

IP-PBX Client Console v2.0 User Guide

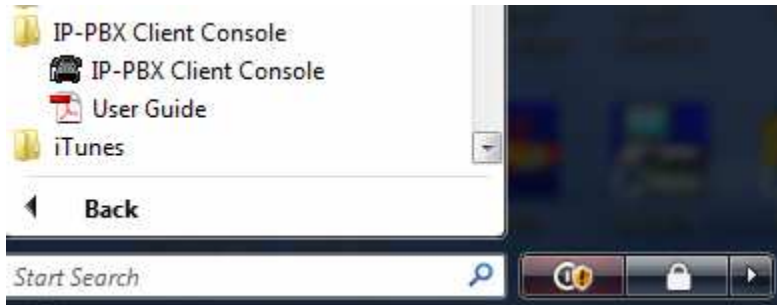
The IP-PBX Client Console is a Windows-based client software for the SoLink IP-PBX software. It acts as a integrated console for the PBX user to manage his or her extension, including:


- 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.



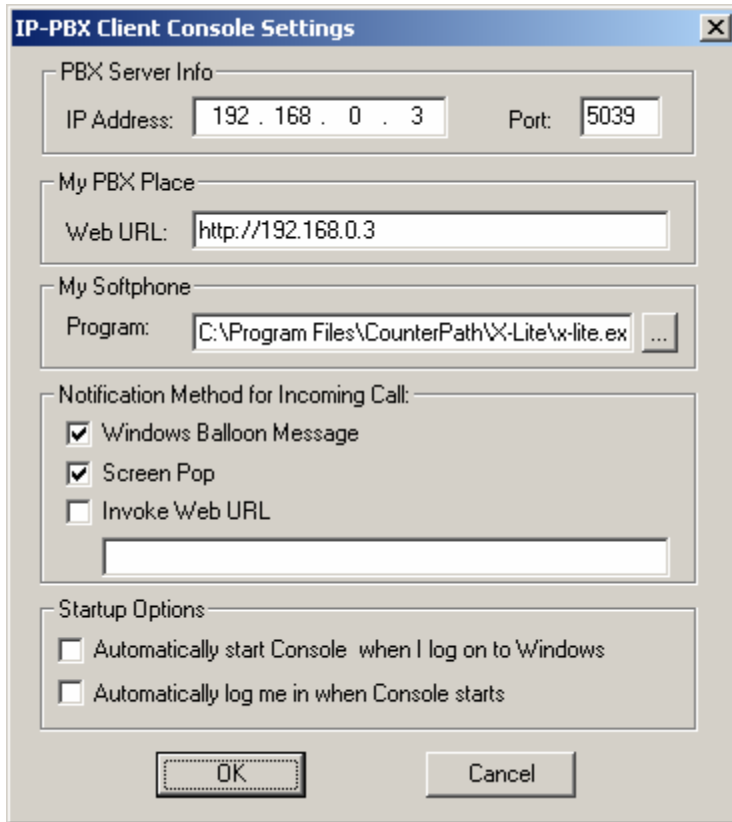
Upon completion, the *IP-PBX Client Console* software would appear under the *IP-PBX Client Console* Folder.



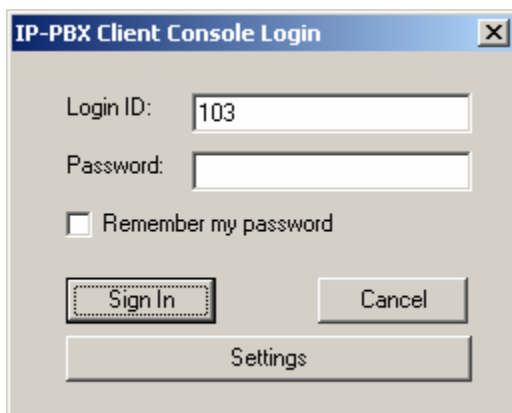
After the IP-PBX Client Console is started, the  icon would appear under the Windows tray area, allowing the extension owner to access the SoLink web interface and a third-party softphone (such as Xlite) directly. The user can then right click on the icon to select the desired option from the menu.



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

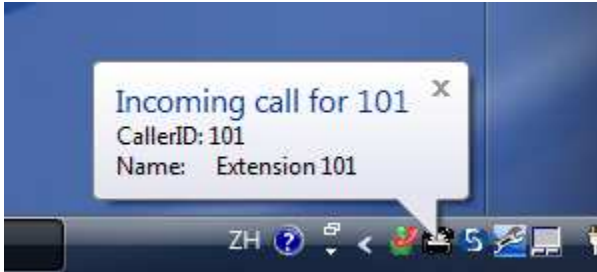


After the PBX server has been configured, the user can logon to his own extension by selecting the *Sign In* option from the menu.

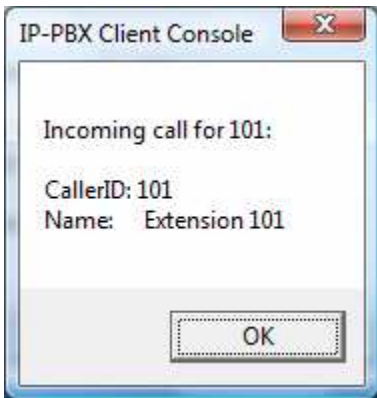


When incoming call arrives, he will receive a notification message in the form of a Windows-balloon message, a screen pop message, and/or a user-defined web URL.

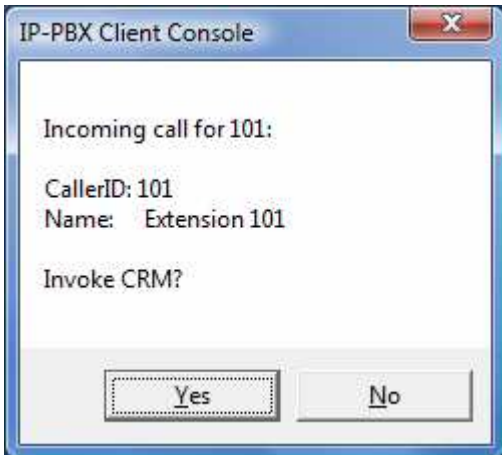
If *Windows Balloon Message* option has been checked, then a windows balloon message will pop up for a brief period of time when an incoming call arrives.



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.



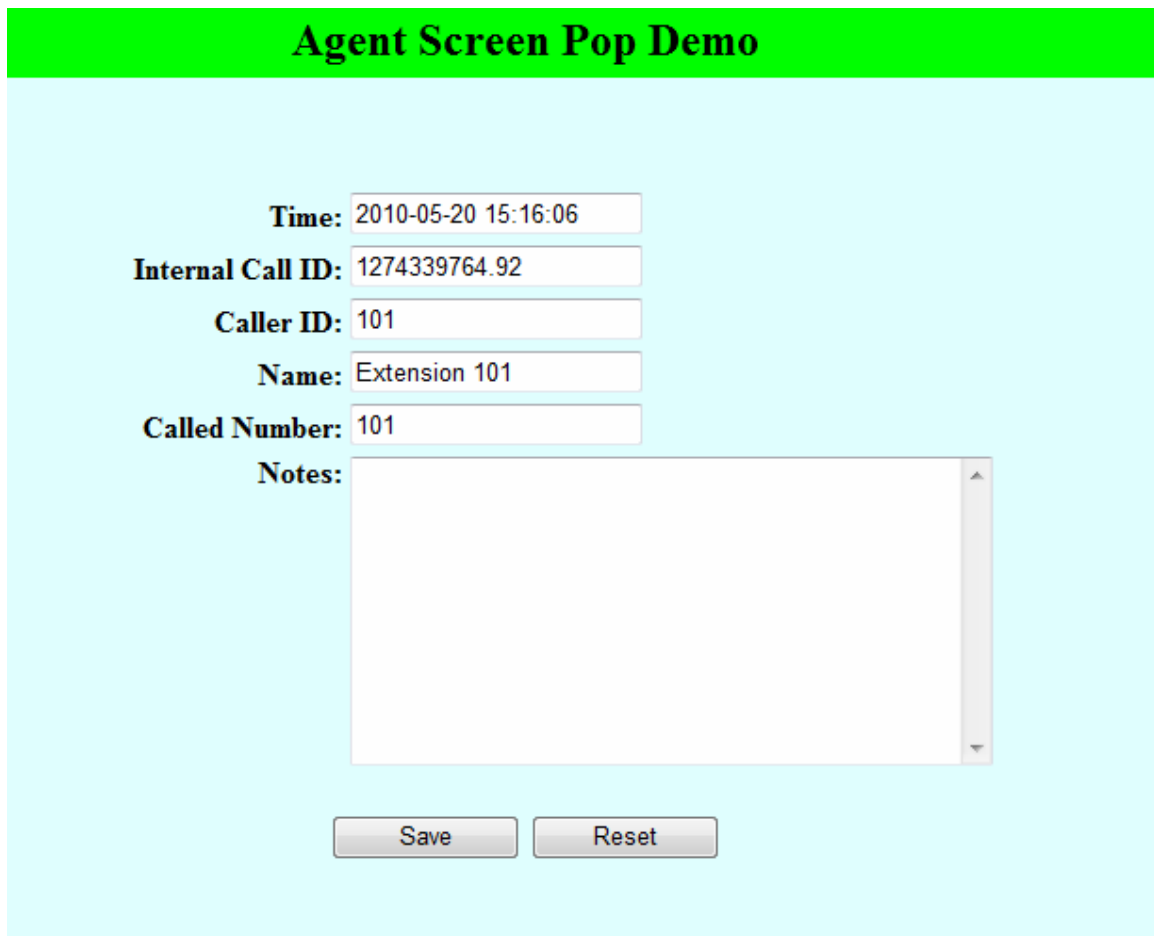
The user may opt to pop up a user-defined web URL based on the caller's information. Usually, this would be a web page from the user's CRM (customer relationship management) system. Various parameters may be specified in the URL:

- `{CALLERID}`
This is the caller's phone number.
- `{CALLERIDNAME}`
This is the caller's name.
- `{DEST}`
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={CALLERIDNAME}&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

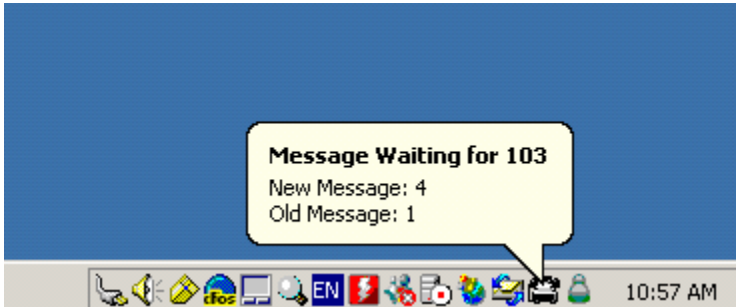
Name: Extension 101

Called Number: 101

Notes:

Save Reset

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).



SoLink IP-PBX Communication System - Internet Explorer provided by Dell

http://192.168.0.3/

File Edit View Favorites Tools Help

SoLink IP-PBX Communication System

SoLink IP-PBX Communication System
Version 2.1

Mailbox for Extension 102

You have 4 new messages. [Show Saved Messages](#)

	From	Duration(sec)	Date Received	Message
<input type="checkbox"/>	"Extension 101" <101>	15	Thu May 6 06:08:19 PM HKT 2010	0000
<input type="checkbox"/>	"Extension 101" <101>	6	Thu May 6 06:24:50 PM HKT 2010	0001
<input type="checkbox"/>	"Extension 101" <101>	4	Fri May 7 11:54:11 AM HKT 2010	0002
<input type="checkbox"/>	"Extension 101" <101>	4	Mon May 17 04:28:56 PM HKT 2010	0003

Refresh Save Delete Mailbox Option Forward to -> N/A

Copyright © 2010, HinkoSoft Technologies Ltd. All Rights Reserved.

Internet | Protected Mode: On