



nomado PBX

Full featured telephone system.

On the cloud.

Simply everywhere.



[Home](#) > [Numbers](#) > Editing number

[TEST company customer]

Home

Go to Shop

Control panel

Actions

Messages

Features

Add user

Alerts

Bulk dialer

Call recording

Classes of service

Conferences

Feature codes

Feature prefixes

Hunt groups

Import features

Number: 3223202000

Number settings:

Description:

Owner:

Include in directory:

Screen calls:

Allow callers to enter this number in attendant and IVRs:

Force callerid:
Changes the callerid on inbound calls.

Caller name:

Caller name modifies existing name:

Force hangup after (minutes):

Language:

Music on hold:

Request special ring tone:

PIN:

PIN repeat:

Powered by Nomado





nomadoPBX, a full phone system included in your 5€ plan

This guide is an exhaustive guide for the nomadoPBX, the most feature-rich, most powerful, and most flexible soft-switch for telephony services. In clear, it is a real professional phone system, all web based. It scales to tens of thousands of concurrent calls.

The nomadoPBX is compatible with most modern telephone systems, including all common SIP telephones, all common SIP and IAX PBXs, traditional PBXs and PSTN providers supporting Primary Rate ISDN over E1 or T1, and many others. nomadoPBX can be used in pure VoIP environment, a pure traditional telephony environment, or a hybrid environment, making it ideal for transitioning legacy PBX environments to VoIP.

Start-up, freelancer, homemaker, any business? It is for you !

Developers? We have a great API

Your business phone solution
@ 5€ per month !



easy to configure..

Features

Alerts

Bulk dialer

Call recording

Classes of service

Conferences

Destination features

Dial by name

Feature codes

Feature prefixes

Hunt groups

IVR menus

Mailboxes

Music

Phone Numbers

Pattern menus

People

Page groups

Pickup groups

Provisioning

Queues

Remote access

SIP addresses

Sound files

Speed dials

Telephone lines

Times and dates

Virtual telephones

Web URLs

Advanced settings



Alerts

Alerts allow you to be notified by email of abnormal or potentially fraudulent calls. For example, calls costing more than a certain amount to a certain destination can trigger an alert.

To create an alert

1. Log in to the nomadoPBX web interface.
2. Go to Features » Alerts.
3. Click the "New" button.
4. Enter the following:
 - A name for the alert.
 - Optionally a description.
 - What to check. Calls are checked at the end of each call. Telephone lines are checked once per minute. Destinations and numbers are checked daily.
 - The email address to send the alert to.
 - An upper limit on how frequently to send alerts. Note that if this is less frequent than the alert condition occurs, some alerts will be lost.
 - Whether or not to save sent alerts in the database. If enabled, sent alerts can be viewed later using the new "Alerts stored »" link that will appear at the bottom of the edit alert page.
 - The conditions to match on. All must match for the alert to be triggered. Destinations can be an exact number, or can be a prefix.
5. Click the "Save" button.



Bulk dialer

The bulk dialer allows you to make calls out to a large set of numbers, and any that are successful are forwarded to whatever destination you choose. The numbers to call are grouped into "campaigns", which are sets of numbers with the same settings.

To create a campaign

1. Log in to the nomadoPBX web interface.
2. Go to Features » Bulk dialer.
3. Click the "New" button.
4. Enter the following:
 - A name for the campaign.
 - Optionally a description.
 - Optionally an owner.
 - Whether the campaign is enabled. If not, no calls will be made.
 - Optionally a time group. If set, calls will only be made when this time group is active.
 - The callerid to send on outbound calls.
 - The maximum calls to allow at any time.
 - The number of times to attempt each number before it is either successful or the dialer gives up.
 - How often to retry each destination.
 - When to consider the call successful. If unsuccessful, it will be retried.
 - Which [record group](#) to use to record the call, if you have any.
 - Whether to detect answering machines.
 - If detecting answering machines, what to do when one is detected.
 - Where to send the call if successful.
5. Click the "Save" button.
6. Click the "Add destinations" link.
7. Either upload a text file with one number per line, or enter numbers one per line.
8. Click the "Add" button.

Your business phone solution
@ 5€ per month !



easy to configure..

At this point dialling will start.

You may optionally also upload a sound file to ask the called party to accept the call.



Call recording

Calls can be recorded in real time, then downloaded as .wav files to be listened to.

To configure call recording

1. Log in to the nomadoPBX web interface.
2. Go to Features » Call recording.
3. Click the "New" button.
4. Enter the following:
 - A name for the group.
 - Optionally a description.
 - Optionally an owner for the group, who will be allowed to access its recordings.
 - Which calls to record.
 - The default expiry time. After a recording expires, it is deleted automatically. You can change individual recordings' expiry times once they have been created.
 - Optionally, an email address to email recordings to at the end of each call.
5. Click the "Save" button.
6. In the settings for your [numbers](#), [telephone lines](#), etc, there will now be a new option for the record group. Set whichever numbers, telephone lines, etc, you wish to use this group. If a call goes through more than one number, telephone line, etc, that use different record groups, the call is recorded to all appropriate groups.
7. Make and receive calls as normal.
8. To access the recordings, click on the "Recordings" link on the right of the list record groups page, or the "Recordings" button on the edit record group page.
9. Enter search parameters as desired, then click "Update".
10. To download a recording, click its link.

Your business phone solution
@ 5€ per month !



easy to configure..

11. To work with recordings, select any you wish then click the appropriate button at the bottom.



Classes of service

Classes of service allow you to control which numbers telephones may call. The called number is matched against the prefixes in the class of service, and the longest matching prefix is used. For example, calls to international numbers can be barred except for a single number which is specifically permitted. Alternatively, a single number can be barred if an employee is making unauthorised calls to it.

To create a class of service

1. Log in to the nomadoPBX web interface.
2. Go to Features » Classes of service.
3. Click the "New" button.
4. Enter the following:
 - A name for the group.
 - Optionally a description.
 - Whether internal and external calls are allowed by default. At this point you cannot enter specific destinations; see below.
 - If you have configured any [time groups](#), optionally a time group.
 - If the destination called is forbidden, a number to forward the call to. This may be any dialable destination. If not set, the caller is played an error tone.
5. Click the "Save" button.
6. On the list classes of service page, click the class you have made.
7. Click the "New" button to create a new exception.
8. Choose whether to match internal or external calls, enter the full number or the prefix, and whether to allow calls to it or not.
9. Click the "Save" button.
10. Add any other exceptions as desired.
11. In the settings pages for your [telephone lines](#), there is a new option for the class of service. Set any telephone lines you wish to use this class of service.

Your business phone solution
@ 5€ per month !



easy to configure..

Any telephone line not in a class of service may call any number the system is configured for.



Conferences

Conferences allow two or more people to call into the system and talk together.

To add a new conference

1. Log in to the nomadoPBX web interface.
2. Go to Features » Conferences.
3. Click the "New" button.
4. Enter the following:
 - A conference code, replacing the one chosen for you if you wish.
 - Optionally a description.
 - Optionally an owner for the conference. If set, this person may edit the conference even if they are not an administrator.
 - At least one PIN. The administrator PIN allows the caller to lock the conference to new callers. The Talk PIN should be used for most callers. The listen PIN allows the caller to listen but not talk.
 - The maximum number of people allowed in the conference. Any callers attempting to log in to the conference after it is full are played an error message and disconnected.
 - Whether to ask callers to record their names.
 - Whether to play music to the first caller until others join.
 - Whether to play music to all callers until an administrator joins.
 - Whether to play a tone when someone joins or leaves.
 - The duration of the conference. Outside this time, callers may not log in to the conference, though callers already in the conference are not disconnected at the end. If callers may access the conference at any time, set this to be "permanent".
 - When the first conference starts. One minute before this time, notifications are sent. It can still make sense to use this option with permanent conferences to send notifications.
 - How often the conference repeats.



- How many conferences there are. For example, if the first conference is on Monday, the conference repeats daily with a total of 5 conferences, the last conference will be on Friday.
 - The callerid to use for notification calls.
 - Whether to display this conference in the control panel.
 - Any telephone numbers to call and email addresses to send notifications to just before the conference starts. The called users are not asked for a PIN, but put directly into the conference with the access you set here.
5. Click the "Save" button.
 6. Set a [number](#) or [feature code](#) to forward to "Conference login". *3 is set to conference login by default.
 7. Call this number or feature code when the conference is active. You will be asked for a conference code and PIN, then connected to the conference.



Destination for features

When choosing a destination for features such as [numbers](#) or [feature codes](#), you may choose any feature you have already configured, as well as some features which have been pre-defined by the system. These are:

- Auto-attendant: Asks caller to enter a feature code or telephone line in your customer, and forwards the call to the destination entered.
- Auto attendant (no announcement): Waits for the caller to enter a feature code or telephone line in your customer, and forwards the call to the destination entered. No announcement is played.
- Calling card login: Asks caller to enter a valid calling card number, then a destination to call. The card used may be any card in any customer on the system.
- Cancel call forwarding: If called from a telephone line, cancels the "Forward all calls to" setting for that telephone.
- Conference login: Asks caller for a conference code and PIN. If correct, puts caller in that conference with whatever access their PIN allows.
- Dial by name: Plays the [dial by name](#) menu.
- Do not disturb toggle: If called from a telephone or external destination for a hunt group or queue, toggles do not disturb for that telephone or external destination.
- Do not disturb toggle (no answer): Acts in the same way as "Do not disturb toggle", except that it does not answer the call.
- Do not disturb toggle (queues only): Acts in the same way as "Do not disturb toggle", except that it only affects calls made via queues.
- Echo test: Answers the call and plays back whatever the caller says to them.
- Hang up: Hangs up the call. This can be used in conjunction with an announcement to create a number that simply plays a message then hangs up.



- IVR setup: Plays a menu which allows the caller, once authenticated by the IVR PIN, to record a new sound file for the IVR. This option is only available as a destination for IVR menus.
- Music: Answers the call, then plays music until the caller hangs up.
- Number menu: Plays a menu which allows the caller to change the temporary routing of a number.
- Play balance: Plays your current balance, then hangs up.
- Redial last number: If called from a telephone, forwards to the last destination called by that telephone.
- Remote access menu: Asks caller to enter details of a [remote access account](#), then a destination to call.
- Replay menu: Replays the IVR menu. This option is only available as a destination for IVR menus.
- Return call: If called from a telephone, forwards to the last caller to call that telephone.
- Unavailable tone: Plays an unavailable tone to the caller.
- Virtual telephone login: Plays a menu to allow [virtual telephones](#) to log in.
- Voicemail direct access: If called from a telephone, puts caller in main menu of mailbox set by "Message waiting light uses mailbox" setting for that telephone without any further authentication.
- Voicemail login: Asks caller for a mailbox number and PIN. If correct, puts caller in main menu of that mailbox.
- Voucher top up: Plays a menu allowing caller to use a voucher to top up their balance.



Dial by name

Dial by name allows callers to reach a [person](#) by entering characters of the name on their telephone keypad.

To configure dial by name

1. Log in to the nomadoPBX web interface.
2. Set a [number](#), [feature code](#), [IVR destination](#), or similar to point to the dial by name feature.
3. Go to Features » People.
4. Set the internal extension field to be the number to dial to reach this person. This can be a [telephone line](#), [number](#), or [feature code](#).
5. Optionally, set a [mailbox](#) to be owned by this person under Features » Mailboxes, then record a name for the mailbox using 0 then 3 from the voicemail main menu.
6. Repeat for any other people who are to be reachable by dial by name.

Callers can then call the number, feature code, or IVR destination and enter characters of the last name of the person they are trying to reach. If there are multiple matches, they will be played the names of any matches as below. If there are more than 10 matches, they will be asked to enter more characters. When they choose a match, they are then transferred to the internal extension of that person.

When playing the names of matches, the system looks for the following and uses the first available:

1. If there is a mailbox with the same number as the person's internal extension, and it has a name recorded, the name is used.
2. Else, if the person is the owner of any mailboxes which have names recorded, the name of first one (sorted by mailbox number) is used.
3. Else, if the person is the owner of any telephone lines which forward to mailboxes on no answer, and any of the mailboxes have names recorded, the name of first one (sorted by mailbox number) is used.

Your business phone solution
@ 5€ per month !



easy to configure..

4. Else, if the person is the owner of any telephone lines which are set to monitor mailboxes for message waiting, and any of the mailboxes have names recorded, the name of first one (sorted by mailbox number) is used.
5. Else, the name of the person is spelt out letter by letter.



Feature codes

Feature codes are short numbers used to call a particular telephone line, hunt group, etc, from within the system. For example, you can set "123" to forward to a hunt group of all telephone lines. Feature codes are also used to access features such as voicemail. For example, *1 is often set to allow direct access to voicemail without a password, and *2 asks for a mailbox and password. You may change these assignments; this is useful if your staff are used to the feature codes of a legacy PBX system. Calls to feature codes are not charged. The feature codes that you create affect only users in your own customer, not other customers using the system.

To add a new feature code

1. Log in to the nomadoPBX web interface.
2. If you wish to record calls to this feature code, make a [record group](#).
3. Go to Features » Feature codes.
4. Click the "New" button.
5. Enter the following:
 - The feature code to call.
 - Optionally a description.
 - The owner. This person may edit the feature code even if they are not an administrator.
 - Whether to screen calls. If set to yes, the person answering will be asked if they wish to accept the call.
 - Whether this feature code may be entered in the auto attendant and IVR menus.
 - Optionally the caller name. This allows users on a SIP telephone to see which number the call came from. If not set, the caller name supplied by the caller will be used.
 - Whether the caller name setting above replaces the caller name supplied by the caller, prepends to it, or appends to it.
 - Optionally hang up the call after a certain number of minutes.



- Which [record group](#) to use to record calls, if you have any.
 - Which [music](#) to play to callers on hold, if you have any.
 - Whether to request that any destination SIP handsets ring with a special ring tone. This only affects handsets that support this feature.
 - Optionally a PIN. If set, you can call the number routing menu and change the temporary routing and announcement message.
 - If you are logged in as a system owner, whether the feature code may be used by all customers on the system.
 - Whether to display this feature code in the control panel.
 - Optionally temporary routing. This overrides the main routing below. If you use the number routing telephone menu, it is the temporary routing that you change.
 - The default destination to route calls to this feature code to.
6. Click the "Save" button.
 7. If you wish to set an announcement message to be played when the number is called, and before the destination is rung, go back into the feature code settings, and upload a .wav or .mp3 file. Alternatively, call the [number](#) or feature code (*5 by default) for the number routing menu.

If you wish to route to different destinations for different callers, or at different times of the day or days of the week:

1. Make the feature code.
2. If routing by time, make a [time group](#).
3. Go back into the feature code settings.
4. Click the "Add a caller route" or "Add a time group" button.
5. Choose the caller prefix or time group, and the destination.
6. Click the "Save" button.
7. Repeat for any other caller prefixes or time groups as desired.

Default feature codes

Some feature codes are defined within the system for you. These are:

- *1: Voicemail direct access.

Your business phone solution
@ 5€ per month !



easy to configure..

- *2: Voicemail login.
- *3: Conference login.
- *4: Auto-attendant.
- *5: Number routing menu.
- **: Group pickup.
- ***<telephone line>: Pickup specific telephone line.

These are not shown in the feature codes web page. If you create feature codes with these numbers, your feature codes override the defaults.



Feature prefixes

Feature prefixes allow you to modify how the call behaves by adding a prefix to the called number. The system interprets the prefix, then strips it off before routing the call.

To add a new feature prefix

1. Log in to the nomadoPBX web interface.
2. Go to Features » Feature prefixes.
3. Click the "New" button.
4. Enter the following:
 - The prefix to match.
 - The minimum and maximum length of the called number to match. This includes the prefix.
 - Optionally a description.
 - The purpose of the feature prefix. See below for details.
 - If you are logged in as a system owner, whether the feature prefix may be used by all customers on the system.
5. Click the "Save" button.

The following purposes are defined:

- Call an external number. This can be used to implement 9 for an outside line.
- Call a mailbox. This can be used to transfer callers straight to voicemail if you know the person you wish to transfer them to is unavailable.
- Call a plugin. The plugin can access the remainder of the called number after the prefix using the $\${NOMADO-SUBNUMBER}$ variable.
- Call a SIP domain. Routes the call to a number at the specified SIP domain.
- Call a telephone line. This can be used to directly call a telephone line if there is a [feature code](#) with the same number.
- Hide the callerid.



- Join a conference without asking for the conference code. The caller can be asked for a PIN, or can be put directly in the conference as administrator, talker, or listener without asking for a PIN.
- Page a telephone line.
- Park the call on a specific parking slot.
- Record the call. Note that the record group settings, such as percentage of calls to record, still apply. Therefore it's possible that the call will not actually be recorded.
- Replace the prefix. The prefix will be replaced by the "Replace with" value. This allows creation of short dials to external number ranges, or replacement of the international access code.
- Set call forwarding. Dial the prefix followed by a number to set call forwarding to that number for the telephone line you are calling from.
- Set the call media to voice or fax (if configured).
- Set the callerid.
- Spy on the call. Optionally, the spy can talk to the caller. A PIN can be specified to protect this feature.
- Use a remote access menu. Dial the prefix, followed by the remote access account, followed by *, the PIN followed by * (if the account has a PIN), then the destination.
- Use a voucher.



Hunt groups

Hunt groups allow more than one destination to ring at once. Within a hunt group, destinations are arranged into levels. All destinations within a level are rung at once. The first destination to answer hears the caller, and the others stop ringing (unlike [page groups](#)). If no destinations answer, they stop ringing, all destinations in the next level are rung, and so on.

To add a new hunt group

1. Log in to the nomadoPBX web interface.
2. If you wish to record calls to this hunt group, make a [record group](#).
3. Go to Features » Hunt groups.
4. Click the "New" button.
5. Enter the following:
 - A name for the hunt group.
 - Optionally a description.
 - The owner. This person may edit the hunt group even if they are not an administrator.
 - How long each level rings for. This can be overridden per level later.
 - The hunt group type, which controls the order the levels are rung in. Options are "Linear: Always start at level 1", "Circular: Start at next level from previous call", "Smart linear: Last level that answered, then linear", and "Smart circular: Last level that answered, then circular".
 - Which [record group](#) to use to record calls, if you have any.
 - Which [music](#) to play to callers on hold, if you have any.
 - Whether to screen calls. If set to yes, any destinations answering will be asked if they wish to accept the call. While the caller information is being played, other destinations will continue to ring. The first destination to accept gets the call, and other destinations are dropped immediately.
 - Whether to allow destinations to forward calls onwards. This is not recommended as it can cause loops.



- Whether to display this hunt group in the control panel.
6. Click the "Save" button.
 7. Click the "Set the default destination" link.
 8. Choose the destination to call after all other destinations have failed.
 9. Click the "Save" button.
 10. Click the "Add a destination" link.
 11. Choose the level and destination.
 12. Click the "Save" button.
 13. Repeat for other destinations as desired.
 14. Optionally, edit the settings for each level.
 15. Optionally, make a feature code or feature codes pointing to "Log in to all hunt groups", "Log out from all hunt groups", or "Toggle availability in all hunt groups".
 16. Optionally, make a number or numbers (or IVR menu destinations) pointing to "Log in to all hunt groups", "Log out from all hunt groups", or "Toggle availability in all hunt groups" to allow external hunt group destinations to set their availability.



IVR menus

IVR menus present a menu to callers and invite them to press a key. It then forwards them to the destination you set for the key. Destinations can be other IVR menus, allowing multiple levels of menu.

To add a new IVR menu

1. Log in to the nomadoPBX web interface.
2. Go to Features » IVR menus.
3. Click the "New" button.
4. Enter the following:
 - A name for the menu.
 - Optionally a description.
 - How long to wait for the caller to press a key.
 - Whether callers may enter a feature code or telephone line. Note that if this is set to yes, the system will wait until the time out even if the caller chooses a menu option. This allows them time to enter a feature code or telephone line that begins with a digit that could be a menu option.
 - A PIN to allow you to change the message played to callers.
 - Whether to display this IVR menu in the control panel.
5. Click the "Save" button.
6. Set a [number](#) or [feature code](#) to call the IVR menu.
7. Return to the list IVR menus page.
8. Click on the IVR menu you have just created.
9. Optionally, upload a .wav or .mp3 file that is played to the caller. Alternatively, call the IVR menu and press the IVR setup key (# by default). You will be asked to enter the PIN above.
10. Click on any key you wish to change the destination for.
11. Choose the destination for this key.
12. Click the "Save" button.
13. Repeat for other keys as desired.

Your business phone solution
@ 5€ per month !



easy to configure..

nomado

[Go to Main Menu](#)

We help you on chat at
<https://nomado.eu>



Mailboxes

Mailboxes can be owned by a person; if this person has an email address set, an email with an attached .wav or .pdf file is sent for each message saved. It's normal, but not required, to have a mailbox for each telephone line. More than one telephone line, hunt group, etc, may share a mailbox.

To add a new mailbox

1. Log in to the nomadoPBX web interface.
2. Go to Features » Mailboxes.
3. Click the "New" button.
4. Enter the following:
 - A number for the mailbox.
 - Optionally a description.
 - Optionally a person who owns the mailbox.
 - Whether to display this mailbox in the control panel.
 - The settings for the menus to play when calling to retrieve messages.
 - If you have any other mailboxes, which mailboxes to copy any messages left in this mailbox to.
 - How to notify the mailbox owner when a new message arrives.
 - Where to forward the call if the caller press 0 during the greeting.
5. Click the "Save" button.
6. Set any telephone lines, hunt groups, etc, to use the mailbox as desired.



Music

Default music on hold is provided by the system, but you may add your own. You must ensure that you have permission from the music's copyright holder before doing this.

To add new music

1. Log in to the nomadoPBX web interface.
2. Go to Features » Music.
3. Click the "New" button.
4. Enter the following:
 - A name for the music that customers will see.
 - Optionally a description.
 - Whether to play the files linearly in order, or randomly.
5. Click the "Save and upload files" button.
6. Click on "Upload music files", then on the next page upload one or more .wav or .mp3 files using the "Upload" links.
7. Select the desired music on the settings pages of telephone lines, hunt groups, queues, etc.



Phone Numbers

Numbers, also known as DIDs or DDIs, are normal telephone numbers that external callers can use to call into the system from the PSTN (Public Switched Telephone Network).

To add a new number

1. Log in to the nomadoPBX web interface.
2. If you wish to record calls to this number, make a [record group](#).
3. Go to Features » Numbers.
4. Click the "New" button.
5. Choose which type of number you'd like.
6. Click the "Next" button.
7. Choose a number. The price you will be charged for the number is shown by the numbers.
8. Click the "Next" button.
9. Enter the following:
 - Optionally a description.
 - The owner. This person may edit the number even if they are not an administrator.
 - Whether to include the number in directory.
 - Whether to screen calls. If set to yes, the person answering will be asked if they wish to accept the call.
 - Optionally force the callerid. This should normally be set to "Original".
 - Optionally the caller name. This allows users on a SIP telephone to see which number the call came from. If not set, the caller name supplied by the caller will be used.
 - Whether the caller name setting above replaces the caller name supplied by the caller, prepends to it, or appends to it.
 - Optionally hang up the call after a certain number of minutes.
 - Which [record group](#) to use to record calls, if you have any.



- Which [music](#) to play to callers on hold, if you have any.
- Whether to request that any destination SIP handsets ring with a special ring tone. This only affects handsets that support this feature.
- Optionally a PIN. If set, you can call the number routing menu and change the temporary routing and announcement message.
- Whether to display this number in the control panel.
- The default destination to route calls to this number to.
- Optionally temporary routing. This overrides the main routing below. If you use the number routing telephone menu, it is the temporary routing that you change.
- If using temporary routing, whether to update this number when using the number menu.

10. Click the "Save" button.

11. If you wish to set an announcement message to be played when the number is called, and before the destination is rung, go back into the number settings, and upload a .wav or .mp3 file. Alternatively, call the number or [feature code](#) (*5 by default) for the number routing menu.

If you wish to route to different destinations for different callers, or at different times of the day or days of the week:

1. Make the number.
2. If routing by time, make a [time group](#).
3. Go back into the number settings.
4. Click the "Add a caller route" or "Add a time group" button.
5. Choose the caller prefix or time group, and the destination.
6. Click the "Save" button.
7. Repeat for any other caller prefixes or time groups as desired.



Pattern menus

Pattern menus allow highly flexible routing based on the called number, callerid, and optionally digits entered by the caller. Matching on each can be done on exact strings, substrings, or MySQL style regular expressions. This allows call flows built on account numbers, passwords, postal or zip codes, or similar.

To add a new pattern menu

1. Log in to the nomadoPBX web interface.
2. Go to Features » Pattern menus.
3. Click the "New" button.
4. Enter the following:
 - A name for the pattern menu.
 - Optionally a description.
 - The owner. This person may edit the pattern menu even if they are not an administrator.
 - Whether to ask the caller to enter digits, and if so how many.
 - If asking the caller to enter digits, how long a timeout to allow between digits.
 - Whether to display this pattern menu in the control panel.
5. Click the "Save" button.
6. Click the "Add a pattern" link.
7. Enter the following:
 - A description for the pattern.
 - The priority of the pattern. If a higher priority pattern and a lower priority pattern both match, the higher priority pattern is used.
 - Whether to match the digits and calling/called numbers exactly, by substring, or by MySQL style regular expression.
 - The digits, calling number, and called number patterns.
 - The destination to route calls to if all three patterns match.
8. Click the "Save" button.

Your business phone solution
@ 5€ per month !



easy to configure..

9. Repeat for other patterns as desired.
10. Set a [number](#) or [feature code](#) to point to this pattern menu.



People

A person is anyone allowed to log into the web interface. If your customer has no people, you will be unable to use the web interface.

To add a new person

1. Log in to the nomadoPBX web interface.
2. Go to Features » People.
3. Click the "New" button.
4. Choose a username. Email addresses are a good choice for usernames as they are unique, but they do have to be.
5. Fill in the person's details as desired.
6. Optionally enter a required source IP address or range of addresses. Ranges can be specified using CIDR netmasks, for example "192.168.0.0/16". Multiple address and/or ranges can be entered, separated by spaces and/or commas, for example "10.0.0.0/8, 192.168.1.1"
7. Click the "Save" button.



Page groups

Page groups allow more than one destination to be called at once. All destinations that answer are put into a conference, and can hear the caller. This differs from [hunt groups](#), where only one destination can answer.

To add a new page group

1. Log in to the nomadoPBX web interface.
2. If you wish to record calls to this page group, make a [record group](#).
3. Go to Features » Page groups.
4. Click the "New" button.
5. Enter the following:
 - A name for the page group.
 - Optionally a description.
 - Whether to ask SIP telephones to auto-answer. Please note that not all [telephone models](#) support this. Any that don't will ring as normal.
 - Whether to play a beep to the caller when the caller is placed in the conference.
 - Whether destinations may talk. If set to yes, everyone in the conference may hear them.
 - Whether to allow destinations to forward calls onwards. This is not recommended as it can cause loops.
 - Which [record group](#) to use to record calls, if you have any.
 - Whether to display this page group in the control panel.
6. Click the "Save" button.
7. Click the "Add a destination" link.
8. Choose the destination.
9. Click the "Save" button.
10. Repeat for other destinations as desired.
11. Add a [feature code](#) to call the page group

Your business phone solution
@ 5€ per month !



easy to configure..

nomado

[Go to Main Menu](#)

We help you on chat at
<https://nomado.eu>



Pickup groups

If a telephone is ringing, other telephones in the same pickup group may dial **, which intercepts the call and brings it to them. Telephones may be in more than one pickup group, and may pick up any ringing telephone line in any group they belong to. If more than one such telephone is ringing, which one is picked up is uncertain.

To add a new pickup group

1. Log in to the nomadoPBX web interface.
2. Go to Features » Pickup groups.
3. Click the "New" button.
4. Enter a name for the group, and optionally a description.
5. Click the "Save" button.
6. Set any [telephone lines](#) to use this group.

Alternatively, dial ***<telephone line number> to bring a ringing call for a specific telephone to this telephone.



Provisioning

Provisioning templates allow you to edit the data sent to telephone handsets when they request provisioning. The system owner will have configured which models of handset this will be available for.

To add a new provisioning template

1. Log in to the nomadoPBX web interface.
2. Go to Features » Provisioning.
3. Click the "New" button.
4. Enter the following:
 - A name for template.
 - Optionally a description.
 - Which model of handsets may use this template.
 - The priority of the template. If a telephone line is set to "Automatic", the highest priority template for the appropriate model will be used.
 - The template data to send. Any templates which will be served via HTTP must start with a "Content-type" header, followed by a blank line.
 - What position telephone lines start at. This is typically 1, but may be 0 for some handsets such as Digium and Yealink. If "MAC address suffix is absolute" is used, then a telephone line with MAC address "00:11:22:33:44:55-6" will be provisioned at position 6.
 - What position speed dials start at. This is typically 1.
 - How many speed dials to allow.
5. Click the "Save" button.
6. Set any [telephone lines](#) to use this provisioning template, or leave them at « Automatic".



Queues

Queues allow more callers than available destinations. Callers hear music on hold until a destination is free to take their call.

To add a new queue

1. Log in to the nomadoPBX web interface.
2. If you wish to record calls to this queue, make a [record group](#).
3. Go to Features » Queues.
4. Click the "New" button.
5. Enter the following:
 - A name for the queue.
 - Optionally a description.
 - The owner. This person may edit the queue even if they are not an administrator.
 - The priority for the queue. Calls on high priority queues get delivered first. Calls on queues of the same priority are delivered on a first come, first serve basis.
 - What order to try queue destinations.
 - Which destination or destinations to call within each priority.
 - Whether to request destinations to auto-answer. This only affects local SIP handsets, and only if the handset supports this feature.
 - How long to ring each destination for. If a destination does not answer, the call is returned to the queue and other destinations tried.
 - Whether to allow destinations to forward calls onwards. This is not recommended as it can cause loops.
 - Whether to screen calls. If set to yes, the destination will be asked if they wish to accept the call.
 - Which [record group](#) to use to record calls, if you have any.
 - Which [music](#) to play to callers on hold, if you have any.



- Whether to play the uploaded message. This option is only shown if you have already uploaded a message for this queue.
 - Whether to play the caller's position in the queue.
 - Whether to play message and/or position before entering the queue.
 - How often to play the message and/or position.
 - The wrap-up time. Destinations will not be tried for this length of time after their last answered call that was delivered via a queue.
 - Whether to log out destinations if they miss a certain number of calls.
 - Whether or not to allow calls to call themselves back when they reach the head of the queue, and what callerid to use when calling them back.
 - The destination to route calls to this queue to if none of the destinations answer before the maximum hold time, or maximum calls are reached.
 - Whether to display this queue in the control panel.
 - The maximum number of queued calls. If additional calls enter the queue, they will be sent immediately to the maximum calls or maximum hold time destination.
 - How long to hold for before giving up.
 - Whether to exit if no destinations are logged in when the call enters the queue.
6. Click the "Save" button.
 7. Click the "Add a destination" link.
 8. Choose the destination.
 9. Click the "Save" button.
 10. Repeat for other destinations as desired.
 11. Optionally, make a feature code or feature codes pointing to "Log in to all queues", "Log out from all queues", or "Toggle availability in all queues".
 12. Optionally, make a number or numbers (or IVR menu destinations) pointing to "Log in to all queues", "Log out from all queues", or "Toggle availability in all queues" to allow external queue destinations to set their availability.

Each destination will only be sent one call at a time.

Your business phone solution
@ 5€ per month !



easy to configure..

nomado

[Go to Main Menu](#)

We help you on chat at
<https://nomado.eu>



Remote access

Remote access allows you to call into the system then make calls out. This takes one of three forms:

- A [number](#) that you call, and a menu then asks you for a number to call. This is the most common use for remote access; if in doubt use this type.
- The system calls you back. You dial the remote access number from the number specified, and hang up once you hear it ring. The system will then call you at the number specified. Once you answer, you are asked for a number to call.
- The system directly calls the number you dialled after stripping off the authentication prefix. This type is only used to accept outbound calls from customers' SIP devices that cannot use normal SIP authentication. In this case, the device can add a secret prefix to the called number.

To add a new remote access account

1. Log in to the nomadoPBX web interface.
2. Go to Features » Remote access.
3. Click the "New" button.
4. Enter the following:
 - A name for the account.
 - Optionally a description.
 - Whether to play the menu, call back, or place the call directly.
 - Optionally a person who owns the account.
 - If your system is configured for dial plans, the [dial plan](#) for outbound calls.
 - The [class of service](#) if you have any.
 - Which [record group](#) to use to record calls, if you have any.
 - The callerids to send on calls out.
 - Whether the account is locked. If locked it cannot be used.
 - Whether to play the customer's balance to the caller.



- Whether to automatically dial a fixed number. If set, the caller will not be asked for a destination.
 - Whether to play DTMF to the caller when answered.
 - The authentication to use. All of the values you enter must be matched.
5. Click the "Save" button.
 6. If you set the type to be the menu or call back, create a [number](#) pointing to feature "Remote access menu ».



SIP addresses

SIP addresses allow external callers to call users on the system via SIP URIs of the form <user>@<domain>. This feature must be enabled by the system administrator before being used.

To add a new SIP address

1. Log in to the nomadoPBX web interface.
2. Go to Features » SIP addresses.
3. Click the "New" button.
4. Enter the following:
 - The SIP URI to be called. The user part is free-form letters, numbers, underscores, dashes, and dots, and must begin with a letter. The domain part must be one of the domains that the system administrator has enabled for SIP addresses.
 - Optionally a description.
 - The owner. This person may edit the SIP address even if they are not an administrator.
 - Whether to screen calls. If set to yes, the person answering will be asked if they wish to accept the call.
 - Optionally force the callerid. This should normally be set to "Original".
 - Optionally the caller name. This allows users on a SIP telephone to see which number the call came from. If not set, the caller name supplied by the caller will be used.
 - Whether the caller name setting above replaces the caller name supplied by the caller, prepends to it, or appends to it.
 - Optionally hang up the call after a certain number of minutes.
 - Which [record group](#) to use to record calls, if you have any.
 - Which [music](#) to play to callers on hold, if you have any.
 - Whether to display this number in the control panel.
 - The destination to route calls to this SIP address to.

Your business phone solution
@ 5€ per month !



easy to configure..

5. Click the "Save" button.



Sound files

Sound files allow you to keep a collection of useful sounds that can then be used for other purposes such as mailbox greetings.

To create and use a sound file

1. Log in to the nomadoPBX web interface.
2. Go to Features » Sound files.
3. Click the "New" button.
4. Enter the following:
 - A name for the sound file.
 - Optionally a description.
 - A .wav or .mp3 file to upload.
5. Click the "Save" button.
6. Go to another feature such as mailbox.
7. On its edit page in the upload section, choose the sound file you've just created.
8. Click the "Use or upload" button.

You can click the "Call to record" link then enter a number to call to record a new sound file. This file will have an automatically generated name based on the date and time. You can rename it to something more descriptive on the web interface. You can also create a [feature code](#) pointing to the "Record sound file" feature to do the same.



Speed dials

Speed dials allow users to dial destinations using fewer key presses. They also allow inbound calls from that destination to have their caller name forced to a particular value, creating a "nickname" for calls from that destination that is shown on handsets. Speed dials can be shared, affecting all users within this customer, or they can be specific to one telephone line. This page discusses shared speed dials. Speed dials specific to one telephone line can be edited using the link at the bottom of the [edit telephone line](#) page.

To add a new speed dial

1. Log in to the nomadoPBX web interface.
2. Go to Features » Speed dials.
3. Click the "New" button.
4. Enter the following:
 - The speed dial number that users will dial. This is typically one or two digits.
 - Optionally a description.
 - The destination to call.
 - If suitable automatic provisioning has been configured, optionally what type of button on handsets to provision for this speed dial.
 - Optionally, a caller name to force for calls from this destination.
5. Click the "Save" button.



Telephone lines (or sip line or extension)

Telephone lines allow you to register SIP telephones on the system and make and receive calls. Each telephone can have one or more lines.

To add a new telephone line

1. Log in to the nomadoPBX web interface.
2. Go to Features » Telephone lines.
3. Click the "New" button.
4. Enter the following:
 - An account number. This number can be used to call the telephone within the system.
 - Optionally a description.
 - Choose which person owns the telephone.
 - Optionally the MAC address of the telephone. Multiple addresses may be entered, separated by spaces and/or commas.
 - If your system is configured for provisioning, which provisioning template to use. Leave at "Automatic" to let the system choose the best template.
 - Whether to send SIP OPTIONS pings to the telephone. This should not normally be required.
 - Optionally a required source IP address or range of addresses. Ranges can be specified using CIDR netmasks, for example "192.168.0.0/16". Multiple address and/or ranges can be entered, separated by spaces and/or commas, for example "10.0.0.0/8, 192.168.1.1". Set to "auto" to automatically use the IP address that the handset first registers from.
 - Whether the telephone is expected to be registered. If set to "no", no red flag will be shown and no [alerts](#) sent if not registered.
 - The SIP password.
 - The callerids sent on outbound calls.
 - A caller name to send on internal calls. If not set, the name provided by the telephone in the SIP call will be used.



- A caller name to send on external calls. If not set, the name provided by the telephone in the SIP call will be used.
- Whether the majority of calls from this telephone line will be voice or fax.
- The [class of service](#) if you have any.
- Which [record group](#) to use to record calls, if you have any.
- The maximum the telephone line may spend on calls per day. If the the telephone line exceeds this, further calls are blocked for the rest of the day.
- The maximum number of calls to allow to and from the telephone line.
- Whether to play ringing or music when calling the telephone.
- Which [music](#) to play when on hold, if you have any.
- If any [pick up groups](#) are configured, which group this telephone line is a member of.
- Whether this telephone line may be entered in the auto attendant and IVR menus.
- Whether to send the called number as the request URI to SIP telephones. This option is not recommended.
- Which mailbox to monitor for the message waiting light. This is also the mailbox used if you call voicemail automatic access from this telephone line. If not set, calling voicemail from this telephone line will always ask for a mailbox and PIN.
- Whether to display this telephone line in the control panel.
- If your system is configured for multiple languages, which language to use.
- If your system is configured for multiple dial plans, the [dial plan](#).
- Whether to set do not disturb. If set, calls will forward to the destination below without ringing the telephone.
- Whether to accept calls without callerid. If not, calls without callerid will forward to the destination below without ringing the telephone.



- Whether to screen calls. If set to yes, the person answering will be asked if they wish to accept the call.
 - How long to ring the telephone for before going to the destination below.
 - Optionally a number to forward all calls to the telephone line to.
 - A destination if the telephone does not answer or rejects the call.
 - Optionally a destination if the telephone is busy. By default, this goes to the same destination as if the telephone does not answer.
 - Optionally a destination if the telephone is not registered. By default, this goes to the same destination as if the telephone does not answer.
5. Click the "Save" button.
 6. If a number will forward to the telephone line, [add it](#).
 7. Configure the account number and password on the SIP telephone. The following settings are recommended:
 - Most models of telephone should have NAT disabled as the server will handle this. For more details, please see the list of [telephone models](#).
 - Register to a DNS hostname rather than an IP address. If the IP address then changes, the telephone will not need reconfigured.
 8. For details on specific telephone models, please [click here](#).
 9. Optionally, configure [busy lamps](#).
 10. Optionally, create speed dials by clicking the "Speed dials" link at the bottom of the edit telephone line page.



Time groups

Time groups allow [numbers](#) and [feature codes](#) to be routed to different destinations at different times of the day or days of the week. Examples of time groups might be:

- Every Saturday and Sunday.
- Weekday evenings.
- Every public holiday next year.

Each time group is made up of one or more time periods, which define when the group is active. The group is active when any of its time periods are active, and a time period is active when all of its criteria are met.

To add a new time group

1. Log in to the nomadoPBX web interface.
2. Go to Features » Times and dates.
3. Click the "New" button.
4. Enter the following:
 - A name for the group.
 - Optionally a description.
 - A priority. If a call is made to a number with more than one time group active, the group with the highest priority is used.
 - Whether the time group is active when any of the time periods are active, or (to invert the match), when none of the time periods are active.
 - If you are logged in as a system owner, whether the time group may be used by all customers on the system.
5. Click the "Save" button.
6. Set any [telephone lines](#) to use this group.
7. In the list time groups page, click on the group you have just made.
8. If you'd like this group to be chooseable in the IVR for temporary routing, upload a .wav or .mp3 file for the name of the group to be played to callers.
9. Click on the "New" button.
10. Enter the following:



- A name for the time period.
- Optionally a description.
- The start and stop time each day.
- Which days the period is active. All the options must match the date for the period to be considered active.

11. Click the "Save" button.

12. Repeat for any other time periods.

13. Set time routes for any [numbers](#) or [feature codes](#) as desired.



Virtual telephones

Virtual telephones are useful in a hot desk environment. You can have a set of [physical telephones](#), one on each desk. Their telephone lines can have very simple settings and a restrictive [class of service](#) to prevent them from calling billable destinations. Then each person who uses the hot desk environment can have a virtual telephone line with all their settings, speed dials, and class of service.

When a person walks up to a desk, they log in their virtual telephone on top of the physical telephone. At that point, any calls to their virtual telephone will make the physical telephone ring. When calls are made out from the physical telephone, they are made with the settings of the person's virtual telephone line. When the person leaves, they log out and the physical telephone reverts to its own settings.

Multiple virtual telephones can be logged on the same physical telephone. In this case, calls for any of the virtual telephones will make the physical telephone ring. Calls made from the physical telephone will have the settings of the last virtual telephone to log in. If that virtual phone logs out the settings revert to the physical telephone's, even though other virtual telephones remain logged in. Re-logging in on one of the other virtual telephones will make its settings take effect.

To configure virtual telephones

1. Log in to the nomadoPBX web interface.
2. Ensure that at least two [telephone lines](#) exist under Features » Telephone lines.
3. Set a [feature code](#) to point to the virtual telephone login feature.
4. Make telephone lines for all physical and virtual telephones. Set a virtual telephone PIN for all virtual telephones.
5. Configure handsets with the physical telephones' settings and register them to the system.
6. From a physical telephone, call the feature code.
7. Follow the prompts to enter a virtual telephone number and PIN.
8. To log out, call the feature code and again follow the prompts.



Web URL's

Introduction

nomadoPBX can consult an external web URL on how to route a call. It will pass details of the call to the URL, and will expect a response from the URL on where to route the call to. This allows any customer on the system to do dynamic routing of calls without the expense and complexity of their own telephone system.

To add a new web URL

1. Log in to the nomadoPBX web interface.
2. Go to Features » Web URLs.
3. Click the "New" button.
4. Enter the following:
 - A name for the web URL.
 - Optionally a description.
 - A HTTP URL that nomadoPBX will ask where to route the call.
 - Optionally, a HTTP URL that nomadoPBX will inform when the call has been answered.
 - Optionally, a HTTP URL that nomadoPBX will inform when the call has been hung up.
 - How long to wait for the web server before timing out.
 - A destination to route the call to on timeout or if the web server returns an error.
5. Click the "Save" button.
6. Set a [number](#) or [feature code](#) to route to the web URL.

Call flow

1. The call will be delivered to the feature, such as a number or feature code, that has "Ask web URL" set as its destination.
2. nomadoPBX will invoke the routing URL specified using HTTP POST, passing the form fields listed in the "input fields" section below.



3. The web server must respond with a text document with the fields listed in the "output fields" section below. Normally this document would be dynamically generated using a CGI script or similar.
4. nomadoPBX will route the call to the destination specified by the text document.
5. If the web request takes more than the timeout (5 seconds by default), including time for DNS lookup, it will be cancelled and the call will be routed to the timeout destination.
6. If the web URL or the web server specified URLs to be invoked on answer and on hangup, these will be done within a few seconds of these events. These URLs will be invoked multiple times if there are multiple legs.

Input fields

nomadoPBX will pass the following fields in the POST to supply details of the call:

- scustomer: The ID of the source customer. This will normally be the same as the customer. This field is deprecated and may be removed in future.
- stype: The source type. This will normally be "external" for an external number, or "phone" for a local telephone.
- snumber: The source number. The calling number or telephone. If a telephone, it will be the account rather than callerid.
- ctype: The called type. This will normally be blank, unless a call has been redirected.
- cnumber: The called number, as presented to the system.
- dcustomer: The ID of the destination customer. This will normally be the same as the customer. This field is deprecated and may be removed in future.
- dtype: The destination type that sent the call to the URL. For example, "number" or "code".
- dnumber: The destination number that sent the call to the URL, i.e. the number or feature code. For some dtypes such as IVR, this will be the ID of the object in the database.
- server: The hostname of the server invoking the URL.



- callid: An identifier for the call. The combination of server and callid will be different for every call. Legs of the same call will have the same callid but may have different uniqueids, depending on how they are routed within the server.
- uniqueid: An identifier for the call leg within the server at the telephony level.
- state: The state of the call. URLs invoked at the start of the call will be passed "ring" or "answer". URLs at the end of the call will be passed "hangup".
- patternmenu_digits: If the call passed through a pattern menu that collected DTMF digits from the caller, the digits collected.

In addition, the following fields will be passed on hang up:

- totaltime: How long the call ran for in seconds, including ringing.
- talktime: How long the call ran for in seconds, excluding ringing. For calls which were not answered, this will be 0.
- status: The status of the call. Normal values are "answer", "busy", "cancel", "congestion", or "noanswer", though other values indicating routing errors are possible.
- recording: The path to the recording file. If there was no recording, this will be an empty string.

Other fields may be added in future without warning.

Output fields

The web server is expected to return a text document with content type "text/plain".

For the routing URL invoked at the start of the call, this should be one field per line as in the sample below. For the answer and hangup URLs, the text is ignored, so an empty document (apart from any HTTP headers your web server requires) should be sent.

A sample document is:

dtype: phone

dnumber: 1234567

answer_url: http://example.com/answer.cgi

hangup_url: http://example.com/hangup.cgi



Lines may be terminated by newline ("\n") or carriage return followed by newline ("\r\n"). Don't forget to add any HTTP headers required by your web server such as "Content-Type: text/plain\r\n\r\n". The fields to return are:

- dtype: The [destination type](#) to send the call to.
- dnumber: The destination number to send the call to.
- answer_url: A URL to invoke after the call has been answered. The URL will be invoked once for each leg. This field is optional, and overrides the setting specified in the web URL within nomadoPBX.
- hangup_url: A URL to invoke after the call has hung up. The URL will be invoked once for each leg. This field is optional, and overrides the setting specified in the web URL within nomadoPBX.



Advanced Settings

You can be notified when events take place within nomadoPBX, such as calls starting, being routed, being answered, or ending, and text messages being received or sent. More event types are expected to be added in future. These events are sent to a URL of your choice via HTTP/HTTPS POST. To enable this, set the URL in the "Send events to URL" setting on the Settings » Customer page on the nomadoPBX web interface. One request will be made for each event, passing the fields of the event as fields in the POST body. Each HTTP/HTTPS request will be made directly from the nomadoPBX machine on which the event occurs. The response from the URL is ignored, so returning an empty document with Content-Type text/plain is sufficient. It's important that you secure this URL from third parties sending bogus events, either by restricting access to only the IP addresses of the nomadoPBX machines, or by passing an authentication key as a URL parameter. It's also important that the URL reply quickly, as routing of calls is delayed until it responds.

Event fields

The particular fields sent depend on the event, with events of the same class and event always sending the same fields. All events include the following fields:

- class: The object the event is for. 'call' for events relating to calls, 'message' for events relating to text messages, and so on.
- event: The particular event. For example, the start of a call will produce a 'start' event.
- timestamp: The Unix timestamp of the event, to the nearest microsecond.

Compatibility

The code on the web server which reads the events must be tolerant of new events, and new fields for existing events, being added without warning even in the middle of stable versions of nomadoPBX. Code should silently discard any events or fields that it doesn't know how to handle.

Your business phone solution
@ 5€ per month !



easy to configure..

nomado

[Go to Main Menu](#)

We help you on chat at
<https://nomado.eu>