## IP-PBX Client Console v3.0 User Guide

The IP-PBX Client Console is a Windows-based client software for the SoLink IP-PBX software. It acts as a integrated console for the PBX user to manage his or her extension, agent or mailbox, including:

- web interface for retrieving voice mail, call logs (and recordings), and setting up various user options (e.g. call forward settings) and mailbox options (e.g. voicemail to email).
- notify the caller of new incoming call and voice message
- direct invocation of third-party softphone
- screen pop for new incoming call. This can be done through a balloon message, a pop up message box, or invoke a user-defined web URL.

Installation of the IP-PBX Client Console is quick and easy. Simply run the installation program and follow the instruction.



Upon completion, the *IP-PBX Client Console* software would appear under the *IP-PBX Client Console* Folder.

IPPBX Client Console	Printers
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After the IP-PBX Client Console is started, the icon would appear under the Windows tray area, allowing the extension owner to access the SoLink web interface and a third-party softphone (such as Xlite) directly. The user can then right click on the icon to select the desired option from the menu.

My PBX	
My Softphone	
Sign In	
Sign Out	
Settings	
Exit	

Upon installation, the user should configure the IP-PBX client console via the *Settings* screen.

IP Address: 192 , 168 , 0 , 3 Port: 5039 My PBX Place Web URL: http://192.168.0.3 My Softphone Program: C:\Program Files\CounterPath\X-Lite\x-lite.exo Notification Method for Incoming Call: ✓ Windows Balloon Message ✓ Screen Pop Invoke Web URL http://192.168.0.3/testscreenpop.php?callerid=\${CALLER Startup Options Automatically start Console when I log on to Windows Automatically log me in when Console starts	PBX Server	Info
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After the PBX server has been configured, the user can logon to his own extension, agent ID, or mailbox by selecting the *Sign In* option from the menu.

Login ID:	103	
Password:	[	
Type:	Extension	¥
F Rememb	Extension Agent Mailbox	
Sign In	Car	ncel
	Settings	

When incoming call arrives, he will receive a notification message in the form of a Windows-balloon message, a screen pop message, and/or a user-defined web URL.

If *Windows Balloon Message* option has been checked, then a windows balloon message will pop up for a brief period of time when an incoming call arrives.



If the Screen Pop option has been checked, then a message will be displayed.



If the *Screen Pop* option has been checked, and a URL is specified (but *Invoke Web URL* option is not checked), an option will be given to invoke the URL. Click the *Yes* button to invoke the web URL.

P-PBX Client Console	<b></b> X
Incoming call for 101:	
CallerID: 101 Name: Extension 101	
Invoke CRM?	
Yes	No

The user may opt to pop up a user-defined web URL based on the caller's information. Usually, this would be a web page from the user's CRM (customer relationship management) system. Various parameters may be specified in the URL:

- \${CALLERID} This is the caller's phone number.
- \${CALLERIDNAME} This is the caller's name.
   \$(DEST)
- \${DEST} This is the destination number dialed.
- \${UNIQUEID} This is a Call ID as stored in the Call Log.
- \${USERID} This is the userid of the user.
- \${PASSWORD} This is the password of the user.

An example web URL is as follows:

http://192.168.0.100/testscreenpop.php?callerid=\${CALLERID}&callername=\${CALLE RIDNAME}&dest\_number=\${DEST}&call\_id=\${UNIQUEID}

The following is a sample web pop up screen showing all call information:

Agent Screen Pop Demo			
Time:	2010-05-20 15:16:06		
Internal Call ID:	1274339764.92		
Caller ID:	101		
Name:	Extension 101		
Called Number:	101		
Notes:	·		
	<b>v</b>		
	Save		
	Save		

The IP-PBX Client Console will notify the user of any new voice mail messages so that he can access his voice mail from the SoLink Web interface (under the *My PBX* menu option).

Message Waiting for 103 New Message: 4 Old Message: 1	
℅ℰℽ℁ℿ⅃ℿ℥℁ⅅℽ℁⅌Å	10:57 AM

SoLink IP-PBX Communication System - Internet Explor	rer provided by Dell		Access of the second	
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Check Voice Mail	Ν	Iailbox for Extension 102		A
Maibox Options User Options Call Loos	You have 4 new messages.		Show Saved Messages	
Directory Listing	From Du	ation(sec) Date Received	Message	
Change User Password	"Extension 101" <101>	15 Thu May 6 06:08:19 PM HKT 2010	0000	
Logout	"Extension 101" <101>	6 Thu May 6 06:24:50 PM HKT 2010	0001	
Help	Extension 101 <101>	4 Fn May / 11:54:11 AM HK1 2010 4 Mon May 17 04:28:56 PM HKT 2011	0 0002	
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