User Management Group/User Settings

Many user settings can be set to enabled ("Yes"), disabled ("No") or "Inherit." The inherit setting is the default. The inherit setting will cause the settings of the group the user is in (by default, the "All Users" group if using the internal PBX directory) to apply to the user. This allows settings for users to be centrally changed by editing the group's settings.

- Administration GUI
- Conferences
- Contact Manager
- XaxtView and iSymphony
- Fax
- Phone Apps
  - General
  - Conferences
  - Queues
  - Time Conditions
  - Call Flow Control
  - Voicemail
  - Parking
  - Other Apps
- CRM
- VPN
- UCP
  - General
  - Miscellaneous
  - Appointment Reminder
  - Call History and Call Event Logging
  - Conferences
  - End Point Manager
  - Presence State
  - SIPStation SMS
  - System Admin
  - Voicemail
  - WebRTC
  - Zulu
- XMPP
- Zulu

Administration GUI

Here you can give a user administrative access to your PBX. You can control the user's level of privileges

Add User

<table>
<thead>
<tr>
<th>Login Details</th>
<th>User Details</th>
<th>FreePBX Administration GUI</th>
<th>Cor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow FreePBX Administration Login</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Grant Full Administration Rights</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Visible Extension Range</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Access</td>
<td>None selected</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Allow Administration Login
  - Use the Yes / No / Inherit buttons to select whether this user can log in to the PBX Administration pages.
Grant Full Administration Rights

- Use the Yes / No / Inherit buttons to select whether to grant this user full administration rights regardless of extension range or module access as defined below. This will override the Visible Extension Range and Administration Access restrictions below and give the user access to everything in the admin interface.

Visible Extension Range

- (Optional) Enter a starting number and ending number if you want to restrict this user’s view to only the extensions, ring groups, and queues within this range. You can only enter one range.

Administration Access

- Select the Admin Sections this user should have access to. The default is None selected. If you need to grant access to modules, click the None selected button to bring up a drop-down menu. Then either click the check box next to Select all (for all modules), or click the check box(es) next to the module(s) this user will be allowed to access.
- If you grant access to modules, the area next to “Administration Access” will change to show you the modules selected (or a quantity, if several are selected).

Conferences

Allows auto creating a conference room for each user and adding the conference room into the built in conference IVR on the PBX

- **Link Conference to this user**
  - Use the Yes / No / Inherit buttons to select whether we will auto create a conference room for this user
  - If set to Yes
    - The conference room will show up in the Conference module in your PBX
    - Conference room will be created as 8 plus the users primary extension number. Our example this user has a primary extension as 4000 so the auto creating conference room will be 84000.
    - The default prefix of 8 for auto created conference rooms can be changed from within the Conference Pro module.
  - If set to No
    - We will not auto create a conference room for this user.

- **Add to Conference IVR**
  - Use the Yes / No / Inherit buttons to select whether we will auto create a conference room for this use
  - If set to Yes
    - This will auto add the users conference room to the built in conference IVR.
    - Any inbound calls routed to this IVR can dial this users conference room if this selection is set to yes
  - If set to No
    - The Conference room will not be added to the built in conference IVR

Contact Manager

Allows you to setup which contact groups this user will be shown in and which contact groups the user can see.
Show in Contact Manager Groups

- Allows this contact to be shown in the following contact groups.
  - The details of this contact that will be shown to other user are based on what is entered in the User Management Module User Guide#User Details section above.
  - Contact groups are created by the PBX Admin in the Contact Manager module.
- Contacts can be viewed from the following applications
  - User Control Panel
  - Sangoma Contacts Phone App
  - Zulu with version 2.2.0 (coming soon)

Viewable Contact Manager Groups

- Contact Groups this user can view from within the following applications
  - User Control Panel
  - Sangoma Contacts Phone App
  - Zulu with version 2.2.0 (coming soon)

XaxtView and iSymphony

- Add to XaxtView or iSymphony
  - Yes/No/Inherit: Grant access to this user to allow them to login to XaxtView or iSymphony Operator panels
    - If set to Yes the user will be able to Login to XaxtView or iSymphony
      - User will Login with the Login information from User Manager as defined in the Login Details of User Manager above
    - If set to No the user will not have permissions to login to XaxtView or iSymphony

Fax

In PBX GUI software version 13+, fax options are now found in the User Management module instead of the Extensions module.

You will only have the options "Enabled" and "Attachment Format" if you have not purchased a Fax Pro license.
Edit User

- **Enabled**
  - **Yes/No/Inherit**: Whether to enable fax for the user.
    - If set to Yes
      - Allows the user to be setup to receive inbound faxes from Inbound Routes as a Fax recipient
      - Inbound faxes can be emailed to the user along with viewed in UCP and Zulu
      - Allows the user to also have the ability to send outbound faxes from UCP and Zulu
    - If set to No
      - User will not be able to send or receive faxes

- **Attachment Format**
  - The format to convert the incoming fax file to before e-mailing it.
    - The user will receive the inbound fax to the email address as defined in their User Management Module User Guide#User Details section above

- **Store Locally**
  - **Yes/No/Inherit**: Whether faxes will be stored by the server and be accessible via the User Control Panel (UCP) and Zulu
    - If set to Yes all inbound and outbound faxes will be stored on the server.
    - If set to No when a inbound fax is received it will be emailed to the user then erased.

- **Outgoing Station ID**
  - The ongoing Fax Machine Identifier. This is usually your fax number when sending faxes from UCP and Zulu

- **Outgoing Header**
  - The outgoing Fax Machine Header. This usually contains the name of the person or entity sending the fax from UCP and Zulu

- **Coversheet name**
  - The name that will appear on the outbound cover sheet when sending the fax from UCP and Zulu
    - The template of the coversheet is controlled by the PBX Admin as outlined in the Fax Configuration module guide here

- **Coversheet Tel**
  - The phone number that will appear on the cover sheet when sending the fax from UCP and Zulu
    - The template of the coversheet is controlled by the PBX Admin as outlined in the Fax Configuration module guide here.

- **Coversheet Email**
  - The email address that will appear on the coversheet when sending the fax from UCP and Zulu
    - The template of the coversheet is controlled by the PBX Admin as outlined in the Fax Configuration module guide here.

- **Email Results**
When to email the results of an outgoing fax. Email will be sent to the email address as defined in their User Management Module User Guide#User Details section above. Options include:
- Never - Never email the results of a outgoing fax.
- Always - Always email the results of outgoing fax
- On Success - Only email the results when the fax is sent successful
- On Failure - Only email the results when a fax fails to be sent successfully and all retry attempts below have been exhausted.
- User Global Settings uses whatever setting is defined in the Fax Configuration module as outlined here by the PBX admin.

Phone Apps

Phone Apps section is where you can control the permissions of all Phone Apps for your users and is broken into many sub tabs

General

<table>
<thead>
<tr>
<th>Allow Access</th>
<th>Yes</th>
<th>No</th>
<th>Inherit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Override 'Apps' Menu</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
</tbody>
</table>

Main Menu

<table>
<thead>
<tr>
<th>Active Menu Items</th>
<th>Inactive Menu Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference</td>
<td></td>
</tr>
<tr>
<td>Call Flow</td>
<td></td>
</tr>
<tr>
<td>Queues</td>
<td></td>
</tr>
<tr>
<td>Queue Agent</td>
<td></td>
</tr>
<tr>
<td>Voicemail</td>
<td></td>
</tr>
</tbody>
</table>

- Allow Access
  - Yes/No/Inherit: Grant access to Phone Apps for this user.
  - If set to No the user will globally be blocked from accessing phone apps on their phones.
- Override Apps Menu
  - Yes/No/Inherit: to control if you want to restrict what apps show up when a user presses the Phone Apps button on their phone.
  - By default if set to no the user will see all apps listed. Their permissions for each app is still restricted based on permissions you set in all the sub tabs here.
- Maint Menu
  - If setting Override Apps Menu is set to Yes here is where you can restrict which apps will show up when they press the Apps Button.
  - If settings Override Apps Menu is set to No then the Main Menu settings will have no effect here.

Conferences

<table>
<thead>
<tr>
<th>General</th>
<th>Conferences</th>
<th>Queues</th>
<th>Time Conditions</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Conference Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
<td></td>
</tr>
<tr>
<td>Allowed Conference Bridges</td>
<td>Conferences</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Enable Conference Access
• **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  
  • If set to Yes the user when pressing the Conference App will see a list of conference rooms as defined below.
  • If set to No the user when pressing the Conference App will receive an error that they do not have permission for this app.

  • **Allowed Conference Bridges**
    
    • List of Conference Bridges this user can see. You can define 1 or more options below. Options include:
      
      • All - Will give them access to see all conference rooms on the PBX
      • User Linked Conference - Will give them access to the Auto created conference room for this user as defined in the Conferences section of User Manager above.
      • Any specific Conference Room defined

```
All <*>  
User Linked Conference <linked>  
8000's conference room <88000>  
8001's conference room <88001>  
General <9999>
```

---

### Queues

<table>
<thead>
<tr>
<th>General</th>
<th>Conferences</th>
<th>Queues</th>
<th>Time Conditions</th>
<th>Cn</th>
</tr>
</thead>
</table>

**Enable Queue Access**

- **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  
  • If set to Yes the user when pressing the Queues App will see a list of Queues as defined below.
  • If set to No the user when pressing the Queues App will receive an error that they do not have permission for this app.

**Enable Queue Agent Access**

- **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  
  • If set to Yes the user when pressing the Queues Agent App will see a list of Queues that they are a member of based on the queue agent list inside each defined queue in the PBX Queue Admin module where you define static and dynamic agents.
  • If set to No the user when pressing the Queues Agent App will receive an error that they do not have permission for this app.

** Allowed Queues**

- List of Queues this user can see when pressing the Queues App only. This setting has no effect on the Queues Agent App as outlined above. You can define 1 or more queues below. Options include:
  
  • All - Will give them access to see all queues on the PBX
Any specific queue defined

```
<table>
<thead>
<tr>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation-NA-SIPStation &lt;4900&gt;</td>
</tr>
<tr>
<td>Sales-NA-PBX and SS &lt;4901&gt;</td>
</tr>
<tr>
<td>Accounting-NA &lt;4902&gt;</td>
</tr>
<tr>
<td>Support-FreePBX &lt;4903&gt;</td>
</tr>
</tbody>
</table>
```

**Time Conditions**

- **Enable Time Condition Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  - If set to Yes the user when pressing the Time Condition App will see a list of Time Conditions as defined below.
  - If set to No the user when pressing the Time Condition App will receive an error that they do not have permission for this app.

- **Allowed Time Conditions**
  - List of Time Conditions this user can see when pressing the Time Conditions App. You can define 1 or more queues below. Options include:
    - **All** - Will give them access to see all Time Conditions on the PBX
    - Any specific Time Condition defined

**Call Flow Control**

- **Enable Call Flow Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
    - If set to Yes the user when pressing the Call Flow Control App will see a list of Call Flow Controls as defined below.
    - If set to No the user when pressing the Call Flow Control App will receive an error that they do not have permission for this app.

- **Allowed Call Flows**
  - List of Call Flows this user can see when pressing the Call Flow App. You can define 1 or more queues below. Options include:
    - **All** - Will give them access to see all Call Flow Controls on the PBX
    - Any specific Time Condition defined
### Voicemail

<table>
<thead>
<tr>
<th>Enable Voicemail Access</th>
<th>Yes</th>
<th>No</th>
<th>Inherit</th>
</tr>
</thead>
</table>

- **Enable Voicemail Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  - If set to Yes the user when pressing the Voicemail App will be able to manage their voicemail settings and messages.
  - If set to No the user when pressing the Voicemail App will receive an error that they do not have permission for this app.

### Parking

<table>
<thead>
<tr>
<th>Enable Parking Access</th>
<th>Yes</th>
<th>No</th>
<th>Inherit</th>
</tr>
</thead>
</table>

- **Enable Parking Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
  - If set to Yes the user when pressing the Parking App will be able to view all parked calls on the PBX.
  - If set to No the user when pressing the Parking App will receive an error that they do not have permission for this app.

### Other Apps

<table>
<thead>
<tr>
<th>Enable Contact Access</th>
<th>Yes</th>
<th>No</th>
<th>Inherit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Presence State Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Enable Find Me/Follow Me Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Enable DND Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Enable Call Forward Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
<tr>
<td>Enable Login/Logout Access</td>
<td>Yes</td>
<td>No</td>
<td>Inherit</td>
</tr>
</tbody>
</table>

- **Enable Contact Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
    - If set to Yes the user when pressing the Contact App will see a list of Contact Groups that they have been given permissions to view as defined in User Manager Contacts section above.
    - If set to No the user when pressing the Contact App will receive an error that they do not have permission for this app.

- **Enable Presence State Access**
  - **Yes/No/Inherit:** Grant access to this user to have access to this phone app.
    - If set to Yes the user when pressing the Presence App will be given access to change and manage their status.
    - If set to No the user when pressing the Presence App will receive an error that they do not have permission for this app.
Enable Fine Me/Follow Me Access
   - Yes/No/Inherit: Grant access to this user to have access to this phone app.
     - If set to Yes the user when pressing the Follow Me App will be given access to the manage their Follow Me settings.
     - If set to No the user when pressing the Follow Me App will receive a error that they do not have permission for this app.

Enable DND Access
   - Yes/No/Inherit: Grant access to this user to have access to this phone app.
     - If set to Yes the user when pressing the DND App will be given access to the manage their Do Not Disturb settings.
     - If set to No the user when pressing the DND App will receive a error that they do not have permission for this app.

Enable Call Forward Access
   - Yes/No/Inherit: Grant access to this user to have access to this phone app.
     - If set to Yes the user when pressing the Call Forward App will be given access to the manage their Call Forwarding settings.
     - If set to No the user when pressing the Call Forward App will receive a error that they do not have permission for this app.

Enable Login/Logout Access
   - Yes/No/Inherit: Grant access to this user to have access to this phone app.
     - If set to Yes the user when pressing the Login App will be given access to Login and Logout of devices to move to different desk or devices with Hot Desking.
     - If set to No the user when pressing the Login App will receive a error that they do not have permission for this app.

CRM
Allows linking PBX users to CRM users as part of the CRM Pro module.

- Link to CRM User
  - Pick from the drop which CRM user this PBX User shall be linked with.
  - Used for being able to show in the CRM which users received calls in the Call History.

VPN
Allows creating VPM clients for users. Requires you to setup the VPN server in System Admin module first as outlined here.

- Auto Create & Link
  - Yes/No/Inherit: Create a VPN client for this user and link it with this user.
    - If set to Yes and we will create a VPN client for this user.
      - The VPN client can then be shared with the user from UCP to download the client and certificate under the UCP System Admin Section of User Management as outlined here.
      - The VPN client can be linked in End Point Manager to send VPN information to Sangoma Phones as outlined here.
    - If set to No the user will not have a VPN Client created for this user.
UCP

User Control Panel (UCP) is a user interface for the PBX. This section has several tabs that control a user’s privileges in UCP.

General

Add User

- **Allow Login**: Choose whether this user is allowed to log into the User Control Panel (UCP).
- **Active Sessions**: If a user is currently logged into UCP, you will see the IP address(es) of the active session(s). To log-out or "boot" a user from a currently active session, you can click the trash can icon next to the session. On the user's end, they will be required to login again to get back in.

Miscellaneous

Add User

- **Allowed Extension Settings**: The user will be able to edit settings such as call waiting, call forwarding, find me/follow me, and others for these extensions. Select an extension by clicking in the field. A menu of available extensions will show up. Click on an extension to select it. Repeat the process if you would like to add multiple extensions.
Enable Originating Calls

- Use the Yes / No / Inherit buttons to select whether this user is allowed to originate calls from within UCP. This is not the same as WebRTC.
- Allows you to type in a Phone Number and when you press call your Desk Phone will ring. When you answer your Desk Phone a call will be placed to the number you entered above.

Appointment Reminder

Allows giving permission to a user to view and manage Appointment Reminder campaigns that have been create on the PBX.

View this wiki on more information about the Appointment Reminder module.

Call History and Call Event Logging

Call History is for Asterisk 11 or older, Call Event Logging is for Asterisk 13 or newer

- Allow CDR
- Use the **Yes / No / Inherit** buttons to select whether to allow the user to access Call Detail Records (CDR) for one or more extensions.

- **CDR Access**
  - Enter the extension(s) whose CDR data this user will be able to view.

- **Allow CDR Playback**
  - Use the **Yes / No / Inherit** buttons to select whether to allow this user to play call recordings in UCP.

- **Allow CDR Downloads**
  - Use the **Yes / No / Inherit** buttons to select whether to allow users to download call recordings in UCP.

---

### Conferences

#### Add User

![UCP Conferences](image)

- **Enable Conference Access**
  - Use the **Yes / No / Inherit** buttons to select whether to allow this user to access conferences in UCP.

- **Allowed Conference Bridges**
  - Select which conference bridge(s) the user will be able to access in UCP. Click in the field to display a drop-down list of available conferences. Click on a conference’s name to select it. Repeat the process to select multiple conference bridges.

![Allowed Conference Bridges](image)

---

### End Point Manager

![UCP Endpoint Manager](image)

- **Allow Endpoint**
  - Use the **Yes / No / Inherit** buttons to allow the user to control the buttons on their phone and override what the Admin has setup for program key layouts on their desk phone.

- **Endpoint Access**
  - Which extensions this user can change buttons on from UCP. Click in the field to display a drop-down list of available Extensions. Click on a Extensions name to select it. Repeat the process to select multiple Extensions.

![Endpoint Access](image)
Presence State

Add User

- Enable Presence
  - Use the Yes / No / Inherit buttons to select whether to enable presence. Enabling presence allows a user to select their presence state from a drop-down menu in UCP, which changes call behavior according to the selected state. You can customize the available presence states in the Presence States module. For more information on what this means, see our wiki What is Presence?

SIPStation SMS

- Allow SMS
  - Use the Yes / No / Inherit buttons to allow the user to view and send SMS messages
- SMS Assigned DID(s)
  - Select the DID(s), if any, that you would like to give this user access to for text messaging (SMS) within UCP. By default, none are selected. To add a DID, click the None selected button and choose one or more DIDs from the drop-down menu.

System Admin

- Allow VPN
Use the **Yes / No / Inherit** buttons to allow the user to download any VPN certificates that have been generated for the user from the VPN Section of User Management as defined above.

**Voicemail**

- **Enable Voicemail Access**
  - Use the **Yes / No / Inherit** buttons to select whether this user can see the voicemail section within UCP.
- **Allowed Voicemail**
  - Enter the extension(s) whose voicemail this user will be able to access.
- **Allow Voicemail Playback**
  - Use the **Yes / No / Inherit** buttons to select whether this user can listen to voicemails from UCP
- **Allow Voicemail Download**
  - Use the **Yes / No / Inherit** buttons to select whether this user can download voicemails from UCP
- **Allow Voicemail Settings**
  - Use the **Yes / No / Inherit** buttons to select whether this user can change their own voicemail settings
- **Allow Voicemail Greetings**
  - Use the **Yes / No / Inherit** buttons to select whether this user can record and change their voicemail greeting from UCP
- **Allow VmX Locator Settings**
  - Use the **Yes / No / Inherit** buttons to select whether this user can enable and manage their own VmX locator settings.
  - See VmX Locator section of Extension module for more information on this feature.

**WebRTC**
WebRTC, or Web Real-Time Communication, is a technology that enables browser-to-browser voice calls and other services such as video chat and P2P file sharing. You can enable WebRTC to allow users to make web-based phone calls in UCP.

You may see an error message "The STUN Server address is blank. In many cases this can cause issues. Please define a valid server in the Asterisk SIP Settings module." If you see this error, you can refer to our wiki for a list of STUN servers, and enter one in the Asterisk SIP Settings module under the WebRTC Section.

- **Enable WebRTC Phone**
  - Use the Yes / No / Inherit buttons to select whether to enable
  - This will create a WebRTC phone for this user linked to their primary extension.
    - Anytime a call is received on their primary extension this WebRTC phone will be called
    - Any calls made from this WebRTC phone will follow the same rules as your primary Extension for Caller ID, Class of Service and Outbound Route rules.

- **WebRTC Certificate**
  - Select a certificate from the drop-down menu. This is the certificate the phone will use for this user and should generally be left at default unless you want to create unique SSL certs per user in Certificate Manager module of your PBX.

### Zulu

- **Enable Zulu tab**
  - Use the Yes / No / Inherit buttons to allow the user to download Zulu Desktop client.

### XMPP

This section controls whether the user should have a chat user created on the PBX XMPP built in chat server.

- If enabled we will create a XMPP user.
- You can login to the XMPP server with any XMPP client using the Users User Manager Username and Password
- Enabling this will also provide a Chat client automatically inside of UCP and expose in Zulu the chat client.
Enabled

- Use the **Yes / No / Inherit** buttons to select whether the user has access to XMPP in UCP.
  - If enabled, the user can log in to the XMPP server using "<username>@<host>" as the user name. The `<username>` part is the **Login Name** defined in the **Login Details** tab described earlier in this wiki. The `<host>` part is your PBX IP or FQDN.

### Zulu

This section controls permissions related to the Zulu Application for your user

<table>
<thead>
<tr>
<th>Users</th>
<th>You are currently using 106 of 9999999 users.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>Enable Fax</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>Enable SMS</td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td>Enable Softphone</td>
<td><strong>Yes</strong></td>
</tr>
</tbody>
</table>

- **Users**
  - Show how many users have been configured for Zulu and how many remaining user licenses you have left.
- **Enabled**
  - Allows this user to login to Zulu using the login information from User Manager as defined in the **Login Details of User Manager** above
- **Enable Fax**
  - Allows the user to see the Fax Menu option in Zulu
  - Still requires the user to have Fax Settings enabled in the **Fax Section of User Management** as defined above
- **Enable SMS**
  - Allows the user to see the SMS Menu option in Zulu
  - Still requires the user to have DIDs enabled in the **SIPStation SMS section of UCP** as defined above
- **Enable Softphone**
  - Allows the user to see the SoftPhone Menu option in Zulu