



How to direct FXO call to Queue in VOI-9300 IP-PBX ?

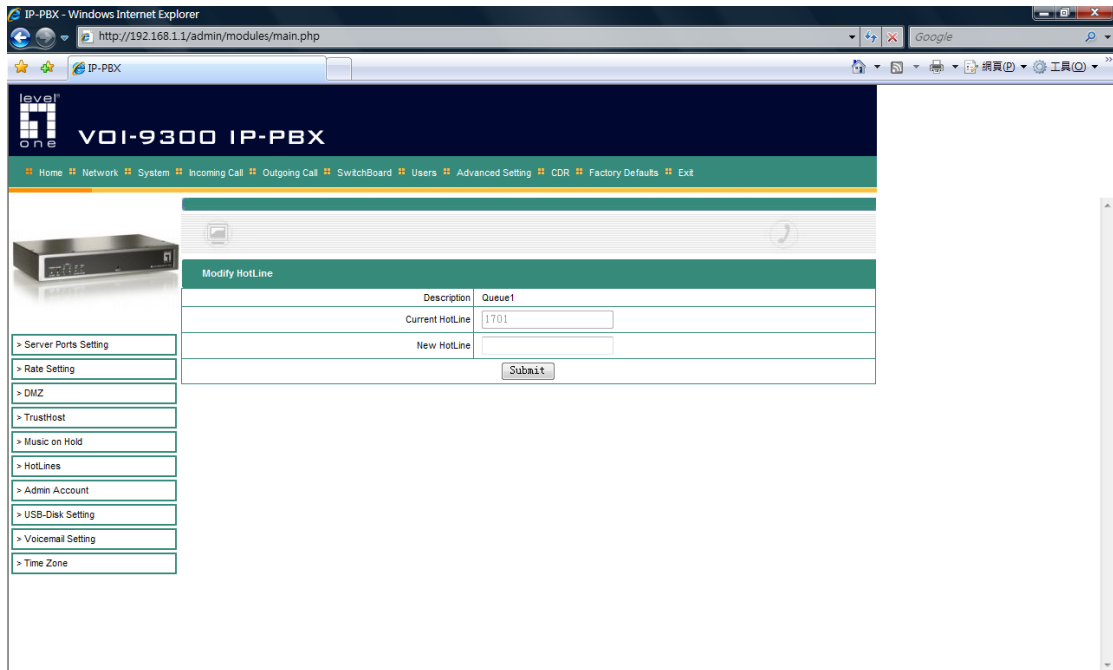
VOI-9300 is capable of grouping extension together and places it under a queue. For example there are extension number 2001/ 2002 belongs to Sales department, 3001/3002 for Technical department. You can make a call from PSTN (after greeting message) and able to press 2 for Sales department then one of the extensions will ring by round robin fashion, the same for pressing 3 for Technical department.

1. Under System -> Hotlines, the default Queue 1 is 1701, Queue 2 is 1702

The screenshot shows the administration interface for a VOI-9300 IP-PBX system. The browser address bar indicates the URL is <http://192.168.1.1/admin/modules/main.php>. The page title is "level one VOI-9300 IP-PBX". A navigation menu includes: Home, Network, System, Incoming Call, Outgoing Call, SwitchBoard, Users, Advanced Setting, CDR, Factory Defaults, and Exit. On the left, there is a sidebar with various settings categories: Server Ports Setting, Rate Setting, DMZ, TrustHost, Music on Hold, HotLines, Admin Account, USB-Disk Setting, Voicemail Setting, and Time Zone. The main content area displays a "HotLine List" table with the following data:

NO.	Description	HotLine	Operation
1	Operators	0	
2	AA	112	
3	CID Reader	117	
4	Queue Settings Hotline	1600	
5	Operators Hotline	1601	
6	Exten Settings Hotline	1602	
7	My Own Voicemail	1603	
8	Voicemail	1604	
9	Conference Room1	1650	
10	Conference Room2	1651	
11	Queue1	1701	
12	Queue2	1702	
13	Queue3	1703	
14	Queue4	1704	
15	IP BroadCast	1800	

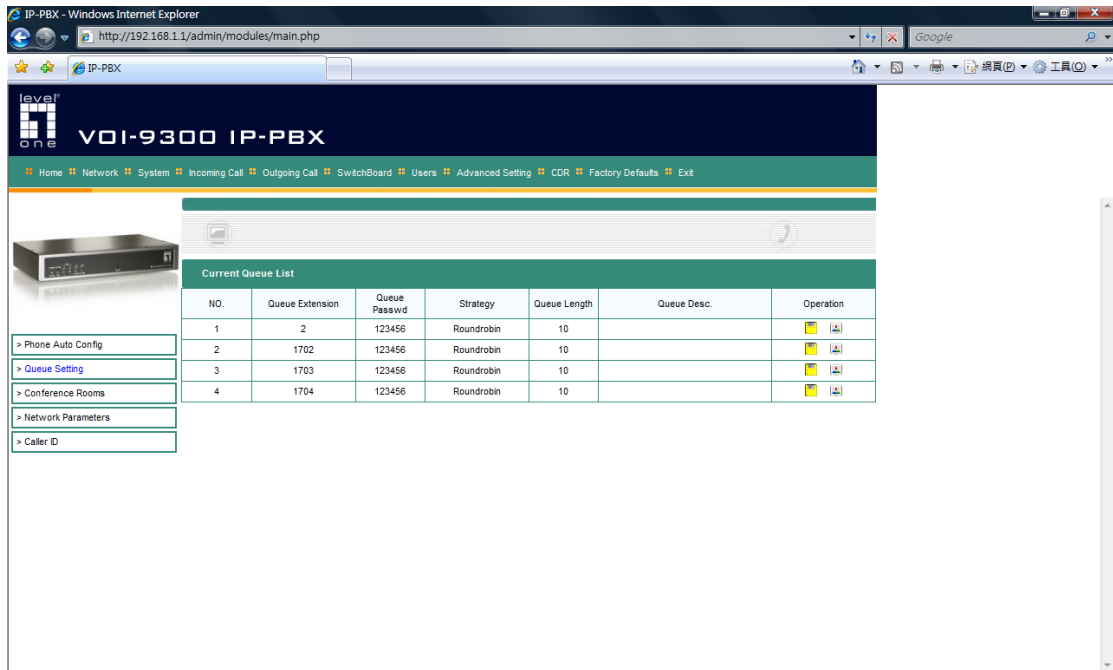
2. Click on "Modify" (yellow icon), input the new hotline number, here I use 2. Once finished, press "Submit".



3. Queue 1 hotline is being changed to “2”.



4. Under Advanced Setting -> Queue Setting, click on “Agent setting”(yellow icon).



- You can input the extension number that belongs to the Queue. For example here I input 2001/2002.



- You can now call the VOI-9300 from FXO port and after the greeting message, press 2, extension number 2001/ 2002 will take turn to ring.

Ps. You will need to change the greeting message accordingly and the greeting

message should tell the caller which number to dial to reach the intended department.

Under Incoming call -> Calls from FXO, you can direct the FXO port 1 to Queue 1 directly. In this case call from FXO 1 will go to Queue 1 without listening to the greeting message. In our configuration here, either extension 2001 or 2002 will take turn to ring.

