

En

# Dialplate Receptionist Console

*Version 3.0.0.3*

## Configuration Manual



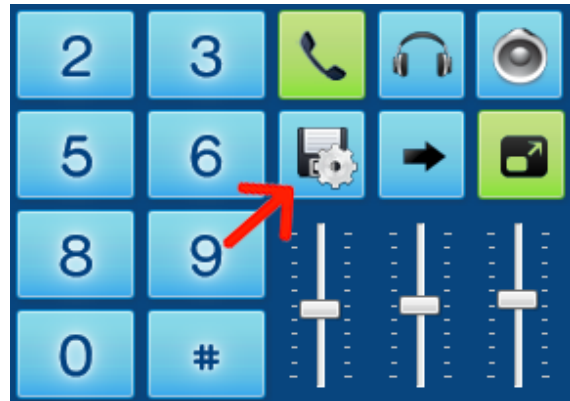
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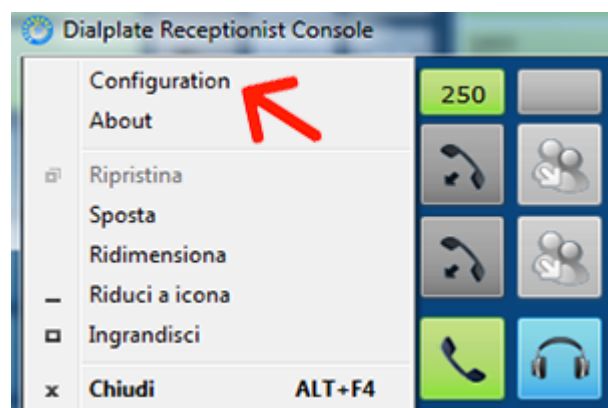
## ACCESSING CONFIGURATION PANEL

<http://www.dialplate.com>

- Press the configuration button to access the configuration panel. By default the password is disabled, so the first time you will not be asked for it. We recommend you to insert a new one as soon as you can.



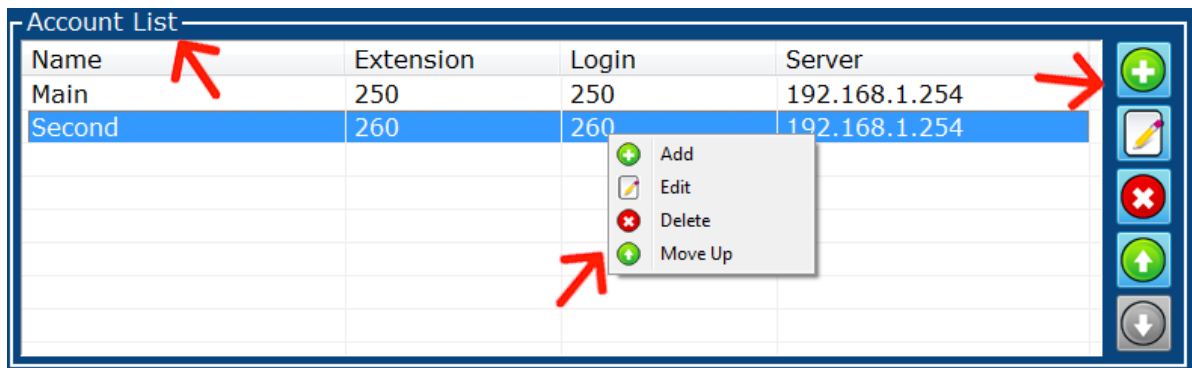
- Another way to access the panel is by clicking the upper left menù (click on DRC logo to show it) and select “Configuration”.



## GENERAL PANEL

### ACCOUNT LIST

- The Accounts List shows the SIP accounts currently configured and allows adding new ones, modifying or deleting existing ones and order by position the selected account using the buttons on the panel's right side or the mouse right click.
- Another way of adding a new account can be done double clicking on an empty line in the list.



Editing or adding a new account will pop up the account configuration window. The parameters that should be configured are the following:

- Name: Display name (eg: Reception).
- Extension: Account Extension.
- Login: Sip account Login.
- Password: Sip account password.
- Server: IP address of SIP PBX.

**Edit Account**

Name:

Extension:

Login:

Password:

Server:

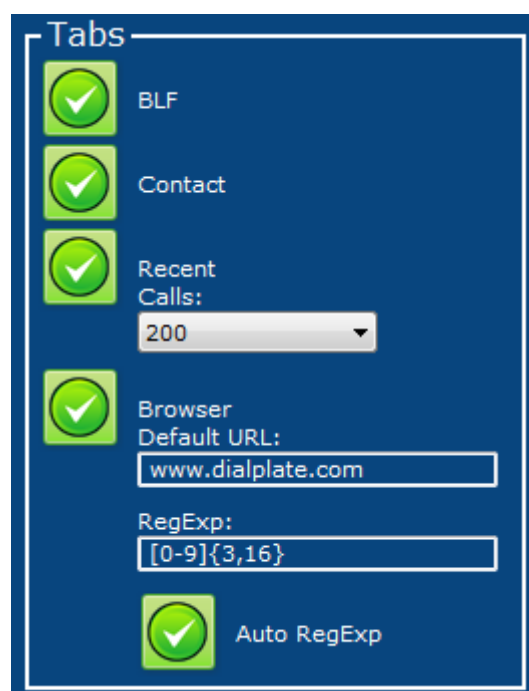
Proxy:

OK Cancel

## TABS

This section allows you to show or hide the **BLF**, **CONTACT**, **RECENT** and **BROWSER** pages to users.

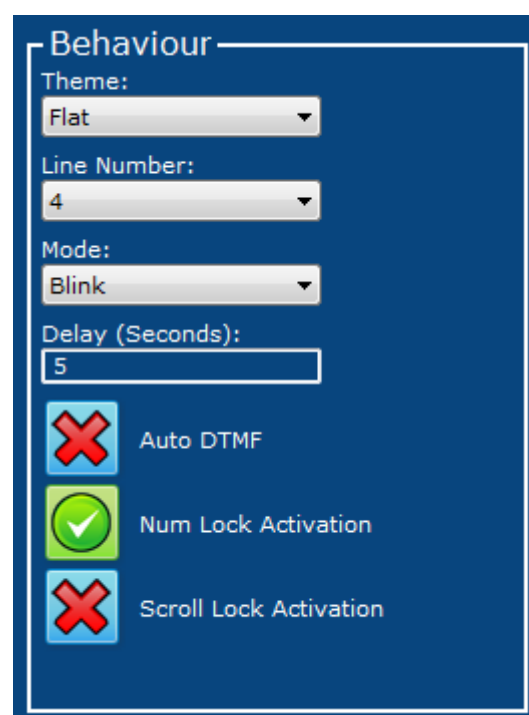
- It is possible to set the number of recent calls to be kept in memory.
- It is possible to set the default web page and the regular expression useful to highlight the phone numbers in browsers.
- It is possible to enable or disable the automatic parsing of web pages or to leave it manual.



## BEHAVIOUR

This section allows you to:

- Choose the graphic theme.
- Set the number of lines (maximum number of simultaneous conversations) up to the limit imposed by the license.
- Set if line buttons should blink if the user doesn't answer after a specific delay time.
- Make sure DTMF tones are enabled by default (It is often preferable to keep this feature disabled and use the keypad to compose a number).
- Enable keyboard num lock on startup (useful for dialing number using keypad)
- Enable keyboard scroll lock on startup (useful to enable advanced keyboard shortcut features).



## LANGUAGE

This section allows you to select the language between the listed below:

- English (Eng)
- Italian (Ita)

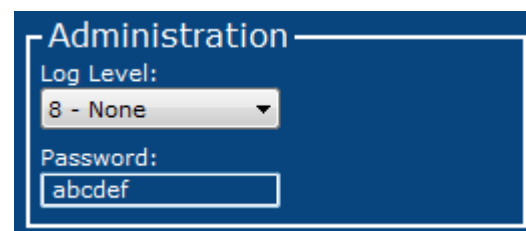


The screenshot shows a configuration panel titled "Language". It contains a label "Select Language:" followed by a dropdown menu with "Eng" selected.

## ADMINISTRATION

This section allows you to:

- Set the log level. We recommend you to leave the log level to "None".
- Set a password to restrict the access to the configuration section.

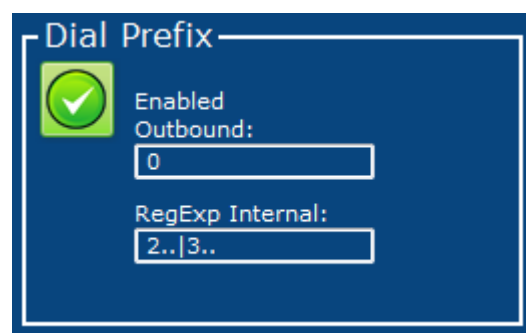


The screenshot shows a configuration panel titled "Administration". It contains two fields: "Log Level:" with a dropdown menu set to "8 - None", and "Password:" with a text input field containing "abcdef".

## DIAL PREFIX

This section allows you to:

- Enable or disable dial prefix on outbound calls.
- Set the regular expression for dial prefix numbers.



The screenshot shows a configuration panel titled "Dial Prefix". It contains three elements: a green checkmark icon indicating the feature is "Enabled", an "Outbound:" text input field with "0", and a "RegExp Internal:" text input field with "2..|3..".

## BLF PANEL

### BLF LIST

- On the BLF page you can set the parameters for phone extensions on PBX. Phone extensions can be monitored using standard SIP protocols.
- The "BLF List" field shows the BLFs that have been configured. You can use the buttons on the right to add, edit, delete or rearrange the position of BLFs. The same functions are accessible using the mouse right button.

Monitor	Extension	Label 1	Label 2
<input checked="" type="checkbox"/>	250	Main	User01
<input checked="" type="checkbox"/>	260	VM	User02
<input checked="" type="checkbox"/>	800	Remote01	
<input checked="" type="checkbox"/>	427	Remote02	
<input checked="" type="checkbox"/>	900	Reception	

Editing or adding a new BLF will pop up the BLF configuration window. The parameters that should be configured are the following:

- Telephone extension and whether this is to be displayed in the BLF page or not.
- Multiple insertion at once. In this example numbers from 260 to 269 will be inserted.
- Two labels (eg. name and department) and whether these are to be shown or not.
- Allow/deny the pickup of a direct call to the BLF (if already enabled by PBX).
- Allow/deny the announcement during a conversation (if already enabled by PBX): this option allows the operator to communicate with the extension even during a call.
- Enable or disable monitoring extensions.
- Choose which account should be used for monitoring and which one for calling.

**Add BLF**

Show Extension:

Multiple Insertion:

Show Label 1:

Show Label 2:

Allow Pick Up

Allow Barge In

Monitor Method:

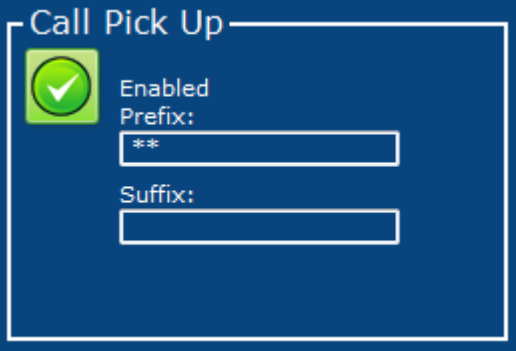
Monitor Account:

Monitor Mode:

Dial Account:

## CALL PICK UP

- In the "Call Pick Up" section you can set the prefix and the suffix that are needed to be added to the extension number to perform the pick-up operation.



Call Pick Up

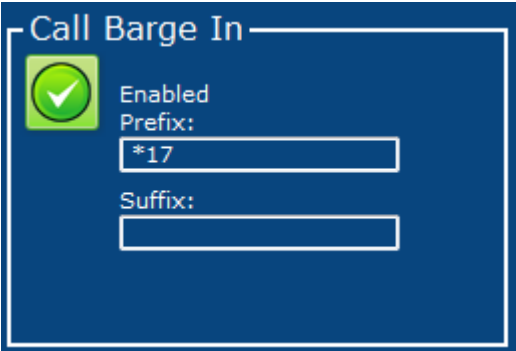
Enabled

Prefix:  
::\*

Suffix:

## CALL BARGE IN

- In the "Call Barge In" section you can set the prefix and the suffix that are needed to be added to the extension number to perform the barge-in operation.



Call Barge In

Enabled

Prefix:  
\*17

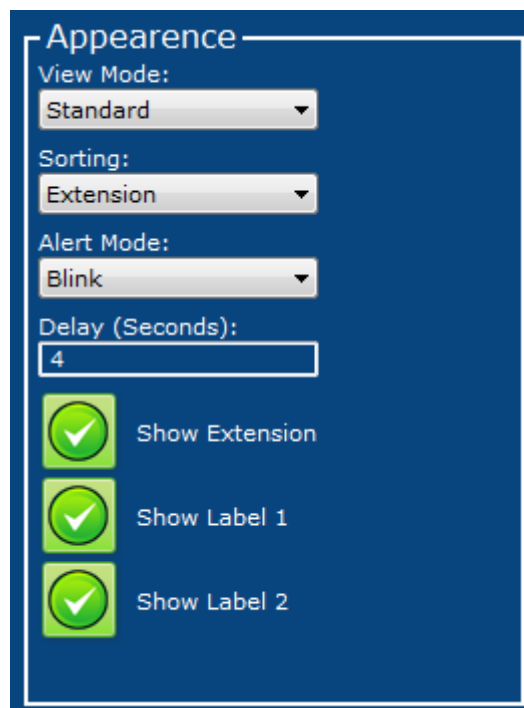
Suffix:



## APPEARENCE

In the "Appearance" section you can set how the BLF page should be displayed:

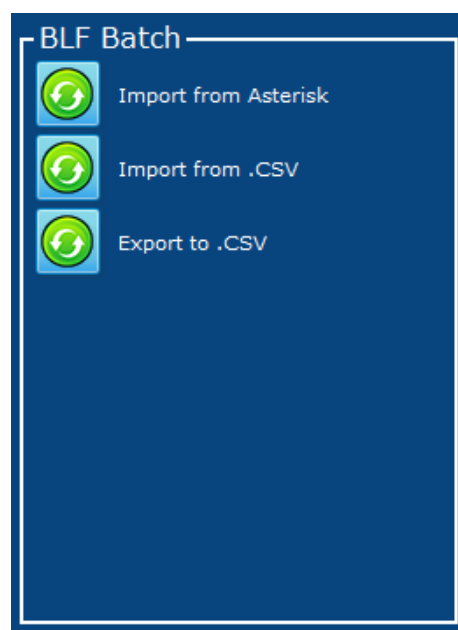
- Spacing between the buttons.
- Sorting (Extension number / Label1 / Label2 / defined position).
- Whether the number fields, Label1 and Label2 are to be displayed (overriding the setting of the individual BLF as seen above).
- The "Alert" mode can be turned on/off and specified the seconds: if an extension rings with no answer, the blf starts to blink. This feature is useful when a direct call is not answered (for example because the person is absent).
- The graphical info (extension number, label 1, label 2) that are needed to be visible.



## BLF BATCH

In the "BLF Batch" section you can import/export the BLF list:

- Import from Asterisk server (see next section for further details)
- Import from .CSV file
- Export to .CSV file



## IMPORT FROM ASTERISK

With the "Import from Asterisk" feature you can synchronize Asterisk with the BLF list:

- Server, port, username and password should be correctly setted. "Specific Contextes" let you specify one or more contextes separated by a ";" or leave it blank if no contextes should be applied.
- Please note that it is necessary also to properly configure manager.conf asterisk file specifying username, password and network permissions, like shown in the bottom picture.
- Both actions will append new BLFs in queue of the previously configurated ones and update them if needed.

```
[provisioning]
secret = abcd1234
read=system,command,all
write=system,command,all
deny=0.0.0.0/0.0.0.0
permit=192.168.1.0/255.255.255.0
```

## AUDIO PANEL

### CODEC LIST

- The audio section allows you to set the codecs to be used.
- The list displays the codecs enabled and their priority order.
- You can enable/disable a codec and change its priority order by using the arrow buttons or the using the mouse right button.
- Note that some codecs are not be enabled in the free versions of the program.
- Bandwidth required by each codec, sampling frequency, rtp packetization frame rate and a trivial value of cpu load are also shown for additional information.

Enabled	Codec	Bandwidth	Rate	Frame	CPU
<input checked="" type="checkbox"/>	G.711A	64.0 Kb/s	8 Khz	20 ms	LOW
<input checked="" type="checkbox"/>	G.711U	64.0 Kb/s	8 Khz	20 ms	LOW
<input checked="" type="checkbox"/>	GSM	13.0 Kb/s	8 Khz	20 ms	LOW
<input checked="" type="checkbox"/>	Speex	6.0 Kb/s	8 Khz	20 ms	LOW
<input checked="" type="checkbox"/>	Speex	8.0 Kb/s	8 Khz	20 ms	LOW
<input checked="" type="checkbox"/>	Speex	11.0 Kb/s	8 Khz	20 ms	LOW

### AUDIO DEVICES

You can set which hardware audio device must be selected on each of the three channels that the operator can select from the main window. The last box is relative to ringer devices.

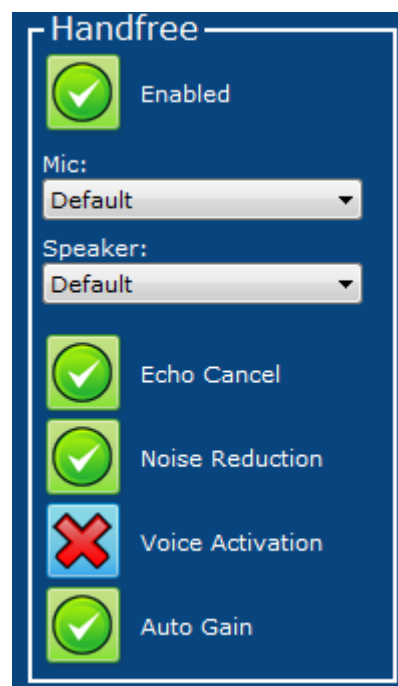
- For example: If your PC has a USB handset, a bluetooth headset and standard onboard sound, you can set the devices as below:

Handset	Headset	Handfree	Ringer
<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Enabled
Mic: SomeBrand USB Audio	Mic: Xyz Bluetooth Audio	Mic: Bestek AC97 Card	Melody: ring1.wav
Speaker: SomeBrand USB Audio	Speaker: Xyz Bluetooth Audio	Speaker: Bestek AC97 Card	Speaker: Bestek AC97 Card
<input checked="" type="checkbox"/> Echo Cancel	<input checked="" type="checkbox"/> Echo Cancel	<input checked="" type="checkbox"/> Echo Cancel	<input checked="" type="checkbox"/> Auto Mute
<input checked="" type="checkbox"/> Noise Reduction	<input checked="" type="checkbox"/> Noise Reduction	<input checked="" type="checkbox"/> Noise Reduction	<input checked="" type="checkbox"/> Call Waiting Alert
<input checked="" type="checkbox"/> Voice Activation	<input checked="" type="checkbox"/> Voice Activation	<input checked="" type="checkbox"/> Voice Activation	
<input checked="" type="checkbox"/> Auto Gain	<input checked="" type="checkbox"/> Auto Gain	<input checked="" type="checkbox"/> Auto Gain	

## HANDSET/HEADSET/HANDFREE

For each selectable audio device you can set:

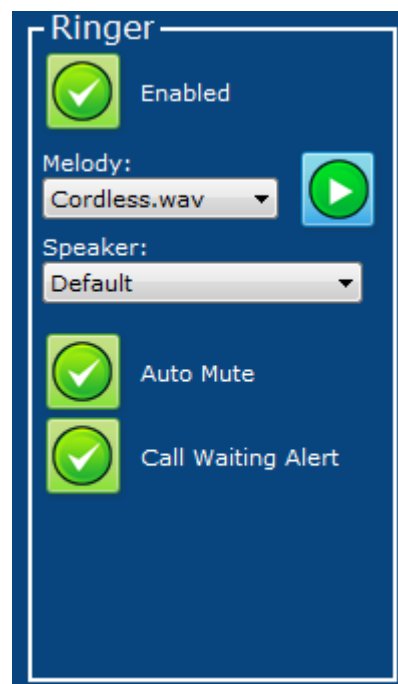
- If it has to be enabled.
- Hardware devices for microphone.
- Hardware devices for speaker.
- Acoustic echo cancellation ( useful for hands-free devices).
- Noise Reduction (useful when working in noisy environments).
- Silence suppression (may cause problems of voice interruption).
- Automatic adjustment of the audio level.



## RINGER

For ringer devices you can set:

- If it has to be enabled.
- Selected melody (play samples button)
- Hardware device for ringer.
- Don't play melody during a conversation.
- Play beep instead of melody during a conversation.




## EXTRA PANEL

## YELLOW PAGES

This section is free for further improvement and development.

- The Yellow Pages service can be enabled specifying the custom url and key where Dialplate should ask in order to retrieve the caller name based on the caller phone number.

### Yellow Pages

 Search

Url:

Key:

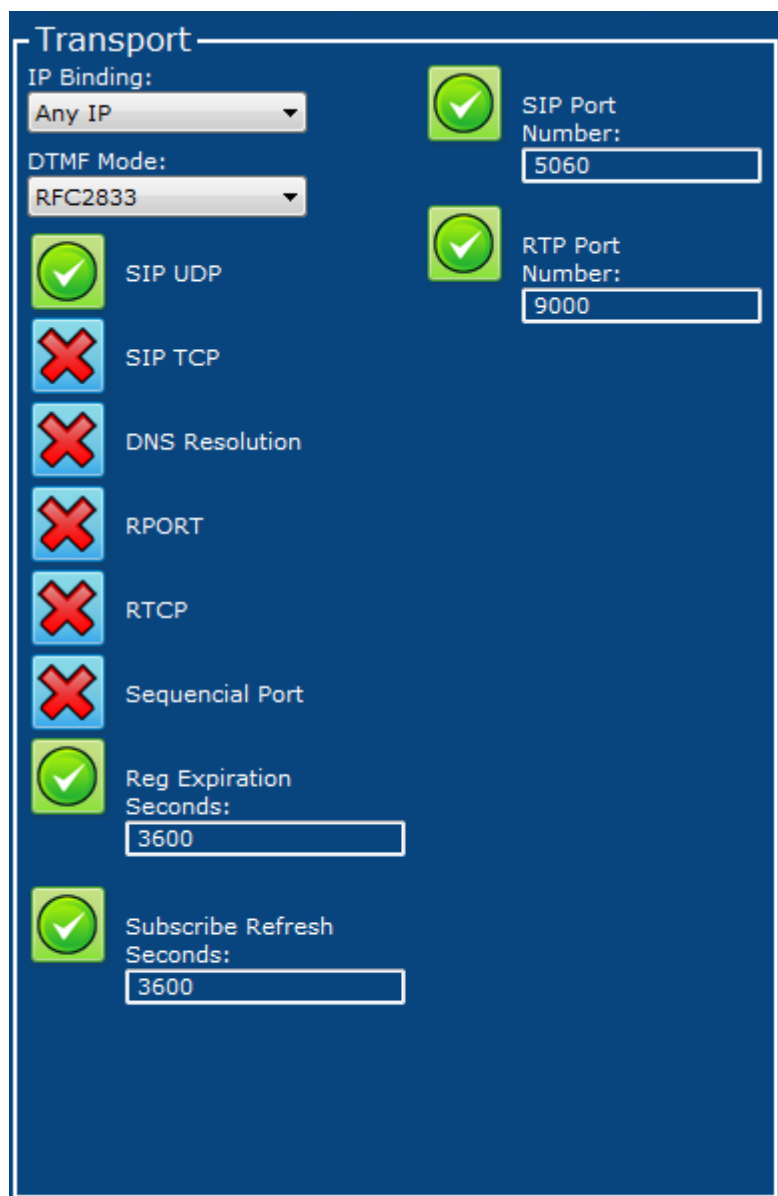
## ADVANCED PANEL

In the "Advanced" panel you can set some parameters that are useful under specific circumstances.

## TRANSPORT

In this section you can set:

- When the PC has more than one IP address (multihome) it is necessary to choose which IP address the program will bind on, otherwise "one-way voice" issue may occur.
- The method that is used for sending dtmf tones.
- Enable some protocol-specific settings.



The screenshot shows the "Transport" settings panel. It includes the following options and values:

- IP Binding: Any IP (checked)
- DTMF Mode: RFC2833 (checked)
- SIP Port Number: 5060 (checked)
- RTP Port Number: 9000 (checked)
- SIP UDP: checked
- SIP TCP: unchecked
- DNS Resolution: unchecked
- RPORT: unchecked
- RTCP: unchecked
- Sequential Port: unchecked
- Reg Expiration Seconds: 3600 (checked)
- Subscribe Refresh Seconds: 3600 (checked)

## NAT

In this section you can set these parameters for NAT:

- For STUN method
- For TURN method
- Enable or disable ICE

### NAT

STUN Enabled  ICE Enabled

Server:

Port Number:

Keep Alive Timer:

TURN Enabled

Server:

Port Number:

Username:

Password:

Keep Alive Timer: