

# Phone System (FreePBX, CRM Phone)

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# How The Phone System Works

## Overview

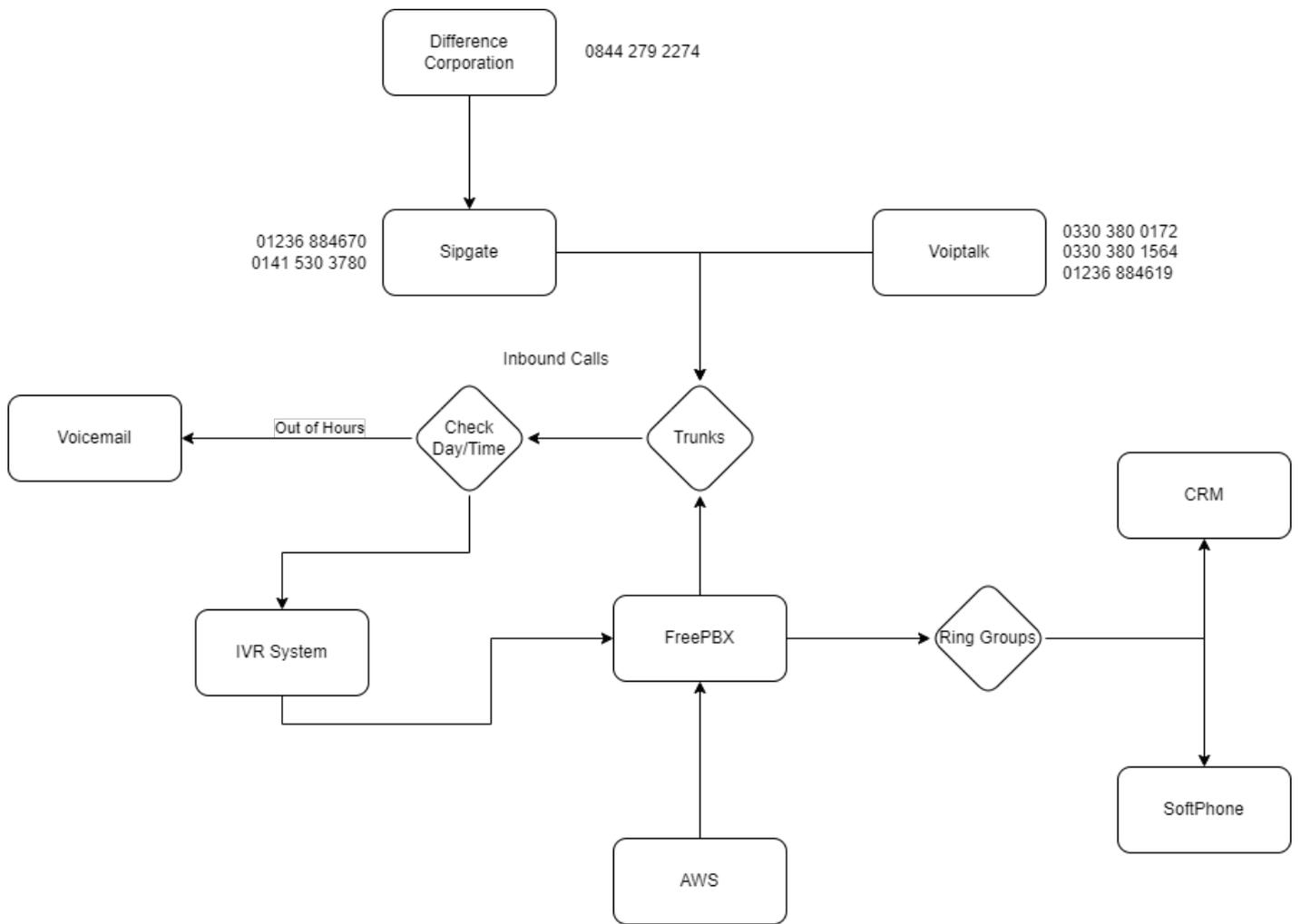
The phone system is based on a the PBX software FreePBX. It is hosted on Amazon AWS.

## Access Information

System	URL	What it does...	How to Log In
AWS	<a href="https://aws.amazon.com">https://aws.amazon.com</a>	Hosts the PBX System	Details in Vault
FreePBX	<a href="https://phones.maticmedia.co.uk">https://phones.maticmedia.co.uk</a>	FreePBX PBX Software	Details in vault
Sipgate	<a href="https://sipgate.co.uk">https://sipgate.co.uk</a>	VOIP Trunk Supplier	Details in vault
VoipTalk	<a href="https://voiptalk.com">https://voiptalk.com</a>	VOIP Trunk Supplier	Details in vault

## Setup

The diagram below explains the setup.



# Phone Numbers

<b>Number</b>	<b>Type</b>	<b>Supplier</b>
0844 209 2274	Matic Media	Difference Corporation
01236 884670	Outbound	Sipgate
01236 884619	Outbound	Sipgate
0330 380 1564	Blastoff Education	VOIPtalk
0330 380 0172	Graphic Warehouse	VOIPtalk
0141 530 3780	Outbound	Sipgate

# IVR

The IVR is managed in FreePBX on this page...

[FreePBX Administration \(maticmedia.co.uk\)](#)

# Extensions

Extensions are managed via [FreePBX Administration \(maticmedia.co.uk\)](https://maticmedia.co.uk)

## Current Extensions

A list of extensions and passwords are available in the Vault.

## Setting Up an Extension for use within CRM

The following settings must be set for an extension to work within the CRM

<b>Enable AVPF</b> ⓘ	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
<b>Enable ICE Support</b> ⓘ	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
<b>Enable rtcp Mux</b> ⓘ	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
<b>Enable WebRTC defaults</b> ⓘ	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
<b>Media Encryption</b> ⓘ	DTLS-SRTP (not recommended)

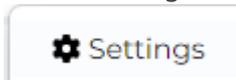
# CRM Phone Usage

## Setting Extension Up in CRM

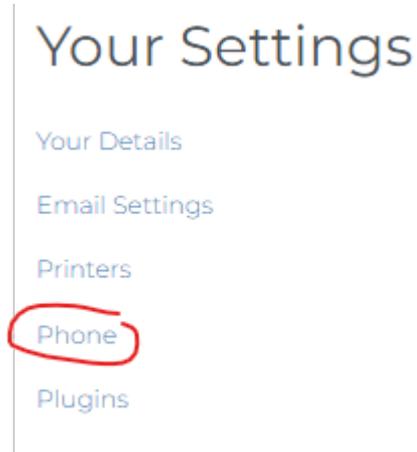
1. Log in to the CRM
2. Click the cog item in the top right hand side of the CRM



3. Click Settings



4. On the left hand menu select Phone



5. You will be asked to give permission for your microphone to be used.

**You must select yes to giving permission to use your microphone. Your phone will not register without this information**

6. Fill in the form with your provided details

Enter your phone settings below to enable your browser phone.

## Authentication

Username

6000

Password

.....

## Audio Settings

Speaker

Default - Speakers (2- Realtek High Definition Audio(SST))

Ringer

Default - Speakers (2- Realtek High Definition Audio(SST))

Microphone

Default - Microphone Array (2- Realtek High Definition Audio(SST))

- Auto Gain Control
- Echo Cancellation
- Noise Suppression

## Other Settings

Auto Login?

Yes

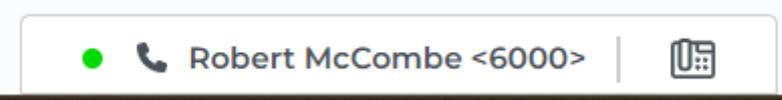
Enable Notifications?

No

Save

- After clicking save, your phone should automatically try to log you in.

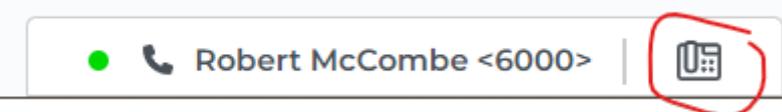
8.



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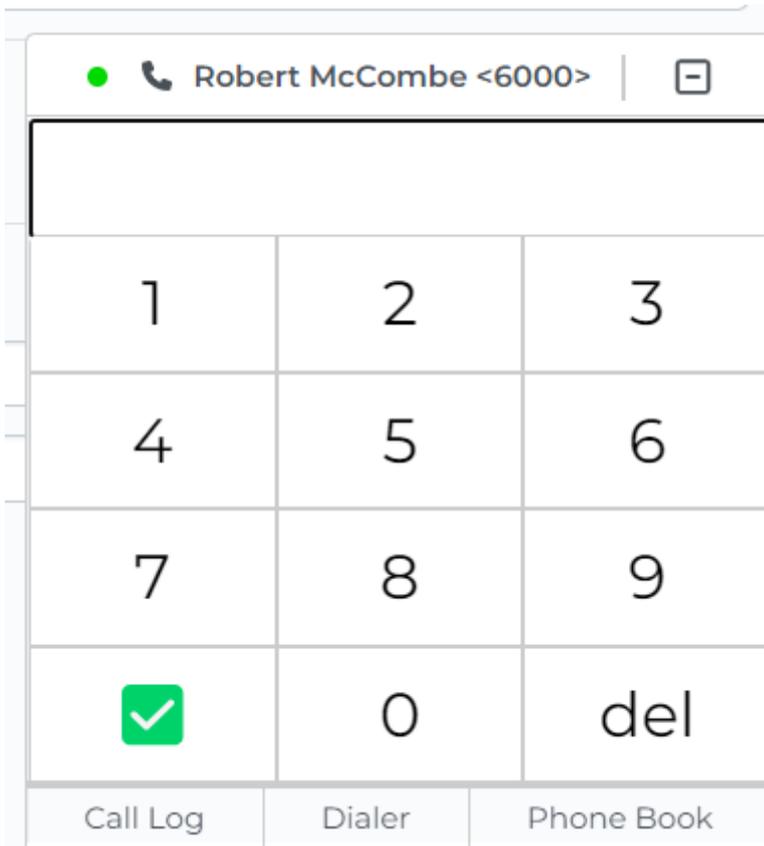
# Outgoing Calls

- Click the phone icon to load your phone



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- This will load the dialpad



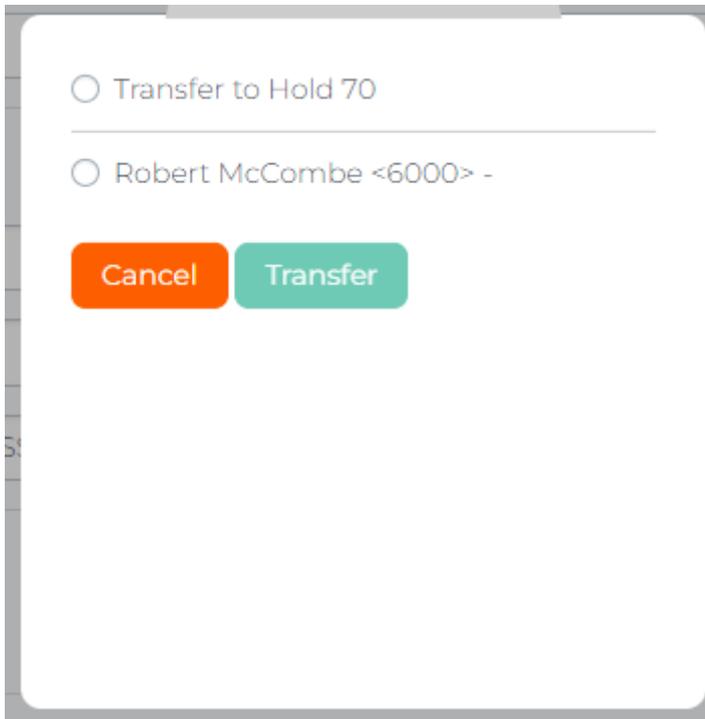
3. **You do not have to enter a 9 before the number to make an outgoing call**
4. You can either click the green tick button or press the enter key to call someone

## Transferring Calls

1. You can transfer calls by using the transfer button



2. This will list available agents or you can transfer to the holding queues



## Putting a Call On Hold

1. You can place a call on hold using the hold button

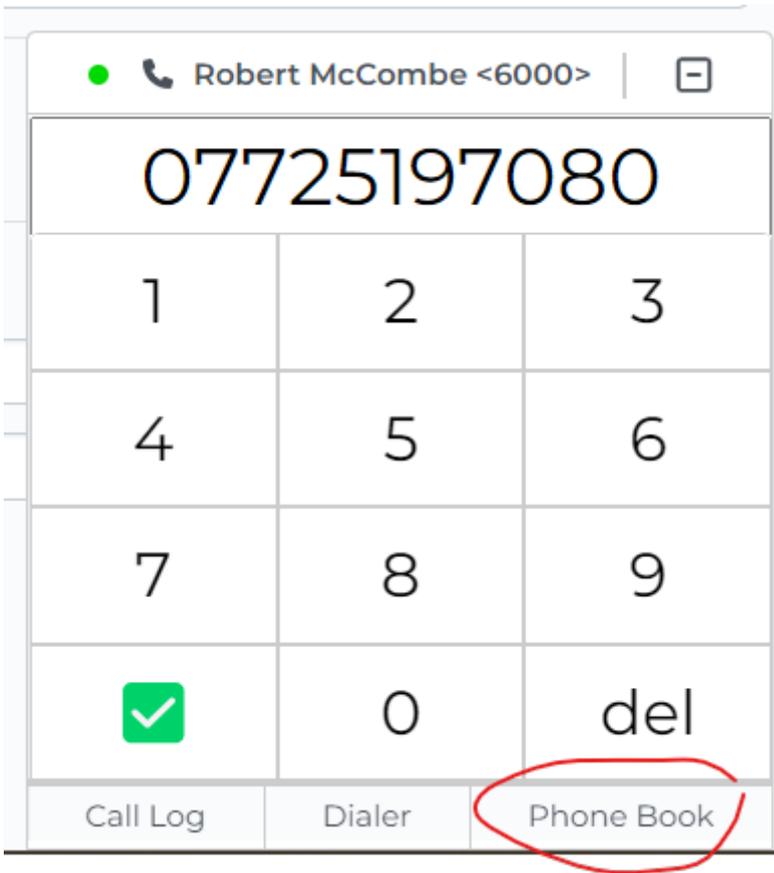


2. You can take a call off hold by pressing the play button

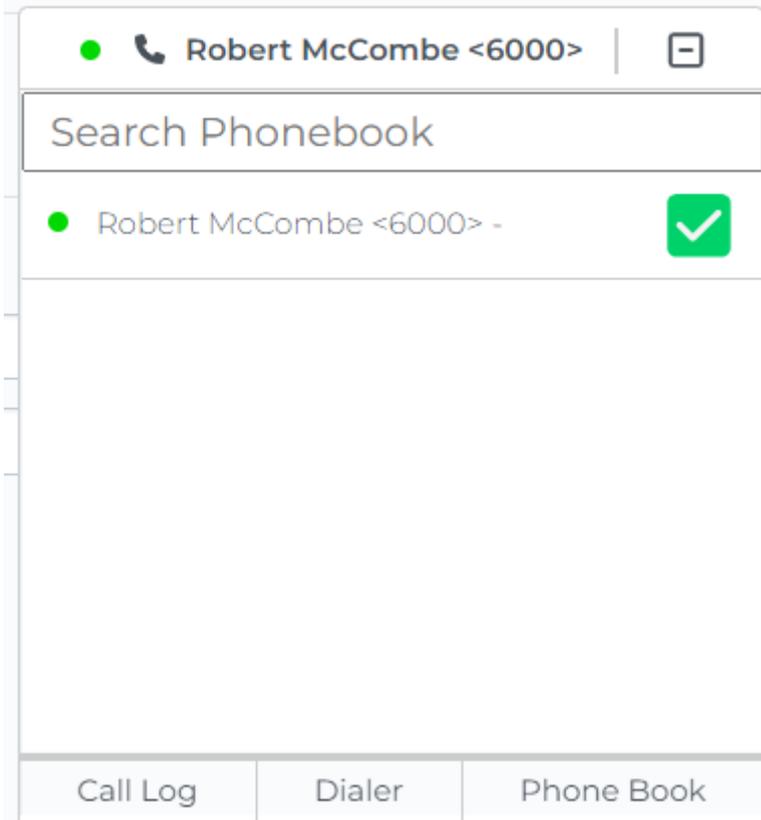


## Using the Phone Book

1. You can phone any customer or supplier from the phone book with a quick search



2. By default the phone book shows available other users



# SoftPhone Usage

# FreePBX Reporting