



FireSwitch Hosted PBX 2.2 Admin Guide

Client Version

Document Version 1.0





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Brief

It is strongly recommended that if you are managing your PBX you do sign up for the Spitfire Training. Spitfire will not be responsible for any misconfiguration or miss-operation of the Spitfire FireSwitch.

Create Outbound Routes

Navigate to 'Configuration' > 'Outbound Routes' and click on the '+' (Plus) button to create a new outbound route. For a Standard outbound rule, select the Primary trunk as 'Gateway' and the Backup trunk as 'Alternate 1'. The outbound dial plan uses regular expressions that can be selected from drop down and edited depending on what outbound route you wish to create.

Outbound Routes	
Gateway	Primary Select the gateway to use with this outbound route.
Alternate 1	Backup Select another gateway as an alternative to use if the first one fails.
Dialplan Expression	^((?!070)0[1-8]\d{8.9})S
	UK Numbers Shortout to create the outbound dialplan entries for this Gateway.
Prefix	Enter a prefix number to add to the beginning of the destination number.
Limit	Enter limit to restrict the number of outbound calls.
Account Code	Enter the accountcode.
Toll allow	Set to true to enable foll allow
PIN Numbers	False 🗸
Order	900 V Select the order number. The order number determines the order of the outbound routes when there is more than one.
Enabled	True Choose to enable or disable the outbound route.
Description	UK Calls Enter the description.

Underneath the 'Dialplan Expression' field, choose from the dropdown the appropriate option that relates to your requirements, for example "UK Numbers". This will populate the 'Dialplan Expression' field with the relevant expression. In the 'Description' field, name the route to match the chosen dial plan and save. Repeat this with further routes as required.

Please note the order number should be 900 or above. This is set by default but please ne aware on some new PBXs it might be lower. Lower numbers can conflict with system dial plans and may impact inbound and outbound dialling.

If there are restrictions on some users having access to certain routes (e.g. "International") a 'Toll allow' option must be used. This requires a logical name to be used such as "International". This can then be matched in the 'Toll allow' field for any extensions that are allowed to use this dial plan. All other extensions which are not set up with the 'Toll allow' will not be able to use the route.





'International' Outbound Route

Outbound Routes	is of a call When a call watches the conditions the call is then could to the geterray
Gateway	Primary V Select the gateway to use with this outbound route.
Alternate 1	Backup Select another gateway as an alternative to use if the first one fails.
Dialplan Expression	^(00.*)\$
	International Shortout to create the outbound dialplan entries for this Gateway.
Prefix	Enter a prefix number to add to the beginning of the destination number.
Limit	Enter limit to restrict the number of outbound calls.
Account Code	Enter the accountcode.
Toll allow	International Set to true to enable toll allow
PIN Numbers	False 🗸
Order	900 V Select the order number. The order number determines the order of the outbound routes when there is more than one
Enabled	True Choose to enable or disable the outbound route.
Description	International Calls Enter the description.

Extension			
Voicemail Enabled	True True Enable/disable voicemail for this extension.		
Voicemail Mail To	Enter the email address to send voicemail to (optional).		
Voicemail File	Audio File Attachment Select a listening option to include with the email notification.		
Voicemail Keep Local	True Choose whether to keep the voicemail in the system after sending the email notification.		
Missed Call	Select the notification type, and enter the appropriate destination.		
Toll Allow	International Enter the toll allow value here. (Examples: domestic,international,local)		
Call Timeout	20 Enter the call timeout.		
Call Group	Default Enter the user call group here. Groups available by default: sales, support, billing.		
Call Screen	False T Choose whether to enable or disable call screening.		



Outbound Routes



When checking a route after setting up, you should see the "Toll allow" rule above the expression.

Tag	Туре	Data
condition	\${user_exists}	false
condition	\${toll_allow}	International
condition	destination_number	^(00.*)S

The "Toll allow" option can also be used to set up multiple routes when you have more than one trunk. This can manage which trunk a specific extension is allowed to dial out over. See the example below.

_	bound Routes					
		nore. When a ca	If matches the conditions the call to outbound routes			
	Name	Number	Context	Order	Enabled	Description
0	Ashford_Primary d			901	True	AshfordAll
63	Bicester Primary d			901	True	BicesterAll
	London Primary d			901	True	LondonAll
	Manchester_Primary.d			901	True	ManchesterAll

Create the rule as described previously, and this time choose a logical name that relates to the trunk in use, e.g. 'London'.

Gateway	London Primary
	Select the gateway to use with this outbound route.
Alternate 1	London Backup
	Select another gateway as an alternative to use if the first one fails.
Alternate 2	•
	Select another gateway as an alternative to use if the second one fails.
Dialplan Expression	*((?#070)0[1-8]:d{8.9})\$
	UK Numbers
	Shortout to create the outbound dialplan entries for this Gateway
Prefix	Enter a prefix number to add to the beginning of the destination number.
Limit	
- Com	Enter limit to restrict the number of outbound calls.
Toll allow	London
	Set to true to enable toll allow
Order	901 -
	Select the order number. The order number determines the order of the outbound routes when there is more than one.
Enabled	True V
	Choose to enable or disable the outbound route.
Description	London - UK Numbers
	Enter the description.

Once again, check this after creating it to ensure the 'Toll allow' rule is above the chosen expression.

Тад	Туре	Data
condition	\${user_exists}	false
condition	\${toll_allow}	
Containon	\${ton_anow}	London

Then add the 'Toll allow' name to the specific extensions that are using this trunk for outbound calls. This now allows the outbound CLI to be used for any DDIs on that trunk.





Create Users

A user should be created for each extension that will be added to the PBX. This is necessary for access to the user web interface, accessing contacts, and for configuring 'Call Centre Queues'.

- Navigate to 'Configuration' > 'Users' and click on '+ ADD'.
- > Use the extension number of the user as the 'Username'.
- > Enter the complex password (supplied by Project Manager) in the 'Password' field.
- > Enter email address of the user in the 'Email' field.
- > Assign 'User' from the 'Groups' drop down menu.
- Press 'Save'.
- Repeat this for all users before creating the corresponding extensions.

Username	2001
Password	
	Required: 8 Invalid Password Length (Number, Lowercase, U
nfirm Password	
	Green field borders indicate typed passwords match.
Email	XXXXXXQ@spitfire.co.uk
Time Zone	×
	Select the default time zone.
Status	Available 🗸
	Set the user's presence.
Contact	2001 🗸
	Assign a contact to this user account. View
Groups	user —
	✓ + ADD
Enabled	True 🗸
	Set the status of this account.

Create Extensions

Navigate to 'Configuration' > 'Extensions'.

Click on '+ ADD' and enter the desired extension number. You can also use the 'Range' dropdown to create multiple extensions.

Extension	Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.
Range	1 Enter the number of extensions to create. Increments each extension by 1.

Once created, you can select each extension and complete the remaining fields as appropriate (the rest are optional) and then click 'save'.





Extension Settings:

- ➤ User = Assigns the corresponding user for the extension.
- > Voicemail password = PIN for accessing voicemails for that extension.
- Effective caller ID name = Presented name on internal calls.
- > Device Provisioning = MAC address of handset to be added here with the appropriate template.
- > Effective caller ID number = Presented number on internal calls. Should be the same as the extension number.
- > Outbound caller ID number = Presented number on external calls (with NO leading '0' or '44' for Spitfire SIP Trunk).
- Directory Full Name = Name as required in the directory.
- Voicemail Enabled = True (to be active) /False (to disable).
- > Voice Mail To = Email address for voicemail to email.
- > Voicemail File = Can set how the PBX will issue the Voicemail File i.e. File attachment or Link
- > Toll Allow = As discussed in the Outbound Route section.
- Call Group = Used for the call pickup feature. Extensions in the same Call Group will be able to pick up each other's calls.

A user needs to be assigned to an extension in order for the user to be able to login to the PBX web interface for their extension.

The outbound caller ID number will always need to be populated with a valid CLI, even if it is just the default trunk CLI.

If you have created a range of extensions you will need to go back into each extension to complete each field.

Create Group Mailboxes

Group mailboxes are simply extensions which are permanently set to "Do Not Disturb" (so they will always forward to voicemail).

Extension Add	
Extension	5000 Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.
Range	2 V Enter the number of extensions to create. Increments each extension by 1.

Create the extension as normal, and when the extension is created, select it and navigate to "Call Forward" at the top right of the page.

Set "Do Not Disturb" to "Enabled" and save.	H BACK OC	Call FORWARD 54VE	
	Do Not Disturb	O Disabled Enabled	

This can now be used as a destination for unanswered ring group calls or the time out for auto attendants for example. If the users want to be notified of group mailbox messages on their handset, this extension can be registered as a second account on the handset (see page 11 for more information).

You can also choose to send the voicemail notification to an email address. Multiple email addresses can be separated by a comma.





Create Divert Extensions

Divert extensions can be used for any off system call forwarding (for example, to divert calls to a third party answering service as a final destination, or when a "Call Flow" or "Time Condition" requires an external divert). Divert extensions should be programmed with a different numbering plan from the normal extensions. For example, if the normal extensions are configured as 2xxx, then the divert extensions could be in the 3xxx range (just so it's easier to differentiate). To configure a divert extension, create an extension as described earlier.

Extension Add	
Extension	3000
	Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.
Range	1
	Enter the number of extensions to create. Increments each extension by 1.
User	3000 🖌
	Assign users to this extension.
Voicemail Password	4400
	Enter the numeric voicemail password here.

Then go to the Call forward option for that extension.

K BACK G CDR	CALL FORWARD	🕒 СОРУ	₱ SAVE
--------------	--------------	--------	--------

Here you can set the destination number, and save.

Call Forward	O Disabled O Enabled	07747463023
	Forward all calls to the spec	ified destination.

Configure Handsets

Auto provisioning is available on Yealink handsets. To utilise this, Navigate to "Configuration > Extensions" on the PBX, and click on the extension you want to provision. Under "Device Provisioning", add the MAC address of the handset, and assign the corresponding template for your device. Then click "SAVE".

Extension	2000	
	Enter the alphanumeric extension. The	default configuration allows 2 - 15 digit extensions.
Password		
	Enter the password here.	
Users	2000 —	
	Assign users to this extension.	
	Assign users to this extension.	
Voicemail Password	4400	
	Enter the numeric voicemail password	here.
Device Provisioning	Line MAC Address	Template
	1 00-15-65-9a-af-61	yealink/t27p
	~ ·	✓ ✓ ✓ + ADD

To add a group mailbox extension to a handset, add the MAC addresses to the group mailbox extension's "Device Provisioning" field and assign it to "Line 2". This will add the mailbox extension as a second account on those handset/s. You could add another mailbox (e.g. the Night Mailbox) as "Line 3".





Extension	5000			
	Enter the	e alphanumeric extension. The d	efault configuration allows	2 - 15 digit extensions.
Password				
	Enter the	e password here.		
Users		✓ + ADD		
	Assign u	sers to this extension.		
Voicemail Password				
	Enter the	e numeric voicemail password h	ere.	
Device Provisioning	Line	MAC Address	Template	
	2	00-15-65-12-34-56	yealink/t27	. –
	2	00-15-65-af-de-9a	yealink/t27	. –
	~		✓	✓ + ADD



Programming Line / Feature Keys:

Choose the MAC address for the handset you're configuring, this can be done from "Extension > Device Provisioning", or "Configuration > Handset Provisioning".

Here you can program extensions individually, or create a profile that can be selected for multiple extensions to save time.

Device Profile	y changes to the prot	ile eff	ect al	l devices ass	signed to the profile					H DHLA	COPY	7 544
Name	T42											
Keys	Category	Ke	y s	Vendor	Туре		Line	Value	Protocled	Label	lcon	Delet
	Line 👻	2	~	Yealink 🗸	Line	*	1 +		•			
	Line 🗸	3	*	Yealink 🗸	Speed Dial	*	1 ¥	18	~	Pick Up		
	Line 👻	4	•	Yealink 🛩	BLF	*	1 ~	park+*5901	~	Park 1		0
	Line 👻	5	*	Yealink 🗸	BLF	*	1 +	park+*5902	~	Park 2		
	Line 👻	6	•	Yealink 🗸	BLF	*	1 ¥	*6000	~	Day/Night		
	Programmable ~	7	~	Yealink 🛩	N/A	•	0 🗸					
	Programmable ~	8	~	Yealink 🛩	N/A	~	0 ~					

Always use "Key 2" as a second "Line 1" key for the main account. If the extensions have a group mailbox account added you must set programmable keys 7 and 8 as N/A. This ensures the user cannot accidentally toggle between different extensions configured on the handset (a group mailbox, for example), and attempt to dial out from here.





If you have created one or more profiles, you can select which one to use under the "Device Provisioning" for that handset.

the MAC address. 87.224.71 0 the device label. link/t27p v t a temptate.) 204(http://ttps)										
the device label link/t27p 🗸											
link/t27p 🗸											
t a template.											
Server Address	Display Name	User ID	Auth ID	Password	Port	Transport		Register Expires	Shared Line	Enabled	Delete
training-cjj spitfirevo	Muhammad	2000	2000	\$ DgQgjpcqG0w	5060	UDP	*	120		True 🛩	
•					5060	UDP	*	120		True 🗸	
- +											
	 training-cjj spitfirevo + 	training-cij spitfirevo Muhammad v +	v training-ciji spitfirevo Muhammad 2000 v	v training-cji spitfrevo Muhammad 2000 2000 v +		▼ training-ciji spitfirevo Muhammad 2000 2000 \$ DgGgjpcqG0w 5060 ▼ 5060 5060	▼ training-cji spitfirevo Muhammad 2000 \$Dg0gjpcqG0w 5060 UDP ▼ 5060 UDP ▼ 5060 UDP	▼ training-cjj spitfirevo Muhammad 2000 \$DgOgjpcqGOw 5060 UDP ▼ ▼ 5060 UDP ▼ ▼ 1 5060 UDP ▼	Server Address Deprov Nume Defroit Aum ID Password Pon stampont Express v training-cji spitfrevo Muhammad 2000 2000 \$DgOgjpcqGow 5060 UDP 120 v	Server Address Lispity Nume User ID Aum ID Password Port Itampon Expites Line training-cji spitfirevo Muhammad 2000 2000 \$DgQgjpcqGow 5060 UDP 120 5060 UDP 120 200 2000 2000	Server Address Deprint Name Der ID Aum ID Password Point Immopol Expires Line Endled v training-cij spitfirevo Muhammad 2000 2000 \$DgQgjpcqG0w 5060 UDP 120 True v v 4

To provision the handset, log on to the handset's web interface.

Username	admin				
Password					

Navigate to "Settings > Auto Provision" Enter the "Server URL", e.g.

https://training-1.spitfirevoiceapps.net /app/provision/

Enter "User Name" e.g. "provision".

Enter "Password" (which will be provided).

Then Click "Confirm".

Auto Provision	IPv6 Custom Option	
Auto Provision	Server URL	https:// training-1.spitfirevoiceapps.net /app/provis
Configuration	User Name	provision
Dial Plan	Password	•••••

Navigate to "Security", then click on "Trusted Certificates". For the option "Only Accept Trusted Certificates", set to "Disabled" then click "Confirm".





Trusted	-			
Certificates	2			
Server Certificates	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
				ĺ
		Only Accept Trusted Certificates	Disabled	۳
		Common Name Validation	Disabled	٠
		CA Certificates	All Certificates	٠
		Common Name Validation	Disabled	•

Depending on model and firmware, the phone may reboot and provision at this stage. If not go back to "Settings > Auto provision" and click "Auto Provision Now".

Configure Feature Codes

Some commonly used feature codes which can be programmed onto buttons:

*8	Group pickup.
**[extension]	Extension pickup.
*33[extension]	Eavesdrop (PIN required).
*97	Voicemail.
*22	Agent login/logout.
*732	Recordings.
*74	Call forward toggle.
park+*[5901-5999]	Shared park orbit (BLF).

Create Ring Groups

Navigate to "Configuration > Ring Groups" and click the plus button to create a new ring group. There are 4 hunt strategies to select from:

Simultaneous: Rings all defined destinations and can also be used for delayed / staged ringing.

Enterprise: Used for ring groups where more than one device is used for extensions, e.g. a handset in the office and a handset at home, or for a handset and a softphone associated with the same extension. Please note that delayed ringing does not work as it does with the "Simultaneous" groups, so the use of overflow groups should be used instead.

Sequence: Extensions rung in the order specified.

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	Main Enter a name.				
Extension	7000 Enter the extension number.				
Strategy	Simultaneous Select the ring strategy.				
Destinations	Destination	Delay	Time	out Prompt	
	2001	0	15	•	- ×
	2002	0 •	15	-	- ×
	2003	10	30	-	- ×
	2004	10	· 30	-	- ×
		0	30	-	-
	Add destinations and param	neters to th	e ring g	roup.	

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

Timeout Destination	5000 Day Mailbox 5000 🔹	
	Select the timeout destination for this ring g	group.

The maximum timeout for a ring group, or groups if they overflow, should be 120 seconds. For longer ring time requirements a "Call Centre Queue" should be considered.

Create Call Centre Queues

Navigate to "Configuration > Call Centre Queues" and click the plus button to create a new call centre queue.

The mandatory fields are "Queue Name" and "Extension" (the internal number of the call queue). To leave everything else default, click "SAVE".

Call Center Queue	K BACK ■ STOP ► START C RESTART
Queue Name	Support Queue
	Enter the queue name.
Extension	7100
	Enter the extension number.
Greeting	✓
	Select the desired Greeting.
Strategy	Ring All 🗸

In order to add extensions to a queue, corresponding agents must first be created. From the "Call Centre Queues" menu, click on "Agents" at the top right of the page and then click the plus symbol to add a new agent.





In order to be able to create an agent, there must be a user that can be assigned to the agent.

Select the user from the "Agent Name" dropdown and enter the same value as the "Agent ID". Next, select the corresponding extension from the "Contact" dropdown. You can also set the default agent status. This should usually be set to "Available" to ensure that agent is "logged in" to the queue by default.

	(f)
Agent Name	Muhammad
	Select the agent name.
Туре	callback
	Enter the agent type.
Call Timeout	900
	Enter the call timeout.
Username	
Osemanie	2000 ~
Agent ID	2000
	Enter the agent ID.
Agent Password	[
	Enter the agent password.
Contact	2000 2000 Muhammad Ali 🗸 🗸
conner	2000 2000 Muhammad Ali Select the contact number.
Status	Available 🗸
	Select the default agent status.
No Answer Delay Time	900
	Enter the agent no answer delay time in seconds
Max No Answer	0
	Enter max no answer.
Wrap Up Time	10
	Enter the wrap up time.
Reject Delay Time	
Reject Dealy Time	90
	Enter the reject delay time.
Busy Delay Time	90
	Enter the agent busy delay time.

Ensure that the agent timers correspond to the timers in the Queue so that the phones will ring accordingly.

Now that you have created an agent, you can go back and add the agent to the queue. From the "Agent Name" dropdown, select the agent(s) to be added to the queue.



In order for any changes to the queue to take effect, you must click "Restart" in the top right of the page. This will not disconnect any queued calls.

Create Auto Attendants

Navigate to "Configuration > Auto Attendants" and click on the plus button to create a new auto attendant.

Give the auto attendant a name and an extension number.

If this is a new install, there will be no greeting to select for "Greet Long" so it can be left blank. You can upload a recording in the correct format (16bit 8khz/16khz mono WAV), or dial *732 from an extension to record a greeting. When a





recording has been made / uploaded, it can then be selected here. When recording the greeting, you should choose an "ID number" to match the number of the Auto Attendant. This helps to select the correct greeting for each Auto Attendant and ensures easy re-recording. The same ID number can be used which will overwrite the previous greeting without then having to change the recording in the below field.

Name	Main Nu	umber				
	Enter a na	me for the IVR menu.				
Extension	8000					
	Enter the e	extension number.				
Parent Menu	~					
Language		~				
Greet Long	recordin	108000 mp3 🗸 🖌 刘				
Greet Long		reeting is played when entering the	menu.			
Greet Long Greet Short			menu.			
	The long g	reeting is played when entering the		L.J.		
	The long g	reeting is played when entering the		l. Order		Description
Greet Short	The long g	reeting is played when entering the v d greeting is played when returning to		Order	~	Description sales
Greet Short	The long g The short g Option	reeting is played when entering the v d greeting is played when returning to Destination	the menu	Order		1
Greet Short	The long g The short g Option 1	reeting is played when entering the v greeting is played when returning to Destination 7000 Sales RG Sales	the menu	Order	~	sales

Choose the appropriate options and destinations as required.

Create Conference Bridges

Navigate to "Configuration > Conference Centres" and click the plus button to create a new "Conference Centre".

Give the "Conference Centre" a name and extension number.

If this is a new install, there will be no greeting to select for "Greeting" and this can be left blank. You can upload a recording in the correct format (16bit 8khz/16khz mono WAV), or dial *732 from an extension to record a greeting. This can then be selected here.





Name	Conf Centre 1
	Enter the conference center name.
Extension	4000 Enter the conference center extension number.
Greeting	Select the greeting that is played before joining the conference room.
PIN Length	8 Enter the minimum PIN length.
Enabled	True Select whether to enable or disable the conference center.
Description	Enter the description.

This is the extension that will be dialled to reach any conference bridges that have been setup.

Once the "Conference Centre" has been created, navigate to "Rooms". Here you can create individual conference bridges.

All settings (including PINs) should be populated automatically, note that "Wait for Moderator" is enabled by default. This means that the conference won't start until a moderator has joined using the moderator PIN.

Using conference centers and rooms allows one extension to be used for multiple conference bridges.

Configure Inbound Routes

With Spitfire 2.1, DDI's are pointed to one destination. This can be an Extension, an Auto Attendant, a Ring Group, a Call Queue, a Mailbox, a Conference Centre, a Call Flow, or a Time Condition.

Navigate to Configuration > Inbound Routes and click the plus button to add the route.





Destination

Inbound destinations are the DID/DDI, DNIS or Alias for inbound calls.

Туре	Inbound V Select the type.
Destination	442075013030 Enter the destination.
Context	public Enter the context.
Actions	6100 Main_noRouting Main nc 🗸
Caller ID Name Prefix	Set a prefix on the caller ID name.
Enabled	True Set the current status of this destination.
Description	Main Number Enter a description for this destination (optional).

Configure Call Flows, Time conditions and Inbounds Routes

If you want automatic switching between a Day and Night service, (e.g. an Auto Attendant in office hours, and a group mailbox for outside of office hours), then a time condition can be configured. For further information on this, please navigate to page 22.

Quite often though, you may require further options to manually change routing to other destinations, such as an external number divert, or a mailbox for holidays.

This can be achieved by creating one or more "Call Flows".

The example on page 23 shows a "Call Flow" which when set to "On" (by dialling it's star code or pressing a pre-configured BLF) will go to a mailbox, and when set to "Off" it points to the "Time Condition". In this example the Inbound DDI will point to the "Call Flow".

On page 24 you will see examples of "stacking" additional "Call Flows", where more than one manual override is required.

Please note that where a "Time Condition" is being used, this should be the last stage of the "stack".

Configure a Time Condition for Automatic Night Service

To configure automatic night service, navigate to "Configuration > Time Conditions" and click the plus button. Give the "Time Condition" a name and an extension number, and set the conditions using the dropdowns.





Name	Auto_NS Enter the name for the time condition.
Extension	6001 Enter the extension number.
Settings	Condition Value Range Day of Week Monday Friday Friday Stoo PM Stoo PM Stoo Booo Main AA Stoo Define custom conditions necessary to execute the destination selected above. Condition Condition Condition Condition Condition Condition Condition
Settings	Condition Value Range Image Image Image Image
Presets	 New Year's Day May Day Spring Bank Holiday August Bank Holiday Christmas Day Boxing Day 3000 Select from available presets. Click a preset name to further customize the conditions and/or destination of each. Select a Default Destination above to be <i>applied</i> to each preset checked (without a destination already defined).
Alternate Destination	5000
Order	300 -
Enabled	True
Description	

Additional conditions can be stacked and there are also pre-sets available, both of which can be sent to a separate destination.

A DDI should then be pointed to the extension number of the time condition for it to be in effect.

Configure a Call Flow for Manual Night Service

To configure manual night service, navigate to "Configuration > Call Flows" and click the plus button. Give the night service a name, extension number, and "star" feature code (indicated with an asterisk). This is the code which will be dialled from an extension to enable/disable the "Call Flow".

Giving each mode a "Label" will change what is displayed in the status dropdown and on the main call flow page. Under the "Destination" dropdown, select where calls should go when inactive, and under the "Alternate Destination" dropdown, select where calls should go when active. You can also select a confirmation sound for each mode to play when this is activated / deactivated.





Name	Manual Day/Night Mode
	Enter the name.
Extension	6100 Enter the extension number.
Feature Code	*6100 Enter the feature code.
Status	Off Select the status.
PIN Number	Enter the pin number.
Destination Label	Off
Sound	ivr/ivr-disabled.wav Select the sound to play when the status is set to the destinations.
Destination	6001 Example_Time_Condition ▼ ◀ Select the destination.
Alternate Label	On Enter the alternate destination label.
Alternate Sound	ivr/ivr-enabled.wav Select the sound to play when status is set to the alternate destination.
Alternate Destination	50000 ₪ ▼ ◀ Select the alternate destination.
Context	example.spitfirevoiceapps.net Enter the context.
Description	Manual Day/Night





Configure Additional Call Flows

To configure additional "Call Flows" for the same DDI, it is recommended that you plan the flows out on a table first.

For example:



Answering Service

 $\mathbf{1}$

Off

Time Condition 6000	
Auto Set as required	





Uploading Contacts

1. Some ground rules:

- Extensions need permissions for the 'user' role, so assign a user to an extension.
- Devices (Handsets) need permissions for the 'user' role, so assign a user to a device.
- Contacts need to be in the group 'user' so they are displayed to all users.

2. Creating the CSV import

Open a text document using a basic text editor like Notepad. Other editors have CSV editing capabilities and useful tools, like Visual Studio Code. Ideally you want something other than Excel which has a tendency to remove leading zeros from telephone numbers, replace characters with other characters and use the wrong line endings when exporting to CSV.

The file should consist of 7 headers minimum:

- contact_name_given, first name
- contact_name_family, surname if required
- phone_number, no spaces, with leading zero
- phone_type_voice, always '1'
- phone_primary, always '1'
- phone_label, usually 'Main'
- group_name, always 'user'

The last 4 are essential, and you can copy and paste 1,1,Main,user for every line. So you end up with:

contact_name_given,contact_name_family,phone_number,phone_type_voice,phone_primary,phone_label,group_name

Now to add your entries:

contact_name_given,contact_name_family,phone_number,phone_type_voice,phone_primary,phone_label,group_name

Adam, Example, 02075013030, 1, 1, Main, user Adam, Example (Mobile), 07747463000, 1, 1, Main, user Beth, Example, 02075013031, 1, 1, Main, user Chris, Example, 02075013032, 1, 1, Main, user

3. When you have finished creating the CSV file, head to the import button. You can also copy and paste into the HTML input box, this ensures line endings are consistent whether you are on Unix/Windows OS's. However you can also just upload the file.

4. If the upload fails, you may have a bad character somewhere that isn't allowed. Try to stick to basic ANSI characters found on the normal ISO keyboard. Watch out for strange quote marks that Microsoft Office and websites like to use instead of: "





Quick Configuration changes

Extension Name changes

To rename an extension you will need to make the changes on the Fireswitch portal which will then push the change on to the device used to register the extension. Please note that if you have BLF buttons configured on handsets that display user names and not extension numbers they will need to be amended on the portal accordingly. Please follow the steps below to carry out the changes.

1. Navigate to 'Configuration' tab and select the 'Extensions' option.



2. Select the extension you would like to edit i.e. 2001.

Extensions (1)					
Use this to configure your SIP extensions.					
Extension	Effective CID Name				
2001	Extn 2001				

3. Under the extension settings change the fields as indicated below and save (clicking on ¹ top right hand side).

xtension		н		
Extension	2001 Enter the alphanumeric extension	The default configuration allows 2 - 15 digit extension		
Password	Enter the password here.			
Users	2001			
Voicemail Password	Assign users to this extension.	vord here.		
Account Code	spitfiretest.spitfirevoiceapps Enter the account code here.			
Device Provisioning	Line MAC Address	Template		
Effective Caller ID Name	Select a device and line number to Extn 2001		Effective Caller ID Name	Maria Enler the internal caller ID name herp.
Effective Caller ID Number	Enter the internal catler ID name h		Effective Caller ID Number	2001 Enter the internal caller ID number here.
Outbound Caller ID Number	Enter the internal caller ID number		Dutbound Caller ID Number	Enter the external (public) caller ID number here.
Directory Full Name	Enter the external (public) caller ID	2001	Directory Full Name	Maria Smith

4. Once saved you will need to re-register any handsets that are set up with the extension so the device configuration can be updated. You can do this by power cycling the device or navigating to "Status" > "Registrations" selecting device with the extension and clicking on "Provision" or "Reboot".