to and downloaded.

To create a new recording, dial *732 and follow the instructions. Any new recordings will appear on this page.

Recordings

Dial *732 to create a recording, or (for best results) upload a 16bit 8khz/16khz mono WAV file.

Recording Name	File Name	Tools	File Size	Uploaded
recording0.wav	recording0.wav	 	21.29 KB	Apr 25, 2018 14:01:16 
recording10.wav	recording10.wav	 	44.00 B	Apr 25, 2018 13:58:06 
recording.wav	recording.wav	 		

Status

Active Call Center

Active Call Center provides a live overview of configured call center queues.

To view live call center queues, navigate to Status > Active Call Center and select the queue you wish to view.

The page will show the agent information of each agent that is a member of the queue, including queue call stats and current status. Below the agent status is the current queue which will show calls currently in the queue as well as abandoned calls for the configured amount of time under the queue configuration.

Agents
A current list of agents is below.

Name	Extension	Status	State	Status Change	Missed	Answered	Tier State	Tier Level	Tier Position	Options
2001	2001	Logged Out	Waiting	0:17:04	0	0	Ready	0	1	Call
2003	2003	Available	Waiting	20:26:32	0	6	Ready	0	2	Call
2004	2004	Available	Waiting	20:26:32	0	2	Ready	0	3	Call

Queue: Support-Queue Waiting: 0 Trying: 0 Answered: 0
A current list of callers in the queue is below.

Time	Name	Number	Status	Agent
------	------	--------	--------	-------

Active Calls

Active Calls provides a live overview of all currently active calls on the system.

To view active calls navigate to Status > Active Calls.

Active Calls (4)

Use this to monitor and interact with the active calls.

Profile	Created	Number	CID Name	CID Number	Dest	Application	Read / Write Codec
internal	2018-05-09 10:41:34	2001	2001	2001	0800500005	bridge:sofia/gateway/Primary/0800500005	PCMA:8000 / PCMA:8000
external	2018-05-09 10:41:34	0800500005	2001	1887377921	0800500005		PCMA:8000 / PCMA:8000
external	2018-05-09 10:41:58	02075013030	02075013030	02075013030	2004	bridge:user/2004@example.spitfiresp.net	PCMA:8000 / PCMA:8000
internal	2018-05-09 10:41:58	2004	02075013030	02075013030	2004		:/:

Note that an external call will have 2 legs – the internal leg from the handset to the system, and the external call from the system out to the network. Likewise, an extension-to-extension call will also show 2 legs.

Active Conferences

Active Conferences provides a live overview of currently active conference rooms on the system.

To view an active conference room, navigate to Status > Active Conferences and click on the room you wish to view.

When viewing the active conference room, you can see the connected members and who is currently speaking. There are also controls to mute, deaf or kick each member.

Members: 2 LOCK MUTE ALL END CONFERENCE

CID Name	CID Number	Capabilities	Joined	Quiet	Has Floor	
02075013030	02075013030		00:02:14	00:00:03	Yes	+ENERGY -ENERGY +VOL -VOL +GAIN -GAIN MUTE DEAF KICK
2001	2001		00:04:48	00:00:03	No	+ENERGY -ENERGY +VOL -VOL +GAIN -GAIN MUTE DEAF KICK

Call Statistics

Call Statistics provides a live summary of each extension's current day call activity.

To view extensions' call summary, navigate to Apps > Call Statistics and select the call group you wish to view (if no call groups have been configured, all extensions will be listed under "Default Call Group").

Default Call Group									
Extension	CID Name	Answered	Missed	No Answer	Busy	Inbound Calls	Inbound Duration	Outbound Calls	Outbound Duration
2001	Bob	0	0	0	0	0	0:00:00	3	0:01:44
2002	Alice	0	0	0	0	0	0:00:00	0	0:00:00
2003		0	0	0	0	0	0:00:00	0	0:00:00
2004		0	2	0	0	2	0:00:00	0	0:00:00
2005		0	0	0	0	0	0:00:00	0	0:00:00
5000	Group VM	0	0	0	0	0	0:00:00	0	0:00:00
Total		0	2	0	0	2	0:00:00	0	0:01:44

The page will show a breakdown of inbound and outbound call statistics for each extension.