Wake Up Calls User Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

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Overview

The Wake Up Calls module can be used to schedule a reminder or wake up call to any valid destination. To schedule a call, dial the feature code assigned in the PBX Feature Codes module (default is *68), or use the form in the GUI interface. You can also enable an operator mode that allows operators to schedule wake up calls for other extensions or destinations.

Logging in

- On the top menu click Applications
- In the drop down menu choose Wake Up Calls

Usage

Adding a Call from the GUI

- Click the Add button

Hotel Style Wakeup Calls

<table>
<thead>
<tr>
<th>Time</th>
<th>Date</th>
<th>Destination</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>No matching records found</td>
</tr>
</tbody>
</table>

Search
A window will pop up where you can enter the destination and select a time and date.

**Destination**: Enter the extension to be called.

**Time**: Click in this field to display a drop-down menu of times. Select a time. Note: the menu only lists choices for each half-hour, but you can type in the Time field to change it to something different if needed (for example, 8:05am).

**Day**: Click in this field to display a calendar. Select a date.

Click the **Save Changes** button. There is no Apply Config button. Your new wakeup call will show up in the list, and the call will be made at the scheduled time.
Removing a call from the GUI

The **Call List** tab displays a table of scheduled calls. To delete a scheduled call, simply click the delete button (blue X). The wakeup call will be immediately deleted. There is no Apply Config button.

**Settings**

Click the **Settings** tab.
Operator Mode

Yes / No - Whether to enable Operator Mode. Operator mode allows certain extensions to request wake up calls on behalf of any valid internal or external destination. If Operator Mode is disabled, wake up calls are only made to the Caller ID of the user who requests them.

Max Destination Length

Maximum length of a destination. This controls the maximum number of digits an operator can send a wakeup call to. Set to 10 or 11 to allow wake up calls to outside numbers. Otherwise, set to the number of digits used by your internal extensions (for example, if you have four-digit extensions, set this to 4).

Operator Extensions

Caller IDs that may act as an operator when Operator Mode is enabled above. Enter one per line. Operator extensions are allowed to create wake up calls for any valid destination. Numbers can be extension numbers, full caller ID numbers, or Asterisk dialing patterns.

Ring Time

How long to ring the destination, in seconds. Consider setting lower than the voicemail threshold in order to prevent the wake up call from going to voicemail.

Retry Time

The number of seconds to wait between retries. If a wake up call is not answered, another call will be sent after this number of seconds, until reaching the "max retries" threshold set below.
**Max Retries**

The maximum number of times the system should attempt to deliver the wake up call when there is no answer. Zero retries means only one call will be placed.

**Wake Up Caller ID**

How the wake up call will show up on the user's caller ID. Format: <#######>. You can also use the format: "hidden" <#######> to hide the CallerID sent out over Digital lines if supported (E1/T1/J1/BRI/SIP/IAX). Some systems require quote marks around the textual caller ID. Include the "" if required by your system.