

 **Yeastar**  
—N824—

# User manual

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## WEEE Warning



In accordance with the requirements of council directive 2002/96/EC on Waste of Electrical and Electronic Equipment (WEEE), ensure that at end-of-life you separate this product from other waste and scrap and deliver to the WEEE collection system in your country for recycling.

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# N824 Overview

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This chapter provides the following sections:

- [Introduction](#)
- [Feature Highlights](#)
- [N824 Front Panel](#)
- [N824 Rear Panel](#)

## Introduction

Yeastar N824 is a fully-fledged PBX that delivers advanced communications features of a large system to small office. Yeastar N824 maximizes cost-effectiveness with 8 CO lines, 24 analog extensions, 8 SIP extensions, 4 SIP trunks, and the ability to handle calls with your mobile phone. It provides all the features you need in a plug-and-play box, perfectly future proofing your telecom investment.

## Feature Highlights

- **Hybrid System**  
Pre-configured with 8 CO lines, 24 analog extensions, 8 SIP extensions, and 4 SIP trunks.
- **Small Size, Large Capacity**  
Small size (440\*250\*44 mm), 1GHz ARM A8 application processor, large memory (256MB DDR RAM, 256NAND Flash), external SD card, and high performance C64X DSP for perfect voice quality.
- **Plug and Play**  
Ready to play out of the box with plug-and-play facility.
- **User-friendly Configuration**  
Manage the system via user-friendly Web interface without complicate operations.
- **Personalize Your Extension in Your Way**  
Various features for extensions: distinctive ring tone, wake-up call, busy camp-on, voicemail, and user accounts to log in N824 Web GUI, etc.
- **Embedded Recording Capability**  
Record calls to monitor the conversation for various purposes required by your business.
- **Advanced Call Handling**  
Flexible call routing, effective call queuing and distribution handle incoming calls automatically.

- **Work Anytime Anywhere**  
Connect to the office telephone system with Linkus Mobile Client and stay connected. Work on the move anytime, anywhere!
- **Cloud Service**  
Detect the new firmware from cloud server and upgrade automatically.

Learn more about N824 here:

<http://www.yeastar.com/Products/Smart-Analog-PBX-N824>

## N824 Front Panel

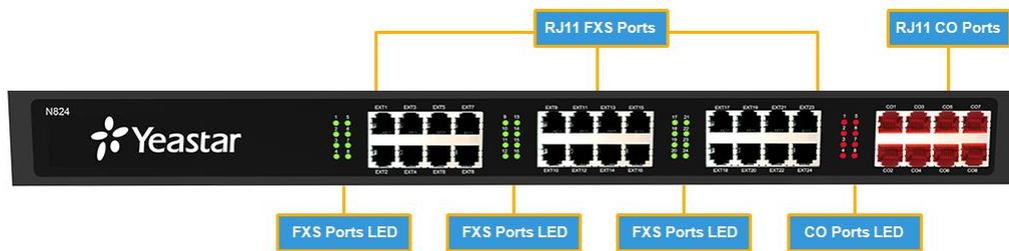


Figure 1-1 N824 Front Panel

Table 1-1 N824 Front Panel - LED Description

| LED              | LED Status     | Description                           |
|------------------|----------------|---------------------------------------|
| FXS Ports Status | Solid Green    | The port is idle.                     |
|                  | Blinking Green | There is an ongoing call on the port. |
| CO Ports Status  | Solid Red      | The port is being used.               |
|                  | Blinking Red   | The port is idle.                     |

Table 1-2 N824 Front Panels–Port Description

| Port             | Description                                   |
|------------------|---|
| FXS Ports (1-24) | For connection of analog phones/fax machines. |
| Co Ports (1-8)   | For connection of CO lines.                   |

## N824 Rear Panel

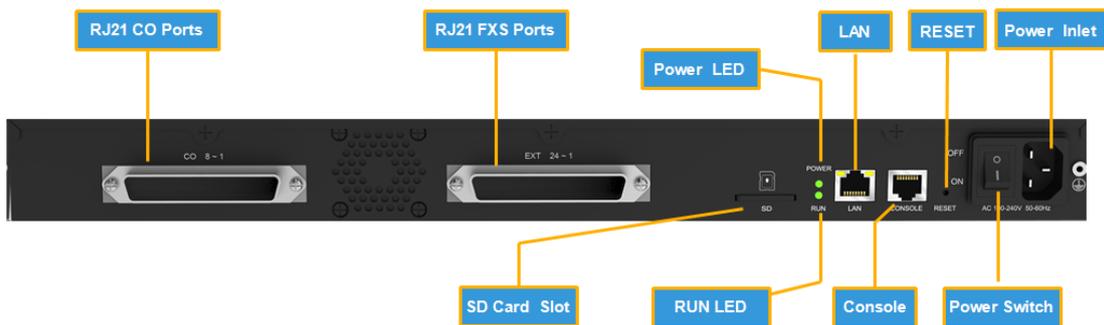


Figure 1-2 N824 Rear Panel

Table 1-3 N824 Rear Panels–Port Description

| Port           | Description   |
|----------------|---|
| RJ21 CO Ports  | For connection of CO lines with an RJ21 to RJ11 cable.  |
| RJ21 FXS Ports | For connection of analog phones/fax machines with an RJ21 to RJ11 cable.  |
| SD Card Slot   | Insert the SD card and restore the recording files.   |
| LAN Port       | 10/100 Base-TX, connect one end of an RJ-45 Ethernet cable into the LAN port.   |
| Console Port   | Used for service and maintenance.   |
| Reset Button   | Press the reset button to restore the factory defaults.<br> Please make sure that you want to reset, because once reset the previous configurations would be erased automatically. |
| Power Switch   |   |
| Power Inlet    | For connection of power supply.   |

Table 1-4 N824 Rear Panel–LED Description

| LED   | LED Status       | Description                |
|-------|------------------|----------------------------|
| POWER | On               | The power is switched on.  |
|       | Off              | The power is switched off. |
| RUN   | Blinking         | N824 is running properly.  |
|       | Not Blinking/Off | N824 goes wrong.           |

# Installation

Before getting started with N824, you need to know how to install the device properly. This chapter gives detailed installation instructions.

- [N824 Packing List](#)
- [Specifications and Operating Environment](#)
- [Placement Instructions](#)
- [Connect Your N824](#)

## N824 Packing List

Upon receiving Yeastar N824 gift box, please open the package and check if all the items are supplied as N824 Packing List. If there is any problem, please contact your provider.

Table 2-1 N824 Packing List

| Item                 | Unit | QTY | Description  |
|----------------------|------|-----|--|
| N824                 | PC   | 1   | N824 device unit                                     |
| Power cord           | PC   | 1   | For the input of 220V AC power                       |
| Network cable        | PC   | 1   |  |
| Mounting ears        | PC   | 2   |  |
| Screws               | PC   | 8   | 8 screws ( $\phi 3.0 \times 6$ mm) for mounting ears |
| Grounding stud & nut | Pair | 1   |  |
| Rubber feet          | PC   | 4   |  |
| Warranty card        | PC   | 1   | With Serial Number printed for Repair & Return       |

## Specifications and Operating Environment

Table 2-2 Specifications and Operating Environment

| N824                  | Description                 |
|-----------------------|-----------------------------|
| Size (LxWxH)          | 440 mm x250 mm x44 mm       |
| Power Supply          | AC 100-240V 50/60Hz         |
| Operating Temperature | 0°C to 40°C, 32°F to 104°F  |
| Storage Temperature   | -20°C to 65°C, 4°F to 149°F |

|          |                             |
|----------|-----------------------------|
| Humidity | 10% to 90% (non-condensing) |
|----------|-----------------------------|

## Placement Instructions

**i** To avoid unexpected accident, personal injury or device damage, please read the following instructions before installing the Gateway.

1. Ambient Temperature: to avoid overheating, please do not run N824 in the place where the ambient temperature is above 104°F (40°C).
2. Ventilation: please make sure that the device has good ventilation around.
3. Anti-jamming: there may be some sources of interference that might affect the normal running of the Gateway. It's highly recommended that the device
  - Should be placed away from high-power radio, radar transmitters and high frequency, and high-current devices.
  - Is using independent power junction box and effective anti-grid interference measures have been taken.
4. Mechanical load: Please make sure that the device is placed steadily to avoid any accident that might cause damage. If placed on the desktop, please ensure it is horizontally placed.

## Connect Your N824

### Connection of Ethernet Ports

N824 provides one 10/100M adaptive RJ45 Ethernet LAN port.

Connect one end of a network cable to the LAN port of the N824, and the other end to any port of company's LAN switch/router.

### Connection of FXO Ports

N824 supports 8 FXO ports.

Connect the FXO interfaces to the Public TelephoneNetwork (PSTN).

### Power Connection

Connect the power cable to the N824's powerport, and then plug the power socket into an electrical outlet. Press the On switch to power on the N824. The device will start booting. In the meantime, users would see that the "POWER" and "RUN" indicator lights turn on.

**i** Please switch off the power before plugging or unplugging the cables.

### Connection Diagram

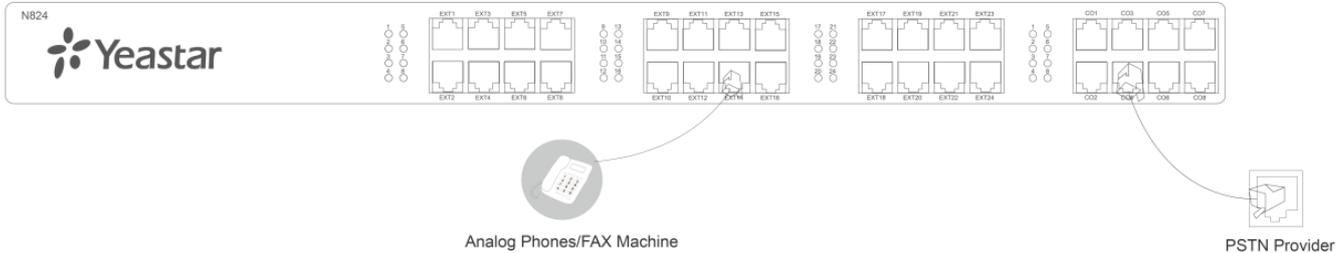


Figure 2-1 N824 Front Panel Connection Diagram

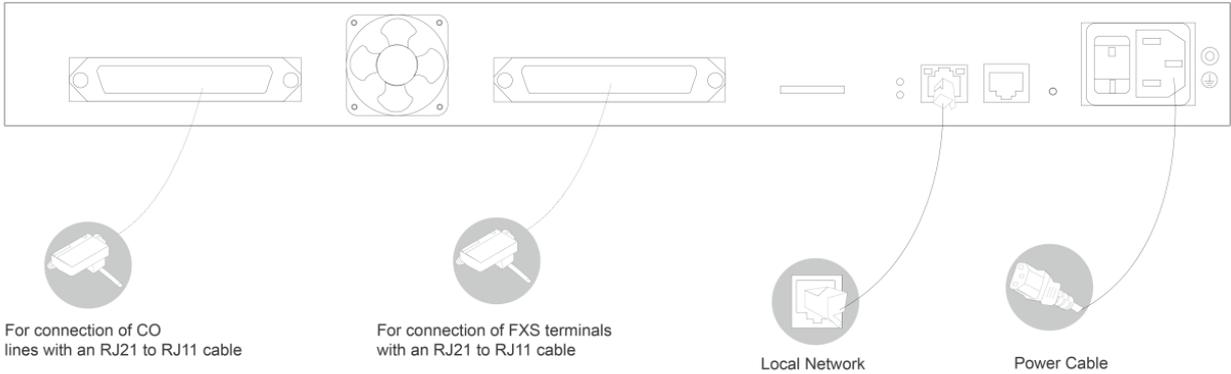


Figure 2-2 N824 Rear Panel Connection Diagram

# Application Overview

With N824, in addition to use the functions as traditional PBX, you could expand the communication flexibly with 4 SIP trunks, 8 SIP extensions. You will enjoy the N824 as its easy management that you had never experienced on a traditional PBX.

Yeastar has developed an App called Linkus for you to access your N824 wherever you are with your smart phones, which significantly increase the flexibility and mobility of your communication.



Figure 3-1 N824 Application Overview

# Getting Started

In this chapter, we guide you through the basic steps to start with a new N824:

- [Accessing Web GUI](#)
- [Web Configuration Panel](#)
- [User Management](#)
- [Making and Receiving Calls](#)

## Accessing Web GUI

N824 provides web-based configuration interface for administrator and account user. The user can manage the device by logging in the Web interface. Check the factory defaults below:

IP address: <http://192.168.5.150>

User Name: **admin**

Default Password: **password**

1. Start the browser on PC. In the address bar, enter the IP address, click “Enter” button and then you can see the Web Configuration Panel login page.
2. Enter the Admin User Name and Password to log in.

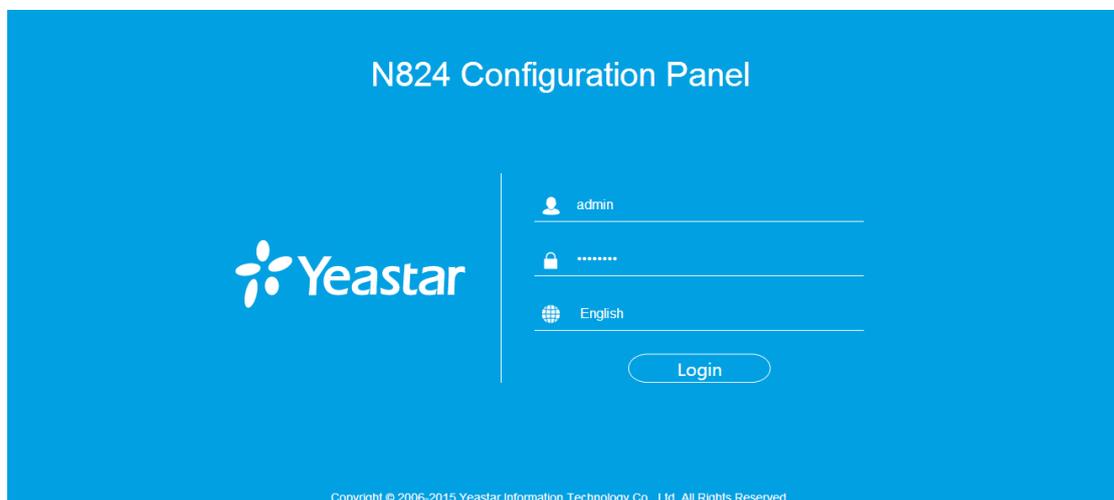


Figure 4-1 N824 Web Configuration Panel Login Page

**Note:**

It is highly recommended that you change the default password on first login.

## Web Configuration Panel

There are 4 main sections on the Web Configuration Panel for users to check the N824's status and configure it.

- **Status:** check System Status, Extension Status, Trunk Status, Network Status and CDR.
- **System:** configure Network Settings, Security related Settings, System Date and Time, Password, Backup and Restore, Storage Management, Recording Settings etc.
- **PBX:** configure extensions, PSTN trunks, Call Routing, Call Features, Audio Settings, Voicemail Settings, SIP Settings etc.
- **Logout:** log out N824.

### Note:

After saving the changes, remember to click the "Apply changes" button on the upper right of the Web GUI to make the changes take effect.

## User Management

N824 supports two user types with different privileges.

### User Privileges

- **Administrator** has the highest privilege. The administrator can access all pages on N824 Web and make all the configurations on the system.  
Username: **admin**  
Default Password: **password**
- **Extension User** has the privilege to check voicemails, one-touch recordings, auto recordings and CDR. The user can also configure settings and wake-up call for his own extension.  
Username: **Extension number (i.e.601)**  
Default Password: **pass+ Extension number (i.e. pass601)**

### Enable Extension User

To log in N824 Web GUI using Extension User, you need to enable **User Web Interface** option for the extension.

Login N824, go to **PBX**→**Extensions** and **Trunks**→**Extensions**, choose an extension and click edit, check the **User Web Interface** options on **Account** tab.

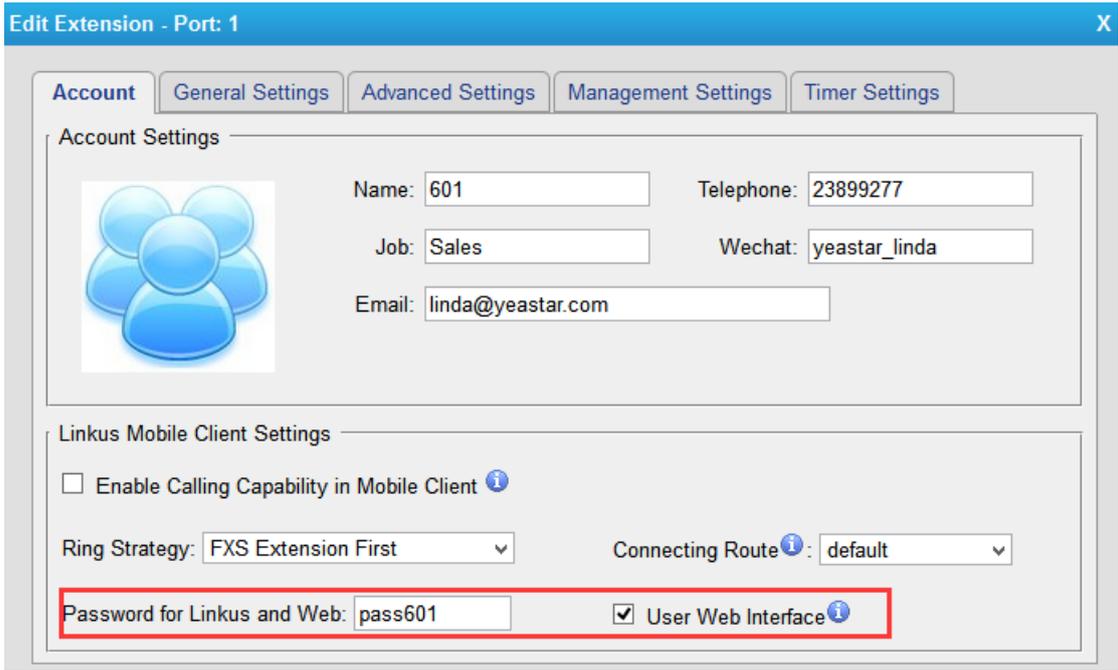


Figure 4-2 Enable Extension User

Set the privileges of CDR check and Auto Recording check on **Management Settings** tab.

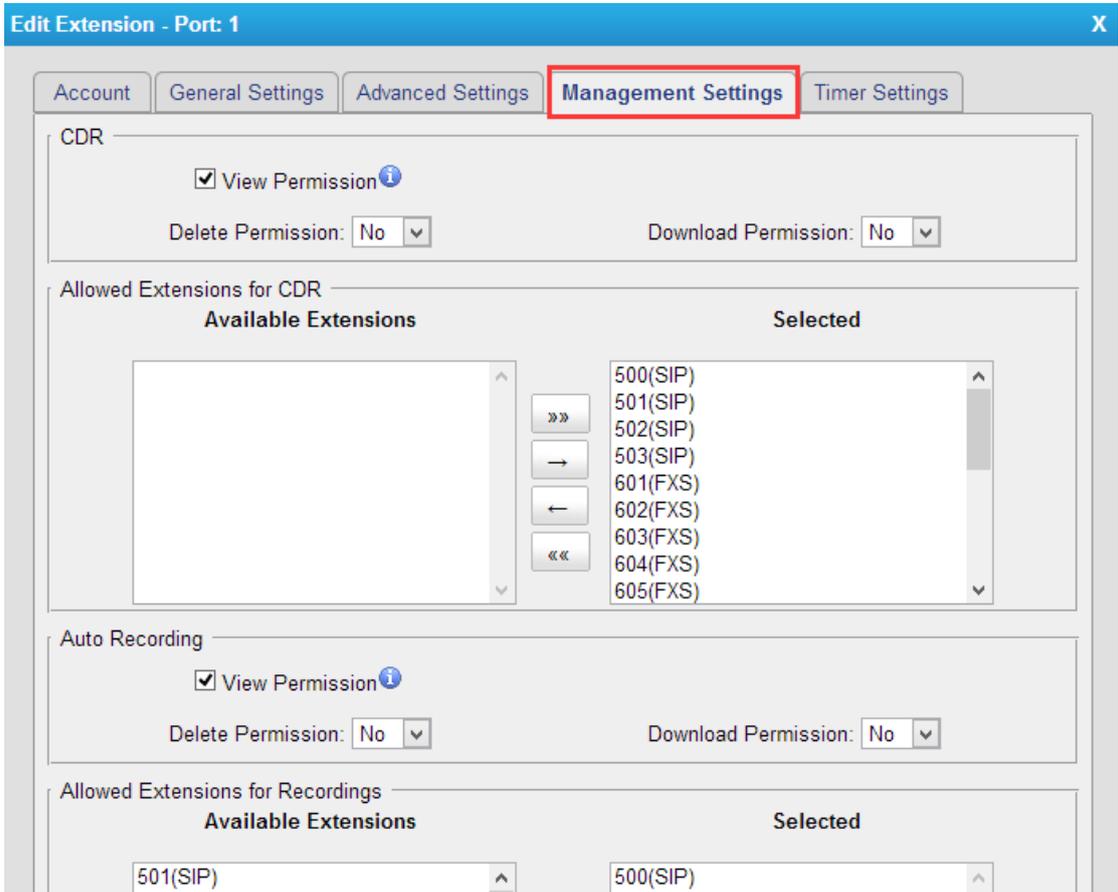


Figure 4-3 Management Settings

## Making and Receiving Calls

N824 is ready to play out of the box with plug-and-play facility. Power on the device and connect analog phones and CO lines, you can make internal calls, outbound calls and inbound calls with N824.

### **Note:**

To custom the configurations according to your situation, you have to connect the network cable to N824, then log in the web user interface to change the settings.

- **Internal calls between extensions**

Connect analog phones to FXS ports on N824, users could make calls between extensions just by dialing the other's extension number. If IP terminals have registered to N824 successfully, users could also make internal calls using SIP extensions.

**Default FXS extension number: 601-624.**

- **Outbound calls**

Firstly, please connect CO lines to CO ports on N824. Then the default extensions are able to seize an available CO line to make outbound calls. Users could dial digit 9 to seize a CO line first, and dial the external number after hearing a dial tone.

Users could also use the default outgoing rule to make outbound calls. The dial pattern of the default outbound route is "8."and strip 1 digit, users should dial digit 8 before the number.

- **Inbound calls**

When the user calls the trunk number of the CO lines, N824 would route the call to the analog phone which is connected to the port EXT1.

# System Settings



This chapter explains system settings on N824. Click the main menu **System** on the top of the Web GUI to check the system settings.

- [Network Settings](#)
- [Security Center](#)
- [Date and Time](#)
- [Password Settings](#)

## Network Settings

After successfully logging in the N824 Web GUI for the first time with the factory IP address, users could go **System**→**Network Preferences**→**LAN Settings** to configure the network for N824.

The screenshot shows the LAN Settings page with the following configuration:

- DHCP: No
- Enable SSH: No | Port: 8022
- Enable FTP: No | Port: 21
- Hostname: N824
- IP Address: 192.168.6.125
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.6.1
- Primary DNS: 8.8.8.8
- Secondary DNS: (empty)
- IP Address2: (empty)
- Subnet Mask2: (empty)

Figure 5-1 LAN Settings

Table 5-1 LAN Settings

| Items      | Description  |
|------------|--|
| DHCP       | If this option is set as yes, N824 will act as DHCP client to get an available IP address from your local network. We don't recommend enabling this, as without the right IP address you cannot access N824. |
| Enable SSH | By using SSH, you can log in to N824 and run commands. It's disabled by default. We don't recommend enabling it if not needed.<br>Default Port: 8022.  |
| Enable FTP | Users could log in N824 via FTP if this option is enabled. Users could access FTP resource on N824 via Windows   |

|               |  |
|---------------|--|
|               | explorer or Web browser.<br>FTP default user: <b>root</b> , password: <b>ys123456</b><br>Default Port: 21. |
| Hostname      | Set the host name for N824.  |
| IP Address    | Set the IP Address for N824.   |
| Subnet Mask   | Set the subnet mask for N824.  |
| Gateway       | Set the gateway for N824.  |
| Primary DNS   | Set the primary DNS for N824.  |
| Secondary DNS | Set the secondary DNS for N824.  |
| IP Address2   | Set the second IP Address for N824.  |
| Subnet Mask2  | Set the second subnet mask for N824.   |

## Security Center

Users are strongly recommended to configure firewall and other security options on N824 to prevent the attack fraud and the system failure or calls loss.

### Security Center

All the security settings including Firewall, Service, Port Settings in N824 are displayed in Security Center. Users could rapidly check and configure the relevant security settings here.

#### Firewall

In the “Firewall” tab, users could check firewall configuration and alert settings. By clicking the relevant button, you can enter the configuration page directly.



| Function        | Status         | Note   | Setting                        |
|-----------------|----------------|--|--------------------------------|
| Firewall Switch | Enabled        | No rules   | <a href="#">Setting</a>        |
| Drop All        | Disabled       |  | <a href="#">Setting</a>        |
| Blacklist Rules | Configured     | The number of blacklist rules is:3                   | <a href="#">IP Blacklist</a>   |
| Alert Settings  | Not Configured | It is recommended that you configure Alert Settings. | <a href="#">Alert Settings</a> |

Figure 5-2 Security Center—Firewall

#### Service

In “Service” tab, you can check AMI/SSH status. For AMI/SSH, you can enter the according page by clicking the button in “Setting” column.

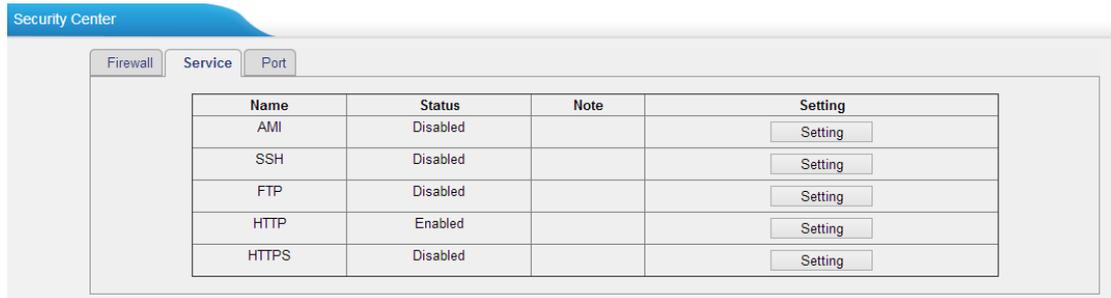


Figure 5-3 Security Center—Service

### Port

In “Port” tab, you can check SIP port and HTTP port. You can also enter the relevant page by clicking the button in “Setting” column.

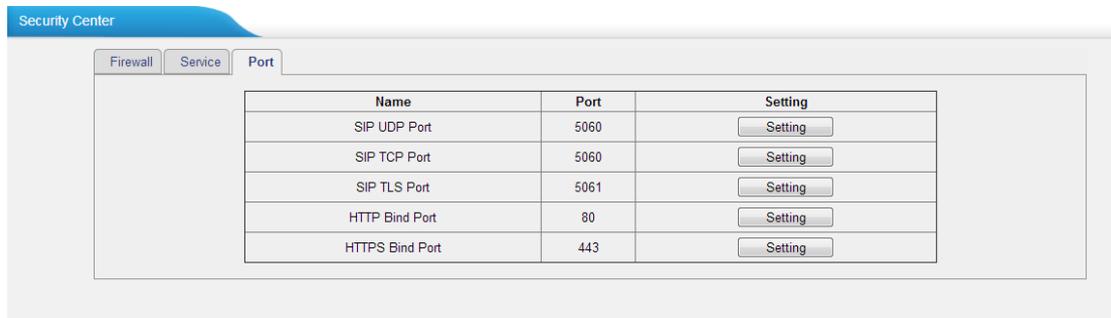


Figure 5-4 Security Center—Port

### Firewall Rules

Firewalls are used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets. All messages entering or leaving the intranet pass through the firewall, which examines each message and blocks those that do not meet the specified security criteria.



Figure 5-5 Firewall Settings

## 1) General Settings

Table 5-2 Description of Firewall General Settings

| Items           | Description  |
|-----------------|--|
| Enable Firewall | Enable the firewall to protect the device.   |
| Disable Ping    | Enable this item to drop net ping from remote hosts.   |
| Drop All        | When you enable “Drop All” feature, the system will drop all packets or connection from other hosts if there are no other rules defined. To avoid locking the devices, at least one “TCP” accept common rule must be created for port used for SSH access, port used for HTTP access and port used for CGI access. |

## 2) Common Rules

There is no default rule; you can create one as required.

Figure 5-6 Common Rules

Table 5-3 Description of Common Rules

| Items       | Description   |
|-------------|---|
| Name        | A name for this rule, e.g. “HTTP”.  |
| Description | Simple description for this rule. E.g. accept the specific host to access the Web interface for configuration.  |
| Protocol    | The protocols for this rule.  |
| Port        | Initial port should be on the left and end port should be on the right. The end port must be equal to or greater than start port.   |
| IP          | The IP address for this rule. The format of IP address is: IP/mask<br>E.g. 192.168.5.100/255.255.255.255 for IP 192.168.5.100<br>E.g. 192.168.5.0/255.255.255.0 for IP from 192.168.5.0 to 192.168.5.255. |
| MAC Address | The format of MAC Address is XX:XX:XX:XX:XX:XX, X means 0~9 or A~F in hex, the A~F are not case sensitive.  |
| Action      | Accept: Accept the access from remote hosts.  |

|  |  |
|--|--|
|  | Drop: Drop the access from remote hosts.<br>Ignore: Ignore the access. |
|--|--|

**Note:** the MAC address will be changed when it's a remote device, so it will not be working to filter using MAC for remote devices.

### 3) Auto Defense

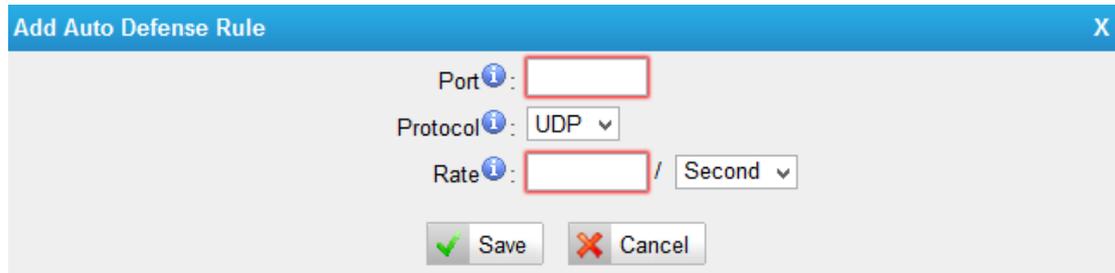


Figure 5-7 Auto Defense

Table 5-4 Description of Auto Defense

| Items    | Description  |
|----------|--|
| Port     | The port you want to auto defense, for example, 8022.  |
| Protocol | Select the protocol. You can select UDP or TCP.  |
| Rate     | The maximum packets or connections can be handled per unit time. For example, if you configure it as below:<br>Port: 8022<br>Protocol: TCP<br>Rate: 10/min<br>Then, it means maximum 10 TCP connections can be handled in 1 minute. The 11 <sup>th</sup> connection will be dropped. |

### IP Blacklist

You can set some packets accept speed rules here. When an IP address, which hasn't been accepted in common rules, sends packets faster than the allowed speed, it will be set as a black IP address and be blocked automatically.

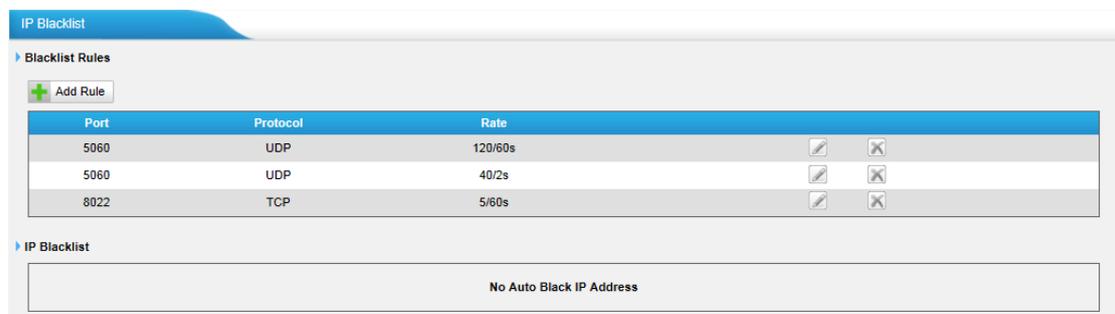


Figure 5-8 IP Blacklist Settings Page

## 1) Blacklist rules

We can add the rules for IP blacklist rate as demanded.

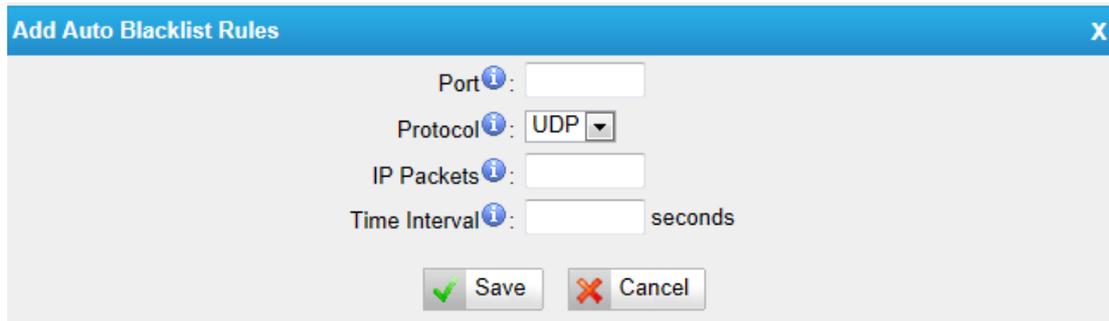


Figure 5-9 Add Blacklist Rule

Table 5-5 Description of Auto Blacklist Rules

| Items         | Description  |
|---------------|--|
| Port          | Auto defense port  |
| Protocol      | Auto defense protocol. TCP or UDP.   |
| IP Packets    | Allowed IP packets number in the specific time interval.   |
| Time interval | The time interval to receive IP packets. For example, IP packets 90, time interval 60 means 90 IP packets are allowed in 60 seconds. |

## 2) IP blacklist

The blocked IP address will display here, you can edit or delete it as you wish.

## AMI Settings

The Asterisk Manager Interface (AMI) is a system monitoring and management interface provided by Asterisk. It allows live monitoring of events that occur in the system, as well enabling you to request that Asterisk perform some action. The actions that are available are wide-ranging and include things such as returning status information and originating new calls. Many interesting applications have been developed on top of Asterisk that take advantage of the AMI as their primary interface to Asterisk.

There are two main types of messages on the Asterisk Manager Interface: manager events and manager actions.

The 3<sup>rd</sup> party software can work with N824 using AMI interface. It is disabled by default. If necessary, you can enable it.

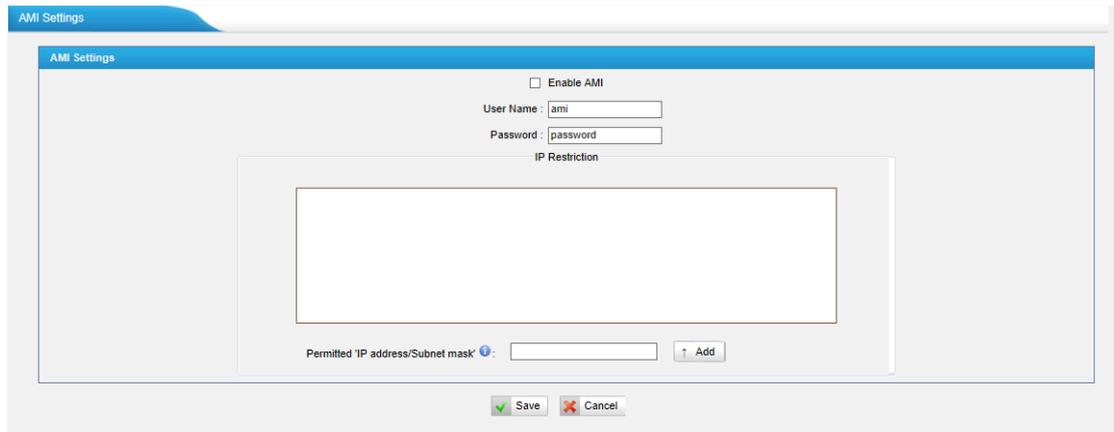


Figure 5-10 AMI Settings

- Username & password**  
 After enabling AMI, you can use this username and password to log in N824 AMI.
- IP Restriction**  
 You can set which IP is allowed to log in N824 AMI interface.

### Alert Settings

After enabling this feature, phone notification or email notification will be sent to users if the system has been attacked via IP or Web.

| Attack Type | Phone Notification | E-mail Notification |
|-------------|--------------------|---------------------|
| IPATTACK    | Yes                | Yes                 |
| WEBLOGIN    | Yes                | Yes                 |

Figure 5-11 Alert Settings

- IPATTACK**  
 When the system is attacked by IP address, the firewall will add the IP to auto IP Blacklist and notify the user if it match the protection rule.
- WEBLOGIN**  
 Web Login Alert Notification: enter the incorrect password consecutively for five times will be considered as an attack, the system will limit the IP login within 10 minutes and notify the user.

#### 1) Phone Notification Settings

Table 5-6 Description of Phone Notification Settings

| Items  | Description  |
|--------|--|
| Number | The numbers could be set for alert notification; users can setup multiple extension and outbound phone numbers. Please separate them by “,”. |

|          |  |
|----------|--|
|          | Example: "500;9911", if the extension has configured Follow Me Settings, the call would go to the forwarded number directly. |
| Attempts | The attempts to dial a phone number when there is no answer.   |
| Interval | The interval between each attempt to dial the phone number. Must be greater than 3 seconds, the default value is 10 seconds. |
| Prompt   | Users will hear the prompt while receiving the phone notification.   |

## 2) Email Notification Settings

Please ensure that all voicemail settings are properly configured on the **PBX**→**Basic Settings**→**Voicemail Settings** page before using this feature.

Table 5-7 Description of Email Notification Settings

| Items                   | Description   |
|-------------------------|---|
| <b>Recipient's Name</b> | The recipients for the alert notification, and multiple email addresses are allowed, please separate them by ";".<br>Example:jerry@yeastar.com;jason@yeastar.com,<br><a href="#">456@sina.com</a> .   |
| <b>Subject</b>          | The subject of the alert email.   |
| <b>Email Content</b>    | Text content supports predefined variables. Variable names and corresponding instructions are as follows:<br><br>\$(HOSTNAME) Host name<br>\$(LOCALIP) Local IP address<br>\$(SOURCEIP) Attack source IP address<br>\$(DATETIME) Occurred<br>\$(USERNAME) User name (WEBLOGIN effective)<br>\$(DESTMAC) Attacks destination MAC (IPATTACK effective)<br>\$(DESTPORT) Attacks destination Port number (IPATTACK effective)<br>\$(PROTOCOL) Protocol type (IPATTACK effective)<br>\$(INTERFACE) Network interface name (IPATTACK effective) |

## Password Settings

It is highly recommended to change the system's password after first login. Go to **System**→**System Preferences**→**Password Settings** to change the password.

Figure 5-12 Change Password

1. Enter the old password first.
2. Enter a new password and retype the new password to confirm. The password complexity will be detected, which will help users to set a strong password and make N824 safer. A strong password is comprised of letters, numbers and characters.
3. Save the changes, the user will be automatically logged out.
4. Log in N824 using the new password.

## Date and Time

Please adjust the time of N824 (including the time zone) consistent with your local time. Go to **System**→**System Preferences**→**Date and Time** to configure the system date and time.

Figure 5-13 Configuring Date &amp; Time

- **Time Zone**  
Select your current and correct time zone on N824.
- **Daylight Saving Time**  
The option is disabled by default. Enable it when necessary.
- **Automatically Synchronize with an Internet Time Server**  
N824 will adjust its internal clock to a central network server. Please note the N824 should be able to access to the Internet if you choose this method.
- **Set Date & Time Manually**  
Enter the time using the numbers on your keyboard.

### **Note:**

You have to reboot the system to make the changes take effect.

# Extensions

This chapter explains how to create and configure extensions on N824. It supports SIP extensions and FXS extensions, go to **PBX** → **Extensions and Trunks** → **Extensions** page to configure the extensions.

- [FXS Extensions](#)
- [VoIP Extensions](#)

## FXS Extensions

There are 24 FXS extensions on N824. Users could click  to edit each FXS extension.

### FXS Extension Configuration

The extension settings are divided into Account, General Settings, Advanced Settings, Management Settings and Timer Settings.

#### 1) Account

On this page, users could fill in the user information, including Name, Telephone number, Job, Wechat ID and Email address. If an image of the account was uploaded via the Linkus App, you could see the account's image here.

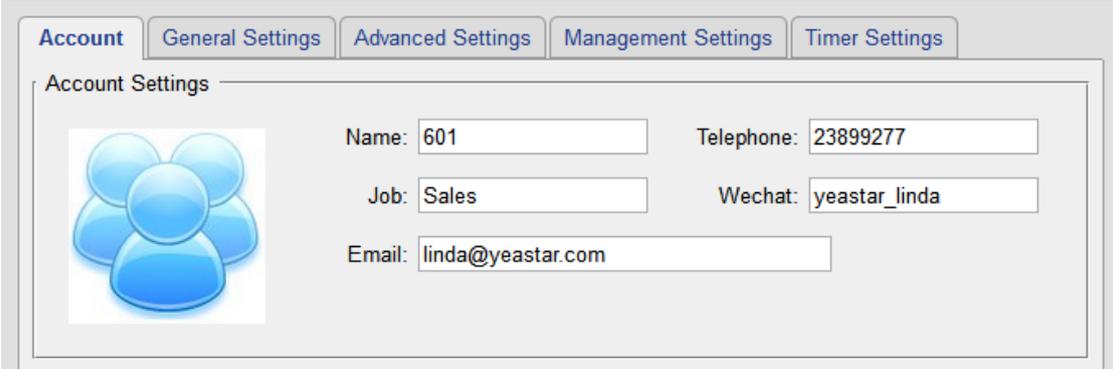


Figure 6-1 Account Information

Configure **Linkus Mobile Client Settings** if you want to register this extension to the Linkus App.

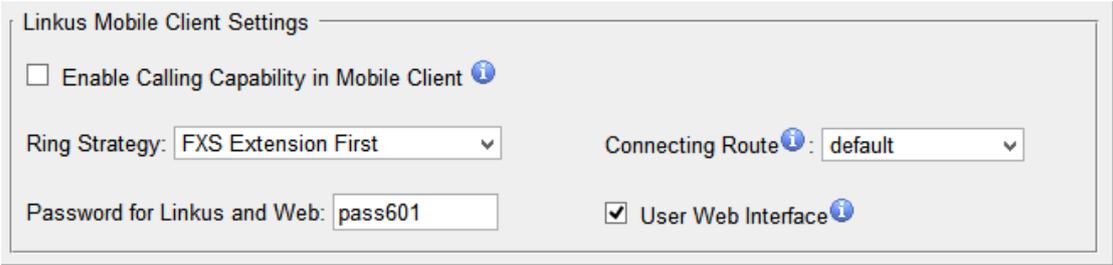


Figure 6-2 Linkus Mobile Client Settings

Table 6-1 FXS Extension Linkus Mobile Client Settings

| Items                                      | Description  |
|--|--|
| Enable Calling Capability in Mobile Client | Allow the user to make and receive calls with Links Mobile Client. Please make sure that the corresponding App has been installed on your phone.                                   |
| Ring Strategy                              | Set ring strategy between the FXS extension and mobile extension. <ul style="list-style-type: none"> <li>• FXS Extension First</li> <li>• Mobile Client Extension First</li> </ul> |
| Connecting Route                           | The route is used to connect Linkus and the PBX, so N824 will always use this route to dial Linkus.  |
| Password for Linkus and Web                | The password to register mobile extensions and log in the user Web interface.  |
| User Web Interface                         | Check this option to allow the user to login to the N824 User Web interface, which can be used to check voicemail and extension recordings.  |

## 2) General Settings

Table 6-2 FXS Extension Configuration- General Settings

| Items         | Description  |
|---------------|--|
| Extension     | The numbered extension, which will be associated with this particular User/Phone.  |
| Caller ID     | The Caller ID will be used when this user calls another internal extension.  |
| Voicemail     | <ul style="list-style-type: none"> <li>• Enable Voicemail<br/>Enable voicemail for the user.</li> <li>• Voicemail Access PIN<br/>The voicemail password (digits only) for the user to access the voicemail box.</li> </ul>           |
| Mail Settings | <ul style="list-style-type: none"> <li>• Enable Send Voicemail<br/>Once enabled, the voicemail will be sent to a configured email address.</li> </ul>  |
| Hotline       | <ul style="list-style-type: none"> <li>• Enable Hotline: whether to use hotline.</li> <li>• Hotline Number: set a hotline number.</li> <li>• Delay Dial: define how long to make Hotline call after you pick up the call.</li> </ul> |
| Flash         | Sets the minimum/maximum time the phone is on hook before being detected as a hook flash.  |
| Pickup Group  | If this extension belongs to a pickup group, any calls that ring this extension can be picked up by other extensions in the same pickup group by dialing the Call Pickup feature code (the default is *4).                           |

|                   |   |
|-------------------|---|
|                   | <b>Note:</b> *4 is the default setting, it can be changed under <b>Feature Codes</b> → <b>General</b> → <b>Call Pickup</b> .  |
| Max Call Duration | Setup the max call duration for every call of this extension, but it's only valid for outbound calls. Enter "0" or leave this blank empty, the value would be equal to the max call duration configured in the Option Settings page.<br><b>Note:</b> this setting will not be valid for internal calls. |

### 3) Advanced Settings

Table 6-3 FXS Extension Configuration- Advanced Settings

| Items               | Description   |
|---------------------|---|
| Call Waiting        | Check this option if the extension should have Call Waiting capability. If this option is checked, the "When busy" follow me options will not be available. The call waiting function of IP phone has higher priority than N824's call waiting function.  |
| DND                 | Don't Disturb. When DND is enabled for an extension, the extension will not be available.   |
| Enable Busy Camp-on | If a dialed extension or a desired line is busy, with this feature, when the extension or line becomes idle, your telephone will ring automatically, so you can pick up to speak with the extension or seize the line and dial an external number.  |
| Ring Out            | Check this option if you want to customize the ring time. Ring tone will stop over the time defined.  |
| Follow me           | Call forwarding for an extension can be configured here. The administrator can configure Follow Me option for this extension. If you want to transfer the call to an outbound number, please follow the dial pattern of outbound route filled in the outbound number.<br>For example: transferring to your mobile phone number 123456789, the dial pattern of outbound route is "9.", you should fill in 9123456789 here. |
| Volume Settings     | <ul style="list-style-type: none"> <li>Rxgain<br/>The Volume sent to FXS extension.</li> <li>Txgain<br/>The Volume sent out by the FXS extension.</li> </ul>  |
| Caller ID Type      | Normally, you choose the "default" option except for using N824 in Japan, in which case you should choose "Japan".  |
| Spy Settings        | There are 4 spy modes available: <ul style="list-style-type: none"> <li>General spy<br/>You have the permission to use the following 3 modes.</li> <li>Normal spy<br/>You can only hear the call, but can't talk</li> <li>Whisper spy</li> </ul>  |

|  |  |
|--|--|
|  | <p>You can hear the call, and can talk with the monitored extension</p> <ul style="list-style-type: none"> <li>• Barge spy<br/>You can hear the call and talk with them both</li> </ul> <p>Example:<br/>If 500 want to monitor extension 501, we need to enable the “allow being spied” for 501, and choose the spy mode for extension 500.<br/>Then pick up 500 and dial “feature codes + 501” to start monitoring when 501 is in a call.<br/>If 500 choose “normal spy”, it should dial “*90501” to start monitoring.<br/>If 500 choose “whisper spy”, it should dial “*91501” to start monitoring.<br/>If 500 choose “barge spy”, it should dial “*92501” to start monitoring.<br/>If 500 choose “general spy”, it can dial “*90501”, “*91501” or “*92501” to start monitoring.</p> |
|--|--|

#### 4) Management Settings

Once you enable “User Web Interface” for the extension, you need to also configure the Management settings to set the access permissions.

By default, extension users could check voicemail, one-touch Recordings, and configure settings of their own extensions when logging in User Web Interface.

If the user wants to manage the CDR and Auto Recordings, you have to set the access permissions here.

##### CDR

- View Permission: the permission to view CDR.
- Delete Permission: the permission to delete CDR.
- Download Permission: the permission to download CDR.
- Allowed Extension for CDR: choose which extensions’ CDR is allowed to be checked/deleted/downloaded by the user.

The screenshot shows the 'CDR' configuration section. At the top, there is a 'View Permission' checkbox which is checked. Below it are two dropdown menus: 'Delete Permission' set to 'No' and 'Download Permission' set to 'Yes'. The main area is titled 'Allowed Extensions for CDR' and is divided into two columns: 'Available Extensions' and 'Selected'. The 'Available Extensions' column is currently empty. The 'Selected' column contains a list of extensions: 500(SIP), 501(SIP), 502(SIP), 503(SIP), 601(FXS), 602(FXS), 603(FXS), 604(FXS), and 605(FXS). Between the two columns are four buttons: a double right arrow (»»), a single right arrow (→), a single left arrow (←), and a double left arrow (««).

Figure 6-3 CDR Permissions for FXS Extensions

### Auto Recordings

- View Permission: the permission to check auto recordings.
- Delete Permission: the permission to delete recording files.
- Download Permission: the permission to download auto recording files.
- Allowed Extension for Recordings: choose which extensions' auto recording files are allowed to be checked/deleted/downloaded by the user.

The screenshot shows the 'Auto Recording' configuration section. At the top, there is a 'View Permission' checkbox which is unchecked. Below it are two dropdown menus: 'Delete Permission' set to 'No' and 'Download Permission' set to 'No'. The main area is titled 'Allowed Extensions for Recordings' and is divided into two columns: 'Available Extensions' and 'Selected'. The 'Available Extensions' column contains a list of extensions: 500(SIP), 501(SIP), 502(SIP), 503(SIP), 601(FXS), 602(FXS), 603(FXS), 604(FXS), and 605(FXS). The 'Selected' column is currently empty. Between the two columns are four buttons: a double right arrow (»»), a single right arrow (→), a single left arrow (←), and a double left arrow (««).

Figure 6-4 Auto Recordings Permissions for FXS Extensions

### 5) Timer Settings

Want the phone to wake you? Click Timer Settings Section, set your wake-up time and other options, and give the alarm a name (like "Good morning").

Account General Settings Advanced Settings Management Settings **Timer Settings**

Timer Settings

Note: you can get a reminder call or wake-up call with timer settings

Good Morning 07:00 - One Day - calmriver - 1 - 1

Label:  Time:  :

Type:  Prompt:

Ring Times:  Ring Interval:  min

Figure 6-5 Timer Settings for FXS Extensions

### Batch Edit FXS Extensions

Users could batch edit the selected FXS extensions' number, timer settings and other settings.

- Modify the Number of the Selected Extensions**  
 Click **Modify Number of the Selected Extensions** to modify the selected extensions. Define the extension number starting from a number.

Modify Number of the selected Port

Number starting from:

Figure 6-6 Modify Number of the Selected Ports

- Edit the Selected Extensions**  
 Click **Edit the Selected Extensions**, you can edit the selected extensions' General Settings, Voicemail, Volume, Hotline, Follow me and Group Settings.
- Edit the Selected Timers**  
 Click **Edit the Selected Timers** to set alarms for the selected extensions.

## VoIP Extensions

Users could extend VoIP extension by clicking  to add on VoIP extension. N824 supports up to 8 VoIP extensions.

### VoIP Extension Configuration

The extension settings are divided into Account, General Settings, Advanced Settings, Management Settings and Timer Settings.

#### 1) Account

On this page, users could fill in the user information, including Name, Telephone number, Job, Wechat ID and Email address. If an image of the account was uploaded via the Linkus App, you could see the account's image here.

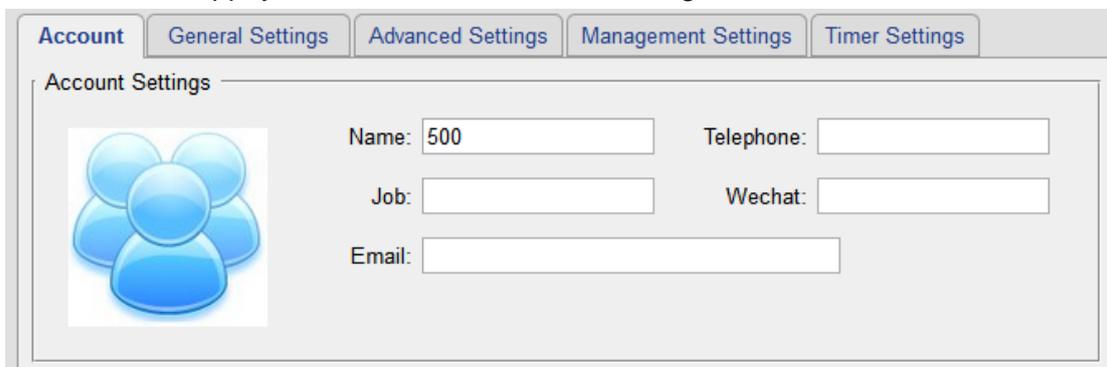


Figure 6-7 Account Information

Configure **Linkus MobileClient Settings** if you want to register this extension to the Linkus App.

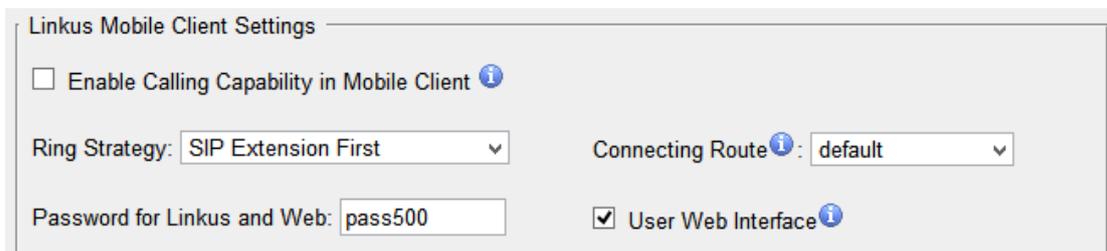


Figure 6-8 SIP Extension Client Settings

Table 6-4 SIP Extension Linkus Mobile Client Settings

| Items                                      | Description   |
|--|---|
| Enable Calling Capability in Mobile Client | Allow the user to make and receive calls with Linkus Mobile Client. Please make sure that the corresponding APP has been installed on your phone. |
| Ring Strategy                              | Set ring strategy between the SIP extension and mobile  |

|                             |   |
|-----------------------------|---|
|                             | <p>extension.</p> <ul style="list-style-type: none"> <li>• SIP Extension First</li> <li>• Mobile Client Extension First</li> </ul>          |
| Connecting Route            | The route is used to connect Linkus and the PBX, so N824 will always use this route to dial Linkus.   |
| Password for Linkus and Web | The password to register mobile extensions and log in the user web interface.   |
| User Web Interface          | Check this option to allow the user to login to the N824 User Web interface, which can be used to check voicemail and extension recordings. |

## 2) General

Table 6-5 VoIP Extension Configuration- General

| Items                 | Description  |
|-----------------------|--|
| Extension             | The numbered extension, which will be associated with this particular User/Phone.  |
| Password              | The password for this extension.   |
| Caller ID             | The Caller ID will be used when this user calls another internal extension.  |
| Enable Voicemail      | Enable voicemail for the user.   |
| Voicemail Access PIN  | The voicemail password (digits only) for the user to access the voicemail box.   |
| Enable Send Voicemail | Once enabled, the voicemail will be sent to a configured email address.  |
| Email Address         | Email address used to receive the voicemail or Fax.<br><b>Note:</b> please ensure that the section “SMTP Settings For Voicemail” (in the “Voicemail Settings”) have been properly configured before using this feature.  |
| Pickup Group          | If this extension belongs to a pickup group, any calls that ring this extension can be picked up by other extensions in the same pickup group by dialing the Call Pickup feature code (the default is *4).<br><b>Note:</b> *4 is the default setting, it can be changed under <b>Feature Codes</b> → <b>General</b> → <b>Call Pickup</b> . |
| Max Call Duration     | Setup the max cull duration for every call of this extension, but it's only valid for outbound calls. Enter “0” or leave this blank empty, the value would be equal to the max call duration configured in the Option Settings page.<br><b>Note:</b> this setting will not be valid for internal calls.                                    |
| NAT                   | This setting should be used when the system is using a public IP address to communicate with devices hidden behind a NAT device (such as a broadband router). If you have one-way audio problems, you usually have problems with your NAT  |

|                 |  |
|-----------------|--|
|                 | configuration or your firewall's support of SIP and/or RTP ports.  |
| Qualify         | Send check alive packets to IP phones.   |
| Enable SRTP     | Enable extension for SRTP (RTP Encryption).  |
| Transport       | This will be the transport method used by the extension. The default is UDP.   |
| DTMF Mode       | RFC4733, Info, Inband, Auto.   |
| Remote Register | Allow to register remote extensions.<br>If you enable "Remote Register", the extension password must include uppercase letters, lowercase letters, and digits. |

### 3) Advanced Settings

Table 6-6 VoIP Extension Configuration—Advanced Settings

| Items               | Description  |
|---------------------|--|
| Call Waiting        | Check this option if the extension should have Call Waiting capability. If this option is checked, the "When busy" follow me options will not be available. The call waiting function of IP phone has higher priority than N824's call waiting function.   |
| DND                 | Don't Disturb. When DND is enabled for an extension, the extension will not be available.  |
| Enable Busy Camp-on | If a dialed extension or a desired line is busy, with this feature, when the extension or line becomes idle, your telephone will ring automatically, so you can pick up to speak with the extension or seize the line and dial an external number.   |
| Ring Out            | Check this option if you want to customize the ring time. Ring tone will stop over the time defined.   |
| Follow me           | Call forwarding for an extension can be configured here. The administrator can configure Follow Me option for this extension. If you want to transfer the call to an outbound number, please follow the dial pattern of outbound route filled in the outbound number.<br>For example: transferring to your mobile phone number 123456789, the dial pattern of outbound route is "9.", you should fill in 9123456789 here.  |
| IP Restriction      | <ul style="list-style-type: none"> <li> <b>Enable IP Restriction</b><br/>           Check this option to enhance the VoIP security for MyPBX. If this option is enabled, only the permitted IP/Subnet mask will be able to register this extension number. In this way, the VoIP security will be enhanced.         </li> <li> <b>Permitted "IP address/Subnet mask"</b><br/>           The input format should be "IP address" + "/" + "Subnet mask".<br/>           E.g."192.168.5.100/255.255.255.255" means only the         </li> </ul> |

|              |   |
|--------------|---|
|              | <p>device whose IP address is 192.168.5.100 is allowed to register this extension number.<br/>E.g."192.168.5.0/255.255.255.0" means only the device whose IP address is 192.168.5.XXX is allowed to register this extension number.</p>   |
| Spy Settings | <p>There are 4 spy modes available:</p> <ul style="list-style-type: none"> <li>• General spy<br/>You have the permission to use the following 3 modes.</li> <li>• Normal spy<br/>You can only hear the call, but can't talk.</li> <li>• Whisper spy<br/>You can hear the call, and can talk with the monitored extension.</li> <li>• Barge spy<br/>You can hear the call and talk with them both.</li> </ul> <p>Example:<br/>If 500 want to monitor extension 501, we need to enable the "allow being spied" for 501, and choose the spy mode for extension 500.<br/>Then pick up 500 and dial "feature codes + 501" to start monitoring when 501 is in a call.<br/>If 500 choose "normal spy", it should dial "*90501" to start monitoring.<br/>If 500 choose "whisper spy", it should dial "*91501" to start monitoring.<br/>If 500 choose "barge spy", it should dial "*92501" to start monitoring.<br/>If 500 choose "general spy", it can dial "*90501", "*91501" or "*92501" to start monitoring.</p> |

#### 4) Management Settings

Once you enable "User Web Interface" for the extension, you need to also configure the Management settings to set the access permissions.

By default, extension users could check voicemail, one-touch Recordings, and configure settings of their own extensions when logging in User Web Interface.

If the user wants to manage the CDR and Auto Recordings, you have to set the access permissions here.

##### CDR

- View Permission: the permission to check CDR.
- Delete Permission: the permission to delete CDR.
- Download Permission: the permission to download CDR.
- Allowed Extension for CDR: choose which extensions' CDR is allowed to be checked/deleted/downloaded by the user.

CDR

View Permission i

Delete Permission: No ▼      Download Permission: Yes ▼

Allowed Extensions for CDR

| Available Extensions | Selected |
|----------------------|----------|
|                      | 500(SIP) |
|                      | 501(SIP) |
|                      | 502(SIP) |
|                      | 503(SIP) |
|                      | 601(FXS) |
|                      | 602(FXS) |
|                      | 603(FXS) |
|                      | 604(FXS) |
|                      | 605(FXS) |

Figure 6-9 CDR Permissions

### Auto Recordings

- View Permission: the permission to check auto recordings.
- Delete Permission: the permission to delete recording files.
- Download Permission: the permission to download auto recording files.
- Allowed Extension for Recordings: choose which extensions' auto recording files are allowed to be checked/deleted/downloaded by the user.

Auto Recording

View Permission i

Delete Permission: No ▼      Download Permission: No ▼

Allowed Extensions for Recordings

| Available Extensions | Selected |
|----------------------|----------|
| 501(SIP)             | 500(SIP) |
| 502(SIP)             |          |
| 503(SIP)             |          |
| 601(FXS)             |          |
| 602(FXS)             |          |
| 603(FXS)             |          |
| 604(FXS)             |          |
| 605(FXS)             |          |
| 606(FXS)             |          |

Figure 6-10 Auto Recording Permissions

## 5) Timer Settings

Want the phone to wake you? Click Timer Settings Section, set your wake-up time and other options, and give the alarm a name (like "Good morning").

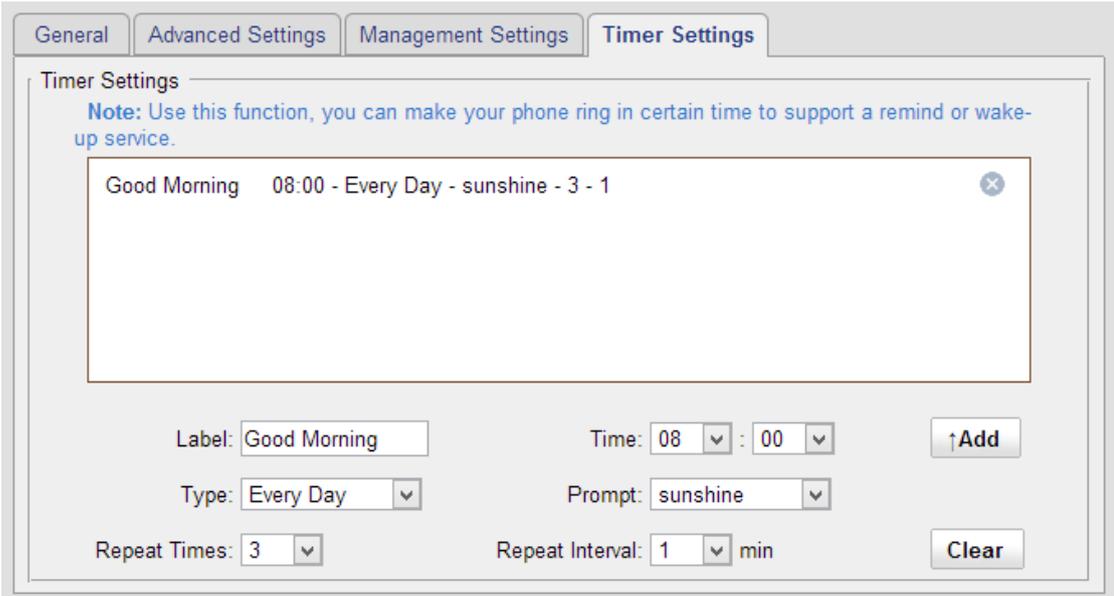


Figure 6-11 Timer Settings

# Trunks

External calls can be made through CO lines or via VoIP trunks on N824. In this chapter, we give a simplified guide to the N824 users in setting up trunks. We describe CO lines configurations and how to configure N824 to work with VoIP Providers.

- [CO Lines](#)
- [VoIP Trunks](#)

## CO Lines

CO lines also known as PSTN trunks. The public switched telephone network (PSTN) is the network of the world's public circuit-switched telephone networks.

Go to **PBX**→**Extensions and Trunks**→**Trunks**→**CO lines** to edit the CO lines. Before configuring a CO line, please make sure that the CO line is connected to N824 CO port.

Click  to edit the CO line.

### CO Line Configuration

Please check the CO line configuration parameters below.

#### 1) General Settings

Table 7-1 CO Line-General Settings

| General Settings |  |
|------------------|--|
| Trunk Name       | A unique label used to identify this trunk.        |
| Volume Setting   | Set the volume for this trunk. The default is 40%. |

#### 2) Hangup Detection

Hangup detection settings help the system to detect if a call is hung up. If you find the PSTN call could not be disconnected, these settings need to be configured.

Table 7-2 CO Line-Hangup Detection

| Hang up Detection |  |
|-------------------|--|
| Hangup Type       | Choose the Hangup type. <ul style="list-style-type: none"> <li>• Default</li> <li>• Busy Tone</li> <li>• Polarity</li> </ul> |

|                           |  |
|---------------------------|--|
| Busy Detection            | Busy Detection is used to detect far end hang-up or for detecting a busy signal. Select "Yes" to turn this feature on.   |
| Busy Count                | If Busy Detection is enabled, it is also possible to specify how many busy tones to wait for before disconnecting the call. The default is 4, but better results can be achieved if set to 6 or even 8. Remember, the higher the number, the more time will be required to release a channel. A higher setting lowers the probability that you will encounter random hang-ups.   |
| Busy Interval             | The busy detection interval.   |
| Busy Pattern              | If Busy Detection is enabled, it is also possible to specify the cadence of your busy signal. In many Countries, it is 500msec on, 500msec off. Without Busy Pattern specified, N824 will accept any regular sound-silence pattern that repeats <Busy Count> times as a busy signal. If you specify Busy Pattern, then N824 will further check the length of the tone and silence, which will further reduce the chance of a false positive disconnection. |
| Frequency Detection       | Used for Frequency Detection (Enable detecting the busy signal frequency or not).  |
| Busy Frequency            | If the Frequency Detection is enabled, you must specify the local frequency.   |
| Hangup Polarity Detection | The call will be considered as "hang up" on a polarity reversal.   |
| Silence Timeout           | Define the ring out value (in seconds) for this trunk.   |

### 3) Answer Detection

Answer Detection" will help the system to accurately bill your calls.

If the CO line could send polarity reversal signal after a call is established, you could choose "Polarity Detection" in this field. If not, you could choose "Ring Detection" and configure the rest of the settings accordingly.

Table 7-3 CO Line-Answer Detection

| Answer Detection |   |
|------------------|---|
| Answer Detection | <p>Select which type to detect the call as answered.</p> <ul style="list-style-type: none"> <li>• Default: N824 will start to charge once you grab the CO line to call out, whether the call is answered or not.</li> <li>• Polarity Detection: if the CO line supports polarity, you can choose "Polarity detection". When the callee answers the call, the provider will send a polarity signal, and then N824 starts to bill.</li> <li>• Ring Detection: if you choose this option, N824 will charge the call according to CO line ring back tone</li> </ul> |

|                            |  |
|----------------------------|--|
|                            | <p>detection. When the "ring duration" or the "ring interval duration" detected on N824 is larger than the standard parameters or custom parameters, the call is detected as ANSWERED.</p> <p><b>*Standard parameters:</b> when you configure the "Tone Zone Settings" under <b>PBX→Basic Settings→General Preferences</b> you can get the country's standard tone parameters.</p> |
| Custom Ring Tone           | Enable or disable Custom Ring Tone. If the custom ring tone is enabled, you need to configure the following settings according to the ringback signal.   |
| Max Ring Duration          | Max duration of the ring tone.   |
| Max Ring Interval Duration | Max pause between the two ring tones.  |
| Min Ring Detection         | Enable Min Ring Detection, which is useful for complex situations, like when jitter or noise occurs on the PSTN line. Generally it is disabled.  |
| Min Ring Duration          | Min duration of the received tone.   |
| Min Ring Interval Duration | Min pause between the two received tones.  |

#### 4) Caller ID Settings

Caller ID Settings will help the system to detect Caller ID. If an incoming PSTN call does not display Caller ID, you need to confirm with your service provider if the line has enabled Caller ID feature. If this line does support Caller ID, configure these settings to solve this problem.

Table 7-4 CO Line-Caller ID Settings

| Caller ID Settings  |  |
|---------------------|--|
| Caller ID Detection | Enable/Disable the Caller ID detection.  |
| Caller ID Start     | <p>This option allows you to define the start of a Caller ID signal.</p> <ul style="list-style-type: none"> <li>• Ring: start when a ring is received (Caller ID Signaling: Bell_USA, DTMF).</li> <li>• Polarity: start when a polarity reversal is started (Caller ID Signaling: V23_UK, V23_JP, DTMF).</li> <li>• Before Ring: start before a ring is received (Caller ID Signaling: DTMF).</li> </ul> |
| Caller ID Signaling | <p>This option defines the type of Caller ID signaling to use. It can be set to one of the following:</p> <ul style="list-style-type: none"> <li>• Bell: bell202 as used in the United States</li> <li>• v23_UK: suitable in the UK</li> <li>• v23_Japan: suitable in Japan</li> </ul>   |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>v23-Japan pure: suitable in Japan</li> <li>DTMF: suitable in Denmark, Sweden, and Holland</li> </ul> |
|--|---|

## 5) DNIS Settings

DNIS (Dialed Number Identification Service) is a telephone service that identifies for the receiver of a call the number that the caller dialed.

Table 7-5 CO Line-DNIS Settings

| DNIS Settings |                                     |
|---------------|-------------------------------------|
| Enable DNIS   | Tick to enable DNIS for this trunk. |
| DNIS Name     | Define the DINS name.               |

## 6) Other Settings

Table 7-6 CO Line-Other Settings

| Other Settings      |  |
|---------------------|--|
| Ring Detect Timeout | FXO (FXS signalled) devices must have a timeout to determine if there was a hangup before the line was answered. Rang from 1000 to 8000.<br>Default: 8000. |

## VoIP Trunks

Yeastar N824 provides 2 types of VoIP trunks:

- **VoIP trunk:** registration based VoIP trunk. A VoIP trunk requires N412 to register with the provider using an authentication name and password.
- **Service Provider:** IP based VoIP trunk. A Service Provider VoIP trunk does not require N412 to register with the provider. The IP address of N412 needs to be configured with the provider, so that it knows where calls to your number should be routed.

Go to **PBX** → **Extensions and Trunks** → **VoIP Trunks** to edit the VoIP trunks.

### VoIP Trunk

#### 1) General Settings

Table 7-7 VoIP Trunk-General Settings

| General Settings   |   |
|--------------------|---|
| Enable/Disable     | Enable or Disable this VoIP trunk.  |
| Provider Name      | A unique label to help you identify this trunk.   |
| Hostname/IP        | Service provider's hostname or IP address.<br>Default port: 5060. Don't change this part if it is not required.   |
| Domain             | VoIP provider's server domain name.<br>If no domain name for the provider. Fill in the IP address instead.  |
| User Name          | The user name to register to the trunk from the VoIP provider.  |
| Authorization Name | Used for SIP authentication.  |
| Password           | The password to register to the trunk from the VoIP provider.   |
| From User          | All outgoing calls from this SIP Trunk will use the From User (In this case the account name for SIP Registration) in From Header of the SIP Invite package. Keep this field blank if not needed. |
| Online Number      | Define the online number that expected by "Skype Connect" and some other SIP service providers. Leave this field blank if not needed.   |
| Maximum Channels   | Control the maximum number of outbound channels (simultaneous calls) that can be used on this trunk. Inbound calls are not counted against the maximum. Set as 0 to specify no maximum.           |
| Caller ID          | Specify the caller ID to use when making outbound calls over this trunk. The caller ID set in the "Extension" page will override  |

|                              |   |
|------------------------------|---|
|                              | the caller ID set in the “VOIP trunk” page. Please note that not all the service providers support this feature. Contact your service provider for more information.  |
| Realm                        | Realm is a string to be displayed to users so they know which username and password to use.   |
| Authenticating Incoming      | <ul style="list-style-type: none"> <li>• Yes: when an incoming call reaches N412 and sends INVITE packet to N412, N412 responds 401, but the Realm info in 401 Response does not match the Realm set on VoIP trunk, the provider will refuse to authenticate.</li> <li>• No: N412 will not reply a 401 Response to the provider to authenticate the incoming call.</li> </ul> |
| Enable Outbound Proxy Server | A proxy that receives requests from a client. Even though it may not be the server resolved by the Request-URI.   |
| Codecs                       | Define the codec for this sip trunk and its priority  |
| Transport                    | This will be the transport method used by the SIP Trunk. This method is given by the SIP trunk provider.  |
| Enable SRTP                  | Define if SRTP is enabled for this trunk.   |
| Qualify                      | Send check alive packets to the sip provider.   |
| DTMF Mode                    | Set default mode for sending DTMF of this trunk. Default setting: rfc4733.  |

## 2) DNIS Settings

Table 7-8 VoIP Trunk-DNIS Settings

| DNIS Settings |                                     |
|---------------|-------------------------------------|
| Enable DNIS   | Tick to enable DNIS for this trunk. |
| DNIS Name     | Define the DINS name.               |
| DID Number    | Set the DID Number for this trunk.  |

## 3) DOD Settings

DOD (Direct Outward Dialing) means the caller ID displayed when dialing out. Before configuring this, please make sure the provider supports this feature.

- **Associated Extension**  
The extension making call out via SIP Trunk will display the associated DOD.
- **Add DOD**  
Add DOD for one associated extension.
- **Add Bulk DOD**

Figure 7-1 VoIP Trunk DOD Settings

Add bulk DOD for bulk extensions in ascending sequence with the “Begin DOD” you fill in. For example, if the Associated Extensions are 100, 101, 102, 103, 104, 105 with “Begin DOD” as 5500100, the corresponding DOD will be 5500100, 5500101, 5500102, 5500103, 5500104, and 5500105.

## Service Provider

### 1) General Settings

Table 7-9 Service Provider Trunk-General Settings

| General Settings |   |
|------------------|---|
| Provider Name    | A unique label to help you identify this trunk.   |
| Hostname/IP      | Service provider’s hostname or IP address.<br>Default port: 5060. Don’t change this part if it is not required.   |
| Maximum Channels | Control the maximum number of outbound channels (simultaneous calls) that can be used on this trunk. Inbound calls are not counted against the maximum. Set as 0 to specify no maximum. |
| Transport        | This will be the transport method used by the SIP Trunk. This method is given by the SIP trunk provider.  |
| Qualify          | Send check alive packets to the sip provider.   |
| DTMF Mode        | Set default mode for sending DTMF of this trunk. Default setting: rfc2833.  |

### 2) DOD Settings

DOD (Direct Outward Dialing) means the caller ID displayed when dialing out. Before configuring this, please make sure the provider supports this feature.

Figure 7-2 DOD Settings

Table 7-10 Service Provider Trunk-DOD Settings

| DOD Settings         |  |
|----------------------|--|
| Global DOD           | Global direct outward dialing number.                                      |
| DOD                  | Direct Outward Dialing Number.   |
| Associated Extension | The extension make call out via BRI Trunk will display the associated DOD. |

- **Add a DOD**

Fill in DOD number and choose associated extension, then click **↑Add DOD** to add one DOD number.

- **Add Bulk DOD**

Click **↑Add Bulk** to add DOD numbers in bulk.

Figure 7-3 Add Bulk DOD

Add bulk DOD for bulk extensions in ascending sequence with the “Begin DOD” you fill in. For example, if the Associated Extensions are 100, 101, 102, 103, 104, 105 with “Begin DOD” as 5500100, the corresponding DOD will be 5500100, 5500101, 5500102, 5500103, 5500104, and 5500105.

# Call Control

This chapter shows you how to control outbound calls and incoming calls with outbound routes and inbound routes.

- [Outgoing Rules](#)
- [Incoming Rules](#)
- [PIN Settings](#)
- [Blacklist](#)

## Outgoing Rules

### Outbound Route

An outbound route works like a traffic cop giving directions to road users to use a predefined route to reach a predefined destination. Outbound routes are used to specify what numbers are allowed to go out a particular route. When a call is placed, the actual number dialed by the user is compared with the dial patterns in each route (from highest to lowest priority) until a match is found. If no match is found, the call fails. If the number dialed matches a pattern in more than one route, only the rules with the highest priority in the route are used.

#### **Note:**

- N824 compares the number with the pattern that you have defined in your route 1. If matches, it will initiate the call using the selected trunks. If it does not, it will compare the number with the pattern you have defined with route 2 and so on. The outbound route which is in a higher position will be matched firstly.
- Adjust the outbound route sequence by clicking these buttons  .

Go to **PBX**→**Outbound Call Control**→**Outgoing Rules** to edit outbound routes. Please check the outbound route configuration parameters below.

### 1) General Settings

Table 8-1 Outbound Route-General Settings

| Options    | Description   |
|------------|---|
| Route Name | Used to identify the route. The name is usually descriptive, i.e. "local" or "international". |
| Password   | OPTIONAL.<br>Select a PIN list from <a href="#">PIN Settings</a> to set password for the      |

|               |   |
|---------------|---|
|               | outbound route. A route can prompt users for a password before allowing calls to process. Leave this field blank if you don't want to restrict this outbound route.                                       |
| T.38 Support  | Enable or disable T.38 FAX on this outbound route. Only for SIP Trunk.  |
| Rrmemory Hunt | Round Robin with memory. If it is enabled, N824 will remember which trunk was used last time, and then use the next available trunk to call out.  |
| Office Hours  | This is an option to limit when the outbound route is available to use. Usually we can select an office hours that is same as your working hours, and the outbound route would be unavailable after work. |

## 2) Dial Patterns

A dial pattern is a unique set of digits that will select this route and send the call to the designated trunks. Multiple Dial Patterns can be added on one outbound route

by clicking  Add button.

Table 8-2 Outbound Route-Dial Patterns

| Patterns  |  |
|---|--|
| <b>X</b>  | Refers to any digit between 0 and 9  |
| <b>Z</b>  | Refers to any digit between 1 and 9  |
| <b>N</b>  | Refers to any digit between 2 and 9  |
| <b>[###]</b>  | Refers to any digit in the brackets, example [123] is 1 or 2 or 3. Note that multiple numbers can be separated by commas and ranges of numbers can be specified with a dash ([1.3.6-8]) would match the numbers 1,3,6,7 and 8. |
| <b>. (dot)</b>  | Wildcard. Match any number of anything.  |
| <b>!</b>  | Used to initiate call processing as soon as it can be determined that no other matches are possible.   |
| Strip   |  |
| Allow the users to specify the number of digits that will be stripped from the front of the phone number before the call is placed.<br>For example, if users must press 0 before dialing a phone number, one digit should be stripped from the dial string before the call is placed.   |  |
| Prepend   |  |
| Digits to prepend to a successful match. If the dialed number matches the patterns, then this will be prepended before sending to the trunks.<br>For example if a trunk requires 10-digit dialing, but users are more comfortable with 7-digit dialing, this field could be used to prepend a 3-digit area code to all 7-digit phone numbers before the calls are placed. When using analog trunks, a "w" character may |  |

also be prepended to provide a slight delay before dialing.

### 3) Member Extensions

Move the extensions could call through this outbound route to "Selected" Box.

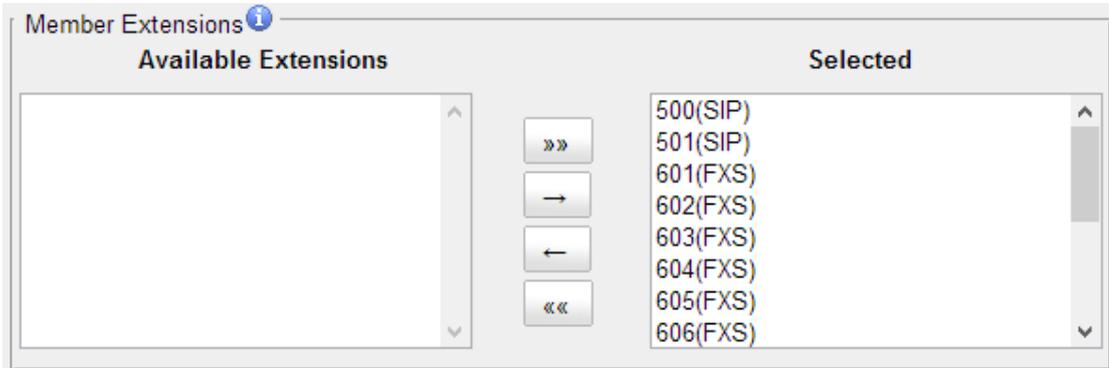


Figure 8-1 Outbound Route-Member Extensions

### 4) Member Trunks

Move the trunks that would be used on this outbound route to "Selected" Box.

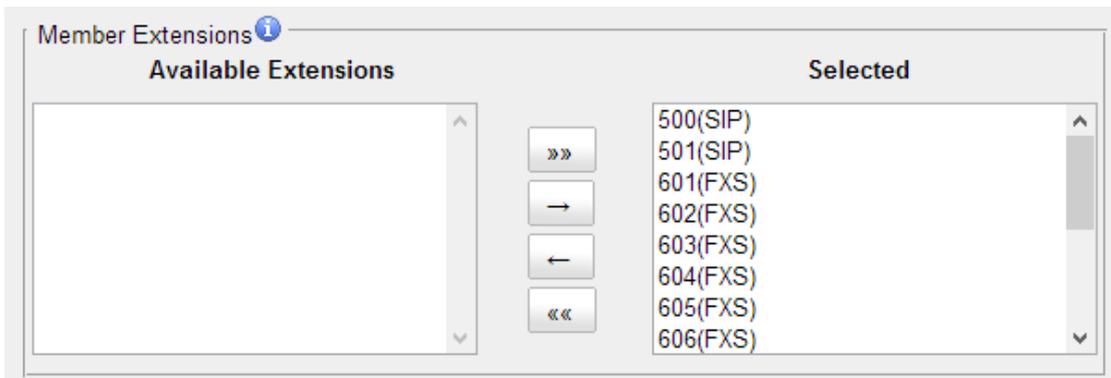


Figure 8-2 Outbound Route-Member Trunks

## Seize a Line

On a traditional PBX, users have to seize a CO Line before dialing outside number. To adapt to these users' habits, we retain this feature. Users could seize an available CO Line by dialing a pre-configured number (default: 9), then get a dial tone and dial the external number to call out.

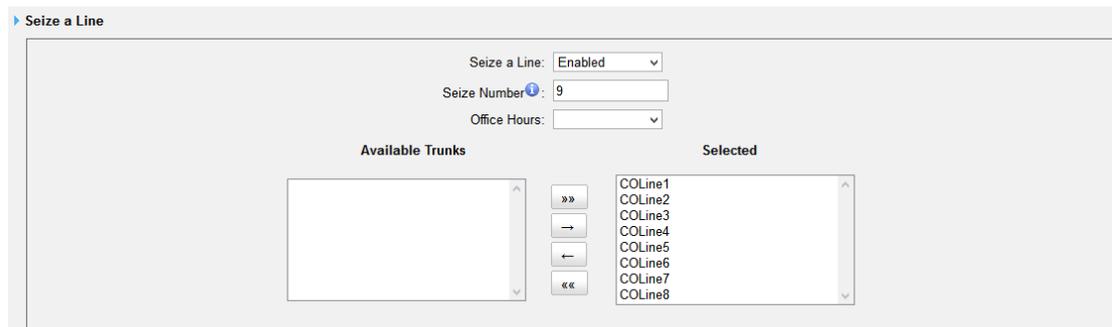


Figure 8-3 Seize a Line

## Incoming Rules

When a call comes into N824 from the outside, N824 needs to know where to direct it. It can be directed to an extension, a ring group, a queue or a digital Receptionist (IVR) etc.

Go to **PBX**→**Inbound Call Control**→**Incoming Rules** to edit incoming rules. Please check the inbound route configuration parameters below.

### 1) General Settings

Table 8-3 Inbound Route-General Settings

| Options          | Description   |
|------------------|---|
| Route Name       | Used to identify the route.   |
| DID Number       | Routing calls based on the trunk on which the call is coming in. In the DID field, you will define the expected “DID Number” if your trunk passes DID on incoming calls. Leave this blank to match calls with any or no DID info. The DID number entered must match the format of the provider sending the DID. You can also use a pattern match to match a range of numbers. |
| Caller ID Number | Routing calls based on the caller ID number of the person that is calling. Define the caller ID number to be matched on incoming calls. Leave this field blank to match any or no CID info.   |

### 2) Trunk Members

Select which trunks will be member trunks for this route. To make a trunk a member of this route, please move it to the “Selected” box.

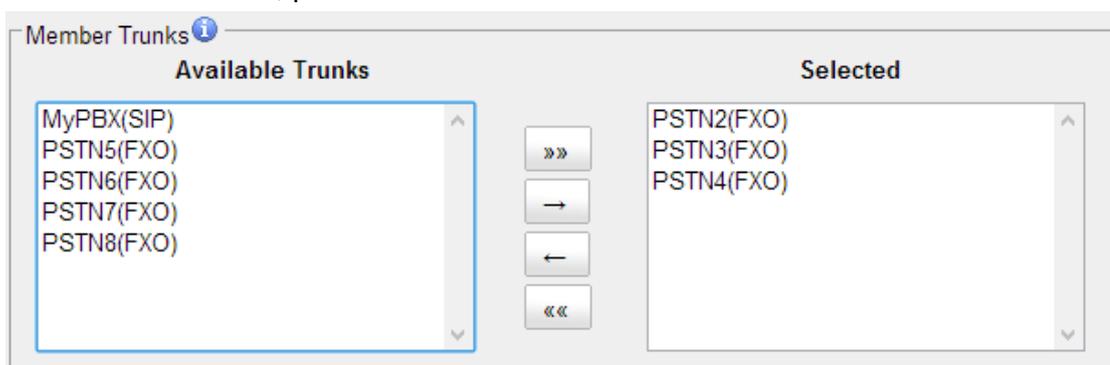


Figure 8-4 Inbound Route-Member Trunks

### 3) Business Days

Define where the calls will be routed during Business Days.

Business Days

Office Hours :  ▾

Office Hours Destination : End Call ▾  ▾

Non-office Hours Destination : End Call ▾  ▾

Figure 8-5 Inbound Route-Business Days

- **Office Hours**  
Select one defined business days office hours.
- **Office Hours Destination**  
Configure where to route the incoming calls during office hours.
- **Non-office Hours Destination**  
Configure where to route the incoming calls during non-office hours.

Table 8-4 Inbound Route-Business Days

| Destination     | Description   |
|-----------------|---|
| End Call        | Route the incoming calls to end calls, the system will auto hang up the call.                                     |
| Extension       | Route the incoming calls to a specific extension.   |
| Voicemail       | Route the incoming calls to an extension's voicemail.   |
| IVR             | Route the incoming calls to a specific IVR.   |
| Ring Group      | Route the incoming calls to a specific Ring Group.  |
| Conference Room | Used to initiate call processing as soon as it can be determined that no other matches are possible.              |
| Queues          | Route the incoming calls to a specific Queue.   |
| Faxes           | Route the incoming faxes to a specific extension's mail address.<br>Note: this function only supports T.38 faxes. |

#### 4) During Holidays

Define where the calls will be routed during Holidays.

During Holidays

Holiday :  ▾

Destination : End Call ▾  ▾

Figure 8-6 Inbound Route-During Holidays

- **Holiday**  
Select which defined Holiday to use. When a time is defined in both Business Days and Holidays, it will be treated as Holidays.
- **Destination**  
Configure where to route the incoming calls during holidays.

## 5) Fax Detection

Enable or disable the "Fax Detection" functionality on this route.

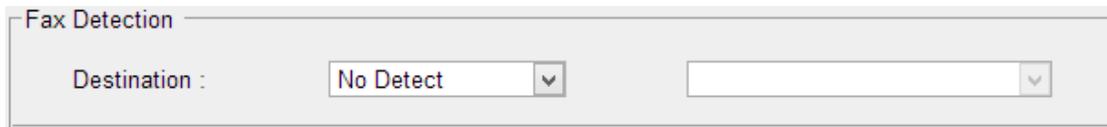


Figure 8-7 Inbound Route-Fax Detection

- No Detect**  
 No attempts are made to auto-determine the call type. All calls are sent to the defined destination.
- Custom Email**  
 Customize an E-mail address to receive the faxes. You should first configure the "Voicemail Settings->SMTP Settings for Voicemail" correctly before you use this option.
- Faxes**  
 Send faxes to an extension. If choosing a FXS extension here, the fax will be sent to the FXS port selected, you should connect a fax machine to this FXS port. If choosing a VoIP extension, the fax will be sent to the extension's voicemail as an attachment.

### Note:

If you want to receive faxes with custom Email address, the [SMTP Settings](#) should be configured successfully in advance. If you want to receive faxes with E-mail address configured in VoIP extension voicemail, you should first make sure the tested email to your email address works fine.

## PIN Settings

Go to **PBX**→**Advanced Settings**→ **PIN Settings** to create a PIN list. The PIN lists can be selected to access restricted features. The PIN can also be added to the CDR record's "Account Code" field. PIN list can be applied to Outbound Route.

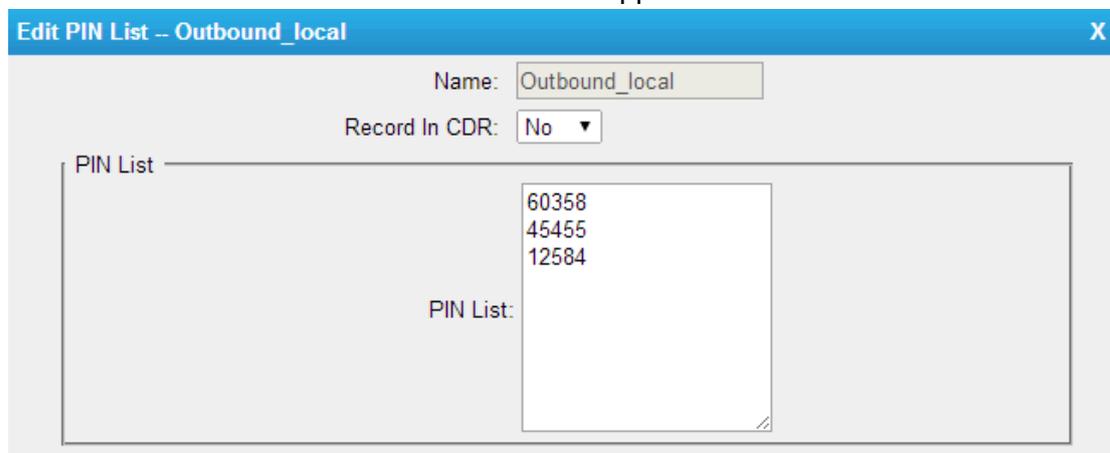


Figure 8-8 PIN Settings

## Blacklist

Blacklist is used to block an incoming/outgoing call. If the number of incoming/outgoing call is registered in the number blacklist, the caller will hear the following prompt: “The number you have dialed is not in service. Please check the number and try again”. The system will then disconnect the call.

Go to **PBX**→**Advanced Settings**→**Blacklist** to add numbers to the blacklist.

You can choose to block the number for inbound, outbound or both.

- If the type is “inbound”, then this number can’t be called.
- If the type is “outbound”, then the extensions in N824 can’t call this number.

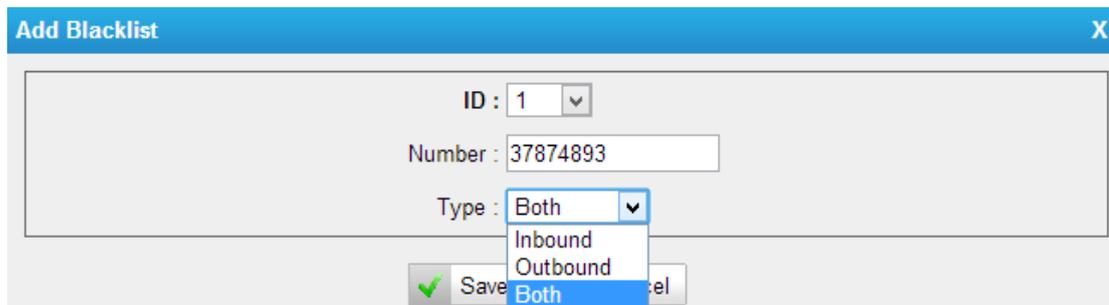


Figure 8-9 Number Blacklist

# IVR

Like most organizations, where possible, we would like to route incoming calls an Auto Attendant. You can create one or more IVR (Auto Attendant) on N824 to achieve it. When calls are routed to an IVR, N824 will play a recording prompting them what options the callers can enter such as “Welcome to XX, press 1 for Sales and press 2 for Technical Support”.

## Configure IVR

Go to **PBX**→**Inbound Call Control**→**IVR** to configure IVR.

- Click  **Add IVR** to add a new IVR.
- Click  **Delete the Selected IVR** to delete the selected IVR.
- Click  to edit one IVR.
- Click  to delete one IVR.

Please check the IVR configuration parameters below.

Table 9-1 IVR Configuration Parameters-General Settings

| General Settings   |  |
|--------------------|--|
| Number             | N824 treats IVR as an extension; you can dial this extension number to reach the IVR from internal extensions.   |
| Name               | Set a name for the IVR.  |
| Prompt             | Choose which recording to be played to the caller when they reach the IVR. You can choose the default prompt on N824 or choose a <a href="#">Custom Prompt</a> which is uploaded or created on N824. |
| Repeat Count       | The number of times that the selected IVR prompt will be played.   |
| Key Timeout        | How long (in seconds) we wait for the caller to enter an option on their phone keypad before we consider it timed out and it follows the Timeout Destination as defined below.                       |
| Enable Direct Dial | Tick this option to enable Direct Dial. If Direct Dial is enabled, the callers can enter a user's extension number when entering the IVR to go direct to the users.                                  |

| Key Press Events |  |
|------------------|--|
| Key Press Event  |  |
| 0                |  |
| 1                |  |
| 2                |  |
| 3                |  |
| 4                |  |
| 5                |  |
| 6                |  |
| 7                |  |
| 8                |  |
| 9                |  |
| #                |  |
| *                |  |
| Timeout          |  |
| Invalid          |  |

Select the destination for each key pressing: digits 0-9, "#", "\*", Timeout and Invalid. When the callers press the corresponding key, the call will be routed to:

- Extension
- Voicemail
- Ring Group
- IVR
- Conference Room
- Queues
- Faxes
- Dial by Name
- Hangup

# Ring Group

A ring group helps you to ring a group of extensions in a variety of ring strategies. For example, you could define all the technical support guys' extensions in a ring group and ring the support guys one by one.

## Configure Ring Group

Go to **PBX**→**Inbound Call Control**→ **Ring Group** to configure ring group.

- Click  **Add Ring Group** to add a new Ring Group.
- Click  **Delete the Selected Ring Group** to delete the selected ring groups.
- Click  to edit one Ring Group.
- Click  to delete one Ring Group.

Please check the Ring Group configuration parameters below.

### 1) General Settings

Table 10-1 Ring Group Configuration Parameters-General Settings

| General Settings            |   |
|-----------------------------|---|
| Ring Group Name             | Used to identify the ring group.  |
| Ring Group Number           | This option defines the numbered extension that can be dialed to reach this group.  |
| Strategy                    | Select an appropriate ring strategy for this ring group. <ul style="list-style-type: none"> <li>• Ring All Simultaneously: ring all the available extensions simultaneously.</li> <li>• Ring Sequentially: ring each extension in the group one at a time.</li> </ul>   |
| Seconds to ring each member | Specify how long (in second) to ring each extension or all the extensions. <ul style="list-style-type: none"> <li>• If the strategy is “Ring All Simultaneously”, it means the number of seconds to ring this group before routing the call according to the “Destination if No Answer” settings.</li> <li>• If the strategy is “Ring Sequentially”, it means the number of seconds to ring a single extension before moving on to the next one.</li> </ul> |

## 2) Ring Group Member

Specify the extensions to be part of this ring group. Move the desired ring group members to the "Selected" Box.

The screenshot shows a configuration window titled "Ring Group members" with a help icon. It is divided into two main sections: "Available Extensions" on the left and "Selected" on the right. In the "Available Extensions" list, there are two entries: "500(SIP)" and "501(SIP)". In the "Selected" list, there are eight entries: "601(FXS)", "602(FXS)", "603(FXS)", "604(FXS)", "605(FXS)", "606(FXS)", "607(FXS)", and "608(FXS)". Between the two lists are four buttons: a double right arrow (»»), a single right arrow (→), a single left arrow (←), and a double left arrow (««).

Figure 10-1 Ring Group Member

## 3) Destination if No Answer

When all members on this group fail to answer the call, system will handle the call according to the selected destination.

The screenshot shows a configuration window titled "Destination If No Answer:". On the left, there is a label "Destination:". To the right, there are seven radio button options, each with a corresponding dropdown menu. The "End Call" option is selected. The dropdown menus show the following values: "Extension -- 500", "Voicemail -- 500", "IVR -- 760", "Ring Group -- 720", "Conference Room -- 74", and "Queues -- 780".

Figure 10-2 Destination if No Answer

# Queue

Queues are designed to receiving calls in a call center. A queue is like a virtual waiting room, in which callers wait in line to talk with the available agent. Once the caller called in N824 and reached the queue, he/she will hear hold music and prompts, while the queue sends out the call to the logged-in and available agents. A number of configuration options on the queue help you to control how the incoming calls are routed to the agents and what callers hear and do while waiting in the line.

## Configure a Queue

Go to **PBX**→**Inbound Call Control**→**Queues** to configure queues.

- Click  **Add Queue** to add a new Queue.
- Click  **Delete the Selected Queues** to delete the selected queues.
- Click  to edit one queue.
- Click  to delete one queue.

Please check the Queue configuration parameters below.

### 1) General Settings

Table 11-1 Queue Configuration Parameters-General Settings

| General Settings    |  |
|---------------------|--|
| Name                | A name for the Queue. The name is used for identification purpose throughout the user interface.   |
| Number              | Use this number to dial into the queue, or transfer callers to this number to put them into the queue.   |
| Queue Password      | You can require agents to enter a password before they can login to this queue.  |
| Queue Agent Timeout | The number of seconds an agent's phone can ring before we consider it a timeout.   |
| Queue Max Wait Time | The maximum number of seconds a caller can wait in a queue before being pulled out. (0 for unlimited).   |
| Queue Ring Strategy | Multiple strategies are available for the queue. <ul style="list-style-type: none"> <li>• <b>RingAll</b>:ring all available agents simultaneously until one answers.</li> <li>• <b>LeastRecent</b>:ring the agent which was least recently called.</li> <li>• <b>FewestCalls</b>:ring the agent with the fewest completed</li> </ul> |

|  |  |
|--|--|
|  | <p>calls.</p> <ul style="list-style-type: none"> <li>• <b>Random!</b>:ring a random Agent.</li> <li>• <b>RRmemory</b>:Round Robin with Memory, remembers where it left off in the last ring pass.</li> </ul> |
|--|--|

## 2) Agents

This selection shows all users. Selecting a user here makes them a dynamic agent of the current queue. The dynamic agent is allowed to log in and log out the queue at any time.

The agents dial "Queue number" + "\*" to log in or "Queue number" + "\*\*\*" to log out the queue. For example, if the queue number is "681", then the dynamic agent can dial "681\*" to log in or "681\*\*\*" to log out.



Figure 11-1 Agents

## 3) Caller Position Announcement

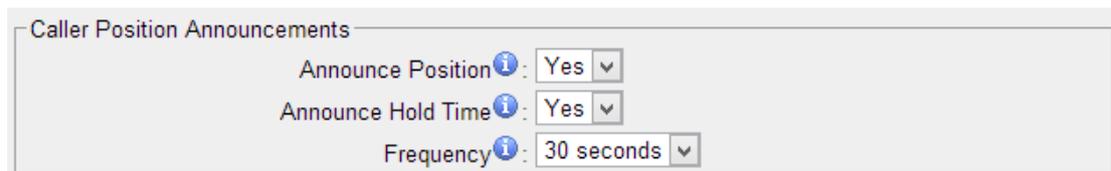


Figure 11-2 Caller Position Announcement

Table 11-2 Caller Position Announcement

| Caller Position Announcement |  |
|------------------------------|--|
| Announce Position            | Whether to announce position of call in the queue or not.  |
| Announce Hold Time           | Enabling this option causes N824 to announce the hold time to the caller periodically based on the frequency timer. The hold time will not be announced if the time is less than 1 minute no matter this option is set to yes or no. |
| Frequency                    | How often to announce the queue position and estimated hold time.  |

## 4) Periodic Announcements

The periodic announcement is played periodically when the caller is waiting on the

line.

Figure 11-3 Periodic Announcements

**5) Events**

Once the events settings are configured, the callers are able to press the key to enter the destination you set. Usually, a prompt should be set on [Periodic Announcements](#) to guide the callers to press the key.

Figure 11-4 Events

**6) Failover Destination**

Define the failover action. A failover occurs after the user reach the Queue max wait time.

Figure 11-5 Failover Destination

**7) Others**

Figure 11-6 Queue Others Settings

Table 11-5 Queue Others Settings

| Others           |  |
|------------------|--|
| Music on Hold    | Select the "Music on Hold" Prompt for this queue.  |
| Leave When Empty | This option controls whether callers already on hold are forced out of the queue that has no agents. <ul style="list-style-type: none"> <li>• Yes: callers are forced out of a queue when no agents are</li> </ul> |

|                    |  |
|--------------------|--|
|                    | <p>logged in.</p> <ul style="list-style-type: none"> <li>• No: callers will remain in the queue without any agent.</li> </ul>  |
| Join Empty         | <p>This option controls whether callers can join a call queue that has no agents.</p> <ul style="list-style-type: none"> <li>• Yes: callers can join a call queue with no agents or only unavailable agents</li> <li>• No: callers cannot join a queue with no agents</li> </ul> <p>The default setting is "No".</p> |
| Ring in Use        | <p>If set to "No", the queue will avoid sending calls to members whose devices are known to be "in use".</p>   |
| Agent Announcement | <p>Announcement played to the agent prior to bringing in the caller.</p>   |
| Join Announcement  | <p>Announcement played to callers once prior to joining the queue.</p>   |
| Retry              | <p>The amount of seconds the queue waits after calling all available agents before calling them again.</p>   |
| Wrap-up Time       | <p>The amount of seconds the queue waits for passing another queue call to an agent who has completed a call (0 for no delay).</p>   |

# Conference

Conference Calls increase employee efficiency and productivity, and provide a more cost-effective way to hold meetings. Conference agents can dial \* to access to the settings options and the admin can kick the last user out and can lock the conference room.

- [Configure a Conference Room](#)
- [Join a Conference Room](#)
- [Manage the Conference](#)

## Configure a Conference Room

Go to **PBX**→**Inbound Call Control**→**Conferences** to configure conferences.

- Click  **Add Conference Room** to add a new Conference Room.
- Click  **Delete the Selected Conference Rooms** to delete the selected conference rooms.
- Click  to edit one Conference Room.
- Click  to delete one Conference Room.

Please check the Conference configuration parameters below.

Table 12-1 Conference Configuration Parameters

| Options   | Description  |
|-----------|--|
| Extension | Use this number to dial into the conference room.  |
| Admin     | Admin can kick a user out and can lock the conference room.  |
| PIN#      | You can require callers to enter a password before they can enter this conference. This setting is optional. |

## Join a Conference Room

Users on N824 could dial the conference extension to join the conference room. If a password is set for the conference, users would be prompted to enter a PIN.

**How to join a N824 conference room, if I am calling from outside** (i.e. calling from my mobile phone)?

In this case, an inbound route for conferences should be set on N824. A trunk should

be selected in the inbound route and destination should be set to a conference room. When the outside users dial in the trunk number, the call will be routed to the conference room.

## Manage the Conference

During the conference call, the users could manage the conference by pressing \* key on their phones to access IVR menu for conference room.

Please check the options for conference IVR below.

Table 12-2 Conference IVR Menu

| Conference Administrator IVR Menu |                                 |
|-----------------------------------|---------------------------------|
| 1                                 | Mute/ un-mute yourself.         |
| 2                                 | Lock /unlock the conference.    |
| 3                                 | Eject the last user.            |
| 4                                 | Decrease the conference volume. |
| 5                                 | Extend the conference.          |
| 6                                 | Increase the conference volume. |
| 7                                 | Decrease your volume.           |
| 8                                 | Exit the IVR menu.              |
| 9                                 | Increase your volume.           |
| Conference Users IVR Menu         |                                 |
| 1                                 | Mute/ un-mute yourself.         |
| 4                                 | Decrease the conference volume. |
| 6                                 | Increase the conference volume. |
| 7                                 | Decrease your volume.           |
| 8                                 | Exit the IVR menu.              |
| 9                                 | Increase your volume.           |

# Managing Voice on N824

In this chapter, we introduce how to manage voice on N824, including the following sections:

- System Prompt
- Custom Prompt
- Music on Hold

## System Prompt

N824 ships with a US English prompt set by default. The system supports multiple languages. Users could update the system prompt in different ways. Go to **PBX**→**Audio Settings**→**System PromptsSettings** to update the system prompt.

### HTTP/Auto Mode (Recommended)

Please make sure your N824 can access the internet before you update system prompt with this method.

Users could choose the desired prompts and click download to update directly without reboot.

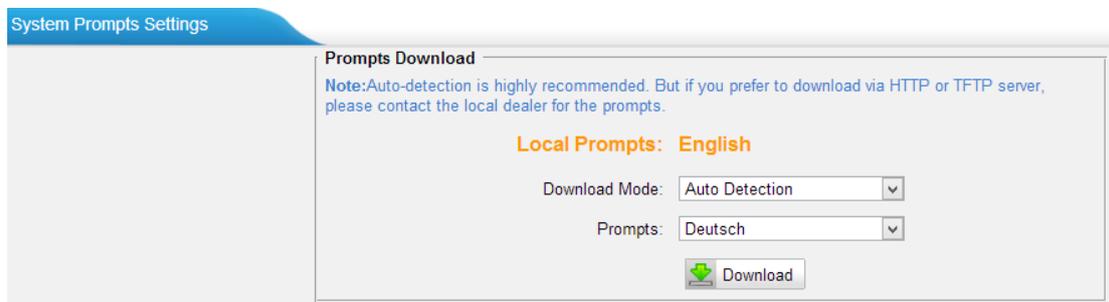


Figure 13-1 Update System Prompts- Auto Detection

Another way is choose Download Mode as "HTTP" and fill in the URL to download system prompt and update it.

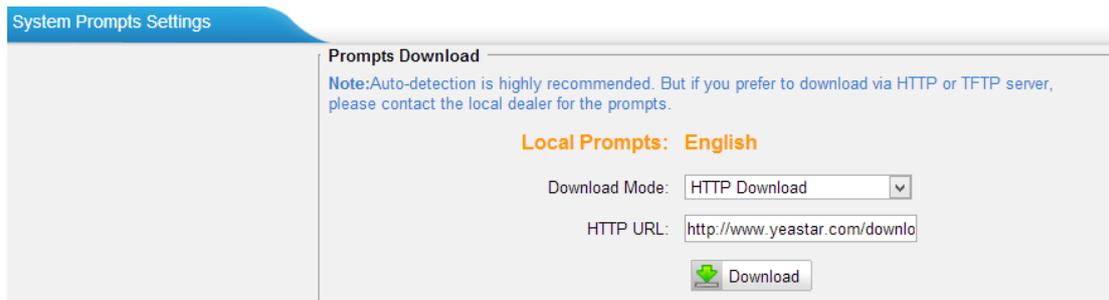


Figure 13-2 Update System Prompts- HTTP Download

**Download link of system prompt is as below:**

- [America](#) 
- [Arabic](#) 
- [Australia](#) 
- [British](#) 
- [Chinese](#) 
- [Danish](#) 
- [Deutschland](#) 
- [Dutch](#) 
- [Finnish](#) 
- [French](#) 
- [French Canada](#) 
- [Greek](#) 
- [Hungarian](#) 
- [Italian](#) 
- [Korean](#) 
- [Norwegian](#) 
- [Persian](#) 
- [Polish](#) 
- [Portuguese](#) 
- [Portuguese Brazil](#) 
- [Russian](#) 
- [Spanish](#) 
- [Spanish Latin](#) 
- [Spanish Mexico](#) 
- [Swedish](#) 
- [Thai](#) 
- [Turkish](#) 

### TFTP Method

If N824 cannot access the internet, please update the system prompts via TFTP.

**Step1.**Download the system prompt to your local PC.

**Step2.**Enable TFTP Server (For example, tftpd on Windows)

- 1) Install tftpd32 software on computer.  
Download link:[http://tftpd32.jounin.net/tftpd32\\_download.html](http://tftpd32.jounin.net/tftpd32_download.html)
- 2) Configure tftpd32  
For the option "Current Directory", click "Browse" button, choose the system prompt file of N824, such as D:\fr.tar.gz.

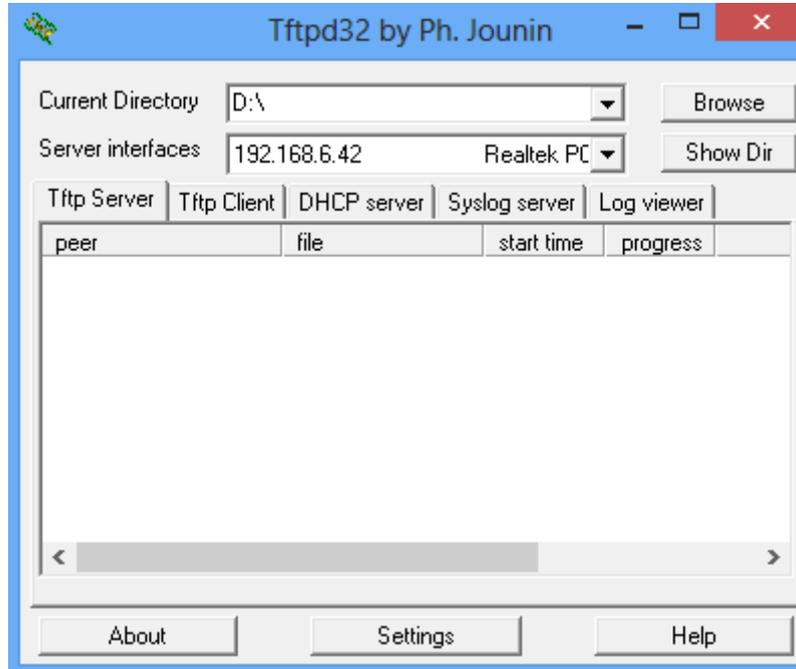


Figure 13-3 Configure Tftpd32

**Step3.**Update via TFTP

- 1) TFTP Server: fill in IP address of tftpd32 server, such as 192.168.6.42.
- 2) File Name: Enter the name of voice prompt tar file name, such as "fr.tar.gz".
- 3) 3) Click  **Download** to download the system prompt and update.

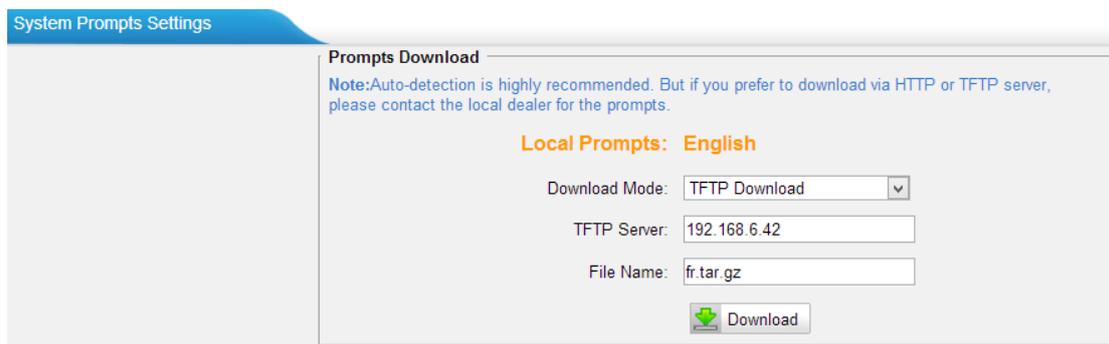


Figure 13-4 Update System Prompts- TFTP Download

## Custom Prompt

The default voice prompts and announcements in N824 are suitable for almost every situation. However, you may want to use your own voice prompt to make it more meaningful and suitable for your case. In this case, you need to upload a custom prompt to N824 and apply it to the place you want to change.

Custom Prompt can be found via the path **PBX**→ **Audio Settings** → **Custom Prompts**. On the Custom Prompt page, you can record a new prompt or upload your audio file to N412.

### Record New Prompt

The administrator can record custom prompts by doing the following:

- 1) Click the button .
- 2) Input the desired file name on the popup window and choose an extension to call for recording (such as 601).
- 3) Click . The selected extension will ring and you can pick up the phone to start recording.

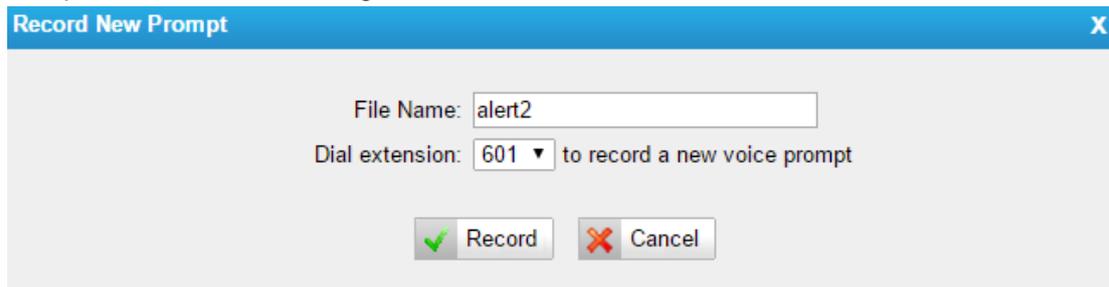
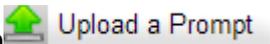


Figure 13-5 Record New Prompt

### Upload Custom Prompt

- 1) Click the button .
- 2) Click  to choose the desired prompt.

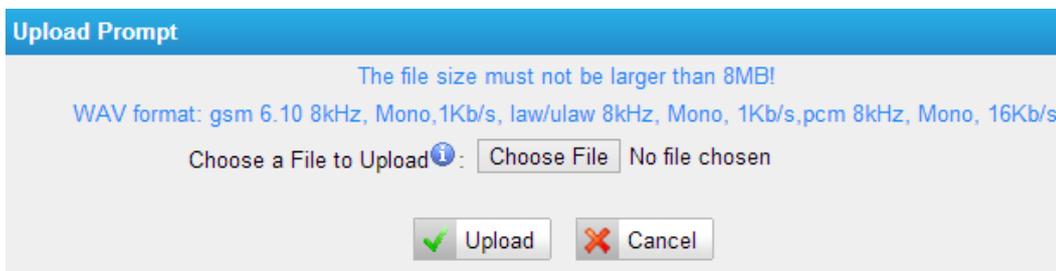


Figure 13-6 Upload Custom Prompt

- 3) Click  to upload the selected prompt.

**Note:**

The file size must not be larger than 8 MB, and the file must be WAV format:

- ✓ GSM 6.10 8 kHz, Mono, 1 Kb/s
- ✓ Alaw/Ulaw 8 kHz, Mono, 1 Kb/s
- ✓ PCM 8 kHz, Mono, 16 Kb/s

## Music on Hold

**Music on hold** (MOH) is the business practice of playing recorded music to fill the silence that would be heard by callers who have been placed on hold. There are 3 default MOH files built in N824, you can also upload the one you want to N824.

### Upload a Music on Hold Prompt

Upload a custom prompt via **PBX**→**Audio Settings**→**Music on Hold Prompts**.

- 1) Click the button  **Upload Music on Hold Prompt**.
- 2) Click  to choose the desired prompt.

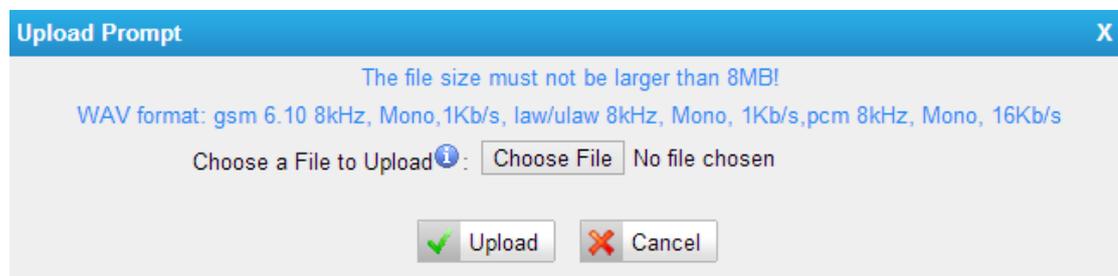


Figure 13-7 Upload Music on Hold File

- 3) Click  to upload the selected prompt.

**Note:**

The file size must not be larger than 8 MB, and the file must be WAV format:

- ✓ GSM 6.10 8 kHz, Mono, 1 Kb/s
- ✓ Alaw/Ulaw 8 kHz, Mono, 1 Kb/s
- ✓ PCM 8 kHz, Mono, 16 Kb/s

### Play a Music on Hold Prompt

Choose a Music on Hold file via **PBX**→**Audio Settings**→**Music on Hold Prompts**

and click  to play the prompt. Choose one extension to play the prompt. Once

clicked the button  **Play**, the selected extension will ring. Pick up the phone and listen to the music.

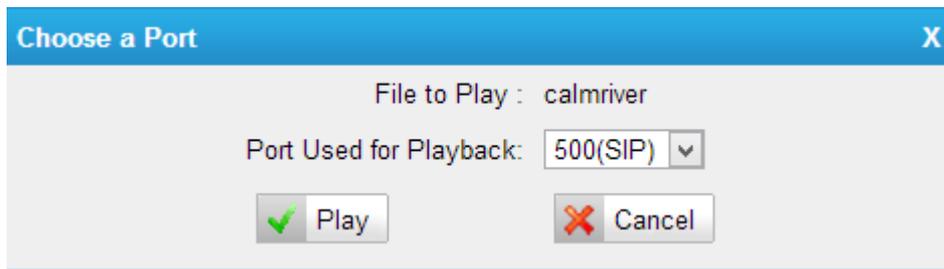


Figure 13-8 Play a Music on Hold Prompt

# Voicemail

In this chapter, we introduce how to manage voicemail system on N824, including the following sections:

- [Voicemail Settings](#)
- [Voicemail to Email](#)
- [How to Check Voicemail?](#)
- [How to Change Voicemail Greetings?](#)

## Voicemail Settings

Users could configure voicemail settings, including general voicemail settings and SMTP settings (which is used for “Voicemail to Email”) via **PBX→Basic Settings→Voicemail Settings**.

### 1) General Settings

Table 14-1 Voicemail- General Settings

| General Voicemail Settings       |  |
|----------------------------------|--|
| Max Message per Folder           | Set the maximum number of messages that can be stored in a single voicemail box.                                   |
| Max Message Time                 | Set the maximum length of a single voicemail message.  |
| Min Message Time                 | Set the minimum length of a single voicemail message. Messages below this threshold will be automatically deleted. |
| Ask Caller to Dial 5             | If this option is set, the caller will be prompted to press 5 before leaving a message.                            |
| Delete Voicemail                 | After notification, the voicemail is deleted from the server.  |
| Operator Breakout from Voicemail | If this option is set, the caller can jump out of the voicemail and go to the destination you set by dialing “0”.  |
| Destination                      | The caller will go to the destination by dialing “0”.  |

### 2) SMTP Settings

Please ensure the SMTP settings are configured correctly to make [Voicemail to Email](#) work properly.

After finishing the configuration, you can click on the [Test SMTP Settings](#) button to check whether the setup is OK.

- If the test is successful, you can use the email safely.
- If the test failed, please check if the above information is input correctly or if the network is OK.

Figure 14-1 Voicemail-SMTP Settings

- **E-mail Address**  
The E-mail Address that N824 will use to send voicemail.
- **Password**  
The password for the email address used above.
- **SMTP Server**  
The IP address or hostname of an SMTP server that the N824 will connect in order to send voicemail messages via email.
- **Port**  
SMTP Port: the default value is 25.
- **Use SSL/TLS to send secure message to server**  
If the email sending server needs to authenticate the sender, you need to select the check box.

**Note:**

SSL/TLS must be selected if you use Gmail or Exchange Server.

## Voicemail to Email

Voicemail is enabled for each extension on N824 by default. If there is no answer for an extension, the call will be forwarded to the extension's voicemail. Email notification of voicemails are supported on N824, simply enable this feature on the desired extension edit page. Enter your email address in the Email Address field, the received voicemails will be sent to your email.

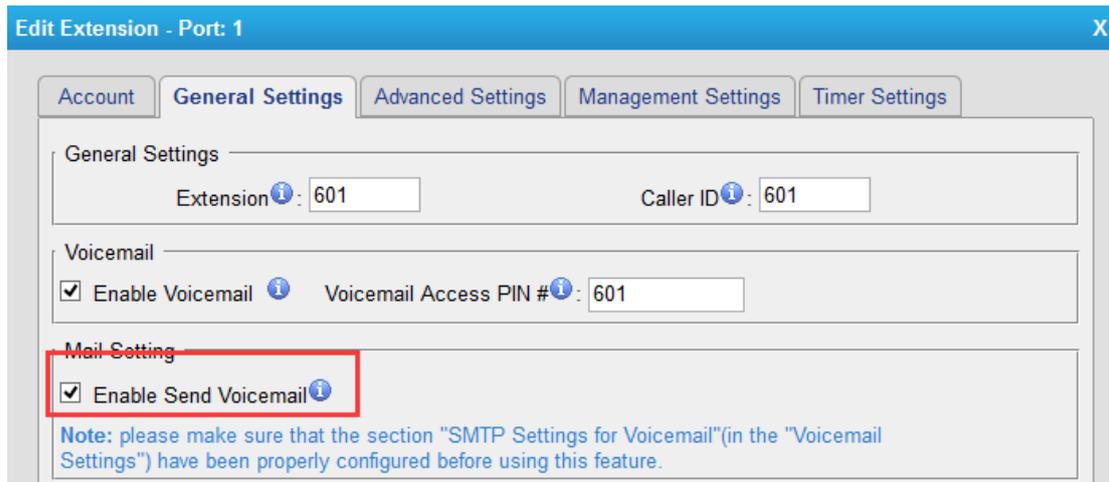


Figure 14-2 Enable Voicemail to Email

**Note:**

Please ensure that the section of "SMTP Settings for Voicemail" (in the "Voicemail Settings") has been properly configured before using this feature.

## How to Check Voicemail?

There are multiple ways to check voicemail on N824. You can check the voicemail by pressing voicemail feature code on your phone or log in N824 by Extension account to check voicemails. In addition, you can check voicemail via Email if Voicemail to Email is enabled.

### 1) Check Voicemail by Phones

The default feature code to check a specific extension's voicemail is \*2.

Dial \*2 on your phone, and enter the voicemail PIN code to access your voicemail. The default voicemail PIN number is the same as your extension number. The password can be changed on the extension edit page.

You can also check other extension's voicemail on your own handset by using feature code \*02. Dial \*02 on your phone to enter the voicemail main menu. Entering the desired extension number and followed by the extension's voicemail PIN, you will be able to check the extension's voicemail.

### 2) Check Voicemail on Web

Another way to check voicemail is logging in N824 by Extension User Account.

Before logging in N824 Web using the extension User account, you should enable "User Web Interface" for the extension.

Figure 14-3 Enable User Interface

**User Name:** Extension Number

**Password:** Web Password for the extension

Figure 14-4 Login N824 via Extension Account

After login, you can check voicemail on "Voicemail" page.

### 3) Check Voicemail via Email

If you have enabled "Voicemail to Email" feature, you can check voicemail on your email.

## How to Change Voicemail Greetings?

The default Voicemail greeting on N82 is fine but it is rather bland and quite boring.

You can customize your own voicemail greetings.

1. Dial \*2 to enter voicemail on your handset.
2. Enter the access password.
3. Press 0 for Mailbox Options. You will then be given the choice what type of message you want to record.
4. Press 1 to record your Unavailable Message.
5. Press 2 to record your Busy Message.
6. Press 3 to record your name.
7. Press 4 to record your Temporary Message.
8. Choose the message that you want to record, press # to finish the record.
9. Press 1 to accept your message.
10. Press 2 to listen to your message.
11. Press 3 to re-record your message if you don't like the previous message.

# Business Calling Features

This chapter shows various call features on N824:

- [Feature Code](#)
- [Call Transfer](#)
- [Call Pickup](#)
- [Intercom](#)
- [Spy](#)
- [Call Parking](#)
- [Speed Dialing](#)

## Feature Code

Feature Codes are used to enable and disable certain features available in N824. N824 local users can dial feature codes on their phones to use a particular feature. The default feature codes can be checked and changed on **PBX→Basic Settings→Feature Codes** page.

### 1) General

Table15-1 Feature Code-General

| General                   |  |
|---------------------------|--|
| One Touch Record          | Default Code: *1.<br>A user may initiate or stop call recording by dialing the code during a call.   |
| Check Extension Voicemail | Default Code: *2.<br>Users could check their own voicemails by this code.  |
| Voicemail for Extension   | Default Code: #.<br>Users can leave a voicemail to other extensions by dialing # on their phone or the incoming call could be forwarded to an extension's voicemail directly. (# is the default setting). For example, extension 500 want to leave a message for extension 501, users can use 500 dial "#501" to enter the voicemail of 501. |
| Voicemail Main Menu       | Default Code: *02.   |
| Attended Transfer         | Default Code: *3.<br>Attended Transfer Timeout:<br>The timeout value of transferring a call.   |
| Blind Transfer            | Default Code: *03.   |
| Call Pickup               | Default Code: *4.  |

|                     |  |
|---------------------|--|
| Extension Pickup    | Default Code: *04.<br>Users may pick up a specific extension's incoming call by dialing *04+extension number on their phone. |
| Intercom            | Default Code: *5.  |
| Normal Spy          | Default Code: *90.<br>In this mode, you can only listen to the extension being spied.  |
| Whisper Spy         | Default Code: *91.<br>In this mode you can listen/whisper to the extension being spied.                                      |
| Barge Spy           | Default Code: *92.<br>In this mode, you can barge in both extensions involved in the call.                                   |
| Input Digit Timeout | Default: 4000ms.<br>The timeout to input the next digit.   |

## 2) Call Parking Preferences

Table 15-2 Call Parking Preferences

| Call Parking Preferences                   |   |
|--|---|
| Call Parking                               | Default Code: *6.   |
| Extension range used to park calls         | Default: 690-699.<br>User may park an incoming call on a designated extension at first and then pick up the call again on any other extensions. |
| Number of seconds a call can be parked for | Default: 60s.<br>Define the time (in seconds) that a call can be parked before it is recalled to the station that parked it.                    |

## 3) Call Forwarding Preferences

Table 15-3 Call Forwarding Preferences

| Call Forwarding Preferences |   |
|-----------------------------|---|
| Reset to Defaults           | Default Code: *70.<br>The call forwarding settings will be configured as follows: <ul style="list-style-type: none"> <li>• Always forward: Disabled</li> <li>• Busy forward to Voicemail: Enabled</li> <li>• No answer forward to Voicemail: Enabled</li> <li>• Do not disturb: Disabled</li> </ul> |
| Enable Forward All Calls    | Default Code: *71.  |
| Disable Forward All Calls   | Default Code: *071.   |
| Enable Forward When Busy    | Default Code: *72.  |
| Disable Forward When Busy   | Default Code: *072.   |

|                           |                     |
|---------------------------|---------------------|
| Enable Forward No Answer  | Default Code: *73.  |
| Disable Forward No Answer | Default Code: *073. |
| Forward to Number         | Default Code: *74.  |
| Forward to Voicemail      | Default Code: *074. |
| Enable Do Not Disturb     | Default Code: *75.  |
| Disable Do Not Disturb    | Default Code: *075. |

## Call Transfer

There are 2 types of call transfers available on N824: Blind Transfer and Attended Transfer. Users can achieve call transfer by pressing the feature code during the call.

### Blind Transfer

Default feature code: \*03

1. Dial "\*03" during the call;
2. Dial the called number after hearing a prompt "transfer";
3. The call will be transferred after the number is dialed.

### Attended Transfer

Default feature code: \*3

1. Dial "\*3" during the call;
2. Dial the called number after hearing a prompt "transfer";
3. Talk to the transfer recipient;
4. The call will be transferred after hanging up.

On **PBX**→**Basic Settings**→**General Preferences** page, you can set the **Attended Transfer Caller ID**. The default display is the Caller ID of the initiator.

For example, if extension 500 makes a call to extension 501. After 501 picks up the call, user501 makes an attended transfer to extension 502.

- If selecting "Transferer", 502 will display the Caller ID as 501;
- If selecting "Transferee", 502 will display the Caller ID as 500.

## Call Pickup

**Call Pickup** is a feature that allows one to answer someone else's call. The feature is accessed by pressing call pickup feature code on N824. If a colleague's phone set is ringing, one can answer that call by picking up one's own set and then using the call

pick-up feature, instead of walking to the colleague's desk.

## Group Call Pickup

The default call pickup for Group Call Pickup is \*4. It allows you to pick up a call from a ringing phone which is in the same group as you.

Pickup group can be set on extension edit page. Extensions that are in the same group can pick up each other's call by feature code \*4.

The screenshot shows the 'Edit Extension - Port: 1' configuration page. The 'General' tab is selected. The 'Group' section at the bottom is highlighted with a red box, showing 'Pickup Group' set to '1'. Other visible fields include: Port: 1, Extension: 601, Name: Catherine, Caller ID: 601, Mobile Extension Client (disabled), Client Password, Ring Strategy: Ring Simultaneously, Voicemail (enabled), Voicemail Access PIN #: 601, Mail Setting (disabled), Email Address, Hotline (disabled), Hotline Number, Delay Dial: 2 s, and Hook Flash Detection: 1000 ms.

Figure 15-1 Group Extensions

## Direct Call Pick

The default Direct Call Pickup (Extension Pick up) feature code is \*04. It allows you to pick up a call that is made to a specific extension. If you know whose phone is ringing and what is the extension number is, you can pick up the call by pressing \*04+ extension number.

For example, if a call reaches the Sales Department Manager's phone (extension number 888), but he is in a meeting, you can pickup the call by pressing \*04888 on your own phone to answer the call.

## Intercom

**Intercom** is a feature that allows you to make an announcement to one extension via a phone speaker. The called party does not need to pick up the handset. It can be achieved by pressing the feature code on your phone and it is a two-way audio call.

The default Intercom feature code is \*5. To make an announcement to a specific extension, you need to dial \*5+ extension number on your phone. For example, make an announcement to extension 500, you need to dial \*5500, then the extension 500 will be automatically picked up.

## Spy

N824 allows extension to monitor/barge in other conversation. Once this feature is enabled, the extension has the ability to monitor/barge in other calls using the feature codes for each spy mode.

### Spy Modes

- **General spy:** you have the permission to use the following 3 modes.
- **Normal spy:** you can only hear the call, but can't talk. Feature code: \*90.
- **Whisper spy:** you can hear the call, and can talk with the monitored extension. Feature code: \*91.
- **Barge spy:** you can hear the call and talk with them both. Feature code: \*92.

### Steps to Use Spy Feature

**Example:** Use Extension 100 to monitor the calls of Extension 101.

1. Enable "Allow Being Spied" in extension 101. In this case, extension 101 is allowed to be spied by other extensions.
2. Choose the "Spy Modes" for extension 100. In this case, extension 100 has the right to use the feature code to monitor extension 101.
3. If 100 choose "normal spy", it should dial "\*\*90301" to start monitoring;  
If 100 choose "whisper spy", it should dial "\*\*91301" to start monitoring;  
If 100 choose "barge spy", it should dial "\*\*92301" to start monitor;  
If 100 choose "general spy", it can dial "\*\*90301", "\*\*91301" or "\*\*92301" to start monitor.

## Call Parking

Call Parking is a feature that allows the user to put a call on hold at one phone and continue the conversation from any other phone. Call parking is activated by feature code. For example, extension 8010 is in a call, but the person needs to go to another place to find the answer for a question. He can dial Call Parking feature code on the phone, and system will prompt that the call is parked at an extension, i.e. 690. Then this person can hang up the call and leave. When he finds the information, he can pick up any phone nearby and dial 690 to resume the conversation.

### Uses of Call Parking

Call parking is often useful in buildings with many offices or with more than one floor, and with most of the areas having access to one or more telephone sets.

- If the desired called party is not the person who picked up the call, and the desired called party is at an unknown location, the person who picked up the call may park the call and then use the public address system to page the desired called party to pick up the call.
- During a conversation, a person may need to go to another office for some reason (for example, to retrieve an important file); parking the call allows this person to continue the conversation after arriving at the other office.

## Speed Dialing

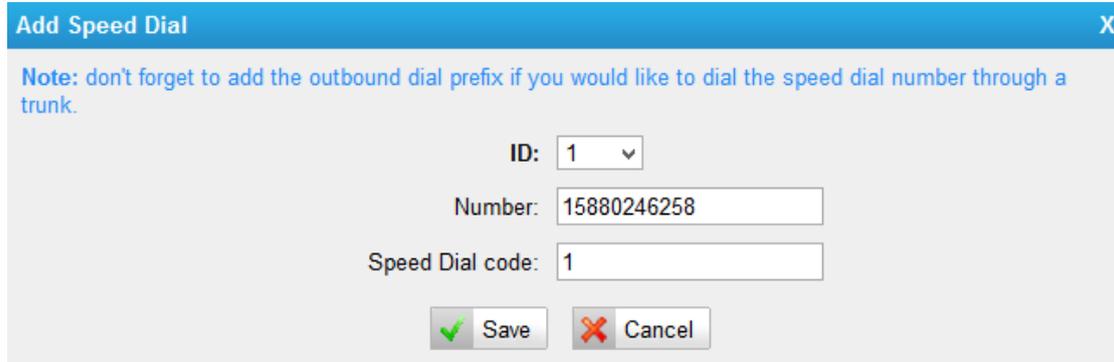
Sometimes you may just need to call someone quickly without having to look up his/her phone number. You can by simply define a shortcut number. Speed Dial feature is available on N824 that allowing you to place a call by pressing a reduced number of keys.

### Add a Speed Dial

1. Go to **PBX**→**Outbound Call Control**→**Speed DialSettings**, you can see the default Speed Dial Prefix is \*99. Please avoid conflict with other feature codes if you want to change the prefix.
2. Click  to add one Speed Dial.
3. Fill in the Source Number and Destination Number.  
**Number** for the number you want to call.  
**Speed Dial Code** for speed dialing number.

**Note:**

Do not forget to add the outbound dial prefix if you would like to dial the speed dial number through trunk.



**Add Speed Dial** X

Note: don't forget to add the outbound dial prefix if you would like to dial the speed dial number through a trunk.

ID: 1

Number: 15880246258

Speed Dial code: 1

Save Cancel

Figure 15-2 Speed Dial

To make a speed dial, e.g. you want to call 15880246258, simply dial \*991. The \*99 tells N824 that you want to use the Speed Dial and the 1 is the Speed Dial Code for destination number 15880246258. (Check the Speed Dial Setting for 15880246258 on the screen above.)

# Auto Recording

This chapter explains how to configure auto recording on N824 and how to manage the recording files.

- [Auto Recording Settings](#)
- [SD Card Management](#)
- [Store Recordings to Network Disk](#)
- [Share Recordings](#)

## Auto Recording Settings

N824 supports auto recording for an established call. Go to **System**→ **Auto Recording Settings**→ **Recording Settings** to configure auto recording settings.

**Note:** before enabling call recording, please make sure that the SD card or the Net Disk performs well.

Table 16-1 Auto Recording Configurations

| General Preferences    |   |
|------------------------|---|
| Enable Call Recording  | <p>Enable or Disable Auto Recording feature.</p> <p>You can choose:</p> <ul style="list-style-type: none"> <li>✓ Record Inbound calls</li> <li>✓ Record Outbound calls</li> <li>✓ Record Internal calls</li> </ul>  |
| Storage Location       | <p>After enabling Call recording, you can choose where to store the recordings, in the Network Disk or in the SD card.</p> <ul style="list-style-type: none"> <li>• Status: shows if the SD card or Network Disk is successfully mounted to N824.</li> </ul>  |
| Record Inbound Prompt  | <p>If Call Recording is enabled, the caller will hear the preconfigured prompt when the inbound calls go through trunks.</p> <ul style="list-style-type: none"> <li>• Written to the Recording file:<br/>If enabled, the prompt will be recorded.</li> </ul>  |
| Record Outbound Prompt | <p>If Call Recording is enabled, the callee will hear the preconfigured prompt when the outbound calls go through trunks.</p> <ul style="list-style-type: none"> <li>• Written to the Recording file:<br/>If enabled, the prompt will be recorded.</li> </ul> |
| Apply To               |   |
| Record Trunks          | When ticked, all calls through the selected trunks will be  |

|                    |   |
|--------------------|---|
|                    | recorded.   |
| Record Extensions  | When ticked, all calls made by the selected extensions will be recorded.          |
| Record Conferences | When ticked, all conversations through the selected conferences will be recorded. |

## SD Card Management

Insert a SD Card to N824, then manage and check the SD check status under **System**→ **Storage Management**→ **SD Card Management**.

You can format or clean up the SD card on this page.

### Note:

- You should power off your machine when you put in or pull out your SD card.
- If you want to clear up the SD card, please check if you need to back up the files in it.

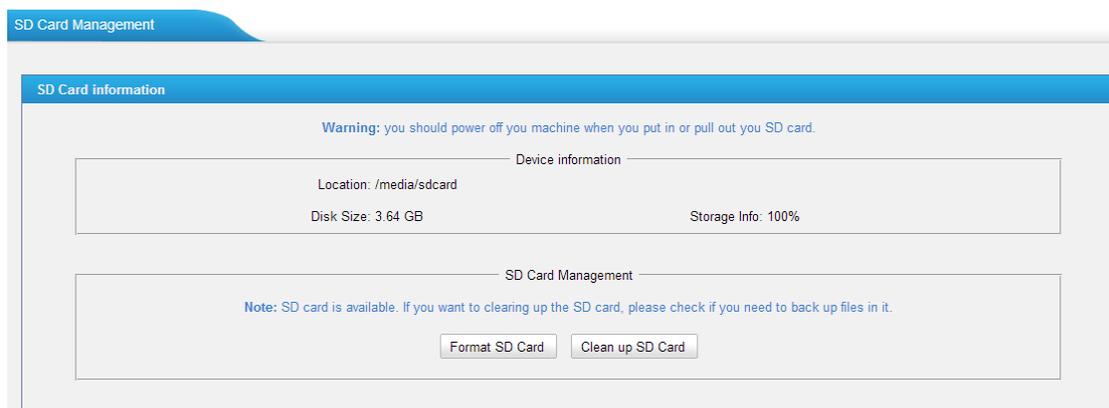


Figure 16-1 SD Card Management

## Store Recordings to Network Disk

The Network Disk feature is used to extend storage space. If “Storage Location” is set to Network Disk, the call recording files created will be moved to the NetDisk. Configure the Network Disk under **System**→ **Storage Management**→ **Network Disk Settings**.

### Note:

The shared folder must be based on Windows Operation System. And if it's windows Vista/2008/7, please add “Everyone” into the shared account list. After that you should ensure that the permission of “Everyone” is checked.

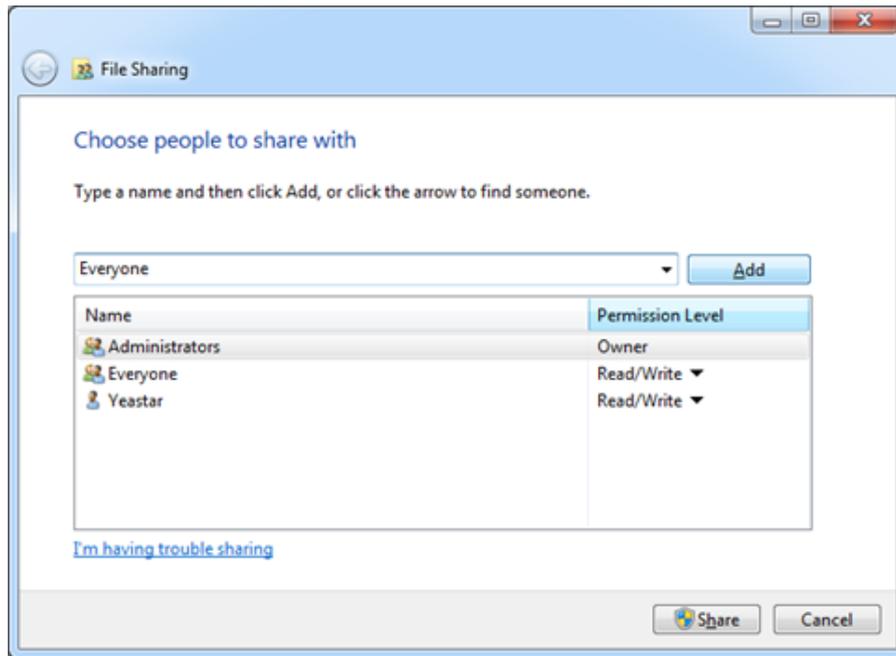


Figure 16-2 Add Everyone

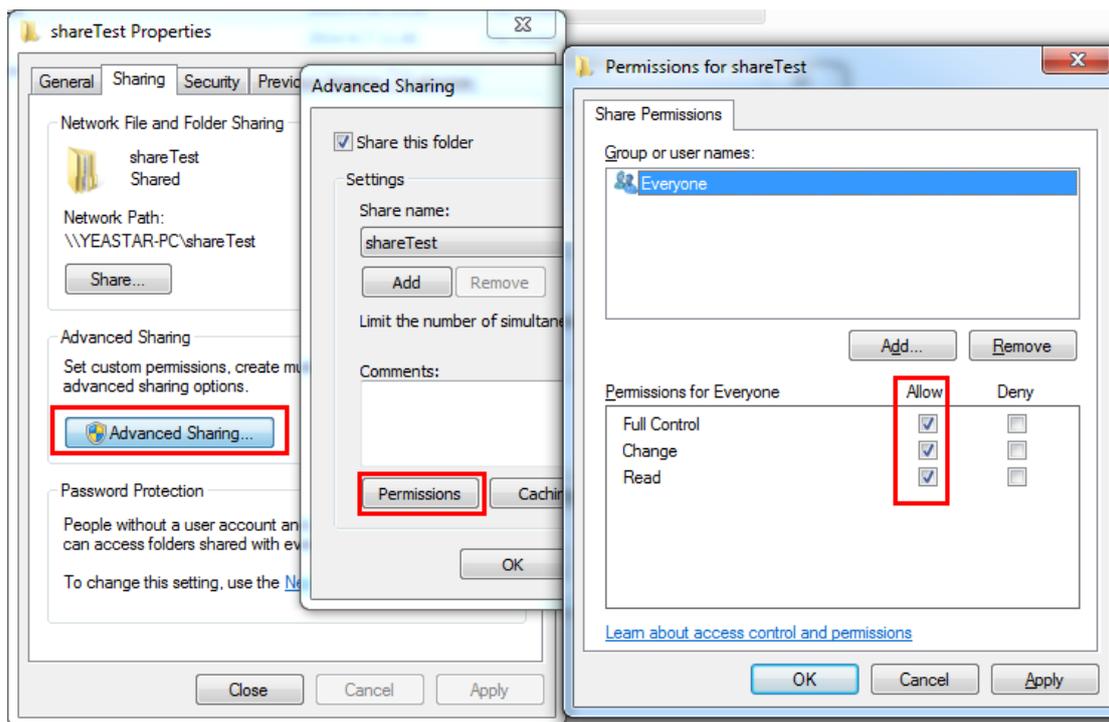


Figure 16-3 Share the File

Before network disk can be properly configured, an SMB share folder accessible from N824 must be set up on a Windows based machine. Once that has been set up, please follow the steps below.

1. Choose a window-based computer that is always in service
2. Create a folder
3. Share this folder

4. Input the Net-Disk information in “Connect to Network Disk” tab.

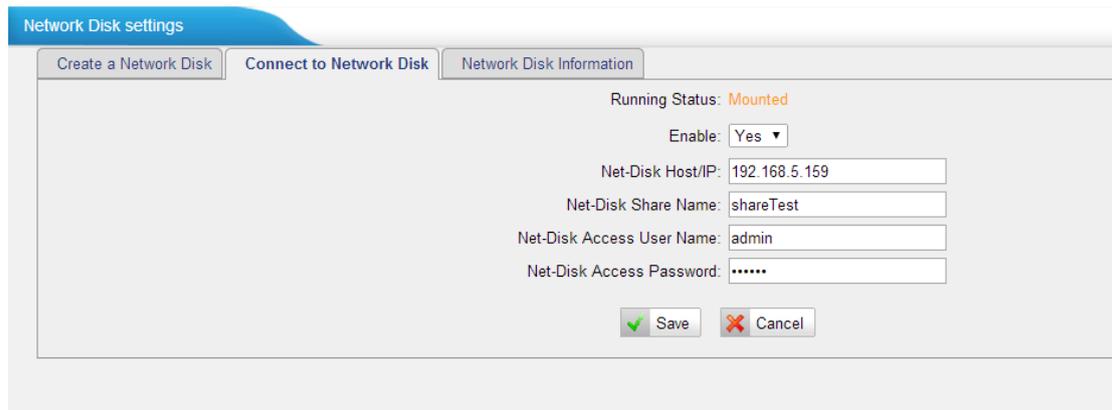


Figure 16-4 Connect to Network Disk

Table 16-2 Network Disk Settings

| Network Disk Settings     |  |
|---------------------------|--|
| Running Status            | Shows if the Net-Disk is successfully mounted to N824.   |
| Enable                    | <ul style="list-style-type: none"> <li>• Yes: Enable Network Disk</li> <li>• No: Disable Network Disk</li> </ul>   |
| Net-Disk Host/IP          | Set the IP address where the recordings will be stored.  |
| Net-Disk Share Name       | The shared folder name where the recordings will be stored.  |
| Net-Disk Access User Name | The User name used to log in the Network share. Leave this blank if it is not required. In general, you use the administrator account on PC as a user name here. |
| Net-Disk Access Password  | The password used to log into the network share. Leave this blank if it is not required.   |

If the configuration is correct, you will see the Network Disk information.



Figure 16-5 Network Disk Status

## Share Recordings

Users could share recordings on the network. This setting is only applied to the Call Recording folder in the SD Card. Go to **System**→ **Storage Management**→ **Network Disk Settings** to configure the sharing settings.

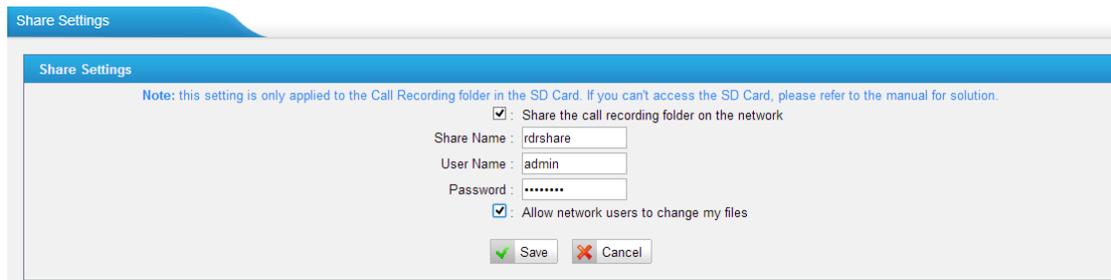


Figure 16-6 Share Recordings

Table 16-3 Sharing Settings

| Sharing Settings |   |
|------------------|---|
| Share Name       | The name of the folder showed on the network. |
| User Name        | The user name to access the files.            |
| Password         | The password for the user name.               |

**Check Shared Recordings**

Open a file folder on your PC, and type N824 IP address ([\\IP Address](#) ) to check the shared recordings.

Example: \\192.168.5.149

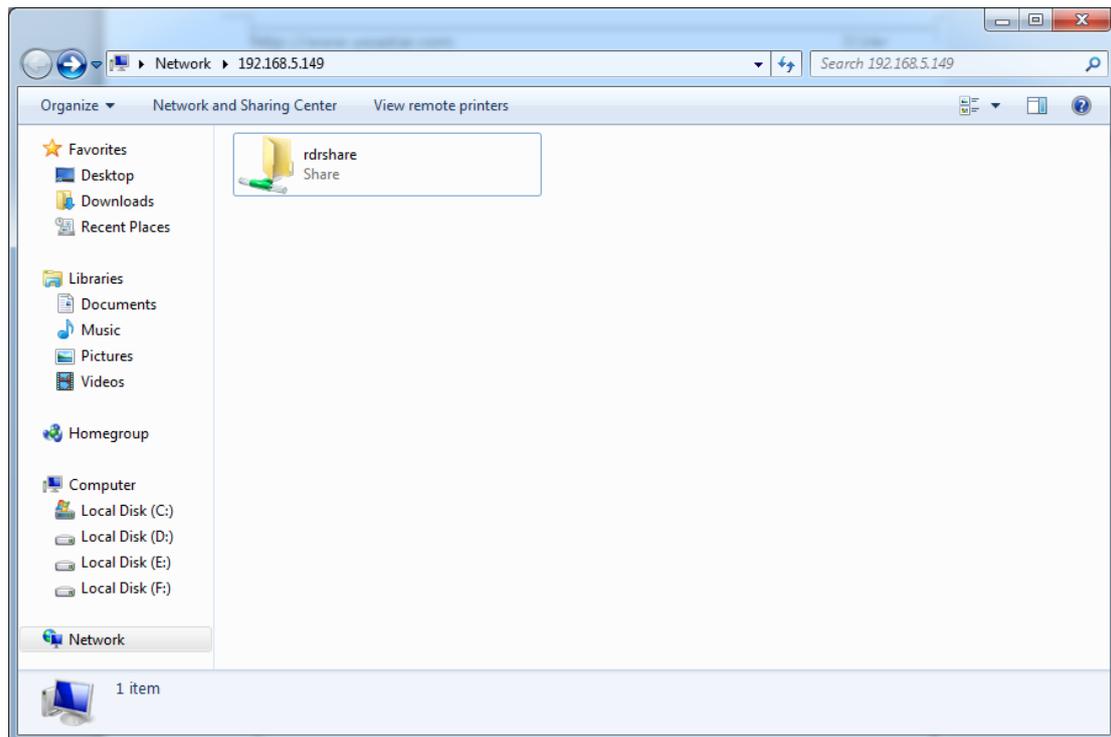


Figure 16-6 Check Shared Recordings

**How to check the Network User?**

1. Start-> Run ->cmd
2. Execute the command `net use * /del`(there is a space behind \*)
3. Visit the device again with the new password

**For WIN 7/Win8 Users**

Please modify the registry before checking the shared file.

1. Start->Run->[regedit](#)
2. Modify the value of

[HKEY\\_LOCAL\\_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\](#)  
[LmCompatibilityLevel](#) to 1

If [LmCompatibilityLevel](#) doesn't exist, create a Dword value [LmCompatibilityLevel](#)= 1.

# PBX Basic Settings

This chapter explains PBX basic settings, which can be applied globally to N824. The basic settings can be configured under **PBX**→**Basic Settings**.

- [General Preferences](#)
- [Business Hours](#)

## General Preferences

### 1) General Settings

Table 17-1 General Preferences-General

| General Settings            |   |
|-----------------------------|---|
| Max Duration                | The absolute maximum amount of time permitted for a call. A setting of 0 disables the timeout. The default value is 6000s.  |
| Music On Hold               | Used to set hold music for the system.  |
| Tone Region                 | Select country to set the default tones (dial tone, busy tone, ring tone and etc.) to be sent from FXS port.<br>The default setting is United States/North America.   |
| Dsp Fax                     | Enable Dsp to optimize Fax reception.   |
| FXO Mode                    | Select country to set the On Hook Speed, Ringer Impedance, Ringer Threshold, Current Limiting, TIP/RING voltage adjustment, Minimum Operational Loop Current, and AC Impedance as predefined for your country's analog line characteristics.<br>The default setting is FCC for USA. |
| Attended Transfer Caller ID | When transferring an incoming call using the attended transfer feature code or the transfer key of IP phone, the Caller ID of transferee or transferer displayed on the screen of the callee.<br>The default display is the Caller ID of the initiator.                             |
| Follow Me Prompt            | If "Enable Follow Me Prompt" choosing yes, there will be prompt before transferring the call. Otherwise, the call will be transferred directly without any prompt. Default: Yes.  |
| Music on hold for Follow Me | Configure whether to play a prompt "please hold while I try to locate the person you are calling" when transfer a call by follow me settings.   |
| Invalid Phone Number Prompt | Configure the prompt when the dialed phone number is invalid.   |
| Busy Line Prompt            | Configure the prompt when the dialed phone number is busy.  |
| Dial Failure Prompt         | Configure the prompt when dial failed due to conjunction  |

|                            |  |
|----------------------------|--|
|                            | no-available channel.  |
| Enable Last Caller Routing | Whether to enable the feature Last Caller Routing.<br>When an extension is making an outbound call, the system will automatically record the information, and when the dialed number make an inbound call using the same line, this number will directly reach the corresponding internal extension. |
| Keep Time                  | How long you want to keep the Last Caller Routing records.   |
| Internal Ring Type         | Select the Ring tone type for internal calls.  |
| Inbound Ring Type          | Select the ring tone type for inbound calls.   |

## 2) Web Server

N824 supports web server responds to HTTP and HTTPS. By default, users could access the Web GUI via HTTP (default port: 80). You can also access web via HTTPS if HTTPS is enabled.

Figure 17-1 Web Sever

## 3) Extension Preferences

You can change extension preferences on this Section. There are 5 types of extension range, including User Extensions, Ring Group Extensions, Conference Extensions, IVR Extensions, and Queue Extensions. Assign a specific range for each type will help to distinguish and manage those different extensions.

You could change the default range or redefine it to meet your requirements. The extension number should have at least 2 digits and at most 7 digits.

Figure 17-2 Extension Preferences

## Business Hours

On Business Hours page, you can create a list of times (Office Hours, Other Office

Hours and Holiday) in which incoming or outgoing calls are checked. The rules specify a time range, by the hour and/or date. Business Hours typically are associated with time conditions, which match destinations for calls based on the time. Outbound routes can also be assigned an Office Hours, making that route only available during times defined in an Office Hours.

Go to **PBX**→**Basic Settings**→**Business Hours** to find Business Hours settings.

Figure 17-3 Business Hours

- **Enable Business Hours**
- **Enable Office Closed Timing**  
By dialing \*81 (\*81 is the default code) on an extension will force the office time closed for the device whatever the general setting is.
- **Enable Office Timing**  
By dialing \*82 (\*82 is the default code) on an extension will force the office time to take effect for the device whatever the general setting is.
- **Disable Office closed timing**  
By dialing \*081 (\*081 is the default code) on an extension will disable the Office Closed Timing.

## Business Days

Generally, we add office hours according to your working time and set different destinations for Office Hours and Non-office Hours.

Define the Office Hours or Other Office Hours name and set the time as the following picture shows.

**Edit Office Hours** X

Configure Office Hours

Name : default

|     |         |    |         |     |        |   |
|-----|---------|----|---------|-----|--------|---|
| Mon | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>14:00-18:00<br>19:00-22:00 |
| Tue | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>14:00-18:00<br>19:00-22:00 |
| Wed | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>14:00-18:00<br>19:00-22:00 |
| Thu | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>14:00-18:00<br>19:00-22:00 |
| Fri | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>14:00-18:00<br>19:00-22:00 |
| Sat | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 08:30-12:00<br>00:00-00:00<br>00:00-00:00 |
| Sun | 00:00 ▼ | To | 00:00 ▼ | Add | Delete | 00:00-00:00<br>00:00-00:00<br>00:00-00:00 |

Save Cancel

Figure 17-4 Business Days

## Holidays

You can set up the holidays here.

If a time period is configured as both Holidays and office hours, it will be treated as Holidays.

**Add Holiday** X

Name :

Details

Label:

Date From:    Time:  :

Date To:    Time:  :

Figure 17-5 Holidays

# SIP Settings

SIP settings can be configured on **PBX**→**Advanced Settings**→**SIP Settings** page. It is wise to leave the default setting as provided on this page. However, for a few fields, you need to change them to suit your situation.

- [General](#)
- [NAT](#)
- [Codecs](#)

## General

Table 18-1 SIP Settings-General

| General Settings                       |   |
|--|---|
| UDP Port                               | Port used for SIP registrations. The default is 5060.                           |
| RTP Port Start/End                     | Set the RTP Port range.   |
| DTMF Mode                              | Set default mode for sending DTMF. Default setting: rfc4733.                    |
| Min Registration/<br>Subscription Time | Minimum duration (in seconds) of a SIP registration. The default is 60 seconds. |

## NAT

Configuration of this section is only required when you use remote extensions.

Table 18-2 SIP Settings- NAT

| NAT Settings              |   |
|---------------------------|---|
| Enable STUN               | Whether to enable STUN.   |
| STUN Address              | STUN IP address.  |
| STUN Port                 | STUN port.  |
| External IP Address       | The IP address that will be associated with outbound SIP messages if the system is in a NAT environment.  |
| External Host             | Alternatively you can specify an external host, and the system will perform DNS queries periodically.<br>This setting is only required when your public IP address is not static. It is recommended that a static public IP address be used with this system. Please contact your ISP for more information. |
| External Refresh Interval | If an external host has been supplied, you may specify how often the system will perform a DNS query on this host. This value is specified in seconds.  |

|                              |   |
|------------------------------|---|
| Local Network Identification | <p>Used to identify the local network using a network number/subnet mask pair when the system is behind a NAT or firewall.</p> <p>Some examples of this are as follows:</p> <p>“192.168.0.0/255.255.0.0”: all RFC 1918 addresses are local networks;</p> <p>“10.0.0.0/255.0.0.0”: also RFC1918;</p> <p>“172.16.0.0/12”: another RFC1918 with CIDR notation;</p> <p>“169.254.0.0/255.255.0.0”: zero conf local network.</p> <p>Please refer to RFC1918 for more information.</p> |
| NAT Mode                     | <p>Global NAT configuration for the system; the options for this setting are as follows:</p> <p>Yes = Use NAT. Ignore address information in the SIP/SDP headers and reply to the sender's IP address/port.</p> <p>No = Use NAT mode only according to RFC3581.</p> <p>Never = Never attempt NAT mode or RFC3581 support.</p> <p>Route = Use NAT but do not include rport in headers.</p>   |
| Allow RTP Re-invite          | <p>By default, the system will route media steams from SIP endpoints through itself. Enabling this option causes the system to attempt to negotiate the endpoints to route packets to each other directly, bypassing the system. It is not always possible for the system to negotiate endpoint-to-endpoint media routing.</p>  |

## Codecs

A codec is a compression or decompression algorithm that used in the transmission of voice packets over a network or the Internet. N824 supports G711 a-law, u-law, GSM, SPEEX, iLBC, G722, G726, G729A,G729B and G729AB,

### **Note:**

If you would like to use G.729, please enter your license. Our device have embedded the G729, you can test it directly without purchasing license. But for copyright protection, we suggest you to buy it after testing it successfully. After you buy the license from DIGIUM, you should enter G729 license at the "G729 License Key".



Figure 18-1 SIP Settings-Codecs

# Status and Call Reports

Users could check the system status on **Status**→**System Status**, where Extension Status, Trunk Status, Network Status and System Info can be checked. CDR and Call Recordings can be checked under **Status**→**Reports**.

- [Extension Status](#)
- [Trunk Status](#)
- [Network Status](#)
- [System Info](#)
- [Call Logs](#)
- [Record Logs](#)

## Extension Status

Users could view all the extension status on this page.

| Extension Status |                   |      |           |        |                     |  |
|------------------|-------------------|------|-----------|--------|---------------------|--|
| FXS Extensions   |                   |      |           |        |                     |  |
| Port             | UP/Down           | Name | Extension | Status | Voice Mail(New/Old) |  |
| 1                | Up                | 601  | 601       | Idle   | 0/0                 |  |
| 2                | Up                | 602  | 602       | Idle   | 0/0                 |  |
| 3                | Up                | 603  | 603       | Idle   | 0/0                 |  |
| VoIP Extensions  |                   |      |           |        |                     |  |
| ID               | Registered IP     | Name | Extension | Status | Voice Mail(New/Old) |  |
| 1                | 192.168.6.13:5064 | 500  | 500       | Idle   | 0/0                 |  |

Figure 19-1 Extension Status

Table 19-1 Extension Status

|                      |  |
|----------------------|--|
| <b>Up/Down</b>       | Status for FXS Extensions: <ul style="list-style-type: none"> <li>• <b>Up</b>: the FXS module works well.</li> <li>• <b>Down</b>: the FXS module is broken.</li> </ul>   |
| <b>Registered IP</b> | Status for SIP Extensions: <ul style="list-style-type: none"> <li>• <b>Unregistered</b>: The SIP extension is not registered.</li> <li>• <b>[IP]:[Port]</b>: The SIP is successfully registered with the IP.<br/>Example: 192.168.6.142:50113<br/>Description: The extension is registered on IP 192.168.6.142.</li> </ul> |
| <b>Name</b>          | Display the extension name.  |
| <b>Extension</b>     | Display the extension number.  |
| <b>Status</b>        | Monitor the extension's call status in real time. <ul style="list-style-type: none"> <li>•  Extension is unavailable</li> </ul>   |

|                  |  |
|------------------|--|
|                  | <ul style="list-style-type: none"> <li> Extension is idle</li> <li> Extension is ringing</li> <li> Extension is busy</li> <li> Extension is on hold</li> </ul> |
| <b>Voicemail</b> | <p>Display message status of the extension.<br/>                 Format: New/Old<br/>                 Example: 1/3<br/>                 Description: There are 1 new voice message, and 3 old messages.</p>  |

## Trunk Status

Users could check all the PSTN trunks status and VoIP trunk status if VoIP trunk is created.

| Trunk Status  |                    |               |               |
|---------------|--------------------|---------------|---------------|
| ▶ CO lines    |                    |               |               |
| Port          | UP/Down            | Trunk Name    | (FXO) Status  |
| 1             | Up                 | COLine1       | Disconnected  |
| ▶ VoIP Trunks |                    |               |               |
| ID            | Domain Name/IP     | Provider Name | (VoIP) Status |
| 1             | 192.168.6.121:5060 | test          | Failed        |

Figure 19-2 Trunk Status

Table 19-2 VoIP Trunk Status

|                       |   |
|-----------------------|---|
| <b>Domain Name/IP</b> | <p>Display the domain name/IP for the VoIP trunk.</p> <ul style="list-style-type: none"> <li><b>[IP]:[Port]</b>: display the IP address of the VoIP service provider and the SIP registry port.<br/>                     Example: 110.92.83.4:5060<br/>                     Description: the extension is registered on IP 192.168.6.142 and the SIP port is 5060.</li> </ul> |
| <b>Provider Name</b>  | <p>Display the trunk name.</p>  |
| <b>(VoIP) Status</b>  | <p>VoIP trunk status:</p> <ul style="list-style-type: none"> <li><b>Registered</b>: successful registration, trunk is ready for use.</li> <li><b>Unreachable</b>: cannot reach the VoIP service provider.</li> <li><b>Failed</b>: trunk registry failed.</li> </ul>   |

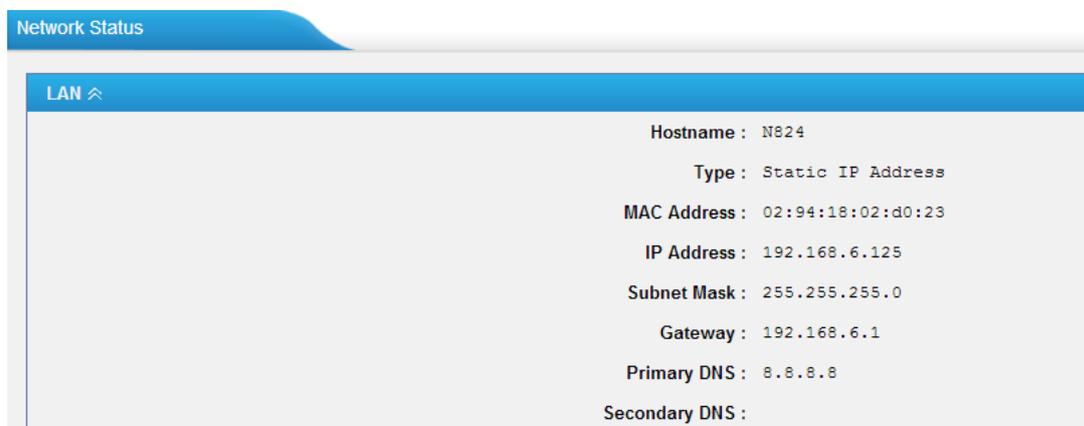
Table 19-3 PSTN Trunk Status

|                |  |
|----------------|--|
| <b>Up/Down</b> | <p>Status for CO lines:</p> <ul style="list-style-type: none"> <li><b>Up</b>: the CO line works well.</li> </ul> |
|----------------|--|

|                     |   |
|---------------------|---|
|                     | <ul style="list-style-type: none"> <li>• <b>Down</b>: the CO line is broken.</li> </ul>   |
| <b>Trunk Name</b>   | Display the trunk name.   |
| <b>(FXO) Status</b> | PSTN trunk status: <ul style="list-style-type: none"> <li>• <b>Idle</b>: the port is idle.</li> <li>• <b>Busy</b>: the port is in use.</li> <li>• <b>Disconnected</b>: there is no line connected to the port.</li> </ul> |

## Network Status

Users could check the network status under **Status**→**SystemStatus**→**Network Status**.



Network Status

LAN

Hostname : N824

Type : Static IP Address

MAC Address : 02:94:18:02:d0:23

IP Address : 192.168.6.125

Subnet Mask : 255.255.255.0

Gateway : 192.168.6.1

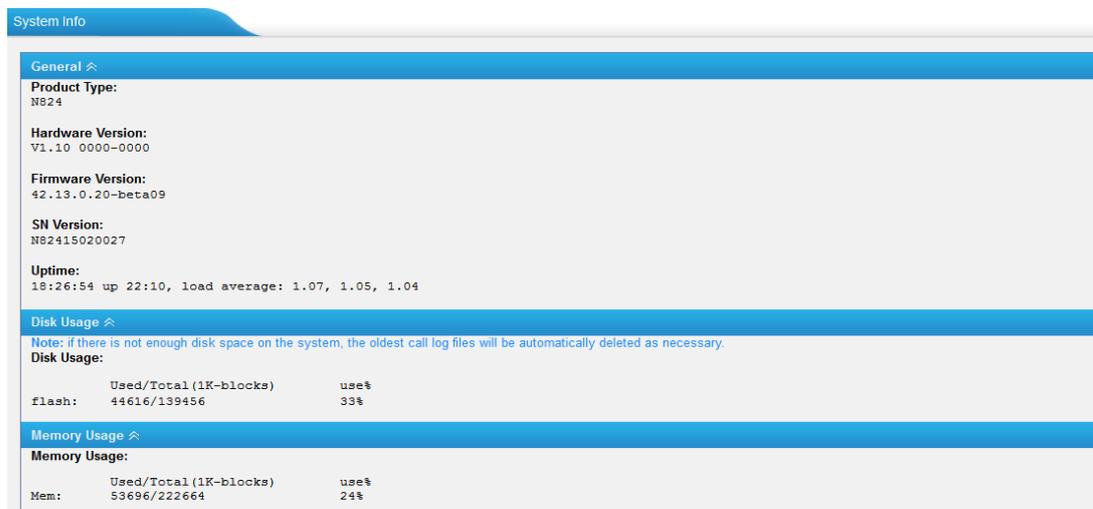
Primary DNS : 8.8.8.8

Secondary DNS :

Figure 19-3 Network Status

## System Info

The system info: product type, hardware version, firmware version, disk usage and memory usage can be viewed under **Status**→**System Status**→**System Info**.



System Info

General

Product Type:  
N824

Hardware Version:  
V1.10 0000-0000

Firmware Version:  
42.13.0.20-beta09

SN Version:  
N82415020027

Uptime:  
18:26:54 up 22:10, load average: 1.07, 1.05, 1.04

Disk Usage

Note: if there is not enough disk space on the system, the oldest call log files will be automatically deleted as necessary.

Disk Usage:

|        | Used/Total (1K-blocks) | use% |
|--------|------------------------|------|
| flash: | 44616/139456           | 33%  |

Memory Usage

Memory Usage:

|      | Used/Total (1K-blocks) | use% |
|------|------------------------|------|
| Mem: | 53696/222664           | 24%  |

Figure 19-4 System Info

## Call Logs

The call Log captures all call details, including call time, caller number, callee number, call type, call duration, etc. An administrator can search and filter call data by filter the call logs by call date, caller/callee, trunk, duration, billing duration, status, communication type.

The screenshot shows the 'Call Logs' interface. At the top, there is a search bar with the following fields: Start Date (05 May 2015), End Date (05 May 2015), Caller/Callee, Trunk (All), Duration, Billing Duration, Status (All), and Communication Type (All). There is a 'Start Searching' button. Below the search bar, there are two buttons: 'Download the recordings' and 'Delete the recordings'. To the right, it shows 'Total: 886', 'Show: 1-25', and 'View: 25'. Below this is a table with the following columns: Time, Caller, Callee, Source Trunk, Destination Trunk, Duration, Billing Duration, Status, Communication Type, and Account Code. The table contains four rows of data.

| Time                | Caller | Callee | Source Trunk | Destination Trunk | Duration | Billing Duration | Status   | Communication Type | Account Code |
|---------------------|--------|--------|--------------|-------------------|----------|------------------|----------|--------------------|--------------|
| 2015-05-05 01:46:39 | 613    | 614    |              |                   | 63       | 58               | ANSWERED | Internal           |              |
| 2015-05-05 01:46:39 | 605    | 606    |              |                   | 63       | 58               | ANSWERED | Internal           |              |
| 2015-05-05 01:45:58 | 407    | 623    | PSTN7        |                   | 69       | 63               | ANSWERED | Inbound            |              |
| 2015-05-05 01:45:42 | 603    | 604    |              |                   | 63       | 58               | ANSWERED | Internal           |              |

Figure 19-5 Call Log List

- Search**  
 The administrator can search and filter call data by specifying the call date, caller/callee, trunk, duration, billing duration, status, communication type.
- Delete**  
 Click  to delete the chosen record.
- Download Searched Results**  
 Click  **Download the recordings** to export the filtered records to a .csv file.
- Delete Searched Results**  
 Click  **Delete the recordings** to delete the filtered records.

## Record Logs

Under **Status**→**System Status**→**Reports**→**Record Logs**, users could check all the auto recording logs. Record logs are composed of Call time, caller, callee, trunk, Duration and Communication Type.

The screenshot shows the 'Record Logs' interface. At the top, there is a search condition section with fields for 'Start Date' (1 Mar 2015), 'End Date' (05 May 2015), 'Caller/Callee', 'Duration', 'Trunk' (set to 'All'), and 'Communication Type' (set to 'All'). A 'Start Searching' button is located to the right. Below the search section, there are two buttons: 'Download the selected Recordings' and 'Delete the selected Recordings'. A status bar indicates 'Total: 23374', 'Show: 1-25', and 'View: 25'. The main part of the interface is a table with the following data:

| ID                         | Time                | Caller | Callee | Trunk | Duration(second) | Communication Type | Options |
|----------------------------|---------------------|--------|--------|-------|------------------|--------------------|---------|
| <input type="checkbox"/> 1 | 2015-04-24 01:57:35 |        | 623    | PSTN7 | 63               | Inbound            |         |
| <input type="checkbox"/> 2 | 2015-04-24 01:57:29 | 615    | 616    |       | 58               | Internal           |         |
| <input type="checkbox"/> 3 | 2015-04-24 01:57:26 | 607    | 608    |       | 59               | Internal           |         |

Figure 19-6 Record Logs

- **Search**

The administrator can search and filter record data by specifying the call date, caller/callee, trunk, duration, and communication type.

- **Play**

Click to play the recording file.

- **Download**

Click to download the chosen recording file.

- **Delete**

Click to delete the chosen record.

- **Download the Selected Recordings**

Click **Download the selected Recordings** to download the selected recording files.

- **Delete the Selected Recordings**

Click **Delete the selected Recordings** to delete the selected recording files.

# System Maintenance

This chapter describes system maintenance settings including the followings:

- [Firmware Upgrade](#)
- [Backup and Restore](#)
- [Reset and Reboot](#)
- [System Logs](#)
- [Packet Tool](#)

## Firmware Upgrade

N824 provides automatic updates, new firmware file will be checked via a cloud server. In addition, firmware upgrade can be done via HTTP and TFTP manually on N824. Please go to **System**→**System Preferences**→**Firmware Update** to do upgrade.

### Note:

1. If “Reset configuration to Factory Defaults” is enabled, the system will restore to factory default settings.
2. When update the firmware, please don't turn off the power. Or the system will get damaged.
3. If you are trying to upgrade through HTTP, please make sure that your N824 is able to visit external network, or it cannot access Yeastar website to get the firmware file, causing the upgrade fail.

## Automatic Updates

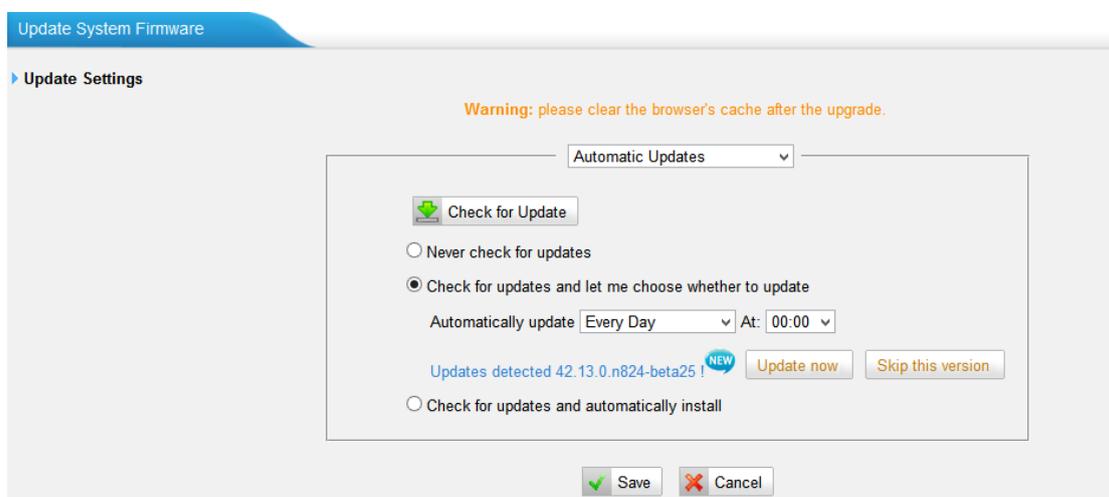
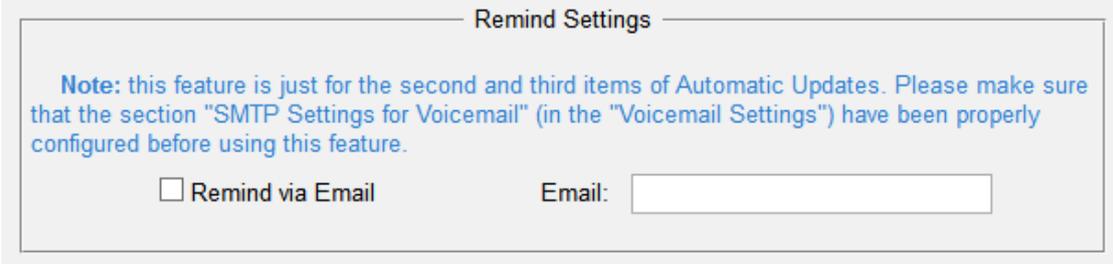


Figure 20-1 Automatic Updates

- **Never Check Updates:** never check updates from the cloud server.
- **Check for Updates and let me choose whether to update:**
  - 1) Set when to do check the updates automatically from the cloud server.
  - 2) Click  behind the new firmware version to view what is new for the new firmware.
  - 3) Click  to update the firmware to the new one now.
  - 4) Click  to ignore the new firmware.
- Check for updates and automatically install: automatically downloads and installs firmware updates without even asking.

A notification will be send via a pre-configured email address for the send and third items of Automatic Updates.



Remind Settings

**Note:** this feature is just for the second and third items of Automatic Updates. Please make sure that the section "SMTP Settings for Voicemail" (in the "Voicemail Settings") have been properly configured before using this feature.

Remind via Email      Email:

Figure 20-2 Email Notification for Automatic Updates

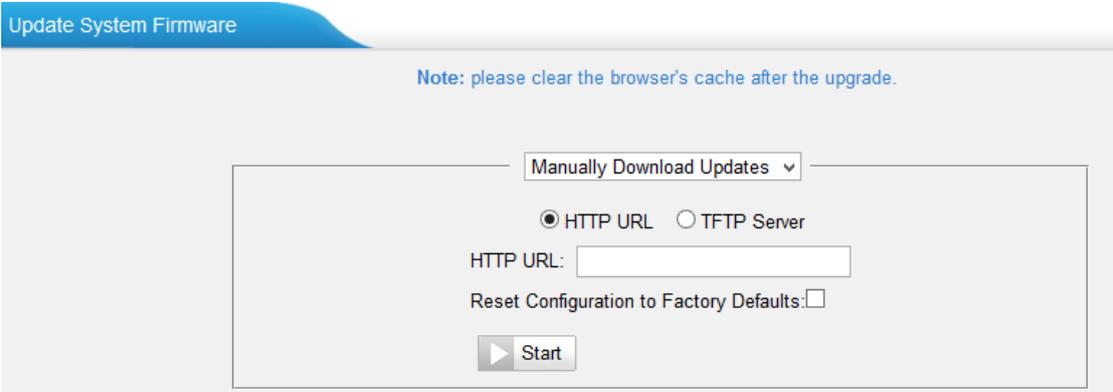
## Upgrade through HTTP

On the Firmware Upgrade page, choose **HTTP URL**.

**Step1.** Enter the update image file download link.

**Note:** the HTTP URL should be a **BIN** file download link.

**Step2.** Click "Start" to upgrade.



Update System Firmware

**Note:** please clear the browser's cache after the upgrade.

Manually Download Updates ▾

HTTP URL     TFTP Server

HTTP URL:

Reset Configuration to Factory Defaults:

 Start

Figure 20-3 Upgrade through HTTP

## Upgrade through TFTP

**Step1.**Download firmware file from Yeastar website.

**Step2.** Create a tftp Server (For example, tftpd on Windows).

1) Install tftpd32 software on computer.

Download link: [http://tftpd32.jounin.net/tftpd32\\_download.html](http://tftpd32.jounin.net/tftpd32_download.html)

2) Configure tftpd32.

On option “**Current Directory**”, click “**Browse**” button, choose the firmware file (BIN file) upgraded patch.

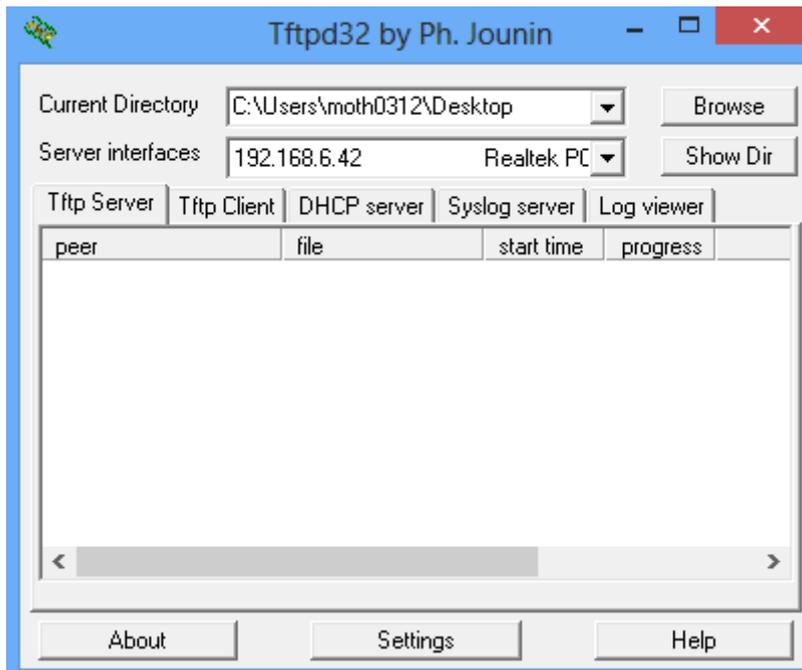


Figure 20-4 Configure Tftpd32

**Step3.**Logon the N824’s Web page and go to **System→System Preferences→Firmware Update**, choose “**TFTP Server**”.

1) TFTP Server: fill in IP address of tftpd32 server (your PC’s IP address).

2) File Name: enter the name of firmware update. It should be a BIN file name.

3) Click “Start” to upgrade.

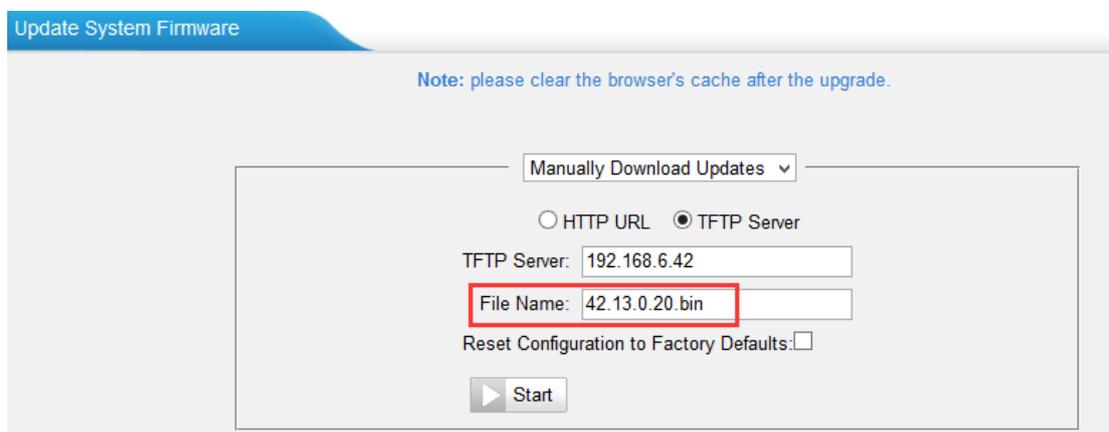


Figure 20-5 Upgrade through HTTP

## Backup and Restore

N824 provides Backup and Restore feature, which allows you to create a complete backup of N824 configurations to a file.

### Notes:

1. The backup file only covers the configurations but not the CDR, voicemail and call recordings.
2. When you have updated the firmware version, it's not recommended to restore using old package.
3. Backup from an earlier version cannot be restored on N824 of a later version.

- **Create a New Backup**

Click  **Create a New Backup** to create a new backup.

- **Upload a Backup**

Click  **Upload a Backup** to upload a backup.

- **Restore**

To restore N824 configuration data, upload the backup file to N824 and click .

Reboot the system to take effect.

Please note the current configurations will be **OVERWRITTEN** with the backup data.

| # | Name                       | Time                    | Options   |
|---|----------------------------|-------------------------|---|
| 1 | backup_2015may9_174120.tar | Sat May 09 1:41:58 2015 |    |

Figure 20-6 Restore Backup

## Reset and Reboot

Users could reset and reboot the system under **System** → **System Preferences** → **Reset and Reboot**.

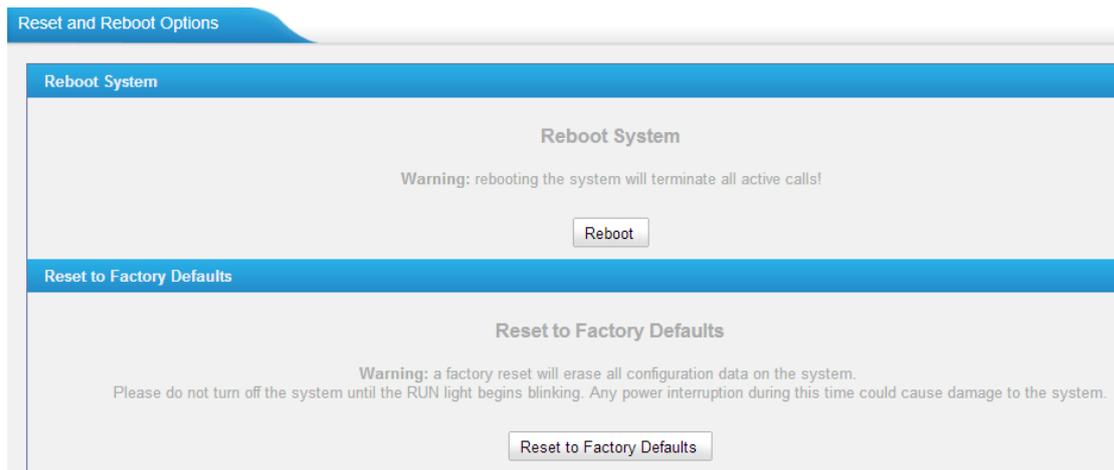


Figure 20-7 Reset and Reboot

## System Logs

The N824 supports to monitor important system logs, including hardware log, web log and debug log.

Go to **Status**→**Reports**→**System Logs** to check the system logs.

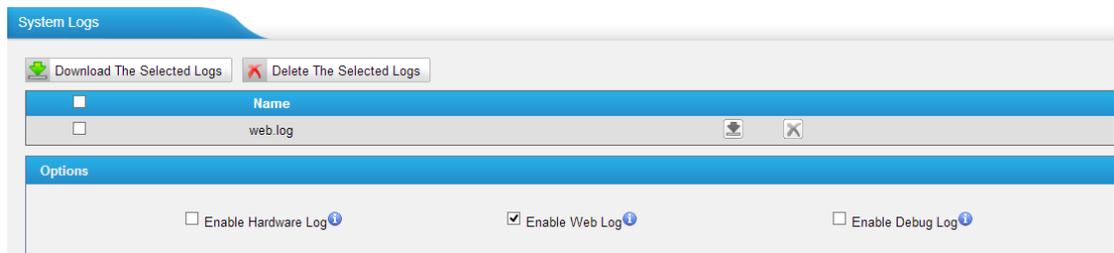


Figure 20-8 System Logs

- **Enable Hardware Log**  
Save the information of hardware; (up to 4 log files)
- **Enable Web Log**  
Save the history of web operations (up to 2 log files)
- **Enable Debug Log**  
Save debug information (up to 2 log files)  
Tick the option, the following picture shows. Set the debug level and which IP address to monitor to capture the debug logs.

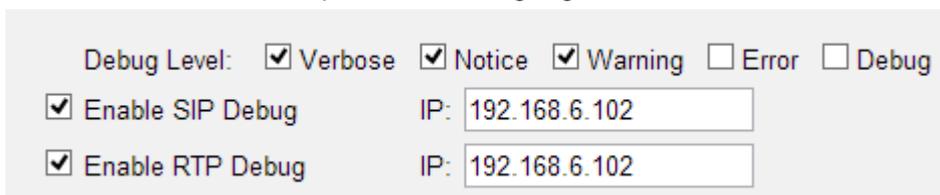


Figure 20-9 Debug Preferences

## Packet Tool

This feature is used to capture packets for technician. Integrate packet capture tool “Wireshark” in N824. The Packet Tool can be found under **Status**→**Reports**→**Packet Tool**.

Users could specify the destination IP address and port to get the packets.



Figure 20-10 Packet Tool

[The End]