



Cloud PBX

Administrator Guide

Domain Administration — Complete Reference

Technical Support

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Audience: Domain Administrators

1. Dashboard Overview

When you log in to your Telephonica portal, you land on the Dashboard. This is your system's control centre — it shows real-time activity at a glance and provides direct shortcuts to every module.

1.1 Navigation Bar

Use the top navigation bar to move between the four main areas:

Field / Column	Description
Home	Returns to the Dashboard from anywhere in the portal.
Accounts	Manage Extensions, Phones APP Devices, Phone Numbers, and Users.
Applications	Configure IVR Menus, Call Flows, Time Conditions, Ring Groups, Call Center, Recordings, Voicemail, and more.
Status	Live monitoring: Active Calls, Active Call Center, Active Queues, Agent Status, Registrations, and CDR Statistics.

1.2 Dashboard Widgets

Field / Column	Description
Active Calls	Live graph showing concurrent calls in progress.
Registrations	Counter showing registered phones vs. total provisioned (e.g. 0 / 14).
Recent Calls	Live feed of the most recent call activity.
Missed Calls	Count of unanswered inbound calls.
New Messages	Count of new voicemail messages across all extensions.
Call Forward	Summary of active call forwarding rules.
Ring Group Forward	Summary of ring groups with active forwarding or failover.
Call Center WallBoard All	Live wallboard for all queues.
Call Center Summary	Tabular summary of queue statistics (calls offered, answered, abandoned).
Registrations	Quick-access to which phones are online.

Tip — Expand All

Click the Expand All button at the top-right of the Dashboard to show all widgets on one scrollable page for a full system health check.

2. Managing Extensions & Users

Extensions are the internal phone lines for your employees. Users are the portal login accounts. You typically create both together when onboarding a new employee.

2.1 Extensions

Navigate to Accounts > Extensions. The list shows all extensions in your domain with their number, display name, registration status, and voicemail status.

Adding an Extension

1. Go to Accounts > Extensions and click the + button.
2. Fill in the extension number (e.g. 2001 or 4000).
3. Enter the Display Name and Directory Full Name (first and last name).
4. Set the Call Timeout — how many seconds the phone rings before going to voicemail (default: 30 seconds).
5. Enter the Voicemail Mail To email address so voicemail audio files are delivered to the employee's inbox.
6. Leave Voicemail Password blank to let the system auto-generate a secure PIN.
7. Click Save.

Extension Field Reference

Field / Column	Description
Extension	The internal number (e.g. 2001, 4000). Must be unique within your domain.
Display Name	The name shown on phone displays and in the portal (e.g. Jane Smith).
Directory Full Name	Employee's full name for the company directory (First and Last).
Voicemail Password	Leave blank for auto-generation, or set a numeric PIN. Used to retrieve voicemail by dialling *97.
Effective Caller ID Name	Internal caller ID name shown on other phones when this extension calls internally (e.g. Dianna).
Effective Caller ID Number	The number shown for internal calls (typically the same as the extension, e.g. 4000).
Call Timeout	Seconds the phone rings before routing to voicemail or next step (default 30).
Voicemail Mail To	Email address to receive voicemail audio file attachments (employee's inbox).
Call Group	Group name (e.g. sales, support) for ring group targeting.
Enabled	Disable to take the extension offline without deleting it.

Call Forwarding

From an extension's settings page, click the Call Forward option at the top-right to control where calls go when the employee is unavailable:

Field / Column	Description
Call Forward (All)	Instantly forward all incoming calls to another number.
On Busy	Forward calls only when the extension is already on another call.
No Answer	Forward calls that are not answered within the Call Timeout.
Not Registered	Forward calls when no device is registered to this extension.
Follow Me	Ring multiple destinations in sequence (e.g. desk phone, then mobile).
Do Not Disturb	Block all incoming calls and send them directly to voicemail.

2.2 Users (Portal Accounts)

Navigate to Accounts > Users. A "User" account allows an employee to log into the portal to check their own voicemails, view call history, and configure personal call forwarding.

Adding a User

8. Go to Accounts > Users and click +.
9. Enter the user's email address (this becomes their login username).
10. Set a temporary password and ask the user to change it on first login.
11. Assign the user's Extension from the dropdown — this links the portal account to their phone line.
12. Set the appropriate Access Level (User for standard, Admin for administrator access).
13. Click Save.

Important — Always Link the Extension

Always link a User account to their Extension. Without this link, the system cannot associate portal logins with a specific phone for voicemail, click-to-call, and presence features.

2.3 Mobile App Provisioning (QR Code)

The Telephonica mobile app turns an employee's smartphone into a fully functional extension. Instead of manually configuring server addresses and passwords, you can provision the app instantly with a QR code from the portal.

Step 1 — Get the QR Code

14. Navigate to Accounts > Phone | APP | Devices.
15. Click into the device profile assigned to the employee's extension.
16. Click the QR CODE button at the top-right. A unique configuration QR code appears.

Step 2 — Install the App

- Android: Download “Telephonica” on Google Play.
- iPhone: Download “iTelephonica” on the App Store.

Step 3 — Scan and Connect

17. Open the app on the employee’s phone.
18. Select Scan QR Code from the app’s setup screen.
19. Point the camera at the QR code on your computer screen.
20. The app automatically pulls in all credentials. Once it shows Connected, it is ready to use.

Result

The employee can now make and receive business calls from anywhere, as if they were sitting at their desk. The extension rings simultaneously on their desk phone and mobile app.

3. Phone Numbers (Destinations)

Phone Numbers — also called DIDs (Direct Inward Dial) — are the external telephone numbers your customers dial. This module lets you control exactly where each inbound number routes. Navigate to Accounts > Phone Numbers.

3.1 Routing a Phone Number

21. Go to Accounts > Phone Numbers.
22. Click the pencil (edit) icon on the number you want to configure.
23. In the Destination field, choose where calls to this number should go: an Extension, Ring Group, IVR Menu, Queue, Time Condition, Voicemail, or Call Flow.
24. Click Save — the change takes effect immediately.

3.2 Phone Number Fields

Field / Column	Description
Destination (Number)	The 10-digit inbound phone number (e.g. 8553331020 or +15143600400).
Destination (Action)	Where calls are routed: Extension, Ring Group, Call Center Queue, IVR Menu, Voicemail, Time Condition, or Call Flow.
Context	Dialplan context — leave as your domain name unless Telephonica Support instructs otherwise.
Enabled	Disable to stop routing calls on this number (callers hear a busy signal).
Description	Internal label (e.g. Main Reception Line, Support Queue, Fax Number).

Adding New Numbers

To add a new phone number (DID) to your account, contact Telephonica Support:

- Email: support@telephonica.ca
- Phone: +1 514-360-0400

New numbers are provisioned by Telephonica and appear in your Phone Numbers list within one business day, ready for you to configure routing.

4. IVR Menus (Auto-Attendant)

An IVR (Interactive Voice Response) Menu is the auto-attendant callers hear when they dial in. It plays a greeting and offers a dial-by-number menu — for example: “Press 1 for Sales, press 2 for Support, press 0 for Reception.” Configure under Applications > IVR Menus.

4.1 Creating an IVR Menu

25. Go to Applications > IVR Menus and click +.
26. Enter a Name (internal reference, e.g. Main Auto Attendant).
27. Assign an Extension number to route calls into this IVR (e.g. 9000).
28. In Greet Long, select or upload the full greeting WAV file callers hear on entry.
29. In Greet Short, select a shorter version played when the menu loops.
30. Set Timeout (ms) — how long to wait for a keypress (5000 = 5 seconds is typical).
31. Set Max Failures (invalid keypresses) and Max Timeouts (no-keypress loops) before the Exit Action fires.
32. Set the Exit Action — where calls go if the caller never makes a valid selection (e.g. operator extension or voicemail).
33. In the Options section, click + for each menu key: set the digit (0–9, *, #), the action type, and the destination.
34. Click Save.

4.2 IVR Menu Field Reference

Field / Column	Description
Name	Internal label (not heard by callers).
Extension	Internal extension used to route calls into this IVR from a Phone Number or Time Condition.
Greet Long	Full greeting audio file played on first entry. Upload a WAV (16-bit, 8 kHz or 16 kHz, mono) for best quality.
Greet Short	Shorter version played on menu repeat. Can be the same file as Greet Long.
Timeout (ms)	Milliseconds to wait for caller input. 5000 (5 seconds) is standard.
Max Failures	Number of invalid keypresses before routing to the Exit Action.
Max Timeouts	Number of no-keypress loops before routing to the Exit Action.
Exit Action	Fallback destination when failures or timeouts are exceeded (e.g. operator extension, after-hours voicemail).
Direct Dial	When True, callers can dial any extension directly. Set to False to prevent external callers from guessing extension numbers.
Ring Back	What callers hear while being transferred (ringing tone or music on hold).
Caller ID Prefix	Text prepended to the caller ID so the answering extension knows

which menu the call came through (e.g. 'Sales: ').

4.3 IVR Menu Options (Key Mappings)

In the Options section at the bottom of the IVR editor, each entry maps a keypress to a destination:

Field / Column	Description
Digits	The key the caller presses: 0–9, *, or #.
Action	What happens when this key is pressed: Transfer to Extension, Ring Group, Voicemail, IVR Menu, Queue, or an external number.
Destination	The specific target for this keypress.
Description	Internal label shown in the portal (e.g. Press 1 — Sales Team).

IVR Best Practices

- Keep menus to 5 options or fewer — callers lose attention quickly.
- Always include '0 = Operator / Reception' as an escape hatch.
- Set Direct Dial to False to prevent callers from guessing extension numbers.
- Use Caller ID Prefix (e.g. 'Sales: ') so staff instantly know which menu the call came through.
- Record greetings in a quiet room as 16-bit, 8 kHz mono WAV files.

5. Time Conditions

Time Conditions automatically route calls based on the time of day, day of week, or calendar date. The most common use is routing to your main IVR during business hours and to an after-hours voicemail or night IVR outside those hours. No manual toggling is needed. Configure under Applications > Time Conditions.

5.1 How Time Conditions Work

- Match → the current time falls within the defined schedule → calls go to the Match Destination (e.g. main IVR).
- No Match → outside the schedule → calls go to the No-Match Destination (e.g. after-hours voicemail).

The server evaluates the rule on every incoming call using your domain's configured time zone. Routing switches automatically at the defined times.

5.2 Creating a Time Condition

35. Go to Applications > Time Conditions and click +.
36. Enter a Name (e.g. Business Hours — Main Number).
37. Assign an Extension number (e.g. 9500).
38. Click + in the Time Condition Periods section to add your schedule rule.
39. Set the Days of Week (e.g. Monday through Friday).
40. Set the Time Range in 24-hour format (e.g. 08:00 to 17:00).
41. Set the Match Destination — where calls go during defined hours (e.g. Main IVR, ext. 9000).
42. Set the No-Match Destination — where calls go outside hours (e.g. After-Hours Voicemail).
43. Click Save.
44. Go to Accounts > Phone Numbers and point your main DID to this Time Condition extension.

5.3 Time Condition Field Reference

Field / Column	Description
Name	Internal label.
Extension	Internal extension assigned to this time condition.
Days of Week	Days this rule applies (e.g. Mon–Fri, or Sat–Sun for a weekend rule).
Time Range	Start and end time in 24-hour format (e.g. 08:00–17:00).
Month / Date Range	Optional: restrict the rule to specific months or date ranges for seasonal hours.
Match Destination	Where calls route during the defined schedule (business hours route).
No-Match Destination	Where calls route outside the schedule (after-hours route).

Enabled

Disable to force ALL calls to the No-Match Destination regardless of time — useful for emergency closures.

5.4 Standard Routing Pattern

Phone Number (DID)

↓ routes to

Time Condition (e.g. Mon–Fri 08:00–17:00)

↓ within hours (Match)

→ **Main IVR Menu**

↓ outside hours (No Match)

→ **After-Hours Voicemail or Night IVR**

Emergency Closure

To close immediately without changing your schedule: go to the Time Condition and set Enabled = No. This forces ALL inbound calls to the No-Match Destination (after-hours voicemail) until you re-enable it.

Remember to re-enable the Time Condition when you reopen.

6. Call Flows — Day / Night Mode

A Call Flow is a manual on/off routing switch with two states: Day and Night. Staff can toggle the active state instantly by dialling a feature code from any phone, or by pressing a programmed BLF (Busy Lamp Field) key on their desk phone. Configure under Applications > Call Flows.

Call Flows are most powerful when combined with Time Conditions: the Time Condition handles the automatic schedule, and the Call Flow gives staff a manual override (e.g. close early for a holiday without editing the schedule).

6.1 How It Works

- Day State → calls route to the Day Destination (e.g. main ring group or IVR).
- Night State → calls route to the Night Destination (e.g. after-hours voicemail).
- Toggle → any staff member dials the Call Flow extension or presses the BLF key to flip between states.
- BLF Key → the lamp shows green (Day) or red (Night) so staff always see the current state at a glance.

6.2 Creating a Call Flow

45. Go to Applications > Call Flows and click +.
46. Enter a Name (e.g. Day Night Toggle — Main).
47. Set an Extension — the feature code used to toggle (e.g. 8001).
48. Set the Day Destination — where calls go when open (e.g. Main IVR, Ring Group).
49. Set the Night Destination — where calls go when closed (e.g. After-Hours Voicemail).
50. Set the initial Status to Day or Night.
51. Click Save.
52. On reception and admin phones, programme a BLF key to extension 8001 so staff can toggle and see the status.

6.3 Call Flow Field Reference

Field / Column	Description
Name	Internal label (e.g. Day Night Toggle — Main).
Extension	The feature code staff dial to toggle (e.g. 8001). Also the BLF key target.
Day Destination	Where calls route when the flow is in Day state (open).
Night Destination	Where calls route when the flow is in Night state (closed/after-hours).
Status	Current active state: Day or Night. Toggling changes this immediately.
Enabled	Disable to prevent any toggling — calls continue on the current state.

6.4 Recommended Combined Architecture

Phone Number (DID)

↓ routes to

Time Condition (automatic — Mon–Fri 08:00–17:00)

↓ within hours

Call Flow (manual override — toggle via BLF key)

↓ Day state

→ **Main IVR or Ring Group**

↓ Night state OR outside Time Condition hours

→ **After-Hours Voicemail**

Toggling is Instant

Dial the Call Flow extension from any internal phone, or press the BLF key. No portal login required. The lamp on all BLF-programmed phones changes colour immediately.

Reminder: If staff toggle Night mode for a holiday, they must toggle back to Day when they return.

7. Call Center

The Call Center module provides queue-based call routing for high-volume inbound departments such as English and French customer service teams. It tracks agent availability, call wait times, and provides detailed real-time and historical reporting. Access via Applications > Call Center.

7.1 Queues Overview

When you open the Call Center section, you see a list of your existing queues. Each row shows:

Field / Column	Description
Queue Name	The department or campaign name (e.g. customer service English, customer service French).
Extension	The internal extension callers or the IVR routes calls into (e.g. 4001, 4002).
Strategy	How calls are distributed to agents. Default: Longest Idle Agent.
Tier Rules Apply	Indicates whether tier-based escalation rules are active.
Description	Internal notes about this queue's purpose.

Top-of-Page Buttons

Field / Column	Description
+ ADD	Create a new queue.
AGENTS	Assign agents to queues and define their tier levels.
WALLBOARD	Open the live real-time monitoring dashboard.
IMPORT	Bulk-import queue configurations during migration.

7.2 Queue Settings — Full Reference

Basic Settings

Field / Column	Description
Queue Name	Internal name for this department (e.g. customer service English).
Extension	Dedicated extension for this queue. Route DIDs or IVR menu options to this number.
Strategy	Call distribution method: Longest Idle Agent (most common), Ring All, Round Robin, Least Talk Time, or Random.
Language	Default voice dialect for system prompts (e.g. en-us callie).

Agents & Tiers

In the Agents section you assign which staff receive calls from this queue:

Field / Column	Description
Agent Name	Select the agent from the dropdown.
Tier Level	Tiers create primary and backup groups. Tier 0 agents are tried first; if unavailable, Tier 1 agents are tried next.
Tier Position	If multiple agents share the same tier, this number defines the strict order they are evaluated.

Caller Experience

Field / Column	Description
Greeting	The initial audio message played to the caller before hold music begins.
Music on Hold	Audio file or playlist played while the caller waits (e.g. default, English-Main.wav).
Announce Position	Set to True to periodically tell callers their position in the queue.
Announce Sound	A secondary message played periodically (e.g. "Please continue to hold").
Announce Frequency	How often (seconds) the position/hold announcement plays (e.g. 180 seconds).
Record	Toggle to automatically record all calls passing through this queue.

Timeouts & Failover

Field / Column	Description
Max Wait Time	Maximum seconds a caller can wait. Enter 0 for unlimited.
Max Wait Time with No Agent	Maximum wait if no agents are logged in or available (e.g. 90 seconds).
Timeout Action	Where calls go when wait limits are exceeded: Voicemail, another extension, or an automated Callback menu (call_center-callback).
Exit Key	A keypad key (e.g. #) callers can press to immediately leave the queue and trigger the Timeout Action.
Queue Limit	Maximum number of callers allowed to wait simultaneously.
Discard Abandoned After	Seconds (e.g. 900) the system remembers a caller's position if they hang up. Allows them to reclaim their spot if they call back.
Abandoned Resume Allowed	When enabled, a caller who hung up can reclaim their original queue position if they call back within the Discard Abandoned window.
Email Address	Email address to receive queue activity notifications (e.g. your admin email).

Always Save

Click the SAVE button at the top-right after any configuration change. Changes are not applied until saved.

7.3 Agents Management

Navigate to Applications > Call Center > AGENTS to manage the individuals who answer queue calls.

Agent List Columns

Field / Column	Description
Agent Name	Display name of the agent (e.g. Annjelli, Ashley).
Agent ID	Unique login identifier — typically the agent's extension number (e.g. 4023).
Type	How the system rings the agent. Leave as callback (standard).
Call Timeout	Seconds the system rings this agent before moving to the next available agent (typically 20).
Contact	Technical routing string (e.g. user/4023@yourdomain.pbx10.com).
Max No Answer	If the agent misses this many consecutive calls, their status automatically changes. Enter 0 to disable.
Default Status	Agent's initial state when first added (usually Logged Out).

Agent Settings — Timers & Status

Field / Column	Description
Wrap Up Time	Seconds the system waits after a call before sending the agent a new one (e.g. 90). Gives time for post-call notes.
No Answer Delay Time	Seconds to wait before sending another call to an agent who didn't answer (e.g. 30).
Max No Answer	Consecutive missed calls before the system automatically puts the agent on break (e.g. 3). Enter 0 to disable.
Reject Delay Time	Seconds to wait after an agent presses Reject before sending them another call (e.g. 90).
Busy Delay Time	Seconds to wait if an agent's line returns busy before trying them again (e.g. 90).
Status	Best practice: leave empty. An empty status means the system remembers the agent's last known state even after a server restart.

Top-of-Page Buttons

Field / Column	Description
+ ADD	Create a new agent profile.
STATUS	View a live look at all agents' current status (Available, On Break, On a

	Call).
IMPORT	Upload a spreadsheet to create multiple agents at once.

7.4 Call Center Wallboard

The Wallboard is a live, real-time dashboard for monitoring your call center's performance. Display it on a large screen so managers and agents can monitor call volumes at a glance. Access via Applications > Call Center > WALLBOARD.

Queue Tiles (Top Half)

Field / Column	Description
Large Center Number	The current live activity in this queue (calls waiting or being handled). High numbers indicate heavy volume.
Answered	Total calls successfully answered by agents today for this queue.
Trying	Calls currently ringing an agent but not yet answered.
Abandoned	Callers who hung up while waiting before an agent answered.

Global Metrics (Middle)

Field / Column	Description
Average Talk Time	Average duration of handled calls across all queues.
Average Wait Time	Average hold time before an agent connects.

Live Agent Status (Bottom Half)

Each agent has a tile showing their name, calls answered today, current status, and a timer showing how long they've been in their current state.

Field / Column	Description
Available	Agent is logged in and ready to receive a call.
On Break	Agent is logged in but temporarily unavailable.
On a Call	Agent is currently handling a queue call.
Logged Out	Agent is not currently receiving queue calls.

Quick Reference

Common Tasks at a Glance

Field / Column	Description
Add a new employee	Extensions > + (create extension) → Devices > + (provision phone) → Users > + (create login)
Disable a departing employee	Extensions > pencil > Enabled = No. Also disable their User account.
Order a new phone number	Contact support@telephonica.ca. Once added, route it under Phone Numbers.
Change where a DID routes	Phone Numbers > pencil > update Destination > Save (instant effect).
Create an auto-attendant	IVR Menus > + — add greeting, set key options, point a Phone Number to it.
Set business hours routing	Time Conditions > + — set hours, Match = IVR, No-Match = after-hours voicemail. Point DID to it.
Close early / emergency	Disable the Time Condition (Enabled = No) or dial the Call Flow toggle extension.
Check phone registration	Status > Registrations. Registered device shows IP and user-agent.
Pull a call recording	Applications > Call Detail Records — search by date/extension, click play icon.
Reset voicemail PIN	Extensions > edit > update Voicemail Password > Save.
Provision mobile app	Devices > click device > QR CODE button. User scans with Telephonica app.
View live agent status	Status > Agent Status, or Applications > Call Center > AGENTS > STATUS.
View live call center	Applications > Call Center > WALLBOARD.

Feature Codes

Field / Column	Description
*97	Check your own voicemail (auto-detects extension, prompts for PIN).
*98	Check any voicemail box (prompts for mailbox number and PIN).
*99 + ext	Transfer a call directly to voicemail without ringing the extension.
*732	Record a new system greeting or announcement.
*72 + number	Activate Call Forward All to the specified number.
*73	Cancel Call Forward All.

*78	Enable Do Not Disturb on your extension.
*79	Disable Do Not Disturb on your extension.
Call Flow ext.	Toggle Day/Night mode (e.g. dial 8001 or use the BLF key).

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