



Spitfire Hosted PBX 2.1 Provisioning Guide

Client Version

Document Version 1.2

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Create Outbound Rules

Navigate to “Configuration > Outbound routes” and click the plus button to create a new outbound rule. For a standard outbound rule, select the primary trunk as the “Gateway” and the Backup trunk as “Alternate 1”. The outbound dial plan uses regular expressions.

Outbound Routes

One or more conditions that are matched to attributes of a call. When a call matches the conditions the call is then routed to the gateway.

Gateway	Primary ▼ <small>Select the gateway to use with this outbound route.</small>
Alternate 1	Backup ▼ <small>Select another gateway as an alternative to use if the first one fails.</small>
Dialplan Expression	<input type="text" value="^((?070)0[1-8]d{8,9})\$"/> UK Numbers ▼ <small>Shortcut to create the outbound dialplan entries for this Gateway.</small>
Prefix	<input type="text"/> <small>Enter a prefix number to add to the beginning of the destination number.</small>
Limit	<input type="text"/> <small>Enter limit to restrict the number of outbound calls.</small>
Account Code	<input type="text"/> <small>Enter the account code.</small>
Toll allow	<input type="text"/> <small>Set to true to enable toll allow</small>
PIN Numbers	False ▼
Order	900 ▼ <small>Select the order number. The order number determines the order of the outbound routes when there is more than one.</small>
Enabled	True ▼ <small>Choose to enable or disable the outbound route.</small>
Description	UK Calls <small>Enter the description.</small>

There are now “Shortcuts” to create the outbound dial plan entries. 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 on 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 will not be able to.

Outbound Routes

Outbound dialplans have one or more conditions that are matched to attributes of a call. When a call matches the conditions the call is then routed to the gateway.

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	^(00.*)\$ International ▼ Shortcut to create the outbound dialplan entries for this Gateway.
Prefix	<input type="text"/> Enter a prefix number to add to the beginning of the destination number.
Limit	<input type="text"/> Enter limit to restrict the number of outbound calls.
Account Code	<input type="text"/> Enter the accountcode.
Toll allow	International Set to true to enable toll allow
PIN Numbers	False ▼
Order	900 ▼ 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 ▼ Enable/disable voicemail for this extension.
Voicemail Mail To	<input type="text"/> 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 ▼ Choose whether to enable or disable call screening.

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

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

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.

Outbound Routes

Route outbound calls to gateways, idm, enum and more. When a call matches the conditions the call to outbound routes.

<input type="checkbox"/>	Name	Number	Context	Order	Enabled	Description
<input type="checkbox"/>	Ashford_Primary.d			901	True	AshfordAll
<input type="checkbox"/>	Bicester_Primary.d			901	True	BicesterAll
<input type="checkbox"/>	London_Primary.d			901	True	LondonAll
<input type="checkbox"/>	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”.

Outbound Routes

Outbound dialplans have one or more conditions that are matched to attributes of a call. When a call matches the conditions the call is then routed to the gateway

Gateway	<input type="text" value="London Primary"/> <div>◀</div>
	Select the gateway to use with this outbound route.
Alternate 1	<input type="text" value="London Backup"/> <div>◀</div>
	Select another gateway as an alternative to use if the first one fails.
Alternate 2	<div>▼</div>
	Select another gateway as an alternative to use if the second one fails.
Dialplan Expression	<input type="text" value="^((?070)0[1-8]d{8,9})\$"/>
	<div>UK Numbers ▼</div>
	Shortcut to create the outbound dialplan entries for this Gateway.
Prefix	<input type="text"/>
	Enter a prefix number to add to the beginning of the destination number.
Limit	<input type="text"/>
	Enter limit to restrict the number of outbound calls.
Toll allow	<input type="text" value="London"/>
	Set to true to enable toll allow
Order	<div>901 ▼</div>
	Select the order number. The order number determines the order of the outbound routes when there is more than one.
Enabled	<div>True ▼</div>
	Choose to enable or disable the outbound route.
Description	<input type="text" value="London - UK Numbers"/>
	Enter the description.

Once again, check this after creating it to ensure the “toll allow” rule is above the chosen expression.

Tag	Type	Data
condition	\${user_exists}	false
condition	\${toll_allow}	London
condition	destination_number	^(\d*)\$

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”, and repeat this for all users before creating the corresponding extensions.

Username	<input type="text" value="2001"/>
Password	<input type="password" value="....."/> <small>Required: 10 Invalid Password Length (Lowercase, Uppercase)</small>
Confirm Password	<input type="password" value="....."/> <small>Green field borders indicate typed passwords match.</small>
Email	<input type="text" value="chris.joannou@spitfire.co.uk"/>
Time Zone	<div><div></div><div></div></div> <small>Select the default time zone.</small>
Status	<div><div>Available</div><div></div></div> <small>Set the user's presence.</small>
Contact	<div><div>2001</div><div></div></div> <small>Assign a contact to this user account. View</small>
Groups	<div><div>user</div><div></div></div> <div><div></div><div>+ ADD</div></div>
Domain	<div><div>training-cjj.spitfirevoiceapps.net</div><div></div></div> <small>Select the Domain</small>
Enabled	<div><div>True</div><div></div></div> <small>Set the status of this account.</small>

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	<input type="text"/>
Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.	
Range	<input type="text" value="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.

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.

Voice Mail To = Email address for voicemail to email.

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

Extension	<input type="text" value="5000"/>
Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.	
Range	<input type="text" value="2"/>
Enter the number of extensions to create. Increments each extension by 1.	

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

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.

Do Not Disturb	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
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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 normal as described earlier.

Extension Add

Extension	<input type="text" value="3000"/>	<small>Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.</small>
Range	<input type="text" value="1"/>	<small>Enter the number of extensions to create. Increments each extension by 1.</small>
User	<input type="text" value="3000"/>	<small>Assign users to this extension.</small>
Voicemail Password	<input type="text" value="4400"/>	<small>Enter the numeric voicemail password here.</small>

Then go to the Call forward option for that extension.



Here you can set the destination number, and save.

Call Forward	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled	<input type="text" value="07747463023"/>
<small>Forward all calls to the specified destination.</small>		

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	<input type="text" value="2000"/> <small>Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.</small>														
Password	<input type="password" value="....."/> <small>Enter the password here.</small>														
Users	<input type="text" value="2000"/> <input type="button" value="−"/> <input type="button" value="v"/> <input type="button" value="+ ADD"/> <small>Assign users to this extension.</small>														
Voicemail Password	<input type="text" value="4400"/> <small>Enter the numeric voicemail password here.</small>														
Device Provisioning	<table border="1"> <thead> <tr> <th>Line</th> <th>MAC Address</th> <th>Template</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>00-15-65-9a-af-61</td> <td>yealink/t27p</td> <td><input type="button" value="−"/></td> </tr> <tr> <td><input type="button" value="v"/></td> <td><input type="text"/></td> <td><input type="button" value="◀"/></td> <td><input type="button" value="+ ADD"/></td> </tr> </tbody> </table>			Line	MAC Address	Template		1	00-15-65-9a-af-61	yealink/t27p	<input type="button" value="−"/>	<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="◀"/>	<input type="button" value="+ ADD"/>
Line	MAC Address	Template													
1	00-15-65-9a-af-61	yealink/t27p	<input type="button" value="−"/>												
<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="◀"/>	<input type="button" value="+ 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	<input type="text" value="5000"/> <small>Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.</small>																		
Password	<input type="password" value="....."/> <small>Enter the password here.</small>																		
Users	<input type="button" value="v"/> <input type="button" value="+ ADD"/> <small>Assign users to this extension.</small>																		
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Line	MAC Address	Template																	
2	00-15-65-12-34-56	yealink/t27g	<input type="button" value="−"/>																
2	00-15-65-af-de-9a	yealink/t27g	<input type="button" value="−"/>																
<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="◀"/>	<input type="button" value="+ ADD"/>																

Extension	<input type="text" value="5001"/>																
Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.																	
Password	<input type="password" value="....."/>																
Enter the password here.																	
Users	<input type="text"/> <input type="button" value="+ ADD"/>																
Assign users to this extension.																	
Voicemail Password	<input type="password" value="...."/>																
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3	00-15-65-af-de-9a	yealink/t27g	<input type="button" value="-"/>														
<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="+ 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

Define a set of keys as a profile. Any changes to the profile effect all devices assigned to the profile.

Name	<input type="text" value="T42"/>										
Keys	Category	Key	Vendor	Type	Line	Value	Protected	Label	Icon	Delete	
	Line	2	Yealink	Line	1					<input type="checkbox"/>	
	Line	3	Yealink	Speed Dial	1	*8		Pick Up		<input type="checkbox"/>	
	Line	4	Yealink	Call Park	1	park**5901		Park 1		<input type="checkbox"/>	
	Line	5	Yealink	Call Park	1	park**5902		Park 2		<input type="checkbox"/>	
	Line	6	Yealink	BLF	1	*6000		Day/Night		<input type="checkbox"/>	
	Programmable	7	Yealink	N/A	0					<input type="checkbox"/>	
	Programmable	8	Yealink	N/A	0					<input type="checkbox"/>	

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.

MAC Address	<input type="text" value="0015659aa61"/>																																				
Enter the MAC address. 87 224 78 204(http/https)																																					
Label	<input type="text" value="2000"/>																																				
Enter the device label.																																					
Template	<input type="text" value="yealink/t27p"/>																																				
Select a template.																																					
Lines	<table border="1"> <thead> <tr> <th>Line</th> <th>Server Address</th> <th>Display Name</th> <th>User ID</th> <th>Auth ID</th> <th>Password</th> <th>Port</th> <th>Transport</th> <th>Register Expires</th> <th>Shared Line</th> <th>Enabled</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>training-cj spittfirevo</td> <td>Muhammad</td> <td>2000</td> <td>2000</td> <td>\$DgQjpcq90w</td> <td>5060</td> <td>UDP</td> <td>120</td> <td></td> <td>True</td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>5060</td> <td>UDP</td> <td>120</td> <td></td> <td>True</td> <td></td> </tr> </tbody> </table>	Line	Server Address	Display Name	User ID	Auth ID	Password	Port	Transport	Register Expires	Shared Line	Enabled	Delete	1	training-cj spittfirevo	Muhammad	2000	2000	\$DgQjpcq90w	5060	UDP	120		True	<input type="checkbox"/>							5060	UDP	120		True	
Line	Server Address	Display Name	User ID	Auth ID	Password	Port	Transport	Register Expires	Shared Line	Enabled	Delete																										
1	training-cj spittfirevo	Muhammad	2000	2000	\$DgQjpcq90w	5060	UDP	120		True	<input type="checkbox"/>																										
						5060	UDP	120		True																											
Profile	<input type="button" value="+"/>																																				
Select a Key Profile and/or define custom keys below.																																					

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



The login screen features a title bar with 'Login' in large green text and 'Enterprise IP Phone SIP-T27G' in smaller green text. Below the title bar, there are two input fields: 'Username' with the text 'admin' and 'Password' with masked characters '.....'. At the bottom, there are two green buttons labeled 'Login' and 'Cancel'.

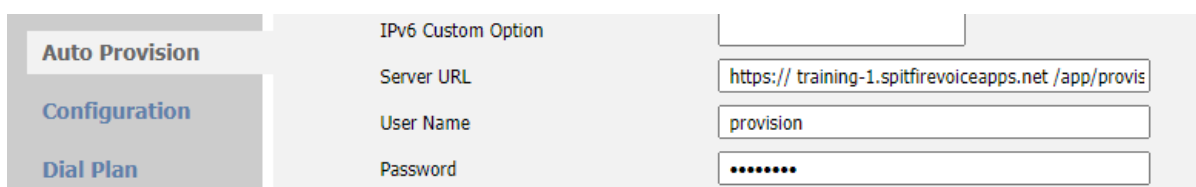
Navigate to "Settings > Auto Provision" Enter the "Server URL", e.g.

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

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

Enter "Password" (which will be provided).

Then Click "Confirm".



The 'Auto Provision' configuration screen has a sidebar with 'Auto Provision', 'Configuration', and 'Dial Plan'. The main area is titled 'IPv6 Custom Option' and contains three fields: 'Server URL' with the value 'https:// training-1.spitfirevoiceapps.net /app/provis', 'User Name' with the value 'provision', and 'Password' with masked characters '.....'.

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



The 'Trusted Certificates' screen shows a list of certificates numbered 1 through 10. Below the list, there are three settings: 'Only Accept Trusted Certificates' set to 'Disabled', 'Common Name Validation' set to 'Disabled', and 'CA Certificates' set to 'All Certificates'.

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	<input type="text" value="Main"/> <small>Enter a name.</small>			
Extension	<input type="text" value="7000"/> <small>Enter the extension number.</small>			
Strategy	<div>Simultaneous ▼</div> <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>				

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

Timeout Destination	<div>5000 Day Mailbox 5000 ▼</div> <small>Select the timeout destination for this ring group.</small>
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The maximum timeout for a ring group, or groups if they overflow, should be 120 seconds. For longer ring time requirements a “Call Center Queue” should be considered.

Create Call Center Queues

Navigate to “Configuration > Call Center Queues” and click the plus button to create a new call center 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

◀ BACK STOP ▶ START ↺ RESTART

Queue Name	<input type="text" value="Support Queue"/> <small>Enter the queue name.</small>
Extension	<input type="text" value="7100"/> <small>Enter the extension number.</small>
Greeting	<div><div></div></div> <small>Select the desired Greeting.</small>
Strategy	<div><div>Ring All</div></div>

In order to add extensions to a queue, corresponding agents must first be created. From the “Call Center 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.

Call Center Agent

Agent Name	<div><div>Muhammad</div></div> <small>Select the agent name.</small>
Type	<input type="text" value="callback"/> <small>Enter the agent type.</small>
Call Timeout	<input type="text" value="900"/> <small>Enter the call timeout.</small>
Username	<div><div>2000</div></div>
Agent ID	<input type="text" value="2000"/> <small>Enter the agent ID.</small>
Agent Password	<input type="password" value="...."/> <small>Enter the agent password.</small>
Contact	<div><div>2000 2000 Muhammad Ali</div></div> <small>Select the contact number.</small>
Status	<div><div>Available</div></div> <small>Select the default agent status.</small>
No Answer Delay Time	<input type="text" value="900"/> <small>Enter the agent no answer delay time in seconds.</small>
Max No Answer	<input type="text" value="0"/> <small>Enter max no answer.</small>
Wrap Up Time	<input type="text" value="10"/> <small>Enter the wrap up time.</small>
Reject Delay Time	<input type="text" value="90"/> <small>Enter the reject delay time.</small>
Busy Delay Time	<input type="text" value="90"/> <small>Enter the agent busy delay time.</small>

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.

Agents	Agent Name	Tier Level	Tier Position	
	Joe ▾	0 ▾	0 ▾	—
	Mike ▾	0 ▾	0 ▾	—
	Muhammad ▾	0 ▾	0 ▾	—
	▾	0 ▾	0 ▾	—

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	<input type="text" value="Main Number"/> Enter a name for the IVR menu.																													
Extension	<input type="text" value="8000"/> Enter the extension number.																													
Parent Menu	<div>▼</div>																													
Language	<div>▼</div>																													
Greet Long	<div>recording8000.mp3 ▼ ◀</div> The long greeting is played when entering the menu.																													
Greet Short	<div>▼ ▶</div> The short greeting is played when returning to the menu.																													
Options	<table border="1"> <thead> <tr> <th>Option</th> <th>Destination</th> <th></th> <th>Order</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>7000 Sales RG Sales ▼</td> <td>◀</td> <td>000 ▼</td> <td>sales</td> </tr> <tr> <td>2</td> <td>7001 Support RG Support ▼</td> <td>◀</td> <td>000 ▼</td> <td>Support</td> </tr> <tr> <td>3</td> <td>7002 Switchboard Switchboard ▼</td> <td>◀</td> <td>000 ▼</td> <td>Reception</td> </tr> <tr> <td></td> <td>▼</td> <td>◀</td> <td>000 ▼</td> <td></td> </tr> </tbody> </table> Define caller options for the IVR menu.					Option	Destination		Order	Description	1	7000 Sales RG Sales ▼	◀	000 ▼	sales	2	7001 Support RG Support ▼	◀	000 ▼	Support	3	7002 Switchboard Switchboard ▼	◀	000 ▼	Reception		▼	◀	000 ▼	
Option	Destination		Order	Description																										
1	7000 Sales RG Sales ▼	◀	000 ▼	sales																										
2	7001 Support RG Support ▼	◀	000 ▼	Support																										
3	7002 Switchboard Switchboard ▼	◀	000 ▼	Reception																										
	▼	◀	000 ▼																											

Choose the appropriate options and destinations as required.

Create Conference Bridges

Navigate to “Configuration > Conference Centers” and click the plus button to create a new “Conference Center”.

Give the “Conference Center” 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	<input type="text" value="Conf Centre 1"/> <small>Enter the conference center name.</small>
Extension	<input type="text" value="4000"/> <small>Enter the conference center extension number.</small>
Greeting	<div><input type="text"/> <small>Select the greeting that is played before joining the conference room.</small></div>
PIN Length	<input type="text" value="8"/> <small>Enter the minimum PIN length.</small>
Enabled	<div><input type="text" value="True"/> <small>Select whether to enable or disable the conference center.</small></div>
Description	<input type="text"/> <small>Enter the description.</small>

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

Once the “Conference Center” 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.

Type	<div>Inbound</div> <div>Select the type.</div>
Destination	<div>442075013030</div> <div>Enter the destination.</div>
Context	<div>public</div> <div>Enter the context.</div>
Actions	<div>6100 Main_no._Routing Main no</div>
Caller ID Name Prefix	<div></div> <div>Set a prefix on the caller ID name.</div>
Enabled	<div>True</div> <div>Set the current status of this destination.</div>
Description	<div>Main Number</div> <div>Enter a description for this destination (optional).</div>

Configure Call Flows, Time conditions and Inbound 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	<input type="text" value="Auto_NS"/> <small>Enter the name for the time condition.</small>																		
Extension	<input type="text" value="6001"/> <small>Enter the extension number.</small>																		
Settings	<table border="1"> <thead> <tr> <th>Condition</th> <th>Value</th> <th>Range</th> <th></th> </tr> </thead> <tbody> <tr> <td>Day of Week</td> <td>Monday</td> <td>~ Friday</td> <td><input type="button" value="X"/></td> </tr> <tr> <td>Time of Day</td> <td>8:00 AM</td> <td>~ 5:00 PM</td> <td><input type="button" value="X"/></td> </tr> <tr> <td colspan="2"> <input type="text" value="8000 Main AA"/> </td> <td> <input type="text" value="500"/> </td> <td></td> </tr> </tbody> </table> <small>Define custom conditions necessary to execute the destination selected above.</small>			Condition	Value	Range		Day of Week	Monday	~ Friday	<input type="button" value="X"/>	Time of Day	8:00 AM	~ 5:00 PM	<input type="button" value="X"/>	<input type="text" value="8000 Main AA"/>		<input type="text" value="500"/>	
Condition	Value	Range																	
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Condition	Value	Range																	
		~	<input type="button" value="X"/>																
<input type="text"/>		<input type="text" value="505"/>																	
Presets	<div> <input checked="" type="checkbox"/> New Year's Day <input type="checkbox"/> May Day <input type="checkbox"/> Spring Bank Holiday <input type="checkbox"/> August Bank Holiday <input checked="" type="checkbox"/> Christmas Day <input checked="" type="checkbox"/> Boxing Day </div> <div> <input type="text" value="3000"/> </div> <small>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).</small>																		
Alternate Destination	<input type="text" value="5000"/>																		
Order	<input type="text" value="300"/>																		
Enabled	<input checked="" type="checkbox"/>																		
Description	<input type="text"/>																		

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 dialed from an extension to enable/disable the “Call Flow”.

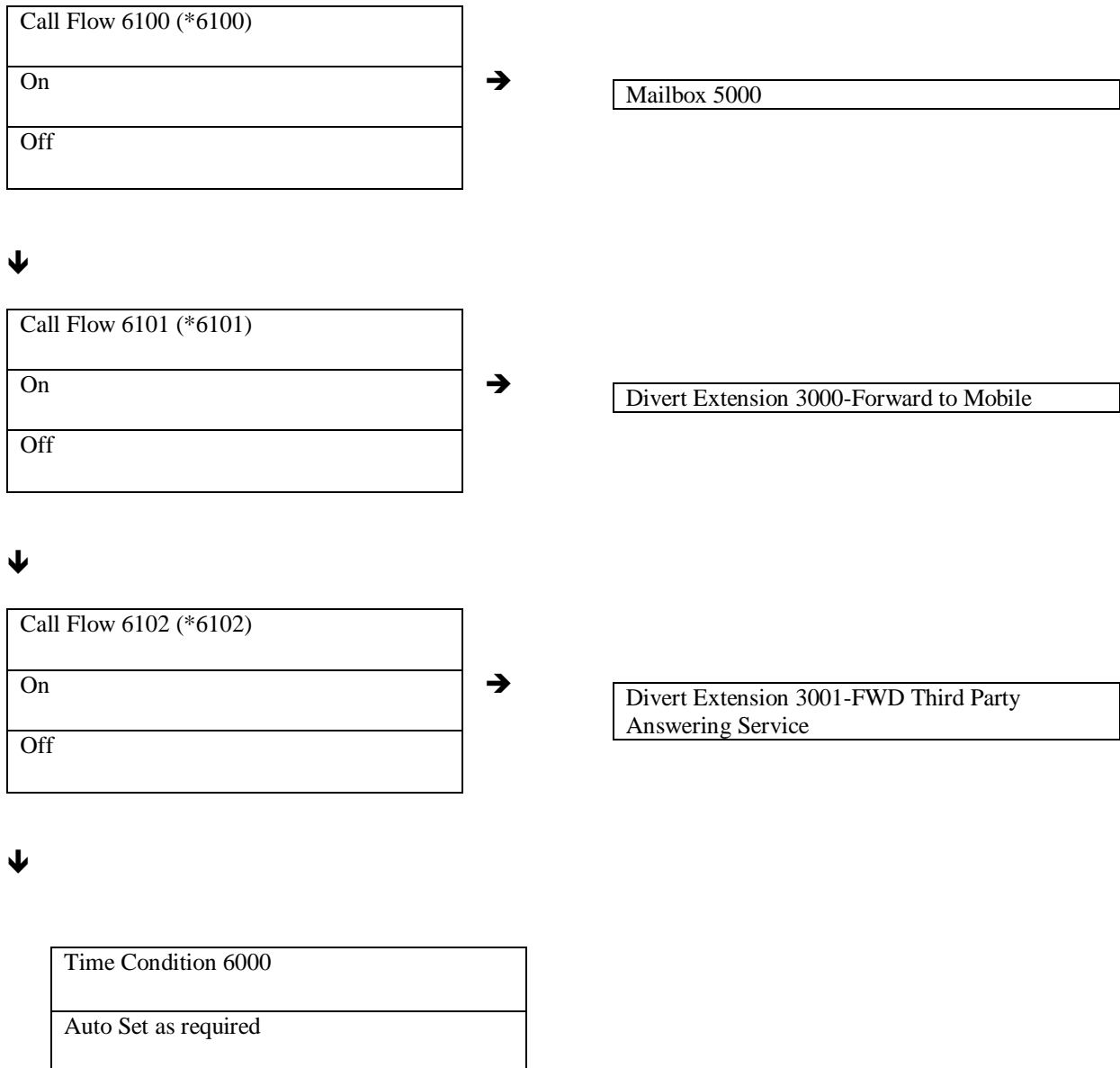
Giving each mode a “Label” will change what is displayed in the status dropdown and on the main call flow page. Under the “Destination” dropdown, select where calls should go when inactive, and under the “Alternate Destination” dropdown, select where calls should go when active. You can also select a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

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



In the above example, the DDI must be pointed to call flow 6100. If all call flows are off, calls will hit the “Time Condition” (6000) and route according to the Day and Night options. If any of the “Call Flows” are triggered, calls will route to the active/on destination of the “Call Flow” until that “Call Flow” is deactivated. Only one “Call Flow” should be active at a time, otherwise the first one in the stack that is active will always take the call.

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: "