

# HoduPBX

# Extension User Manual

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# 1. General Information

This user's manual provides information on how to use CosmoPBX effectively, in an easy to understand way.

## 1.1 Introduction

CosmoPBX provides great flexibility, by offering data, voice, video and multimedia using a single network. This PBX software helps users to connect anytime, from anywhere as it helps bridge the remote networks. It is scalable, reliable and secure PBX software. It revolves around the requirements of dynamic enterprises. With the help of virtual Private Branch Exchange system, all remote collaboration and telephone communication needs of businesses are fulfilled in a trenchant way.

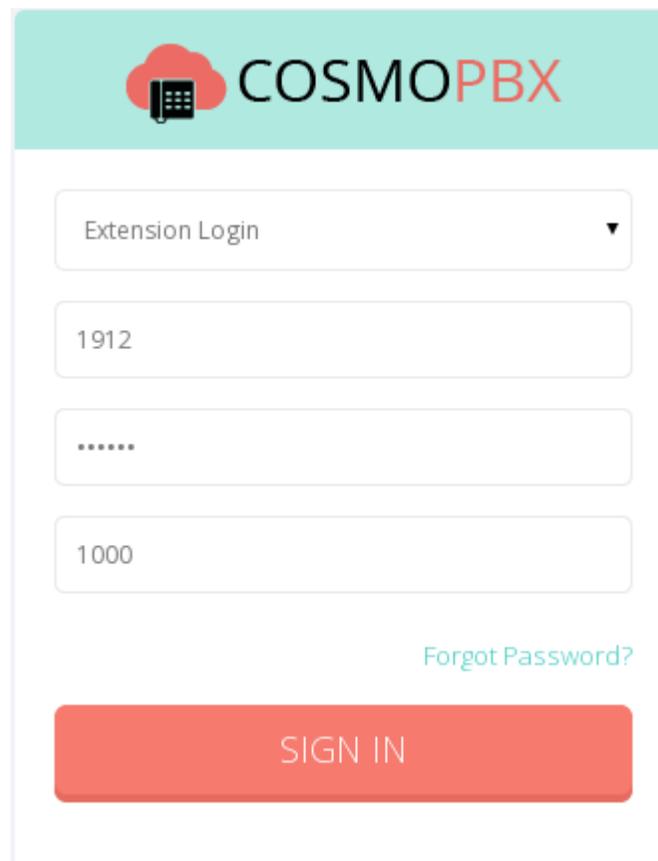
## 1.2 Logging in

Select the type of Login from the dropdown menu. There are two types of login.

- Web Login
- Extension Login

To login as an extension, you need to login with extension login.

- Select 'Extension Login'
- Enter username, password and tenant id to which the extension belongs.
- Click on 'SIGN IN'

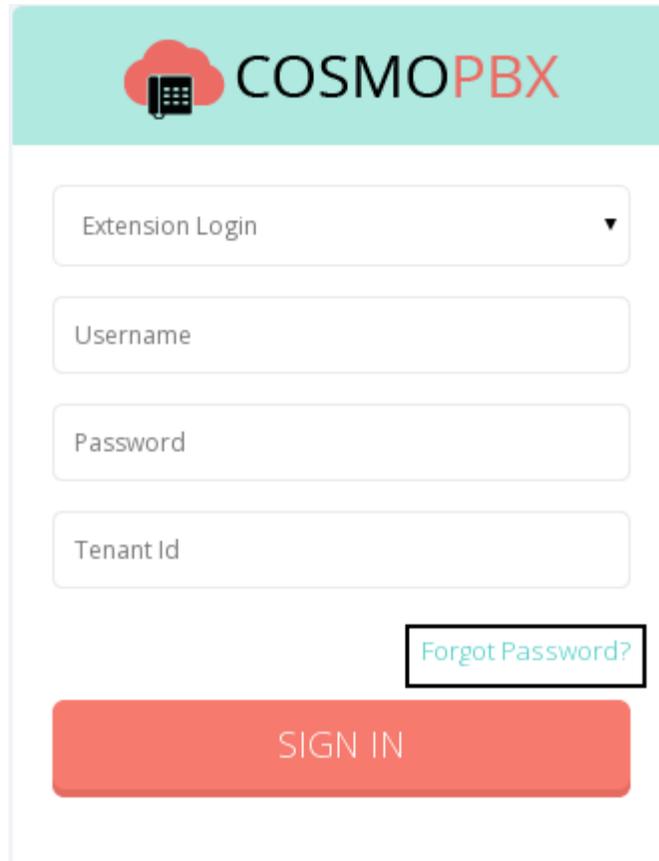


The screenshot shows the COSMOPBX login interface. At the top, there is a teal header with the COSMOPBX logo (a red cloud with a black phone icon) and the text "COSMOPBX". Below the header, there is a dropdown menu with "Extension Login" selected. Underneath the dropdown are three input fields: the first contains "1912", the second contains "\*\*\*\*\*" (password masked), and the third contains "1000". To the right of the password field is a link that says "Forgot Password?". At the bottom of the form is a large red button with the text "SIGN IN".

### 1.3 Forgot Password

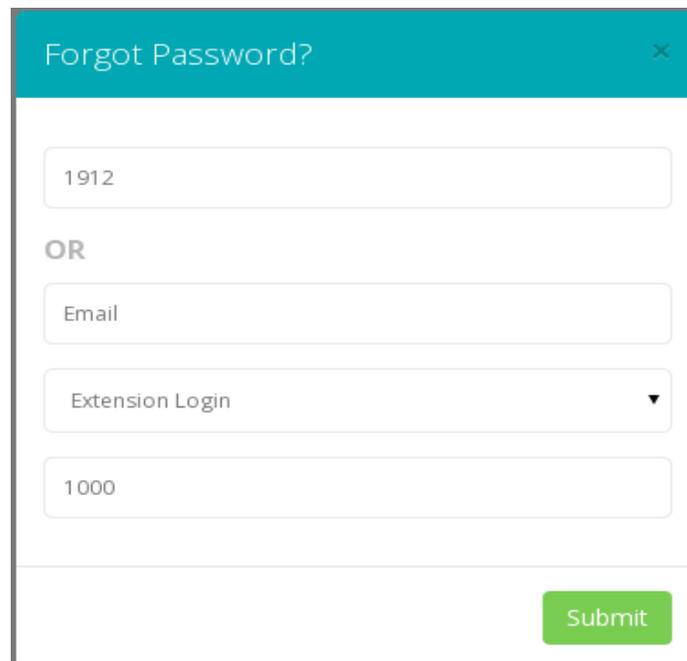
In case, you have forgot you password, you could follow the following steps to set a new password.

- Click on the link named 'Forgot Password?'



The image shows a login form for COSMOPBX. At the top, there is a teal header with the COSMOPBX logo (a red cloud with a black phone icon) and the text 'COSMOPBX'. Below the header, there are four input fields: 'Extension Login' (with a dropdown arrow), 'Username', 'Password', and 'Tenant Id'. A 'Forgot Password?' link is highlighted with a black box. At the bottom is a red 'SIGN IN' button.

- Fill in the username or email address. If only email is entered and it is not unique then you will be required to enter username.
- Select 'Extension Login'.
- Enter the Tenant ID.
- Click on 'Submit'



Forgot Password? ✕

1912

OR

Email

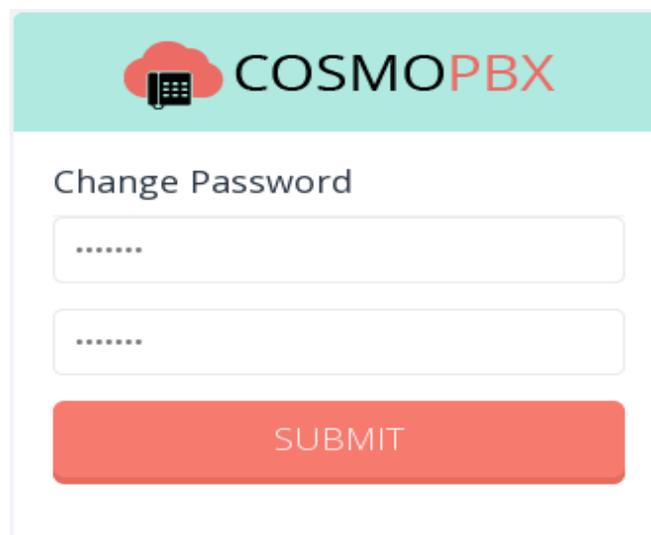
Extension Login ▼

1 000

Submit

After doing this, you will get an email at the email address you specified. Click the link given in the mail, and you will be redirected to cosmopbx platform.

- Fill in the new password
- Click on 'SUBMIT'





Change Password

.....

.....

SUBMIT

## 1.4 Dashboard

The dashboard of an extension displays the general information about the extension such as its name and number and all its configurations.

The dashboard for extension 'jayTest' (Language - CATALAN) is divided into three main sections:

- Left Column (Forwarding Settings):** A list of forwarding rules with their status and values.

Setting	Status/Value
Shift Forward	Disabled
Universal Forward	Voicemail
Busy Forward	Voicemail
No Answer Forward	Voicemail
Unavailable Forward	102
Time Based Forward	13:10:00,17:10:00
Time Based Forward To	Voicemail
Selective Forward	9998499789,...
Selective Forward To	Voicemail
Follow Me	102,103,104
Holiday	Voicemail
Weekoff	Voicemail
- Middle Column (Status & Call Management):** Shows registration status and call logs.

Item	Status/Value
Registration	Deregistered
Last Callee	N / A
Last Caller	N / A
Whitelist	✗
Blacklist	✓
Caller ID Block	✗
Accept Blocked Caller ID	✗
Do Not Disturb	✓
Redial	✗
Call Return	✗
Voice Mail	✓
Bargein	✓
Transfer	✗
Park	✗
Dial-out	✓
- Right Column (Statistics & Speed Dial):** Displays recording and voicemail counts, and a speed dial list.

Category	Count
Total Recordings	4
Total Voicemails	0

Speed Dial	Count
*0	103
*1	1234
*2	111

- The first column lists out all the features and its configurations. Also it shows the name of extension and the default language. This language will be used as default language when this particular extension makes call. If you click on the profile picture, it will take you to the profile page for editing.
- The second column shows whether the extension is registered or not and also it's last caller and last callee. It also lists out the features available to extension and whether they are enabled or not.
- The third column shows you the number of total recordings, voicemails and a list of your speed dial list. If you click on the icons for voicemail, recording or extension, you will be redirected to that particular page.

## 2. Other Pages

### 2.1 Extension Settings

This page is used to update the features of that particular extension.

#### Update Extension Settings

Language	<input type="text" value="CATALAN"/>		Follow Me Group 1	<input type="checkbox"/> External	Disabled	
Follow Me Group 2	<input type="checkbox"/> External	Disabled	Follow Me Group 3	<input type="checkbox"/> External	Disabled	
Holiday	<input type="checkbox"/> External	Disabled	Weekoff	<input type="checkbox"/> External	Disabled	
Shift Forward	<input type="checkbox"/> External	Disabled	Universal Forward	<input type="checkbox"/> External	Disabled	
Busy Forward	<input type="checkbox"/> External	Disabled	No Answer Forward	<input type="checkbox"/> External	Disabled	
Unavailable Forward	<input type="checkbox"/> External	Disabled	Selective Forward To :	<input type="checkbox"/> External	Select	
Selective Forward	<input type="text" value="+"/>		Time From	<input type="text" value="10:09:45"/>	To	<input type="text" value="19:09:45"/>
Time Based Forward	<input type="checkbox"/> External	104	Whitelist	<input type="checkbox"/> OFF	Blacklist	<input type="checkbox"/> OFF
Whitelist	<input type="checkbox"/> OFF		Caller ID Block	<input type="checkbox"/> OFF	Allow Blocked Caller ID	<input type="checkbox"/> OFF
Caller ID Block	<input type="checkbox"/> OFF		Do Not Disturb	<input type="checkbox"/> OFF	Call Recording	<input type="checkbox"/> OFF
Do Not Disturb	<input type="checkbox"/> OFF		Call Back	<input checked="" type="checkbox"/> ON	Call Return	<input checked="" type="checkbox"/> ON
Call Back	<input checked="" type="checkbox"/> ON		Voice Mail	<input checked="" type="checkbox"/> ON	Bargein	<input checked="" type="checkbox"/> ON
Voice Mail	<input checked="" type="checkbox"/> ON		Transfer	<input checked="" type="checkbox"/> ON	Park	<input checked="" type="checkbox"/> ON
Transfer	<input checked="" type="checkbox"/> ON					

For all the forwards you can select the call to get forwarded to an extension or voicemail. You could also disable it.

If the extension is allowed outbound calls, then there will be an option of selecting an external number to forward the call to. You could do that by

checking the checkbox for external.

## 2.2 Speed dial

This is a list of all the extensions that are on speed dial.

If the extension is allowed outbound calls, then there will be an option of adding an external number to speed dial. You could do that by checking the checkbox for external.

After you've added the extensions for speed dial, click on the 'Update All' button to update your speed dial list.

Speed Dial List Update All

Digit	Dialnumber
*0	External <input type="checkbox"/> rj-103 ▼
*1	External <input checked="" type="checkbox"/> 9856423157
*2	External <input type="checkbox"/> rj-103 ▼
*3	External <input type="checkbox"/> Select ▼
*4	External <input type="checkbox"/> Select ▼
*5	External <input type="checkbox"/> Select ▼
*6	External <input type="checkbox"/> Select ▼
*7	External <input type="checkbox"/> Select ▼
*8	External <input type="checkbox"/> Select ▼
*9	External <input type="checkbox"/> Select ▼

Desplegant 1-10 de 10 resultats.

## 2.3 Phone book

This is your phone book which will list all the contacts added in that particular tenant.

The page is divided into three sections.

- **Tenant Phone book list**-This section will display the tenant's phone book list. The numbers entered in tenant's phone book will be in each of its extension's phone book too. However, the extension can still add the same number again.  
If there are same numbers in tenant and extension's phone book, then the name which is stored in extension's phone book will be prioritized, and it will be displayed as caller id when that number calls.
- **Search**-You could search the extensions by phone number and display name.
- **Phone book**-This section lists out the entries that have been created till date.

The screenshot displays the 'Tenant Phonebook List' interface. At the top, there is a header 'Tenant Phonebook List' and a dropdown menu set to '10 records per page'. Below this is a table with columns: First Name, Last Name, Display Name, Extension, Phone Number, Cell Number, Email ID, and Tenant. The table currently shows 'No results found.'.

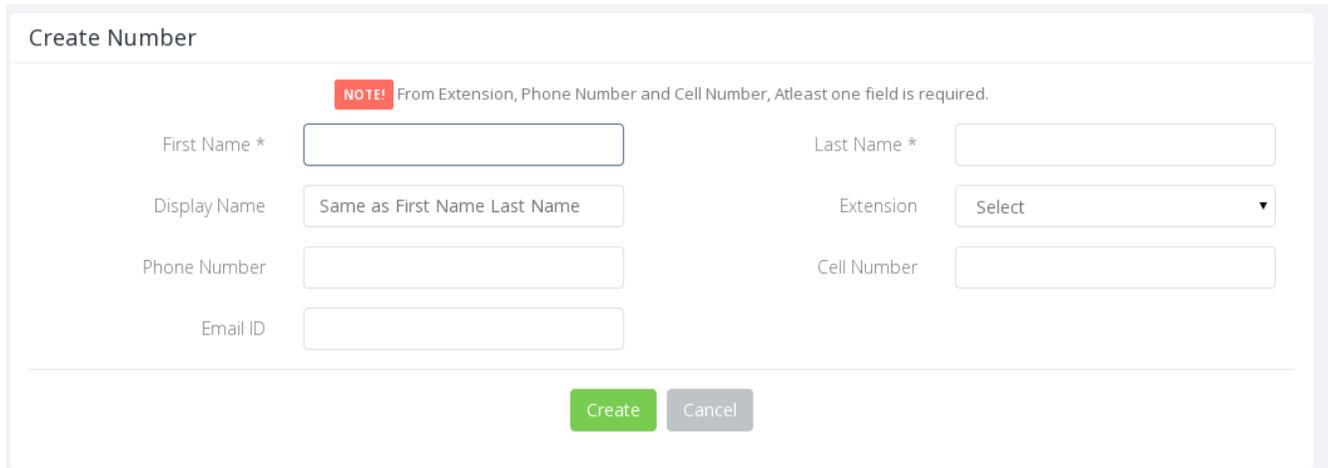
Below the table is a search section with a magnifying glass icon and the text 'Search'. It contains two input fields: 'Phone Number' and 'Display Name', and a green 'Search' button.

At the bottom is the 'Phonebook' section, which also has a dropdown menu set to '10 records per page' and a blue 'Add Number' button. Below this is a table with columns: First Name, Last Name, Display Name, Extension, Phone Number, Cell Number, and Email ID. The table contains two entries:

	First Name	Last Name	Display Name	Extension	Phone Number	Cell Number	Email ID
 	Demo	Test	Demo Test	105	9856231423		
 	Demo2	Test2	demo2 test2	102	8565321456		

### ***Adding a phone book entry-***

If you want to add a new entry to the phone book, click on the 'Add Number' button above the grid. It will open a create form as shown below.



Create Number

**NOTE!** From Extension, Phone Number and Cell Number, Atleast one field is required.

First Name \*

Last Name \*

Display Name

Extension

Phone Number

Cell Number

Email ID

Fill in the required details and click on 'Create' to submit a new phone book entry.

### ***Editing a phone book entry-***

If you want to edit the details of a particular entry, click the little blue icon for that entry in the grid. It will open an update form which is the same as create form.

### ***Deleting a phone book entry-***

If you want to delete a particular entry, click the little red icon for that entry in the grid. It will delete the entry.

## 2.4 Black list

This page lists out the numbers that are blacklisted. If this feature is enabled then all the numbers that are listed would not be able to contact the extension. The constraints on calling will be decided by the 'Type' as explained further. This page is divided into three parts.

- Search-You can search through the list of blacklisted numbers by number and type.
- Import Numbers- You can import a .csv file with a list of blacklisted numbers by using this section. When you will click on add file, it will open a dialog box for choosing the file you want to uploaded. When it is uploaded, click on “Import Numbers”. It will display a message saying how many numbers were successfully added and how many of them were faulty numbers. You could also download a sample file to know the format of .csv file which needs to be uploaded.
- Blacklist-This list displays all the blacklisted numbers.

Q Search

Number  Type

Search

Import Numbers

+ Add file... No file selected Import Numbers Download Sample File

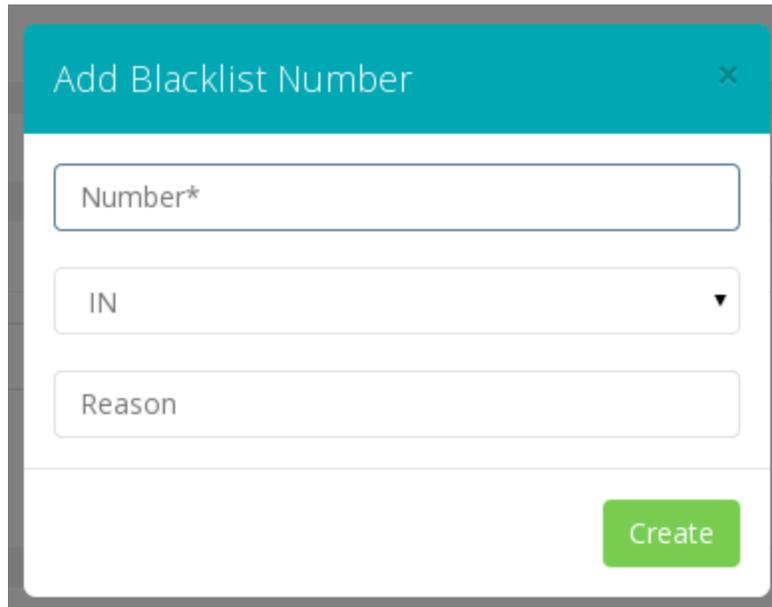
Blacklist [Add Blacklist Number](#)

10 records per page

	Number	Reason	Type
	<a href="#">9568742356</a>	<a href="#">demo</a>	<a href="#">OUT</a>
	<a href="#">9568741255</a>	<a href="#">demo1</a>	<a href="#">BOTH</a>
	<a href="#">9856327415</a>	<a href="#">Click to edit</a>	<a href="#">IN</a>
	<a href="#">6587412398</a>	<a href="#">demo3</a>	<a href="#">IN</a>
	<a href="#">8856321456</a>	<a href="#">demo4</a>	<a href="#">IN</a>

### ***Adding a blacklisted number-***

Click on the 'Add Blacklist Number' . It will open a popup as below. Fill in the details and click on 'Create'.

A screenshot of a mobile application popup titled "Add Blacklist Number" with a close button (X) in the top right corner. The form contains three input fields: a text field labeled "Number\*", a dropdown menu currently showing "IN", and a text field labeled "Reason". At the bottom right of the form is a green button labeled "Create".

The use of 'Type' field, as explained above, is as follows-

Type-There are 3 types.

- 'IN' means that incoming calls from that number will be blocked.
- 'OUT' means outgoing calls to that number will be blocked.
- 'BOTH' means both incoming and outgoing calls from and to that number will be blocked.

### ***Editing a blacklisted number-***

You can click on a particular field by clicking on it. It will open a popup to edit the content. Click on the tick mark button to save it, or on the cross button to

cancel the changes.

	Number ↕		Type ↕
	9568742356	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content; margin: 0 auto;"><p>Enter Reason</p><input type="text" value="demo1"/> <span>✓</span> <span>✕</span></div>	OUT
	9568741255	demo1	BOTH

### ***Deleting a blacklisted number-***

If you want to delete a particular number, click the little red icon for that number in the grid. It will delete the number.

## **2.5 White list**

This page lists out the numbers that are whitelisted. If this feature is enabled then only the numbers listed here would be able to call the extension. This page is divided into three parts.

- Search-You can search through the list of whitelisted numbers by number and type.
- Import Numbers- You can import a .csv file with a list of whitelisted numbers by using this section. When you will click on add file, it will open a dialog box for choosing the file you want to uploaded. When it is uploaded, click on “Import Numbers”. It will display a message saying how many numbers were successfully added and how many of them were faulty numbers. You could also download a sample file to know the format of .csv file which needs to be uploaded.
- Whitelist-This list displays all the whitelisted numbers.

Q Search

Number

Import Numbers

No file selected

Whitelist

10 records per page

	Number	Description
<input type="button" value="🗑"/>	<a href="#">123452345234534</a>	<a href="#">Click to edit</a>
<input type="button" value="🗑"/>	<a href="#">1234567890</a>	<a href="#">Click to edit</a>
<input type="button" value="🗑"/>	<a href="#">2311132134</a>	<a href="#">aaaa</a>

Displaying 1-3 of 3 results.

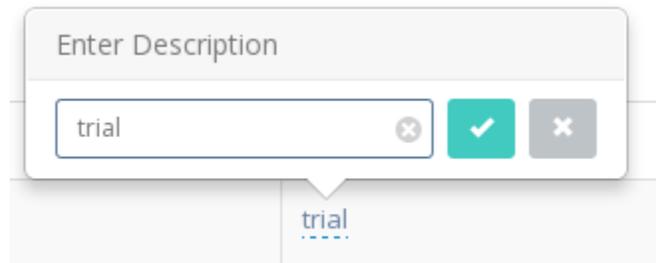
### ***Adding a whitelisted number-***

Click on the 'Add whitelist Number' . It will open a popup as below. Fill in the details and click on 'Create'.

Add Number

### ***Editing a whitelisted number-***

You can click on a particular field by clicking on it. It will open a popup to edit the content. Click on the tick mark button to save it, or on the cross button to cancel the changes.



### ***Deleting a whitelisted number-***

If you want to delete a particular number, click the little red icon for that number in the grid. It will delete the number.

## **2.6 Recording**

This page lists out all the call recordings made by the extension.

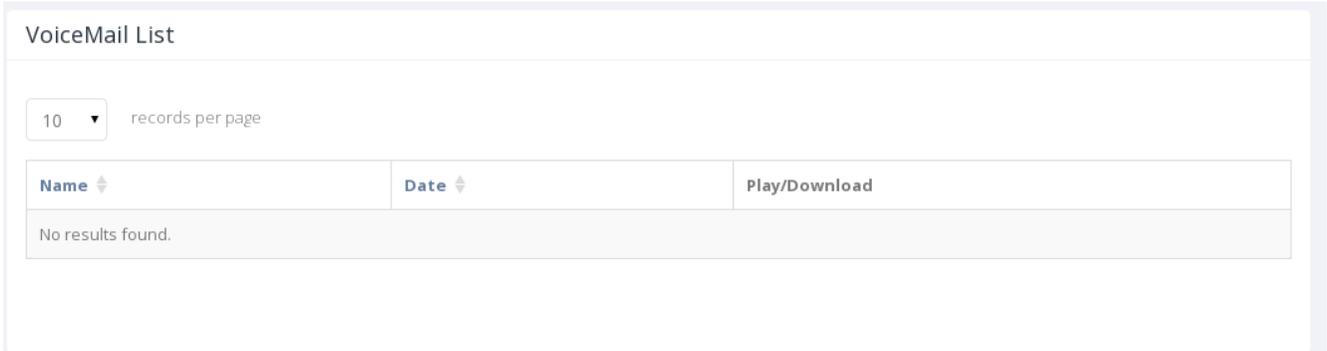
Recording List		
10 records per page		
Name	Date	Play/Download
mohtest	2015-01-28 18:11:30	0:00
defaultmoh	2015-01-27 18:45:29	0:00
defaultmoh1	2015-01-27 18:45:29	0:00

Displaying 1-3 of 3 results.

You could play the recording or download it using the last column.

## 2.7 Voicemail

This page lists the voicemail for the extension through which you are logged in.



VoiceMail List

10 records per page

Name	Date	Play/Download
No results found.		

You could play the voicemail or download it using the last column.

# 3. Reports

## 3.1 Blacklist Report

This report lists all the blacklisted numbers. The report could be searched on number and type. The report is divided into two parts.

- Search
- Blacklist Report

The screenshot shows a web interface for a 'Blacklist Report'. At the top, there is a search bar with a magnifying glass icon and the text 'Search'. Below this, there are two input fields: 'Number' with an empty text box, and 'Type' with a dropdown menu currently set to 'All'. Below these fields are two buttons: a green 'Search' button and a blue 'EXPORT' button. The main section is titled 'Blacklist Report' and contains a dropdown menu for 'records per page' set to '10'. Below this is a table with three columns: 'Number', 'Reason', and 'Type'. The table contains one row with the following data: Number: 9556632145, Reason: Random, Type: IN. At the bottom of the table area, it says 'Displaying 1-1 of 1 result.'

Number	Reason	Type
9556632145	Random	IN

### ***Exporting a report-***

You could export the whole report in a .csv format to your device by clicking the 'EXPORT' button in the search tab.

Also, if you want the report filtered on number or type, then you can enter the criteria in the search tab and then export the report, which will export only the filtered report.

## 3.2 Features List

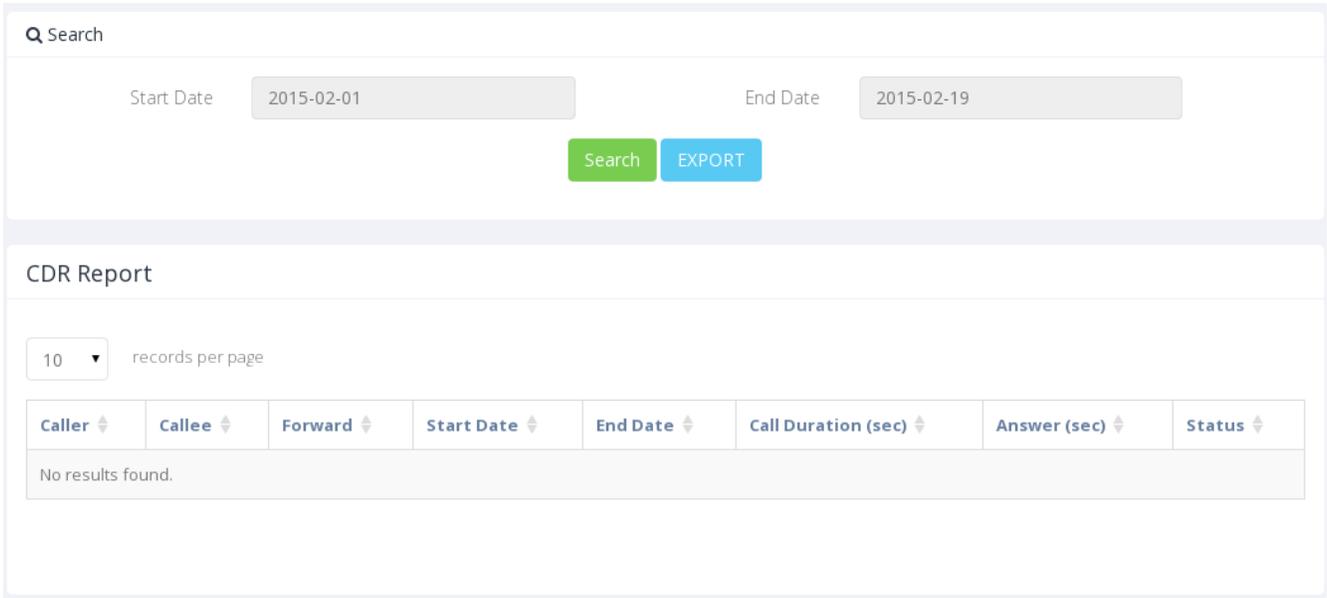
This is a list of all the features, the codes used to access them and the details of the feature.

Feature Description	Feature Code	Feature Usage
ATTENDED TRANSFER	*2	*2< Dial transferee number when it is prompted >
BLIND TRANSFER	*1	*1< Dial transferee number when it is prompted >
CALL PARK	*5	*5
CALL RECORDING	*4	*4
3-WAY CONFERENCE	0	0 in Attended Transfer
BARGE-IN EXTENSION	*79	*79<extension number>
CALL PICKUP	*77	*77< parking lot number>
CALL TO LAST DIALED NUMBER	*73	*73
CALL TO LAST RECEIVED NUMBER	*74	*74
CHECK VOICEMAIL REMOTELY	*99	*99<extension number>
DIRECT VOICEMAIL	*82	*82<extension number>
RINGING EXTENSION PICKUP	*78	*78
VOICE-MAIL ACCESS	*75	*75

Displaying 1-13 of 13 results.

### 3.3 CDR Report

This report gives the details of all the calls that are made by the extension you are logged in, that is, the extension is the caller. The report could be searched on start date and end date. The report is divided into two parts.



The screenshot shows a web interface for generating a CDR Report. At the top, there is a search bar with a magnifying glass icon and the text 'Search'. Below this, there are two date input fields: 'Start Date' with the value '2015-02-01' and 'End Date' with the value '2015-02-19'. To the right of these fields are two buttons: a green 'Search' button and a blue 'EXPORT' button. Below the search filters, the section is titled 'CDR Report'. Underneath the title, there is a dropdown menu showing '10' records per page. Below this is a table with the following columns: 'Caller', 'Callee', 'Forward', 'Start Date', 'End Date', 'Call Duration (sec)', 'Answer (sec)', and 'Status'. Each column header has a small double-headed arrow icon. The table body is empty and contains the text 'No results found.'

- Search
- CDR Report

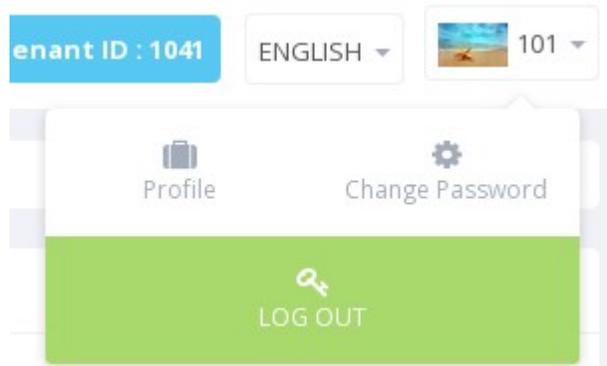
#### ***Exporting a report-***

You could export the whole report in a .csv format to your device by clicking the 'EXPORT' button in the search tab.

Also, if you want the report filtered on caller, callee, start date or end date, then you can enter the criteria in the search tab and then export the report, which will export only the filtered report.

## 4. Profile

If you want to edit the profile of an extension, click on the dropdown on the rightmost top corner of the page. It will open a small menu. Select 'Profile'.



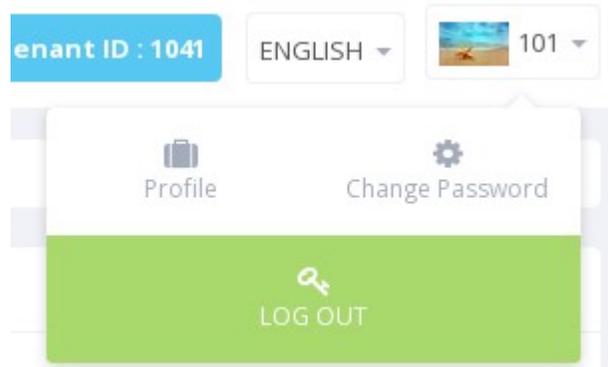
You cannot edit the extension number from this page. Make your changes and click 'Update'.

### Extension Profile

Extension Number *	<input type="text" value="101"/>	Extension Name	<input type="text" value="jayTest"/>
Caller ID Name	<input type="text" value="jaytest"/>	Extension Password *	<input type="text" value="1234"/>
VM Password *	<input type="text" value="1234"/>	Email *	<input type="text" value="demo@admin.com"/>
Profile Picture *			
	<input type="button" value="Select Image"/>		

## 5. Change Password

If you want to change the password for extension login, you can click on the 'Change Password' option in the dropdown menu as shown below.



In the form that opens, enter the required details and click on 'Submit' to enable the new password settings.

Change Password

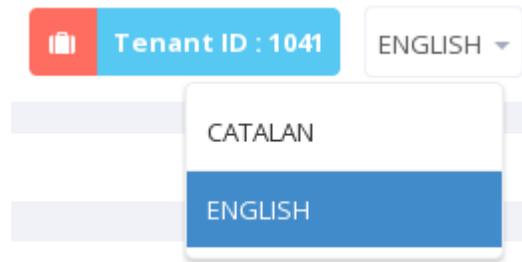
Old Password \*

New Password \*

Confirm Password \*

## 6. Change Language

If you want to change the language of the portal you could do that from the language dropdown menu on the top right corner, right beside the tenant id display.



## 7. Log out

To logout of the extension portal . Click on the 'Log Out' button on the dropdwon menu of top rightmost corner as shown below.

