

# How to use the W40 advanced voice services

## Introduction

Your device is preconfigured to receive and send calls by simply connecting a telephone (analog) to the phone port in the device and configuring VoIP line.

However, there are advanced telephony services which can be used at home or in a small office, they are:

- Supporting additional voice extensions
- Inner home/office communication
- Incoming call routing - Ringing a specific extension or all extensions (one by one or all at once)
- Grabbing a call from another ringing extension
- Conference call
- Network supplementary services
- Restriction of outgoing calls (such as using special codes for making international calls, or using classes of services)

In the following “how to” note we will review the above.

Before performing a procedure described below, please perform the procedure described in the “Quick Installation Guide”.

## Additional Extensions

Additionally to an analog extension, W40 can support additional 4 VoIP internal extensions. By configuring VoIP internal extensions, you are enabling calls between internal extensions without having an external line, means you enabling free of charge communication between extensions connected to the MBR. Differently from the traditional POTs lines, when one of the extensions having a call with an external number, by picking up a different extension, you are not automatically join that call, but you hear a dial tone, and you can establish a different internal call.

### *Configure a VoIP internal extension*

1. Connect a SIP phone to port called “LAN1” or “LAN2”, alternatively you can connect a switch to one of those ports and connect up to 4 SIP phones to your device via the switch.
2. On each SIP phone connected to your device define **192.168.1.1** as a proxy and also define a unique extension number, pick one of the extensions listed on the screen below.
3. Log in to your W40 web management
4. Go to **Services** ⇒ **Voice**, “Extensions” screen will appear and verify that all the extensions that assigned to connected SIP phones have “**Registered**” status in the table below.

Analog Extensions				
Extension	Last Name	First Name	Port	Action
60				

VoIP Extensions						
<input checked="" type="checkbox"/> Enable VoIP Extension						
Extension	Last Name	First Name	Type	Status	Action	
61			SIP	Registered		
62			SIP	Registered		
63			SIP	Registered		
64			SIP	Registered		

5. Make a call from the analog to the SIP extension and vice versa and verify that both calls are established.
6. Make a call to an external number and vice versa and verify that both calls are established.

## Handling Incoming Calls

You can decide if the incoming call will ring a specific extension or all extensions (one by one or all at once). In the next few steps you will become familiar with all those options.

### Transfer the incoming call to a hunt group

The W40 is preconfigured with “Default Hunt Group”, group that contains all the extensions in the system (60-64). By default all the incoming calls are routed to that hunt group. Alternatively you can create a different hunt group where only some of extensions will be included.

1. To create a new hunt group go to **Services > Voice > Hunt Groups**

Name	Action
New Hunt Group	

2. Create a hunt group by clicking on “New Hunt Group” or by clicking () icon.

Name:

Ring Mode: Ring All Extensions Simultaneously ▼  
Ring All Extensions Simultaneously  
Ring One Extension at a Time

Extensions to Ring

Extension	Action
61	
62	
63	

3. Name the hunt group, and decide if the call will ring at all the extensions in the group simultaneously or at one extension at a time.
4. Choose what extensions should take a part in the hunt group and also prioritize them in case you decided that incoming call should ring one extension at a time.
5. Click on (↓) or on (↑) to change the extension appearance.
6. To save the hunt group you just created, click “OK” button, to save the settings.
7. Once you created a hunt group, go back to Services > Voice > Incoming Calls screen

8. Choose to transate the incomming calls to hunt group you just created and save the change by ckicking on “OK” button.

### *Transfer the incoming call to specific extension*

9. To transfer the call to a specific extension go to **Services > Voice > Incoming Calls**

10. In the “When a Call Comes In”, choose “Transfer to Extension”.
11. Choose the extension you wish all the incoming calls will be transferred.
12. Click “OK” button, to save the settings.

## Grabbing a call from another ringing extension

When you hear some extension ringing and there is nobody to answer the call, you can grab a call from your extension, just pick up the call and type “\*8”.

## Performing a three-way conference call

### *Performing a three-way conference call with analog phone*

1. During a call, put the current call on hold by pressing 'Flash' or using 'hook FLASH'

2. Make sure you have a dial tone
3. Establish another call
4. When the second call is established, press 'Flash' or use the 'hook Flash'
5. Now the three-way conference call is established

### *Performing a three-way conference call with SIP phone*

1. During a call, put the current call on hold by pressing appropriate function on the SIP phone
2. Make sure you have a dial tone
3. Establish another call
4. When the second call is established, press appropriate function on the SIP phone
5. Now the three-way conference call is established

## Using network supplementary services

### *Using network supplementary services by special network codes*

1. To redial last incoming call, press **\*69**
2. To forward all incoming calls to a different destination, press **\*72<the new destination number>**
3. To cancel calls forwarding, press **\*73**
4. To call to a voice mail, press **\*98**
5. To temporary prevent the destination from seeing your number **\*43 <destination number>**

## Restriction of outgoing calls

There is an option to add a restriction of outgoing calls by using special codes for making international calls, or using classes of services.

**Assumption: International calls are always started with "00" prefix**

### *Use special codes for performing international calls*

1. To prevent performing international calls from users that are not familiar with a special code, go to **Services > Voice > Outgoing Calls** and click on "New Dial Plan" link.
2. Remove a default dial plan "X."
3. Create a dial plan: "8100." for international codes, and define the system to remove 2 first digits when the number started with "81" prefix.

Dial Pattern:

Pattern Syntax:

**X** Matches any digit from 0 to 9

**Z** Matches any digit from 1 to 9

**N** Matches any digit from 2 to 9

**[1235-9]** Matches any digit in the brackets (in this example 1, 2, 3, 4, 5, 6, 7, 8, 9)

**.** Wildcard, matches anything remaining (e.g. 9011. matches anything starting with 9011 excluding 9011 itself)

Class of Service:

**Main Route**

Line Group to Use:

Remove Digits From the Beginning of the Dialed Number

Number of Digits to Remove:

Add Digits to the Beginning of the Dialed Number

4. Create a dial plan: "OZ." for national codes
5. Create a dial plan "Z." for internal calls within W40 local network
6. After all the changes, the Dial Plans list should be:

Dial Pattern	Line Group to Use	Number of Digits to Remove	Digits to Add	Class of Service	Action
*	Cellular 1			Default Class of Service	 
#.	Cellular 1			Default Class of Service	 
8100.	Cellular 1	2		Default Class of Service	 
OZ.	Cellular 1			Default Class of Service	 
Z.	Cellular 1			Default Class of Service	 

[New Dial Plan Entry](#) 

### Prevent from extension performing international calls using Class of Service

7. To create a new group of extensions containing extensions "62" and "63", go to **Services > Voice > Class of Service**.
8. Click on "New class" link, and create a new class of service named "No International Calls"
9. Click "OK" button to save a new class of service.

Number	Name	Action
0	Default Class of Service	
1	No International Calls	 

[New Class](#) 

10. To assign extension "62" or "63" to a new class of service, go to Services > Voice > Extensions, edit the specific extension.
11. In the "Class of Service" section, select "No International Calls" class of service, and deselect "Default Class of Service"

**Class of Service**

Default Class of Service

No International Calls

12. To prevent performing international calls from extensions that are now belong to the “No International Calls” class of service, go to **Services > Voice > Outgoing Calls** and click on “New Dial Plan” link.

13. Create a dial plan: “0Z.”

Dial Pattern:	<input type="text" value="0Z."/>
Pattern Syntax:	
<b>X</b>	Matches any digit from 0 to 9
<b>Z</b>	Matches any digit from 1 to 9
<b>N</b>	Matches any digit from 2 to 9
<b>[1235-9]</b>	Matches any digit in the brackets (in this example 1, 2, 3, 4, 5, 6, 7, 8, 9)
<b>.</b>	Wildcard, matches anything remaining (e.g. 9011. matches anything starting with 9011 excluding 9011 itself)
Class of Service:	<input type="text" value="No International Calls"/> ▼

14. Click “OK” button to save a new dial plan. From now extensions that belong to the “No International Calls” Class of Service will not be able to dial any number starts with “00”.