



The Multi-User VoIP Setup menu

Getting Started

The Setup section of the Multi-User VoIP menu contains everything you need to setup your phone system. This guide will take an in-depth look at all of the options in this menu.

If you wish to see an example video of setting up a phone system then please click [here](#).

Basic Configuration

The links in the setup menu are shown below. Click on them to view more information.

[PSTN Numbers](#)

[CLI Numbers](#)

[Internal Numbers](#)

[Extensions](#)

[Voicemail](#)

[Aliases](#)

[Hunt Groups](#)

[Queues](#)

[Voice Menus](#)

[Conference Rooms](#)

[Voice Prompts](#)

[Music On Hold](#)

[Emergency Addresses](#)

PSTN Numbers

The PSTN numbers section allows you to tell the system where you want calls to be directed to when a caller calls your PSTN (landline) number. You can divert the call to a number of different types of internal number, for example a hunt group, a call queue or just a standard internal extension.

Assigning the external number destination is usually one of the last things you will do when setting up your system, as you will want to create the internal numbers for it to divert to first. However, when you first sign up to the service the external number will divert to the default extension that is automatically created for you when you sign up for Multi-User VoIP.

To change the destination, simply click the drop down box next to the PSTN number that you wish to amend, select the internal number you wish to use and click save. Please note that the system can take up to 15 minutes to update as changes are refreshed across our database.



CLI Numbers

If you already own a phone number that you wish to present to callers when you make outgoing calls, you can register it on the CLI numbers page. There is a fee for this service, and you will need to fax us proof of ownership of that number (for example, a bill) before we can add it to our database for you to use.

Please note that this is only for numbers that you are still using through another provider. If you wish to completely move a number to CanaryVOIPI you should port the number instead.

Internal Numbers

The internal numbers section shows you the range of internal numbers that you have been allocated by Gradwell, along with how much of the range you have used. If the number range is not being used you can delete it from here. Alternatively, if you need to add extra internal numbers you can do it from this page.

Extensions

Extensions are end points in your phone system to which you add a phone. This can either be a IP hardware phone, a landline phone with an ATA (Analogue Telephony Adapter) or a softphone on your PC. When you first register for the Multi-User VoIP service you will have one extension already created for you.

To add more, simply select a new internal number from the dropdown box in the **Extension** field, and enter a **Name** for the extension. By entering an email address in the **Email** field, you will get notified if you receive a voicemail. Finally, enter a **Password** to login to the extension, and click save.

You can also set the Master CLI from this page, which is the number that will be presented by default to callers when you call them from any extension on your account.

To do more with your extension, simply click it to be presented for more options. This will allow you to edit details of the extension, as well as see if a device is logged in and using it. If you check the **Offline Notify** box you will receive an email if the extension goes offline, allowing you to know instantly if there is a problem.

Other options in this section include:

- **PSTN access:** you can grant or deny the extension the ability to make external calls here.
- **PSTN maximum call duration:** if you wish to limit the length of calls from that extension, enter a figure here.
- **PSTN caller ID:** you can set the CLI for this extension using the dropdown box, or withhold it by checking the Withhold CLI box (if you wish you can withhold your number on an ad hoc basis by dialling 141 before dialling the rest of the number). Please note that this will not change the CLI for all extensions – this must be done from the internal numbers page.
- **Emergency Address:** enter the address that you are using the extension from here. This is extremely important because the emergency services will use this to route your call to the correct contact centre using this information if you need to call them. For more information see the [Emergency Addresses](#) section.
- **Message before ringing:** if you wish for the caller to hear a message first when they call you, record it in the Voice Prompts menu and then select it here.
- **Hold Music:** You can upload custom hold music in the *Music On Hold* area and select it here.
- **Play Hold Music while ringing:** by checking the box, your caller will hear the select hold music instead of a ringing tone.
- **Record Calls:** the call recording feature can be used for diagnostic purposes. It is not designed for the routine recording of calls and can occasionally cause unexpected behaviour during the call. If you are recording a call for diagnostic purposes you must ensure that you inform the caller at the start of the call.
- **Voicemail:** you can manage and customise your voicemail settings here. To record a custom outgoing message, either visit the *Voice Prompts* menu or click the record/upload messages link.



- **Hash transfer:** if your phone model supports hash transfers, you can use the checkbox to enable the feature.
- **Divert:** you have the ability to divert calls to this extension to another internal number, a phone number or SIP URL. If you divert the call to an external number you have the option of forwarding the original CLI, so you can see who is calling you.
- **Divert Mode:** there are three types of divert. Sequential will cause your SIP phone to ring until the divert time is reached (if the phone is offline or busy it will divert automatically). It will then stop ringing. Delayed Parallel will cause the SIP phone to continue to ring after the divert time has been reached, and will not divert automatically if the phone is offline or busy. Finally, Sequential with repeat will cause the SIP phone to ring until the divert time has been reached, and then continue to ring the SIP phone as well as the divert destination.

Voicemail

You can listen to and manage all received voicemail here. This means that you can listen to your voicemail from anywhere in the world, as long as you have an internet connection and access to your control panel.

Aliases

Sometimes, you may always want a caller to be immediately diverted without any delay. In this case, rather than setting it up as an internal extension with a diversion, you can forward (alias) it. This facility can be used in various ways; for example, creating an extension for a mobile number for a service engineer or salesman on the road. This is useful because employees can simply dial the seven digit internal number, rather than remembering the alternative number. You can also forward to extensions within other CanaryVOIP Multi-User VoIP accounts, which is useful if you have more than one account.

Simply choose a spare **Internal Number** to use, add a **Name** for it and enter the **Destination**. There are three types of destinations that you can use as an alias using the dropdown box:

- **Local Extension:** Use this if you are linking to a seven digit CanaryVOIP extension
- **External Number:** Use this if your alias is a landline or mobile phone number
- **External SIP/IAX2 URL:** Use this option if the alias is a SIP or IAX2 address

Click on the alias to set more options:

- **Message before ringing:** If you wish for the caller to hear a message before the alias rings, select it here. To record a message, visit the *Voice Prompts* menu.
- **Record calls:** If required for diagnostic purposes, you can record the call. Please note that this can cause unexpected issues, and you should always inform the other party at the beginning of the call that it is being recorded.
- **Forward original CLI:** If you wish for the original caller's number to be displayed when the call transfers to your device, check this box.
- **Caller ID Tag:** If your SIP devices supports it, you can add a prefix here, which will be appended to the caller's number. This can help you ascertain where the call has been transferred from (for example, a hunt group or queue)



Hunt Groups

Hunt groups are used to call groups of phones in a set order, or all at the same time. This is useful when any one of a number of people could pick up a call.

To create a new hunt group, click **Create New Hunt Group**. Select an unused internal number to use using the dropdown box, and enter a name so you know what the hunt group is for. Add an email address so that you can be notified if any voicemail is left, and finally click **Create**.

To edit the hunt group, click on it to be presented with the following options:

- **Record calls:** If required for diagnostic purposes, you can record the call. Please note that this can cause unexpected issues, and you should always inform the other party at the beginning of the call that it is being recorded.
- **Voicemail options:** You can turn voicemail on and off for the hunt group, as well as changing the PIN code to access it. To use a custom outgoing message, record one in the *Voice Prompts* section and then select it from the *Voicemail Outgoing Message* dropdown box. If you would prefer the voicemail to go to a different account within the organisation, select the appropriate internal number from the *Voicemail Account* dropdown box.
- **Message before ringing:** You can upload a custom message to be played to your caller before ringing in the *Voice Prompts* section and select it using the dropdown box.
- **Hold Music:** To play hold music to the caller whilst ringing, upload it in the *Music On Hold* section first, then select it from the dropdown box and check the *Play Hold Music while ringing* box.
- **Caller ID Tag:** If your SIP device supports it, you can add a prefix here, which will be appended to the caller's number. This can help you ascertain where the call has been transferred from (for example, a hunt group or queue).
- **Bank Holiday schedule:** To use the Sunday schedule on Bank Holidays, select the United Kingdom option from the dropdown box.
- **Time zone:** If the users of the hunt group are not in the United Kingdom, you can select their local time zone from the dropdown box to make setting up the hunt group easier.

To add internal numbers to the hunt group, scroll to the **Members** section at the bottom of the page and select them using the *Add New Member* dropdown box. Click *Update* to add them to the hunt group. You have several options to customise the hunt group, and all of these can be set on a per-member basis:

- **Days Enabled:** Use this to select the days of the week each member will be part of the hunt group.
- **Time range:** You can choose the times of day that members are part of the hunt group. If they are members at different times of the day you can add them to the group and modify each one accordingly.
- **Order:** You can set the order that the member's phones ring by entering a number in this field. Numbers do not necessarily have to run sequentially. You can use sequential numbers (e.g. 1,2,3,4) to call phones one after the other, or concurrent numbers (e.g. 1,1,1,1) to call multiple phones at once. In this case, whoever picks up their phone first will answer the call. You can mix sequential and concurrent numbers. For example, if you were to assign one member the number '1' and three other members the number '2', the first phone will ring for a set delay (see below), followed by the other three phones all at the same time.
- **Delay:** You can choose how long the member's phone rings for using this box, up to a maximum of 30 seconds. Once this delay is reached, the system will attempt the next member (or members) in the hunt group.
- **Allow VM:** Use this to allow the member's phone to go to voicemail.
- **Delete:** Use this to remove members from the hunt group.

Always ensure that you click update to save any changes.



Queues

Queues allow you to place callers into a queue to await their call to be answered, as opposed to hearing an engaged tone or going to voicemail if another call is already in progress.

To create a new queue, simply click **Create New Queue**, select an available internal number, a name for the queue and an email address. Finally, click **Create**.

To customise your queue and add members, click it. The following options can be tailored for your needs:

- **Record calls:** If required for diagnostic purposes, you can record calls. Please note that for legal reasons you must always inform the other party that the call is being recorded at the beginning of the call.
- **Message before ringing:** If you wish to play the caller a message when they enter the queue, create it in the *Voice Prompts* section and select it from the drop down box.
- **Hold Music:** If you wish to use custom hold music, upload it using the *Music On Hold* menu and select it from the drop down box. You must always ensure that you have permission from the copyright holder.
- **Caller ID Tag:** If your SIP device supports it, you can prefix a tag to the incoming call. This will be displayed when the device rings, and can help you distinguish where which queue the call was routed through before reaching you (for example, sales, support, a direct call etc.)
- **Queue Options:** You can use the Queue Options section to inform your caller of their position in the queue, the estimated hold time and other messages. Simply used the *Voice Prompts* section of the setup menu to create the custom prompts, and then select them from the drop down boxes.
- **Custom periodic announce frequency:** As well as the voice prompts above, you can also add a custom periodic announcement of your choice. You can then use this field to set how often it is played.
- **Maximum callers waiting in queue:** You can dictate the maximum number of callers that can be held at any one time in the queue by entering it into this field.
- **Press zero to skip to:** You can give your ability for the queue participant to reach any of your internal numbers directly by pressing zero. This is useful if you want to give them the ability to leave a message if they do not wish to hold - simply create an extension with voicemail and no delay. Alternatively another popular use is to allow the caller to return to the top level menu.
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Once you have customised your call queue you can add members to it. Simply select an internal number from the **Add New Member** drop down box and click **Update**. You can choose the days of the weeks and times that the member is a part of the queue using the **Days Enabled** and **Time Range** fields. A video to help you set up call queues is below.

Voice Menus

Voice Menus present your caller with options, which allows you to route the call efficiently by the use of key presses. To get started, click **Create New Menu**. Select an unused internal number, enter a name for the voice menu and an email address. Click **Create** to finish creating the group.

Customising the group is a simple process. Before you start, you will probably want to record some voice prompts to use to guide the caller, and for more information on doing this visit the [Voice Prompts](#) section of this guide. Click on the voice menu you wish to customise, and edit the following options:

- **Message on answer:** Select the voice prompt you wish to use from the drop down box. This will be played to the caller when they enter the voice menu.
- **Message on invalid/no response:** If you wish for the caller to hear a message if they fail to enter a key press, select the relevant voice prompt from the drop down box.
- **Allow IVR extension dial:** If this checkbox is ticked, users will be able to dial the voice menu directly. This is useful for transferring callers, for example a member of the sales team transferring a caller to the support queue.



To add key press options to the menu, use the **Actions** section. Select the digit you wish to customise using the **Digit** dropdown box, and then the destination that that key press would lead to in the next drop down box. This can be an extension, an alias, a hunt group, a queue, a conference room or even another voice menu. You can also give the caller the option to hangup. Click **Update** when you have added the option you require.

Conference Rooms

A conference room is a great way to reduce travelling costs, by allowing employees to dial in and hold a conference call. To set up a conference room, simply choose an unused internal number from the dropdown box, add a name and choose a PIN code.

To access the conference room, you have two options:

- **Attendees using an internal extension:** Simply dial the seven digit internal number, and enter the PIN code when requested.
- **Attendees without an extension or who are external to the organisation:** You can assign the conference room to an external number in the PSTN Numbers section. Alternatively, if you haven't got any spare external numbers you can add the conference room to a voice menu, allowing attendees to call your PSTN number and select the conference room from your menu.

Voice Prompts

Voice Prompts are the building blocks of voice menus, and also used for outgoing voicemail messages. To record a new voice prompt, click **Record New Voice Prompt**. Enter a descriptive name for the prompt, and click **Continue**.

You have two ways of adding your personalised prompt.

Dial 188 from your VoIP phone, or 0870 861 6662 from the PSTN. Follow the instructions, and enter the PIN code shown next to your prompt when requested.

Upload a WAV file by clicking **Upload**.

To use a voice prompt in an outgoing message, select it in the **Voicemail Outgoing Message** dropdown box when you click on the extension or hunt group.

To use a voice prompt in a voice menu, follow the instructions in the [Voice Menus](#) section of this guide.

Music On Hold

Your Multi-User VoIP account allows you to upload custom hold music. This must be in MP3 format and no larger than 8 megabytes. In order to select the hold music on an extension, hunt group or queue, simply click the extension, scroll to **Hold Music** and select the uploaded file from the drop down box. Finally, to activate the hold music check the **Play Hold Music while ringing** checkbox.

You must always ensure that you have permission from the copyright holder for any music you use.

Emergency Addresses

VoIP is fantastic for using the same number in any location, as you can use your phone anywhere with an internet connection. However, this flexibility can also cause issues if you were to make an emergency call. Because your phone number is not tied to one location, if you were to call the emergency services then it is possible that your call would not be routed correctly to a call centre near to your location. Therefore, you need to enter your address and ensure that it is registered on the extension that you are using.