

VIRTUAL OFFICE

Admin Guide

Rev 1.0.0

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Introduction

This guide is intended for administrators who configure and manage the **Virtual Office** service for their customers.

Virtual Office provides your customers with a self-service Hosted PBX solution through a brandable portal where they can manage phone numbers, extensions, call routing, voicemail, greetings, call forwarding, conferencing, messaging, and other communications features.

Virtual Office can be offered with or without IP phones and through online sign-up, giving customers a self-service way to configure the capabilities they need while you define the service packages, billing, phone number sources, and available features.

Note: If you are new to Virtual Office terminology, see the [Glossary](#) for short definitions of key terms used throughout this guide.

As a Virtual Office administrator, you prepare the service that those customers will use. This includes customer classes, billing products and tariffs, phone number sources, Virtual Office plans, optional features called **Extras**, global defaults, and customer access.

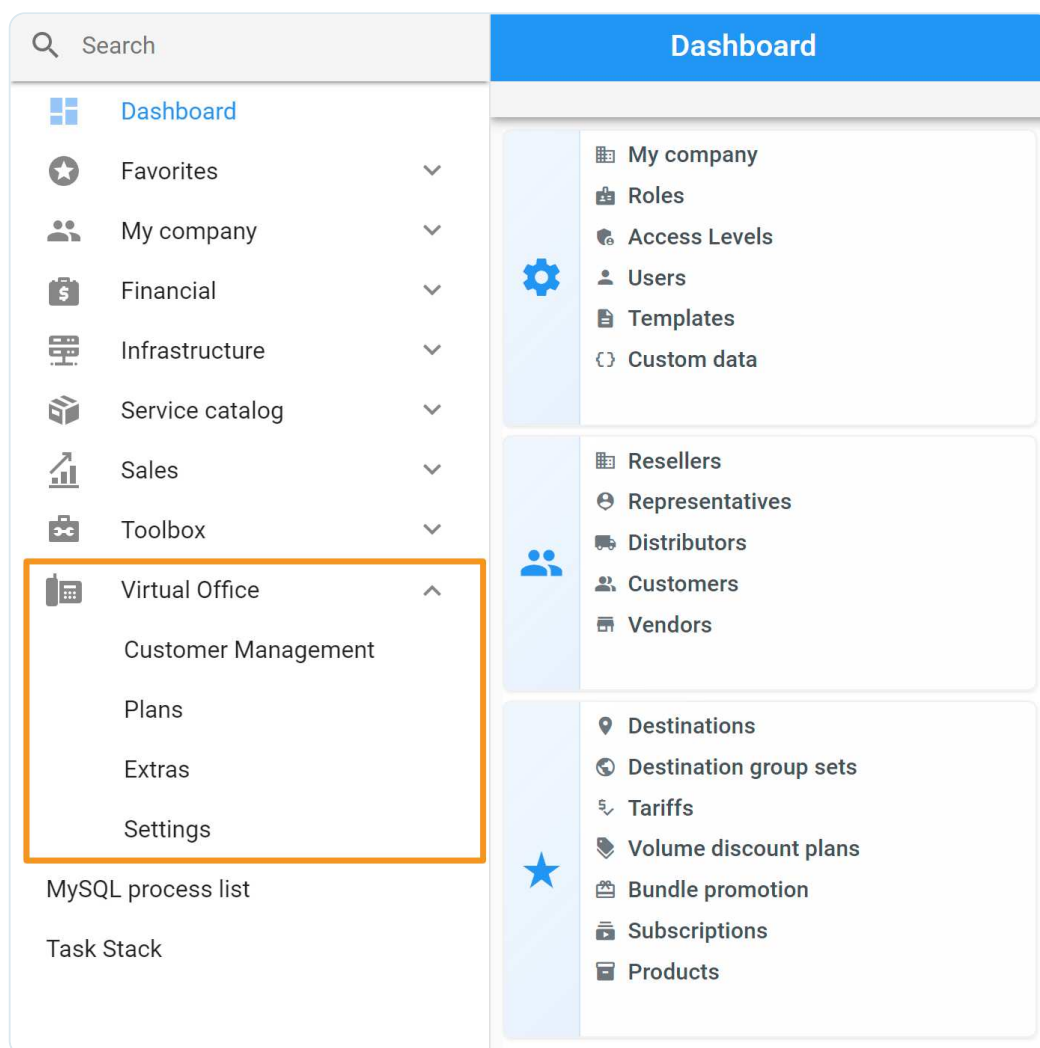


Figure 1: Virtual Office menu in the admin interface

Who Should Use This Guide

Use this guide if you are responsible for preparing or managing Virtual Office services for your customers.

This includes:

- **Virtual Office administrators** who configure plans, Extras, global settings, and customers;
- **operations and billing teams** who prepare customer classes, products, tariffs, subscriptions, and phone number sources;
- **support teams** who troubleshoot Virtual Office configuration and customer services;
- **technical onboarding teams** who verify that a Virtual Office service is ready before it is offered to customers.

This guide assumes that the Virtual Office solution has already been enabled for your Telinta environment. It does not cover the installation or deployment of the Virtual Office application itself.

Important: Some Virtual Office services require environment-level configuration that cannot be completed from the administrator interface. Where this is required, the relevant chapter identifies the preparation that must be completed with Telinta Support before you enable the feature for customers.

What You Will Configure

The guide covers the main configuration layers used to deliver Virtual Office:

- **Customer classes and custom fields** required by Virtual Office customers;
- **products, tariffs, subscriptions, and DID pricing** used to provide and bill services;
- **phone number sources**, including Local DID Inventory and supported DIDAPI providers;
- **Virtual Office plans**, which define the products, subscriptions, limits, and optional features provided to customers;
- **Extras**, which add optional capabilities such as Call Recording, Ring In/Out, WebRTC, Email to Fax, Dial Out, Simultaneous Ringing, Individual Number Settings, Conference, Voicemail Transcription, and AI integration;
- **global Virtual Office settings** that control defaults, available options, and feature-specific behavior;
- **Virtual Office customers and access**, including administrator, Representative, and customer-side user permissions.

Feature-specific chapters also explain any additional TeliCore or environment-level preparation required before the feature can be offered.

How Virtual Office Works at a High Level

Virtual Office combines several configuration layers:

TeliCore service and billing configuration → Virtual Office plan → Virtual Office customer → customer portal

At a high level:

1. Prepare the customer class and the basic products, tariffs, and DID billing required by the service.
2. Prepare at least one phone number source from your DID provider(s).
3. Create a Virtual Office plan that defines the baseline service for customers.
4. Create a Virtual Office customer and assign the plan and DID pricing batch.
5. Open the customer's Virtual Office and verify that the customer can order a phone number and receive calls.
6. Add and test optional services and Extras as required by the plans you intend to offer.

From the customer's perspective, Virtual Office is a self-service solution for managing their business phone system. From the administrator's perspective, it is a service assembled from TeliCore billing objects, Virtual Office plans, global settings, phone number sources, and optional feature configuration. Virtual Office enables you to offer Hosted PBX, with or without IP phones, via online sign-up and a self-service brandable portal where customers configure the capabilities they need.

Tip: Validate configuration from the customer's perspective whenever possible. The administrator interface may confirm that a setting is saved, but the Virtual Office portal shows whether the customer actually receives the expected service, pricing, and controls.

Recommended Setup Approach

For a new Virtual Office environment, first prepare the basic service and the common calling Extras you intend to offer. The Quick Start below uses Simultaneous Ringing, Ring In/Out, and WebRTC as its example package; other optional features can wait.

The recommended baseline is:

1. a customer class prepared for Virtual Office, including visible custom fields;
2. a basic Voice calls tariff and product;
3. DID pricing and at least one working phone number source;
4. subscriptions and global settings for the common calling Extras;
5. a Virtual Office plan that includes those Extras;
6. one test Virtual Office customer;
7. successful customer login, phone number ordering, and calling tests.

The **Quick Start: Minimal Virtual Office Setup** walks through this baseline in dependency order.

Once this setup works, use the remaining chapters to configure additional services and plan options, such as Conference, Dial Out, Email to Fax, SMS Messaging, Emergency Calls, and Voicemail Transcription.

Important: Do not enable an optional service for customers until its required product, tariff, subscription, Virtual Office configuration, and any environment-level integration are ready.

Quick Start: Minimal Virtual Office Setup

This Quick Start prepares a working Virtual Office customer, an orderable phone number, and the common calling Extras: **Simultaneous Ringing**, **Ring In/Out**, and **WebRTC**.

These three Extras are included in this example from the beginning so that you can test the customer experience in one pass. Other optional features, such as Conference, Dial Out, Email to Fax, and Call Recording, can be configured after this baseline has been validated.

Note: This Quick Start assumes that Virtual Office is already available in your environment and that you can access the **Virtual Office** administration pages in your TeliCore Admin Interface.

The initial setup follows this path:

customer class and visible custom fields → **tariff/product** → **working DID source** → **common Extra subscriptions and settings** → **plan** → **test customer** → **customer-side validation**

Step 1: Prepare the Customer Class

Virtual Office customers must use a customer class with the required custom fields enabled.

You can use an existing customer class that meets these requirements, but creating a dedicated class such as **Virtual Office Customers** is recommended. This makes it easier to manage Virtual Office-specific settings, notifications, and other customer-class configuration later.

Verify the Required Custom Fields

Before configuring the customer class, verify these custom fields under **Custom data**:

Field	Object	Type	Required configuration
virtoffice	Customer	Text	Visible to end user: Yes
ls_plan	Customer	Number	Visible to end user: Yes
WebRTC	Customer	List	enabled = 1; disabled = 0; Visible to end user: Yes

The screenshot shows a web interface for creating custom data. At the top, there's a header with a menu icon, an up arrow, and the text 'Custom data'. Below this is a search bar with 'Search filters' and a link to 'Custom data list'. The main content area has a 'SEARCH' tab and a 'CREATE' tab. Under the 'CREATE' tab, there's a form titled 'Create custom data'. The form has a blue 'SAVE' button. Below the button are three fields: 'Name *' with the value 'ls_plan', 'Object' with a dropdown menu showing 'Customer', and 'Type' with a dropdown menu showing 'Number'.

Figure 2: Creating a Virtual Office custom field

For each field, open **Custom data** and check its definition. Create any missing field using the values above, or edit an existing field that does not match. Set **Visible to end user** to **Yes** and save the field.

Enable the Custom Fields

Open the customer class that will be used for Virtual Office customers:

1. Open **Customer Classes** and select the class.
2. Open **Custom fields**.
3. Select **virtoffice**, **ls_plan**, and **WebRTC** (all three must already have **Visible to end user** set to **Yes** under **Custom data**).
4. Click **Enable** and confirm the operation.

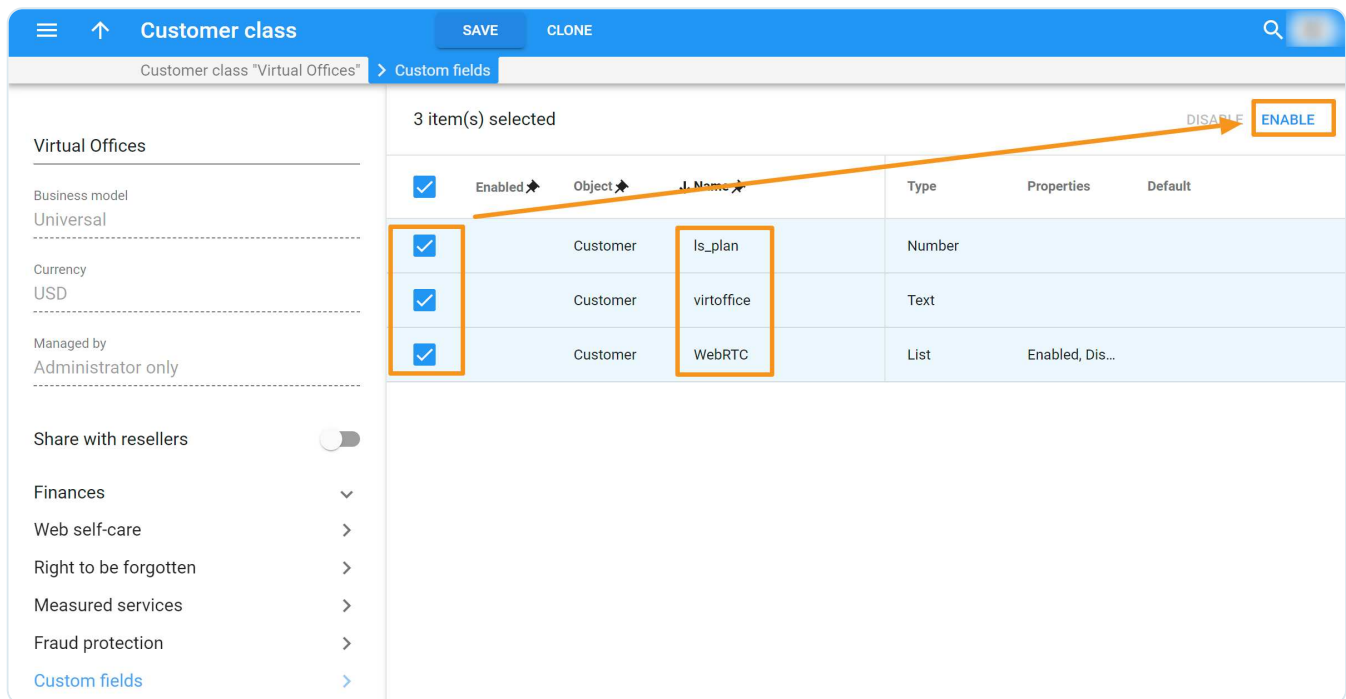


Figure 3: Enabling the required Virtual Office custom fields

Important: Complete both steps: **(1)** enable all three custom fields in the customer class, and **(2)** set **Visible to end user** to **Yes** in each field's definition under **Custom data**.

Optional: Limit the Available Customer Classes

After preparing **Virtual Office Customers**, you can open **Virtual Office** → **Settings** → **General** → **Allowed customer classes** and add this class to limit the choices available when administrators create Virtual Office customers. This is an **allow-list**, not a separate default-customer-class setting.

If you want new customers to use this class by default, select it in the **Customer class** field of the Virtual Office plan you create in Step 4, and make that plan the **Default** plan if appropriate. See **Allowed Customer Classes** for the administration filter.

Step 2: Prepare a Basic Tariff and Product

Virtual Office creates several TeliCore accounts for the customer's phone numbers and extensions. These accounts need a product that provides the required voice services.

For the initial setup, prepare one basic product with a **Voice calls** tariff. The same product can be used as the plan's default product while you validate the basic service.

Prepare the Voice Tariff

Create a customer tariff for **Voice calls** and include at least these special destinations:

Destination	Purpose
VOICEONNET	Calls between extensions and other on-net accounts
INCOMING	Incoming calls delivered to Virtual Office accounts
UM	Voicemail and Unified Messaging access

Add external destinations as well if you want to test outbound calls during the initial validation.

Figure 4: Basic Voice calls tariff for the initial Virtual Office setup

Prepare the Product

Create a **Main product** in the same currency as the tariff.

Add the **Voice calls** service and create a usage charge that uses the tariff prepared above:

- **Node:** Any node
- **Access code:** leave empty
- **Tariff:** select the prepared Voice calls tariff

Figure 5: Voice calls usage charge in the basic Virtual Office product

For example, you can name both objects **Virtual Office Calls** while testing.

Note: More advanced Virtual Office configurations can use different products for phone numbers, extensions, conferencing, Email to Fax, and other services. A single basic product is sufficient for the initial validation.

Step 3: Prepare DID Billing and One Phone Number Source

Before the test customer can order a phone number, prepare:

1. a **DID pricing batch** that can be assigned to the customer;
2. at least one phone number source that returns an orderable DID.

Virtual Office supports two sourcing methods:

- **Local DID Inventory** — numbers that already exist in TeliCore's DID/MSISDN Inventory;
- **DIDAPI plugins** — numbers searched and ordered from an external DID provider in real time.

For this Quick Start, use **Local DID Inventory** and complete the short working setup below. This keeps the entire first-customer procedure in one place. If you use an external provider instead, follow **DIDAPI Plugins** to prepare and test that source **before proceeding to Step 4**.

A Working Local Inventory Setup

1. In TeliCore, confirm that your DID supplier has a **Vendor** and a **DID vendor batch**. Open **DID/MSISDN Inventory** and make sure at least one DID exists in that batch, is available for customer ordering (not left Frozen), and has working inbound routing from your supplier.
2. Prepare a **customer DID pricing batch** in the test customer's currency. For this example, use **Applied to: Customer, Type of DIDs: Inventoried, and Pricing: Fee-paying**; set the applicable customer activation and recurring prices. You will select this batch when creating the test customer in Step 5.
3. Open **Virtual Office** → **Settings** → **DID numbers** → **Local inventory** → **Local DID inventory**. Select the relevant **Global DID vendor batch** and set an appropriate **Limit** for returned numbers.
4. Under **Quick search groups**, create a group. Give it a customer-facing **Title**, select its DID vendor batch (or use the global batch), and set its result **Limit**. **Add at least one Pattern** matching available DIDs in that batch and set a limit for the pattern. For example, **1212%** matches numbers beginning with **1212**; use a prefix from your own inventory. **Enable the group after configuring the pattern**.
5. Save the settings. The selected vendor batch must contain available DIDs matching the pattern. Otherwise, the first customer will see an empty number-selection list.

Important: An enabled **Quick Search Group** without a matching **Pattern** does not populate the initial phone number list. The pattern is therefore required for this working setup even if the form lets you save a group without one. If the list is empty, check the pattern, available DIDs, vendor batch, and limits before continuing.

Note: The customer's **Pricing batch** provides default DID pricing when an inventoried DID does not have its own batch. For further details and alternative setups – including Search Groups, DIDAPI providers, and DID subscriptions – see [Phone Number Sources and DID Billing](#). You do not need to leave this Quick Start when following the Local Inventory example above.

Continue only when you have **an orderable DID, a working Quick Search Group, and the customer DID pricing batch** for Step 5.

Step 4: Create the First Virtual Office Plan

Every Virtual Office customer must have a Virtual Office plan.

For this example, use the customer class and product already prepared, then make Simultaneous Ringing, Ring In/Out, and WebRTC available before creating the test customer.

Prepare the Common Calling Extras

An Extra must have a subscription for the customer's currency, even when you intend to offer it free of charge. Prepare the billing and global configuration **before** adding Extras to the plan:

1. In TeliCore, open **Subscriptions** and create one subscription plan for each of the three features: for example, **VO Extra - Simultaneous Ringing**, **VO Extra - Ring In/Out**, and **VO Extra - WebRTC**. Use the test customer's currency and the activation and recurring fees that match your offer. For a free test package, both fees can be **0**.
2. Open **Virtual Office** → **Extras**, enable **Simultaneous Ringing** and **Ring In/Out**, and assign each its prepared subscription under the test customer's currency. Save the changes.
3. Before configuring **WebRTC**, open **My company** → **Solutions** and copy the available desktop softphone download links for the platforms you intend to support. Under **Virtual Office** → **Settings** → **Dialer**, enable **Dialer**, populate the relevant desktop download URL fields and save. For the standard external callback setup, use **tel:** as the callback scheme and leave the suffix empty. See [Dialer Settings](#) for details and other configurations.
4. Return to **Virtual Office** → **Extras**. If **WebRTC** was not listed before, check it again after saving the Dialer configuration. Enable **WebRTC**, assign its prepared subscription for the test currency, and save.

Important: To make **WebRTC** available under **Virtual Office** → **Extras**, first enable **Dialer** and complete its configuration under **Virtual Office** → **Settings** → **Dialer**. The Extra subscription alone does not prepare the underlying calling service.

Note: **Ring In/Out** makes SIP calling available, while **SIP Phone** still needs to be enabled for each extension that will use a SIP device or WebRTC. The product from Step 2 must cover the calling scenarios you intend to test. For the complete setup, see [Ring In/Out and SIP Phone Settings](#).

Open **Virtual Office** → **Plans** and click **Create**.

Configure:

- **Managed by:** **Administrator only**
- **Currency:** the currency used by your test customer, product, and DID pricing
- **Name:** for example, **VO Default**
- **Description:** a short customer-facing description
- **Customer class:** select the Virtual Office customer class prepared in Step 1
- **Volume discount plan:** **None** for the basic setup
- **Default product:** select the basic Virtual Office product prepared in Step 2

Enable **Default** only if this should become the default plan when creating Virtual Office customers.

Save the plan.

After the first save, additional plan sections become available. Keep the other advanced options at their defaults, but include the three prepared calling Extras in this example.

Include the Extras in the New Plan

1. Open the new plan's **Extras** section.
2. Add **Simultaneous Ringing**, **Ring In/Out**, and **WebRTC** to **Extras** so they are initially enabled when the plan is applied to the new test customer.
3. If you want to restrict which Extras the customer can toggle, add the same three features to **Qualified Extras**. Otherwise, leave **Qualified Extras** empty; this permits self-service for all otherwise available global Extras, not just these three.
4. Save the plan.

For an explanation of the difference between plan **Extras** and **Qualified Extras**, see [Configuring Extras in the Plan](#). Conference, Email to Fax, and the other advanced features can be prepared later.

Tip: If the standard Employee Extension range of **700–799** is suitable for your environment, no additional range configuration is required. If you need another numbering range, configure it before onboarding production customers. See [Configuring the Employee Extension Range](#).

Step 5: Create a Test Virtual Office Customer

Now create a customer that uses the configuration prepared in the previous steps.

Before creating the customer, consider the defaults under **Virtual Office** → **Settings** → **New customer default values**:

- **Time zone** and **Billing period** — set the values that should be preselected for new Virtual Office customers.
- **Credit limit** — set the default credit limit in the customer's currency. Enable **Show 'Credit limit' field** if you want to see or adjust this value on the customer creation and edit forms; hiding the field does **not** disable the configured default limit.

See [New Customer Default Values](#) for the full behavior. Save any changes to these defaults, then open **Virtual Office** → **Customer Management** and click **Add**.

Complete the required customer information, then make sure that you select:

- **Customer class:** the Virtual Office customer class prepared in Step 1;
- **Virtual Office plan:** the plan created in Step 4;
- **Pricing batch:** the customer DID pricing batch prepared in Step 3;
- **Active:** enabled.

Complete the remaining required customer fields and save the customer.

Once the customer is created, continue with the customer-side validation instead of configuring additional administrator features.

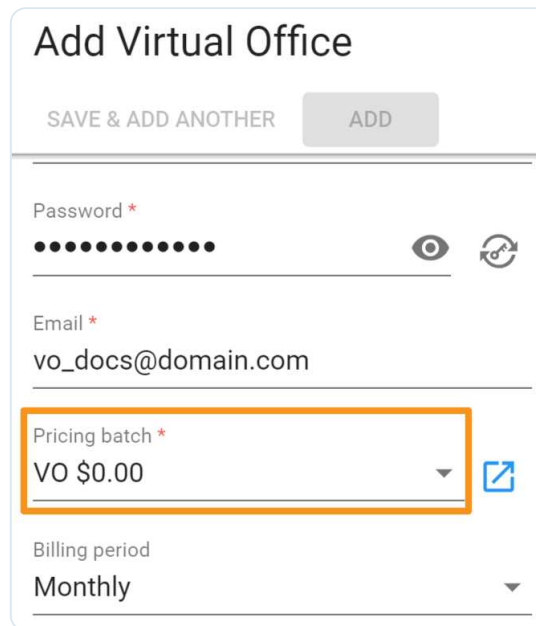


Figure 6: Creating a test Virtual Office customer and assigning the DID pricing batch

Note: The **Pricing batch** field is mandatory. For Local Inventory DIDs, the selected batch is used as the customer's default DID pricing source when a DID does not have its own pricing batch.

Step 6: Validate the Basic Virtual Office Service

The initial setup is not complete until you verify it from the Virtual Office customer's perspective.

Open the Customer's Virtual Office

Open **Virtual Office** → **Customer Management**, select the test customer, and click **Open in Virtual Office**.

For the initial check, use the login option that opens Virtual Office with the customer's assigned role. **Also test a normal portal login using credentials for a user of the new Virtual Office customer:** an administrator login alone may not reveal the missing custom-field visibility problem described in Step 1.

For more information about the available administrator login methods, see [Virtual Office User Access and Permissions](#).

Order a Phone Number

In the customer's Virtual Office:

1. Open **Settings** → **Phone Numbers**.
2. Click **Add phone number**.
3. Select the phone number source prepared in Step 3.
4. Select an available DID.
5. Review the displayed price.
6. Confirm the order.

Verify that the ordered number appears in the customer's **Phone Numbers** list.

Confirm the Common Calling Extras

Before finishing the Quick Start, check that the three features prepared in Step 4 are usable:

1. Open **Settings** → **Extras** in the customer portal and confirm that **Simultaneous Ringing**, **Ring In/Out**, and **WebRTC** are enabled as configured in the plan.
2. Open **Settings** → **Extensions** and enable **SIP Phone** for a test Employee Extension that will use WebRTC. Under **Settings** → **WebRTC**, select that extension and place a test call to a reachable on-net destination.
3. In a test Hunt Group with multiple reachable forwarding destinations, check that **Simultaneously** is available under **Forwarding Settings**. If you set up those destinations, place a test inbound call and verify that they ring together.

See [Ring In/Out and SIP Phone Settings](#) for complete extension configuration and [Configuring Extras in the Plan](#) if a feature is missing from the customer portal.

Verify the Result

Confirm that:

- the customer can access Virtual Office using their own login credentials;
- all three custom fields are enabled for the class and have **Visible to end user** set to **Yes**;
- **Simultaneous Ringing**, **Ring In/Out**, and **WebRTC** are enabled according to the plan, and the configured WebRTC extension can make a test call;
- the prepared Quick Search Group displays DIDs matching its pattern;
- the prepared phone number source is available;
- the customer can order a DID;
- the expected price is shown before the order is confirmed;
- the phone number appears in Virtual Office after the order;
- the corresponding DID account is created in TeliCore;
- the expected DID pricing is applied;
- an inbound call to the DID reaches the customer's Virtual Office call flow.

Once this works, the initial service is ready. You can then configure additional features and more advanced plan settings described in the remaining chapters.

Phone Number Sources and DID Billing

Virtual Office customers normally need at least one phone number before they can use the service for incoming calls. As the Virtual Office administrator, you control both **where those phone numbers come from** and **how they are billed when a customer orders them**.

Virtual Office supports two main phone number sourcing models:

Source	What happens	Best fit
Local DID Inventory	The DID already exists in TeliCore's DID/MSISDN Inventory. Virtual Office searches the prepared inventory and assigns a available number to the customer.	Use this when your organization already owns or has already purchased the numbers.
DIDAPI plugin	Virtual Office searches an external DID provider in real time through a Telinta DIDAPI module. After the customer confirms the order, the number is ordered from the provider and added to TeliCore.	Use this when customers should order numbers on demand from a supported external provider.

The two models can be used together. A customer can see Local Inventory sources and DIDAPI sources in the same **Add phone number** flow.

Important: The source determines *where the DID comes from*. It does not by itself define the complete customer charge. DID pricing and optional subscriptions are configured separately, as described in the relevant steps below.

Local DID Inventory

Use **Local DID Inventory** when the phone numbers are already owned or purchased by your organization and are stored in TeliCore.

Virtual Office does not purchase these numbers from the supplier. It searches the available DIDs in TeliCore and lets the customer select one of them.

Before exposing Local Inventory to customers, prepare the DIDs and their pricing first. Then configure how Virtual Office should present and search that inventory.

The recommended flow is:

prepare the supplier and DIDs → prepare customer DID pricing → configure Local Inventory → configure customer search options → test

Step 1: Prepare the DIDs in TeliCore

Before configuring Local Inventory in Virtual Office, make sure the required DID inventory already exists in TeliCore.

For each DID supplier you plan to use:

1. **Make sure the supplier exists as a Vendor.** The vendor represents the company from which you obtain the phone numbers and lets TeliCore track the supplier-side DID costs.
2. **Prepare a DID vendor batch for that supplier.** A vendor batch groups the DIDs supplied by that vendor. Virtual Office later uses this batch to decide which inventory pool a Local Inventory source should search.
3. **Add the DIDs to DID/MSISDN Inventory.** Add them manually or upload them in bulk. Each DID should belong to the appropriate vendor batch and contain the activation and recurring costs charged by the supplier.
4. **Make the DIDs available for ordering.** Newly added DIDs may initially have the **Frozen** status. Before they can be offered through Virtual Office, either release them to the DID pool or assign a pricing batch directly to the DID if it should use its own customer pricing.
5. **Confirm inbound routing with the DID supplier.** The provider must send calls for these numbers to the correct SIP node for your environment.

These are standard TeliCore DID Inventory operations. For the detailed procedures, see [Managing DIDs for customers manually \(DID inventory\)](#) in the TeliCore documentation.

Note: The activation and recurring costs stored on the DID represent what the DID supplier charges you. They are not necessarily the price that the Virtual Office customer pays.

Step 2: Prepare Customer Pricing for Local DIDs

After the DIDs are available, prepare the pricing that Virtual Office customers will use when they order them.

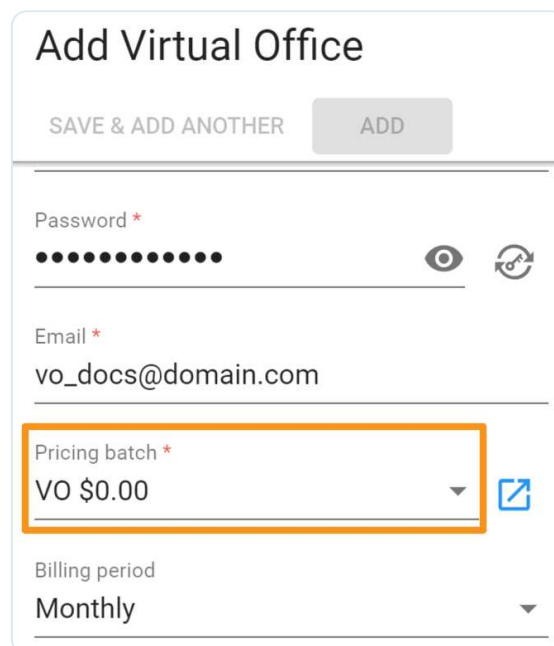
The simplest and recommended setup is to create a **DID pricing batch for customers** and assign it to each Virtual Office customer.

The pricing batch defines the customer-facing DID pricing. For a standard Local Inventory setup, create a batch with:

- **Applied to:** **Customer**
- **Type of DIDs:** **Inventoried**
- **Pricing:** **Fee-paying**
- **Currency:** the currency used by the Virtual Office customer
- **Additional activation fee, recurring fee, and markup:** configure according to your DID pricing model; 0 is valid when no additional charge is required at that layer

For instructions on creating a DID pricing batch, see the same PortaOne DID Inventory guide referenced in Step 1.

When you create a Virtual Office customer, select this batch in the **Pricing batch** field.



The screenshot shows a web form titled "Add Virtual Office". At the top, there are two buttons: "SAVE & ADD ANOTHER" and "ADD". Below these are three input fields: "Password *" with a masked password and an eye icon, "Email *" with the value "vo_docs@domain.com", and "Pricing batch *" which is highlighted with an orange border and shows "VO \$0.00" with a dropdown arrow and a link icon. At the bottom is a "Billing period" field with "Monthly" selected and a dropdown arrow.

Figure 7: Assigning the customer DID pricing batch when adding a Virtual Office customer

The customer-level pricing batch acts as the normal pricing source for Local Inventory DIDs that do not have their own pricing batch.

Important: Pricing batch is a required field when creating a Virtual Office customer. For Local Inventory DIDs, the selected batch is used as the customer's default DID pricing source when a DID does not have a pricing batch assigned directly to it.

For most setups, keep the pricing at the customer level. This is easier to maintain when customers normally pay the same DID price.

If a particular DID or group of DIDs must use different pricing, assign the appropriate pricing batch directly to those DIDs in **DID/MSISDN Inventory**. A DID-level pricing batch takes precedence over the pricing batch assigned to the customer.

Tip: It is recommended to use the customer-level pricing batch as the default pricing model. Assign a pricing batch directly to a DID only when that number needs different customer pricing.

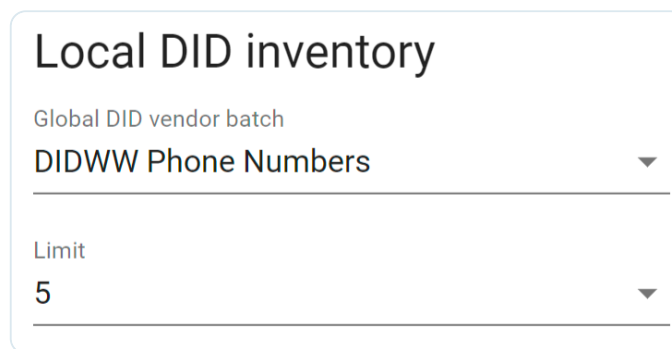
Step 3: Configure the Local Inventory Defaults

Once the DIDs and customer pricing are ready, open:

Virtual Office → **Settings** → **DID numbers** → **Local inventory** → **Local DID inventory**

Configure the two settings that apply to Local Inventory searches:

- **Global DID vendor batch** — select the vendor batch that Virtual Office should use when an individual Quick Search Group or Search Group does not specify its own batch. If you use several suppliers or markets, treat this only as a fallback and select the appropriate vendor batch explicitly in each group.
- **Limit** — define the maximum number of Local Inventory results that Virtual Office should return. If the UI is set to **Unlimited**, the backend uses **1000** as the practical limit.



The screenshot shows a form titled "Local DID inventory". It contains two settings, each with a label and a dropdown menu. The first setting is "Global DID vendor batch" with the selected value "DIDWW Phone Numbers". The second setting is "Limit" with the selected value "5".

Local DID inventory	
Global DID vendor batch	DIDWW Phone Numbers ▼
Limit	5 ▼

Figure 8: Local DID Inventory defaults

Tip: If your inventory contains DIDs from several suppliers or markets, select the vendor batch explicitly in each customer-facing group. This makes it clear which pool is being searched and prevents unrelated inventories from being mixed.

Step 4: Configure How Customers Find Local DIDs

Virtual Office can expose Local Inventory in several ways. Choose the method that matches the experience you want to give customers.

Show Popular Numbers Immediately with Quick Search Groups

Use a **Quick Search Group** when you want matching DIDs to appear immediately when the customer opens **Add phone number**.

Open:

Virtual Office → **Settings** → **DID numbers** → **Local inventory** → **Quick search groups**

Create a group and:

1. Enter a customer-facing **Title**, such as **Popular USA numbers**.
2. Select the **DID vendor batch** that contains these DIDs. Leave it empty only when you intentionally want to use the global vendor batch.
3. Set a **Limit** for how many DIDs this group may contribute to the initial list.
4. **Add at least one Pattern** that matches available DIDs. For example, **1212%** finds numbers beginning with **1212**; replace it with a prefix from your own inventory. Set a limit for each pattern so one range does not consume all available results.
5. Enable the group **after** adding the pattern.
6. Add a source-specific subscription only if this group should apply an additional DID-account subscription. See [Optional: Add DID Subscriptions](#).

For example, a **Popular USA numbers** group can use the **DIDWW USA Phone Numbers** vendor batch, a group limit of **5**, and patterns such as **1212%**, **1305%**, and **1718%**, each limited to **2** results.

Quick search groups

Title *	DID vendor batch	Limit	
Popular USA numbers	None ▼	5 ▼	☒ Enabled
Pattern *	Limit *		
1212%	2 ▼		
1305%	2 ▼		
1718%	2 ▼	 	

Figure 9: Configuring a Quick Search Group

After you save the configuration, matching DIDs appear immediately under the group title in the customer's number-selection flow.

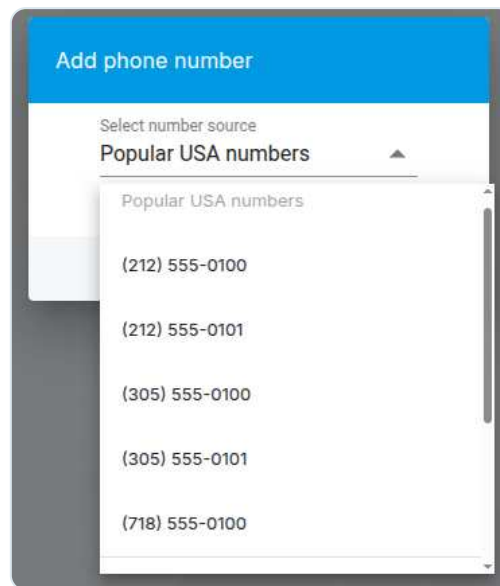


Figure 10: DIDs displayed from a Quick Search Group

Quick Search Groups are processed in order. Each pattern is searched separately, and results are added until the configured limits are reached.

Important: An enabled Quick Search Group without a matching **Pattern** will not populate the initial DID list. Treat at least one working pattern as required, even if the interface permits saving an empty pattern list. Also keep group limits balanced: a broad pattern in an early group can fill the global result limit before later groups are processed.

Let Customers Choose a Predefined Area with Search Groups

Use a **Search Group** when the customer should first select a source and then see numbers from one or more predefined prefixes.

Open:

Virtual Office → **Settings** → **DID numbers** → **Local inventory** → **Search groups**

Create the group and:

1. Enter a customer-facing **Title**, such as **USA numbers by area**.
2. Select the required **DID vendor batch**.
3. Leave **Search filter** disabled.
4. Set the result **Limit** and enable the group.
5. Add the prefixes that customers should be able to search and give each one a clear title.

For example:

- **1212** — **New York**
- **1718** — **Brooklyn**

Search groups

Title *	DID vendor batch		Search filter	Limit		Enabled
USA numbers by ar...	None		☐	2		☒

Prefix *	Title *	
1212	New York	
1718	Brooklyn	

Figure 11: Configuring a Search Group with predefined prefixes

The customer sees the Search Group as a number source. After selecting it, Virtual Office searches the configured prefixes and displays the matching DIDs.

Add phone number

Select number source

(212) 555-0100

Select phone number

☐ (212) 555-0100

☐ (305) 555-0100

☐ (305) 555-0101

☐ (718) 555-0100

☒ USA numbers by area

☐ Search for a DID number

☐ Search for a custom toll free DID number

Figure 12: Selecting a Local Inventory Search Group

Add phone number

Select number source

USA numbers by area

Select phone number

☐ New York: 12125550100

☐ New York: 12125550101

☒ Brooklyn: 17185550100

☐ Brooklyn: 17185550101

Confirm purchase of number (718) 555-0100 with a monthly cost of \$0.50?

Figure 13: Numbers returned for the configured prefixes

Virtual Office searches the prefixes separately in their configured order. The group limit controls how many results can be retrieved per prefix, and the global Local Inventory limit applies to the combined result list.

Tip: Put the most useful prefixes first and avoid unnecessarily broad prefixes when the result limit is small.

Let Customers Enter a Number Pattern

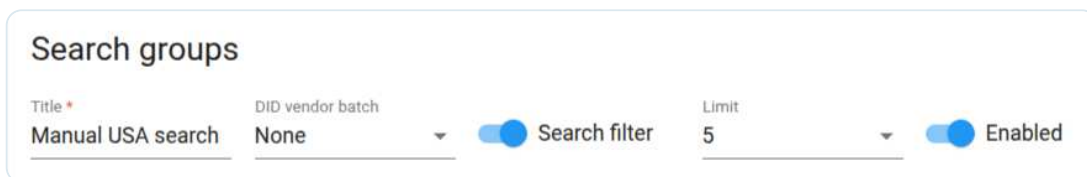
Use a Search Group with **Search filter** enabled when the customer should enter part of the number instead of choosing from predefined prefixes.

Create a Search Group and:

1. Enter a title such as **Manual USA search**.
2. Select the vendor batch that contains the inventory you want to search.
3. Enable **Search filter**.
4. Set a suitable result **Limit** and enable the group.

When **Search filter** is enabled, configured prefix rows are not used for the actual search. Instead, the customer sees **Enter digit pattern**.

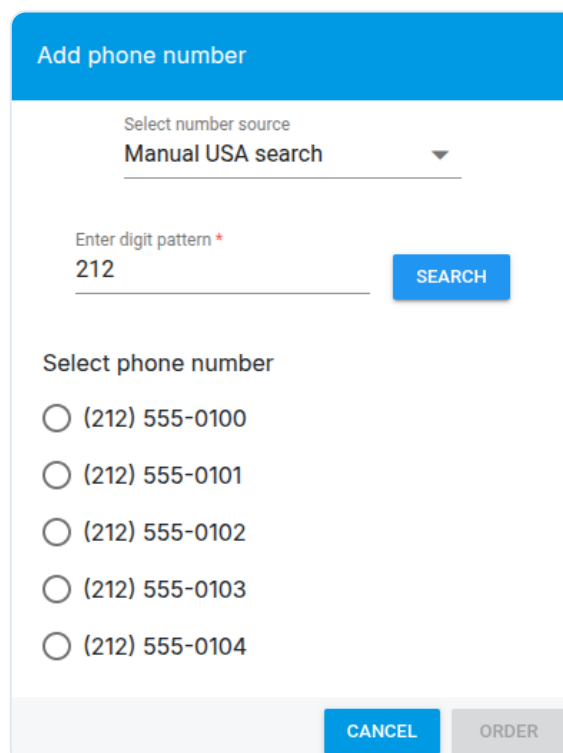
For example, entering **212** searches for available DID's containing **212** within the selected vendor batch.



Search groups

Title * **Manual USA search** DID vendor batch **None** Search filter **Enabled** Limit **5**

Figure 14: Configuring a Search Group for customer-entered digit patterns



Add phone number

Select number source
Manual USA search

Enter digit pattern *
212 **SEARCH**

Select phone number

- ☐ (212) 555-0100
- ☐ (212) 555-0101
- ☐ (212) 555-0102
- ☐ (212) 555-0103
- ☐ (212) 555-0104

CANCEL **ORDER**

Figure 15: Customer-entered digit pattern search

Tip: Match the title to the inventory selected in the group. For example, use **Manual USA search** only when the selected vendor batch contains USA numbers.

Step 5: Test Local Inventory as a Virtual Office Customer

After the Local Inventory sources are saved, use a test Virtual Office customer with the appropriate **Pricing batch** assigned.

1. Log in to the Virtual Office portal as the test customer.
2. Open **Add phone number**.
3. Confirm that the intended Quick Search Groups and Search Groups are visible.
4. Verify that each source returns DID's from the expected vendor batch and market.
5. Select a DID and review the price shown to the customer.
6. Complete the order.
7. Confirm that the number appears in Virtual Office and that the corresponding DID account is created in TeliCore.
8. Verify that the expected customer pricing is applied.
9. Place an inbound call to the DID and confirm that it reaches the Virtual Office call flow.

Validation: Local Inventory is ready when a test customer can find an intended DID, order it with the expected price, see it in Virtual Office, and receive an inbound call through it.

DIDAPI Plugins

Use **DIDAPI plugins** when Virtual Office customers should search and order DIDs from an external provider in real time.

Unlike Local Inventory, the number does not need to exist in TeliCore before the customer searches for it. The DIDAPI integration queries the external provider, orders the selected number, and then creates the corresponding DID in TeliCore.

The recommended flow is:

prepare the provider integration with Telinta Support → confirm DIDAPI billing → configure the customer-facing source → test ordering

Important: The **DIDAPI plugins** page does not configure provider credentials. It exposes DIDAPI integrations that have already been prepared for your environment.

Step 1: Prepare the DIDAPI Provider Integration

Before enabling a DIDAPI source in Virtual Office, contact Telinta Support and make sure the required provider integration is ready.

For the provider you want to use:

1. Confirm that Telinta has a supported DIDAPI module for the provider.
2. Provide the required provider credentials to Telinta Support.
3. Complete provider-side IP allowlisting when the provider requires it.
4. Ask Support to enable and configure the DIDAPI module for your environment.
5. Confirm which DID vendor and pricing batches the integration will use when ordered numbers are added to TeliCore.

Note: For the current list of supported DID providers, see the Telinta Knowledge Base article [Can I buy DID numbers from my TeliCore™ web interface?](#). TeliCore root user credentials are required to open the article.

Step 2: Review the DIDAPI Billing Configuration

Before exposing the source to customers, make sure you understand how supplier costs and customer pricing will be created for DIDs ordered through the module.

DIDAPI ordering still relies on TeliCore DID vendor and pricing batches. Telinta Support connects the DIDAPI module to the appropriate backend batch configuration, while you decide the intended billing model.

For many DIDAPI modules, fixed supplier-side activation and recurring costs are defined in the DID vendor batch description using a format similar to:

:monthly/0.50:init/1.00:

In this example, **monthly** represents the recurring supplier cost and **init** represents the activation cost.

If different DID ranges require different costs, prepare the required vendor/pricing batch pairs and confirm with Support which ones the integration should use.

Some DIDAPI integrations can use the actual activation and recurring costs returned by the DID provider instead of fixed costs configured in the DID vendor batch. In this type of setup, Support may configure negative placeholders such as:

`:monthly/-1.00:init/-1.00:`

The negative values instruct the integration to save the provider-returned costs instead of using fixed positive values from the batch description.

Note: Support for provider-returned DID costs depends on the DIDAPI module and its configuration. For example, this functionality can be available for integrations such as **DIDww3** and Commio (**ThinQ**). Before preparing the corresponding vendor and pricing batches, confirm with Telinta Support whether the selected DIDAPI plugin supports this behavior and which batch description format should be used.

Step 3: Configure the DIDAPI Source in Virtual Office

After Support confirms that the module is ready, open:

Virtual Office → **Settings** → **DID numbers** → **DIDAPI plugins**

Add or edit a plugin row and configure it for the customer experience you want to provide:

1. **Plugin** — select the DIDAPI module prepared for your environment.
2. **Title** — enter the name customers should see under **Select number source**. Prefer a descriptive title such as **Search for a US or CA DID number** rather than an internal module name.
3. **Enabled** — enable the source only after the provider integration and billing have been tested.
4. **Countries** — optionally restrict the country list returned by the integration. Leave it empty when all countries returned by the provider should be available.
5. **Wildcard** — enable number-pattern search only when the selected DIDAPI module supports it and you intend to expose that search method.
6. **Subscriptions** — add a source-specific DID subscription only when this source should apply an additional charge or service option. See [Optional: Add DID Subscriptions](#).

The screenshot shows the 'DIDAPI plugins' configuration page. At the top, there are four fields: 'Plugin' (a dropdown menu with 'DIDww3' selected), 'Title' (a text input with 'Search for a DID number'), 'Enabled' (a toggle switch that is turned on), and 'Wildcard' (a toggle switch that is turned on). Below these, there are two sections: 'Countries' and 'Subscriptions'. The 'Countries' section has a text input with 'United States of America' and a close button (X). Below it is a label 'Add countries' followed by a dropdown arrow and a plus button (+). The 'Subscriptions' section has a text input with 'No items selected' and a label 'Add subscriptions' followed by a dropdown arrow and a plus button (+).

Figure 16: Configuring a DIDAPI source

For example, an environment can expose:

- a **ThinQ** source titled **Search for a US or CA DID number**;
- a **DIDww3** source titled **Search for an international DID number**.

The first source can be limited to the intended North American coverage, while the second can expose the countries returned by DIDWW. Enable **Wildcard** only on the source where pattern searching is required and has been tested.

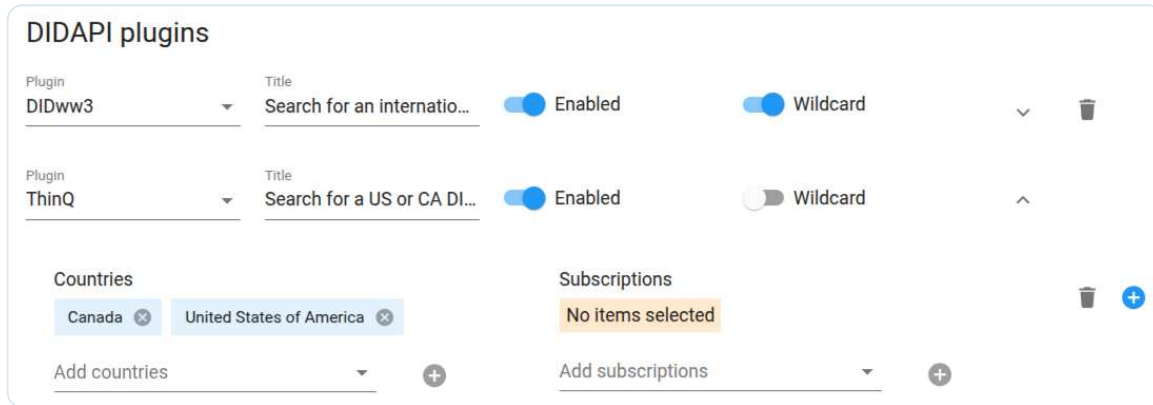


Figure 17: Example DIDAPI sources for US/Canada and international DID ordering

Note: The **Countries** setting only filters the countries returned by the provider integration. It cannot add coverage that the provider does not offer.

Optional: Enable Number Pattern Search

When **Wildcard** is enabled and supported by the DIDAPI module, Virtual Office adds **number pattern search** to the customer's country-selection flow.

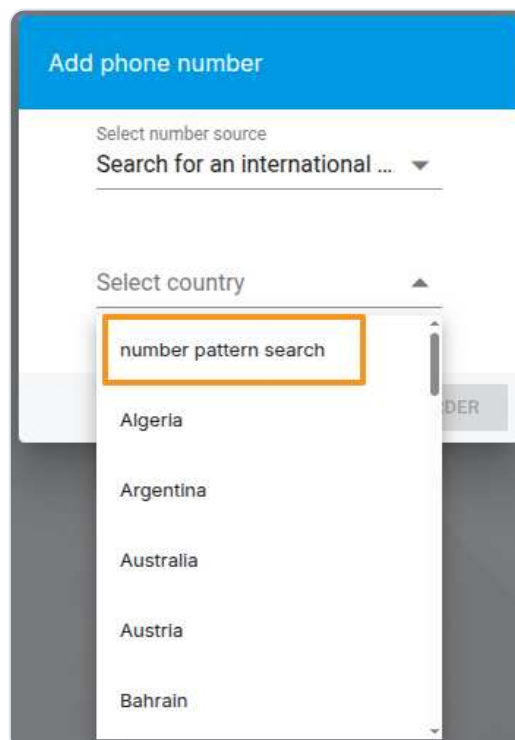


Figure 18: Number pattern search in a DIDAPI source

The customer can then enter a digit pattern instead of browsing by country, state, region, or rate center. The exact search behavior depends on the provider module. For example, some modules use NPA/NXX-style prefixes, while others support a broader number-contains search.

The screenshot shows a web interface titled "Add phone number". It has a blue header bar with the title. Below the header, there are two dropdown menus: "Select number source" with the value "Search for an international ..." and "Select country" with the value "number pattern search". Below these is a text input field labeled "Enter digit pattern *" containing the text "777". To the right of the input field is a blue "SEARCH" button. Below the search field is a section titled "Select phone number" containing a list of radio buttons, each followed by a phone number. The numbers are: (267) 776-2268, (267) 776-2300, (347) 775-3393, (425) 577-7746, (425) 577-7769, (425) 577-7770, (617) 778-2395, (617) 778-2931, (617) 778-5299, (705) 527-7739, and (757) 777-0097. At the bottom right of the form are two buttons: a blue "CANCEL" button and a grey "ORDER" button.

Figure 19: DIDAPI number pattern search results

Important: Enabling **Wildcard** in Virtual Office does not add pattern-search support to the provider module. Enable it only after confirming and testing that capability for the selected plugin.

Step 4: Test DIDAPI Ordering as a Virtual Office Customer

After the plugin is enabled, use a test Virtual Office customer and verify the complete provider order flow.

1. Log in to Virtual Office as the test customer.
2. Open **Add phone number**.
3. Confirm that the DIDAPI **Title** appears together with any Local Inventory sources.
4. Select the DIDAPI source.
5. Select the country and location options offered by the provider, or use **number pattern search** when configured.
6. Select a DID and review the price presented to the customer.
7. Confirm the order.
8. Verify that the number appears in Virtual Office and that the DID account is created in TeliCore.
9. Confirm that the expected product, DID pricing, and any intentional subscriptions are applied.
10. Test an inbound call after the provider has activated and routed the DID.

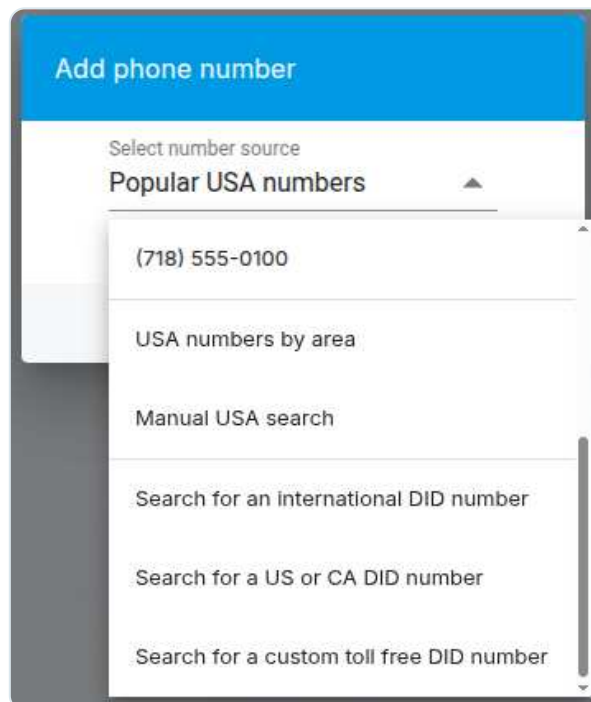


Figure 20: Local Inventory and DIDAPI sources in the customer portal

Validation: DIDAPI is ready when a test customer can open the configured source, obtain usable provider results, order a DID with the expected price, see the number in Virtual Office, and receive calls through the activated DID.

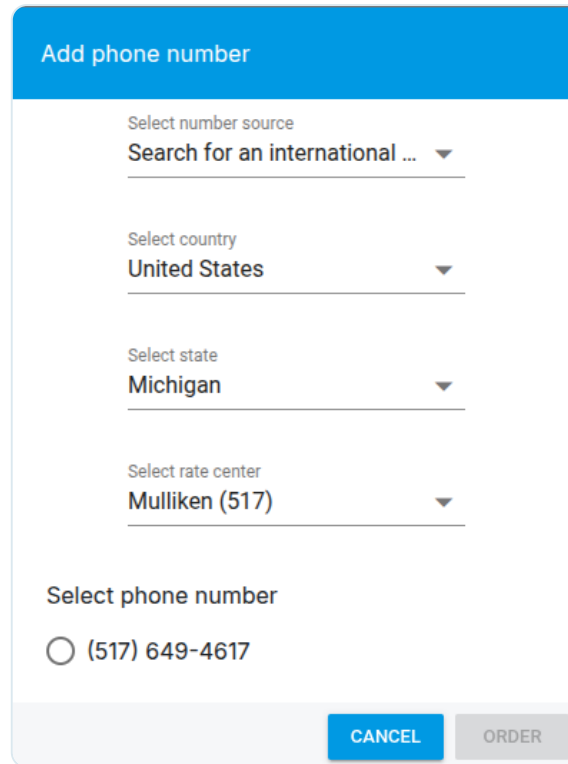


Figure 21: DIDAPI search by country, state, and rate center

Optional: Add DID Subscriptions

DID pricing batches should normally be the primary mechanism for standard DID activation and recurring pricing.

Use DID subscriptions only when you intentionally need an **additional subscription-based charge or service option**.

Virtual Office can apply DID subscriptions at different levels:

- **Virtual Office plan → DID numbers** — use this when every regular DID created under the plan should receive the subscription. The plan also has a separate **Toll-Free DID subscriptions** list for toll-free DIDs.
- **Quick Search Group or Search Group** — use this when only DIDs ordered from that Local Inventory source should receive the subscription.
- **DIDAPI plugin** — use this when only DIDs ordered through that provider source should receive the subscription.

For example, if all regular DIDs should have a standard monthly subscription, add it to the Virtual Office plan. If only international DIDs ordered through one DIDAPI source need an additional fee, add that subscription to the corresponding DIDAPI plugin instead.

The source-specific subscription must match the customer's currency.

Important: Pricing batches and DID subscriptions are additive. If both contain charges, the customer can be charged by both mechanisms. Do not use plan-level and source-level subscriptions to duplicate the standard DID charges already produced by the pricing batch.

Advanced: Toll-Free DIDAPI Ordering

Virtual Office has a special toll-free DIDAPI path. Configure and test regular DID ordering first unless toll-free numbers are part of your initial service offering.

The toll-free source is not configured as a separate row under **DIDAPI plugins**. When DIDAPI is available, Virtual Office can add an option similar to **Search for a custom toll free DID number** to the customer's source list.

In the current flow, this toll-free option is built from the first enabled DIDAPI plugin and sends a toll-free request through that integration.

Important: If you offer toll-free DIDAPI ordering, make sure the first enabled DIDAPI plugin is the integration that should handle toll-free requests. Test the toll-free path after changing the order or availability of DIDAPI plugins.

At the plan level, toll-free DIDs can also use a separate **Toll-Free DID product** and **Toll-Free DID subscriptions** instead of the regular DID product and subscriptions.

For DIDAPI orders, Virtual Office identifies the DID type from the DIDAPI result. For Local Inventory DIDs, the environment's toll-free destination definitions are used to determine whether the number is toll-free.

Final Phone Number Ordering Check

After configuring the phone number sources you intend to offer, use one test Virtual Office customer to verify the complete experience.

Confirm that:

- only the intended Local Inventory and DIDAPI sources are shown;
- source titles make sense to the customer and do not expose unnecessary internal terminology;
- Local Inventory searches use the expected vendor batches and return the intended markets;
- DIDAPI searches return usable provider results;
- the customer sees the expected DID price before confirming the order;
- the DID account is created with the product selected in the Virtual Office plan;
- the intended DID pricing batch is used;
- plan-level or source-specific subscriptions are present only when intentionally configured;
- the ordered number appears in Virtual Office;
- inbound calls reach the customer's Virtual Office call flow.

Success condition: A test customer can select the intended phone number source, order a DID at the expected price, see it in Virtual Office, and receive an inbound call through that number.

Virtual Office Plans

A **Virtual Office plan** defines the service package that a Virtual Office customer receives. It connects the billing and service objects already prepared in TeliCore with the accounts that Virtual Office creates for the customer.

The plan itself does not configure tariffs, DID pricing, conferencing, faxing, or other underlying services. Instead, it answers questions such as:

- Which product should Virtual Office use for the customer's DIDs and extensions?
- Which recurring charges belong to the package as a whole, and which belong to individual DIDs or extensions?
- How many DIDs or extensions are included or allowed?
- Does the package include a usage allowance such as bundled minutes?
- Should some Virtual Office account types use specialized products instead of the default one?
- Which Extras should be included or available to the customer?

The **Quick Start** shows how to create a minimal plan. This chapter focuses on turning that plan into a production service package.

Designing the Service Package

A useful way to design a Virtual Office plan is to think about three billing and service layers.

Customer-level configuration applies to the Virtual Office customer as a whole. This is where you can place the main package subscription, assign a Volume Discount Plan for bundled usage, and define customer-level simultaneous call restrictions.

Account-level configuration applies when Virtual Office creates DID or extension accounts. This layer determines which products these accounts use, whether they receive their own subscriptions, how many are included in the package, and how many the customer may create or order.

Service-specific configuration is used when a feature such as Conference or Email to Fax requires a product that differs from the normal Virtual Office product.

For example, a **Virtual Office Business** package could be designed as follows:

Package component	Example implementation
Base monthly charge	Customer-level Virtual Office Business subscription
100 included US/Canada minutes	Customer-level Volume Discount Plan
First 2 DIDs included	DID subscription + 2 free DID subscriptions
Up to 5 DIDs	DID number order limit of 5
First 5 Employee Extensions included	Employee subscription + 5 free Employee Extensions
Up to 10 Employee Extensions	Employee limit of 10
Additional Employee Extensions	Normal Employee subscription charge
Conference	Dedicated Conference product only if the default product is not suitable

The exact values depend on the service you intend to sell. The important part is deciding **which charge or service belongs to which Virtual Office object** before configuring the plan.

Establishing the Plan Baseline

When you create the plan, define its currency, customer scope, default product, and any customer-level usage package.

For the configuration covered by this guide, use **Administrator only** for **Managed by**. Reseller-specific Virtual Office configuration is outside the scope of this version of the guide.

The plan **Currency** is selected when the plan is created and cannot be changed afterward. Products and other billing objects used by the plan should therefore be prepared for the same currency.

Use **Customer class** when the package should always create customers with a particular Virtual Office customer class. If you leave it as **None**, the administrator can select an otherwise valid customer class when creating the customer.

Use the plan **Description** to summarize the commercial package in terms meaningful to the customer, for example included calling minutes or an Extra that is available for an additional charge.

Package-Level Usage with a Volume Discount Plan

A **Volume Discount Plan** is useful when the package includes usage allowances or volume-based discounts rather than only fixed recurring charges.

For example, if the package includes the first 100 minutes of US and Canada calling and then switches to normal per-minute rates, prepare that allowance in a TeliCore Volume Discount Plan and select it in the Virtual Office plan.

The selected Volume Discount Plan is applied to the Virtual Office customer when the plan is assigned.

Note: The Virtual Office plan only assigns an existing Volume Discount Plan. Prepare its destination groups, thresholds, quotas, or discounts in TeliCore first. To see an example, check [Creating a Service with discount plans](#).

Use the Default Product as the Baseline

The **Default product** is the product Virtual Office falls back to whenever a more specific product is not configured.

This makes it possible to keep a simple plan simple: prepare one product that supports the normal Virtual Office call scenarios, then introduce dedicated products only when a particular type of account needs different services, tariffs, or service features.

Virtual Office resolves products in this order:

Virtual Office account	Product selection
Regular DID	DID product → Default product
Toll-free DID	Toll-free product → DID product → Default product
Employee or Hunt Group extension	Extensions product → Default product
Other Virtual Office extension	Extensions product → Default product
Conference	Conference product → Default product

Virtual Office account	Product selection
Email to Fax	Email to Fax product → Default product
Account types without their own product selector	Default product

This relationship is especially important when you later enable features that require additional services. For example, if Virtual Office DIDs should support SMS, the product ultimately used by those DID accounts must contain the required messaging configuration. See [SMS Messaging](#).

Tip: Start with the default product and add an account-specific product only when there is a concrete service or billing reason to do so. This keeps the plan easier to understand and maintain.

Name *
#VO Default

Description *
Default Virtual Office plan with 100 included minutes for US and Canada calling and per-minute international rates.

Currency
USD - US Dollar

Customer class
Virtual Office Customers

Volume discount plan
USA & Canada Calling - 100 Minu...

Default product *
VO Basic

☒ Default

Figure 22: Example plan with an included calling allowance and a default Virtual Office product

Customer-Level Billing and Call Policy

The **Customer** part of the plan is useful for configuration that belongs to the Virtual Office service as a whole rather than to one DID or extension.

Use **Subscriptions** to assign subscription plans that should apply to every customer using this Virtual Office plan. These subscriptions are applied at the **customer level** when the plan is assigned and are suitable for package-level recurring or activation charges.

For example, a package may include one monthly **Virtual Office Business** subscription at the customer level, while DID and extension subscriptions are configured separately in their corresponding plan sections.

Simultaneous Calls in a Virtual Office Plan

The simultaneous-call values in the plan map to TeliCore's customer-level **Limit Simultaneous Calls** service feature. They should therefore be treated as a call-usage policy rather than simply four independent numeric fields.

TeliCore itself can limit either:

- **all calls**, including calls within the same Centrex/PBX environment; or
- **off-centrex calls only**, allowing internal calls to continue without consuming the limit.

Virtual Office applies the plan's simultaneous-call limits in the **off-centrex** mode. In practice, this means that calls between the customer's internal Virtual Office extensions are not restricted by these plan values, while external calls are.

The screenshot shows a configuration form for a customer. At the top, the title 'Customer' is displayed. Below it, the 'Subscriptions' section contains a dropdown menu with the selected option 'USD - VO customer \$5' and a close button (X). Underneath is a text input field labeled 'Add subscriptions' with a dropdown arrow and a plus button (+). The 'Simultaneous calls limits' section has a numeric input field with the value '10'. The 'Simultaneous incoming calls limits' section has a numeric input field with the value '2'. The 'Simultaneous outgoing calls limits' section has a numeric input field with the value '6'. The 'Simultaneous forwarded calls limits' section has an empty numeric input field.

Figure 23: Example customer-level package charge and external-call limits

You can define one overall external-call ceiling and, when needed, narrower limits for incoming, outgoing, or forwarded calls.

For example, a package might allow:

- up to **10** simultaneous external calls overall;
- no more than **4** outgoing calls at once;
- no more than **2** forwarded calls at once.

Important: The **forwarded calls** limit follows TeliCore forwarding logic. It applies to billable forwarding toward off-net destinations. Forwarding a call to another SIP account does not consume this forwarded-call limit.

TeliCore enforces simultaneous-call limits using information about calls in progress received from the VoIP nodes. The required active-call accounting should therefore be available in the environment for these limits to work reliably.

Note: The Virtual Office plan does not expose TeliCore's choice between **All calls** and **Off-centrex calls only**. Virtual Office uses the off-centrex behavior so that internal Virtual Office calls are not restricted by the package limit.

Building DID Billing into the Plan

DID billing in Virtual Office has several independent layers, and the plan should be used only for the part that belongs to your service package.

The **DID pricing batch** remains the primary mechanism for the DID's customer activation and recurring pricing. It is prepared outside the Virtual Office plan as described in [Phone Number Sources and DID Billing](#).

The plan can then add:

- a product that provides the services required by the DID account;
- an optional account-level subscription charged for each DID;
- separate product or subscription handling for toll-free numbers;
- a package allowance for a number of DID subscriptions;
- a maximum number of DIDs the customer may order in Virtual Office.

Important: DID pricing-batch charges and plan-level DID subscriptions are additive. Do not reproduce the same standard DID charge in both places unless both charges are intentionally part of your billing model.

Using DID Subscriptions for Included and Additional Numbers

A plan-level DID subscription is useful when your commercial package has a per-number service charge in addition to the DID pricing itself.

For example:

- DID pricing batch → supplier/customer DID activation and recurring pricing;
- DID plan subscription → **\$5/month** Virtual Office DID service charge;
- Free DID numbers → first **2** DID subscriptions discounted by 100%;
- DID number order limit → customer may order up to **5** numbers.

With this configuration, the first two qualifying DID accounts receive the plan-level **\$5/month** subscription free of charge. Later DID accounts receive the subscription normally.

Important: Free DID numbers discounts the DID subscriptions configured in the plan. It does not remove activation or recurring charges produced by the DID pricing batch.

The free quantity is applied when qualifying accounts receive their plan subscriptions. If you later reduce that quantity, subscriptions that were already created as free are not retroactively converted into paid subscriptions solely because the plan value changed.

Limiting Customer DID Ordering

Use the DID order limit when the commercial package should restrict how many phone numbers the customer can obtain through Virtual Office. Select **Unlimited** when the package should not impose such a restriction.

This limit applies during normal customer use of the Virtual Office portal. It is not enforced when an administrator opens the customer's Virtual Office using **Login with the administrator role**.

For details about this access method, see [Accessing a Customer's Virtual Office as an Administrator](#).

DID numbers

Product

Use default product

Subscriptions

USD - VO DID \$1

Add subscriptions

Toll-free product

Use default product

Toll-Free subscriptions

No items selected

Add toll-free subscriptions

DID number order limit

5

Free DID numbers

0

Figure 24: Example DID package with included and additional phone numbers

Toll-Free DIDs

If toll-free numbers require different services or billing, assign a dedicated **Toll-free product** and **Toll-Free subscriptions**.

When no dedicated toll-free product is configured, Virtual Office first falls back to the regular DID product and then to the plan's Default product.

A separate toll-free configuration is therefore necessary only when toll-free numbers genuinely require a different product or account-level subscription.

For the sourcing side of toll-free numbers, see [Advanced: Toll-Free DIDAPI Ordering](#).

Building Extension Pricing into the Plan

Virtual Office uses one **Extensions product** for Employee Extensions, Hunt Groups, and other extension accounts. Use a dedicated Extensions product only when these accounts need services or tariffs different from the Default product.

Billing can then be differentiated by extension type through separate subscriptions.

This allows you to create packages such as:

- Employee Extensions charged per seat;
- several Employee Extensions included in the base package;
- Hunt Groups included or charged separately;
- additional Employee Extensions available only up to a defined package limit.

Extensions

Product
Use default product ▾ 

Hunt group subscriptions
USD - VO extension \$0.5 ▾ 
Add hunt group subscriptio... ▾ 

Hunt group limit
3

Free hunt groups
1

Employee subscriptions
USD - VO extension \$0.1 ▾ 
Add employee subscriptions ▾ 

Employee limit
10

Free employee extensions
5

Figure 25: Example extension package with included and additional Employee Extensions and Hunt Groups

For example, a package could use:

- Employee subscription → **\$5/month**;
- Free employee extensions → **5**;
- Employee limit → **10**;
- Hunt Group subscription → **\$3/month**;
- Free hunt groups → **1**;
- Hunt Group limit → **3**.

The first five Employee Extensions and first Hunt Group would receive their respective plan-level subscriptions at a 100% discount. Additional qualifying extensions would receive the normal subscription until the package quantity limit is reached.

Important: The **Free employee extensions** and **Free hunt groups** settings discount only the corresponding plan-level subscriptions. If no subscription is configured for that extension type, the free quantity does not create a separate monetary benefit by itself.

A value of **0** for an Employee or Hunt Group quantity limit means that the plan does not impose that customer-side limit.

As with the DID order limit, these extension quantity limits are not enforced when an administrator opens the customer's Virtual Office using **Login with the administrator role**.

Other Extensions

Virtual Office also creates extension types that are neither Employee Extensions nor Hunt Groups. For example, the Dial-by-Name Directory uses an automatically created Other extension.

Use **Other subscriptions** only if these system or service-related extension accounts should intentionally receive an account-level subscription. In many packages, no additional subscription is needed for them.

Products for Service-Specific Accounts

Some Virtual Office features create their own dedicated account. The plan provides separate product selectors for these cases so that the account does not have to use the same product as normal DIDs or extensions.

Conference

When the **Conference** Extra is enabled, Virtual Office creates the Conference account used by the customer's conference rooms.

Use a dedicated Conference product when the conferencing account requires its own service configuration or tariff. Otherwise, let it use the Default product.

The Conference product selector only offers products that contain the services required by the conferencing account. If the product you expect to use is not available there, verify the product configuration and currency.

Selecting a product in the plan does not prepare or enable the conferencing service itself. For the complete dependency sequence, see **Conference Settings**.

Email to Fax

When **Email to Fax** is enabled, Virtual Office creates the account used to send faxes for the customer.

Use a dedicated product when fax usage should have its own services or rating. Otherwise, the account can use the **Default product**.

This plan setting only determines which prepared product the Email to Fax account uses. It does not enable or configure the underlying fax service. For the complete setup, see [Email to Fax](#).

Before You Configure Extras

At this point, a production plan should have a clear answer to four questions:

1. **What is charged to the customer as the base package?** Use customer subscriptions and, where appropriate, a customer-level Volume Discount Plan.
2. **Which product does each Virtual Office account use?** Start with the Default product and override DID, Extensions, Conference, Email to Fax, or toll-free products only where required.
3. **Which resources are included and which are charged additionally?** Use account-level subscriptions together with the corresponding free quantities.
4. **Which customer-side quantity or call-usage limits are part of the package?** Use DID/extension quantity limits and the customer-level off-centrex simultaneous-call policy where required.

Once those decisions are complete, configure which optional Virtual Office capabilities are included in the plan or available for the customer to enable.

Extras: Global Availability and Billing

Extras are optional Virtual Office capabilities such as Call Recording, Ring In/Out, WebRTC, Email to Fax, Dial Out, Simultaneous Ringing, Individual Number Settings, Conference, and Voicemail Transcription.

Extra configuration has two layers:

1. **Virtual Office** → **Extras** defines whether the Extra is available in the environment and which customer-level subscription is associated with it for each currency.
2. **Virtual Office** → **Plans** → **your plan** → **Extras** defines the Extra's initial state and whether customers assigned to that plan may manage it themselves.

Both layers matter. A plan cannot make an Extra usable if that Extra is not prepared globally.

Prepare an Extra Globally

Open **Virtual Office** → **Extras**.

For each Extra you intend to offer:

1. Enable the Extra.
2. For every customer currency in which you offer the Extra, select the corresponding subscription plan.
3. Save the configuration.

The subscription may contain an activation fee, recurring fee, or a zero fee, depending on your business model.

Important: An Extra must have a subscription assigned for the customer's currency before it can be enabled for that customer. Do not leave **No subscription** for a currency in which customers should be able to use the Extra.

When an Extra is enabled for a customer, its mapped subscription is applied at the **customer level**. When the Extra is disabled, that subscription is discontinued. Some Extras also create, remove, enable, disable, or reset service-specific objects as part of their feature behavior.

This is different from the subscriptions configured directly in the plan:

Subscription location	When it applies
Customer → Subscriptions	Applied to the customer as part of the plan
DID numbers / Extensions subscriptions	Applied to the corresponding DID or extension accounts
Virtual Office → Extras subscription	Applied to the customer only while the corresponding Extra is enabled

Note: An Extra subscription controls the billing and availability for the Extra. It does not replace any product, tariff, IVR, provider integration, or other prerequisite required by the feature itself.

Optional Extra Features 

↓ Name ↗	Enabled ↗
^ Call Recording ✓ Call Recording allows you to record calls. Once this Extra is added, you can enable Call Recording per extension on the Extensions screen. Subscription, AED No subscription Subscription, USD VO Call Recording ▼	
▼ Conference	✓
▼ Dial Out	✓
▼ Email To Fax	✓
▼ Individual Number Settings	✓
▼ Ring In/Out	✓
▼ Simultaneous Ringing	✓
▼ Voicemail Transcription	✓

Figure 26: Global Extra availability and subscription mapping

Configuring Extras in the Plan

After the Extra is prepared globally, open **Virtual Office** → **Plans** → **your plan** → **Extras**.

The two plan fields answer different questions:

Field	What it controls
Extras	Which Extras are enabled when the plan is applied to the customer
Qualified Extras	Which Extras the customer is allowed to enable or disable in the Virtual Office portal

The **Extras** list therefore defines the plan's initial feature package, while **Qualified Extras** controls customer self-service.

Important: **Qualified Extras** has special behavior when the list is empty. If no Extras are added to this field, all globally enabled Extras that are otherwise available for the customer's currency are considered qualified. Once at least one Extra is added to **Qualified Extras**, only the Extras in that list are qualified.

For each Extra:

1. Add it to **Extras** if it should be enabled automatically when the plan is applied.
2. Decide whether customers should be able to manage all otherwise available Extras or only a restricted set.
3. Leave **Qualified Extras** empty to allow customer self-service for all otherwise available Extras.
4. If you need an explicit allow-list, add the customer-manageable Extras to **Qualified Extras**.
5. Save the plan.

The resulting behavior is:

Plan configuration	Initial state	Customer can change it
Extra is in Extras ; Qualified Extras is empty	Enabled	Yes
Extra is not in Extras ; Qualified Extras is empty	Disabled	Yes
Extra is in Extras and in a non-empty Qualified Extras list	Enabled	Yes
Extra is in Extras but omitted from a non-empty Qualified Extras list	Enabled	No
Extra is not in Extras but is in a non-empty Qualified Extras list	Disabled	Yes
Extra is in neither list and Qualified Extras is non-empty	Disabled	No
Extra is disabled globally or has no subscription for the customer's currency	Not usable	No

Note: **Qualified Extras** controls customer self-service. An administrator is not restricted by the customer's Qualified Extras list and can manage customer Extras administratively, provided the Extra is otherwise configured.

Important: Some Extras require additional preparation. Before placing an Extra in a production plan, complete its feature-specific configuration and test it end to end. For example, Conference requires the conferencing service and product configuration; Dial Out requires its IVR, product, and access number; Ring In/Out requires a suitable extension product; and Voicemail Transcription requires the transcription service and billing preparation.

Extras

Extras

Simultaneous Ringing ▾ ×

Individual Number Settings ▾ ×

Add extras ▾ +

Qualified extras

Simultaneous Ringing ▾ ×

Call Recording ▾ ×

Add qualified extras ▾ +

Figure 27: Extras and Qualified Extras in a Virtual Office plan

Changing Extra Configuration Later

The **Extras** list is primarily the set of Extras automatically applied when the plan is assigned to a customer. Editing the plan later does not by itself provide a reliable way to force an existing customer's current Extra state to match the edited list.

Qualified Extras, however, is evaluated as the permission set for customer self-service. Changing it can therefore change which Extras an existing customer assigned to the plan is allowed to manage.

For existing customers, verify the current Extra state after changing plan-level Extra rules and adjust the customer explicitly when required.

Applying or Changing a Plan

When a Virtual Office plan is assigned or changed, Virtual Office uses the plan to apply the relevant customer subscriptions and customer-level settings, update products for the customer's Virtual Office accounts when needed, and apply the Extras included in the new plan.

Because a plan can affect several billing and service layers at once, treat changes to a production plan as service changes rather than cosmetic edits.

Warning: Before changing the plan of an existing production customer, review the new plan's customer subscriptions, DID and extension subscriptions, products, Volume Discount Plan, limits, and enabled Extras. The change can alter both billing and service behavior.

Testing a Virtual Office Plan

After preparing a new production plan, validate it with a test customer in the same currency and customer class that you intend to use in production.

Verify that:

- the expected plan is available when creating the customer;
- selecting the plan selects or permits the intended customer class;
- customer-level subscriptions and the Volume Discount Plan are applied as expected;
- a DID uses the expected product and plan-level subscriptions;
- DID ordering respects the configured order limit;
- free DID or extension quantities discount the intended plan subscriptions without unexpectedly changing other charges;
- Employee Extensions and Hunt Groups use the expected product, subscriptions, and limits;
- any dedicated Conference or Email to Fax product is used when the corresponding Extra is enabled;
- Extras enabled by the plan appear in the expected state;
- customer-manageable Extras match the **Qualified Extras** rules;
- enabling or disabling a customer-manageable Extra applies or discontinues the expected Extra subscription.

Success condition: A customer created with the plan receives the intended baseline products, subscriptions, limits, and enabled Extras, while optional customer-manageable Extras are available only according to the plan's qualification rules.

Additional Configuration Topics

Virtual Office User Access and Permissions

Virtual Office can be accessed by several types of users. In addition to the customer's main login, individual Virtual Office users and extensions can have their own credentials and permissions. Administrators and assigned Representatives can also open a customer's Virtual Office on the customer's behalf.

This section explains the access options that are useful when managing or supporting Virtual Office customers.

Accessing a Customer's Virtual Office as an Administrator

You can open a customer's Virtual Office directly from the Virtual Office administration interface. This is useful when testing a newly created customer, checking how a feature appears in the customer portal, or helping a customer with their configuration.

Open **Virtual Office** → **Customer Management**, select the customer, and click **Open in Virtual Office**.

The screenshot displays the 'VO Documentation' customer management page. At the top right, it shows 'USD' and a checked 'Active' status. The page is divided into several sections: 'MAIN INFORMATION' (Name: VO Documentation, Email: demo@domain.com, Note: DO NOT DELETE), 'PERSONAL INFORMATION' (First name, Last name, Phone: 12125557890), 'LOGIN DETAILS' (Login: vo_docs, Password: masked), 'ACCOUNT SETTINGS' (Plan: Default VirtualOffice..., Customer class: !Demo_US_customers), 'ADDITIONAL SETTINGS' (Pricing batch: vo-demo, Representative: None, Rule: North America, 10 di...), and 'EXTRAS' (Call Recording, Conference, Dial Out, Email To Fax, Individual Number Settings, Ring In/Out, Simultaneous Ringing, Voicemail Transcription). At the bottom, there are buttons for 'OPEN FULL CUSTOMER SETTINGS', 'OPEN IN VIRTUAL OFFICE' (highlighted with an orange box), 'MANAGE DID ACCOUNTS', 'CLOSE', and 'SAVE'. A dropdown menu is open under 'OPEN IN VIRTUAL OFFICE', showing two options: 'Login using the assigned role' and 'Login with the administrator role' (highlighted with an orange box). An orange arrow points from the 'Note' field in the 'MAIN INFORMATION' section to the 'OPEN IN VIRTUAL OFFICE' button.

Figure 28: Login options available from Virtual Office Customer Management

The menu provides two login options:

- **Login using the assigned role** — opens Virtual Office using the self-care role assigned to the customer. Use this option when you want to inspect the customer's portal using their normally assigned access role.
- **Login with the administrator role** — opens the customer's Virtual Office with administrator-level access. Use this option when you need to configure or troubleshoot the customer's service on their behalf.

After the login is completed, Virtual Office opens for the selected customer. The **Inbox** is shown first, and you can navigate through the customer's extensions, settings, phone numbers, billing information, and enabled features according to the access provided by the selected login method.

Important: Administrator-level access may bypass some Virtual Office plan limits. For example, an administrator may be able to add a phone number after the customer's plan limit is reached. Use the customer's normal access when testing plan restrictions.

Accessing Virtual Office from the Full Customer Settings

Virtual Office can also be opened from the customer's regular TeliCore record.

1. Open **Virtual Office** → **Customer Management**.
2. Select the customer and click **Open Full Customer Settings**.
3. Go to **Personal** → **General info** → **Web self-care**.
4. Open the menu next to **Login**.
5. Select **Login to Virtual Office**.

The screenshot displays the TeliCore interface for a customer named "VO Documentation". The breadcrumb trail at the top is "Customer 'VO Documentation' > General info > Web self-care". The interface is divided into three main sections:

- Left Panel (Customer Information):** Includes fields for "Customer name" (VO Documentation), "Business model" (Universal), "Customer class" (!Demo_US_customers), and "Balance control" (Postpaid). It also shows a balance of -3.58533 USD and a credit limit of 200.00 USD. A sidebar menu on the left lists "Accounts", "xDRs", "Personal" (selected), "General info", and "Sites".
- General info (Center Panel):** Contains fields for "First name", "Middle name", "Last name", "Email" (demo@domain.com), and "Contact" information.
- Web self-care (Right Panel):** Features a "Login" dropdown menu with options: "Regular portal", "With an assigned role(Retail)" (checked), "With the default role(Retail)", and "Login to Virtual Office" (highlighted by an orange box and an orange arrow). Below the login options are toggle switches for "Allow access only from trusted IP addresses" and "API token access", and a "Role" dropdown set to "Retail".

Figure 29: Opening Virtual Office from the customer's Web self-care settings

This route is useful when you are already reviewing the customer's full TeliCore configuration and need to continue troubleshooting or configuration in Virtual Office.

Representative Access to Virtual Office

A **Representative** can be assigned to a Virtual Office customer when someone should manage selected customers without receiving regular administrator access to TeliCore.

For example, a support employee or account manager can be configured as a Representative and then assigned to the Virtual Office customers they are responsible for. The same Representative can be assigned to multiple customers.

Before assigning Representatives to Virtual Office customers, prepare an access level that allows them to enter the Virtual Office portal on behalf of their assigned customers.

Preparing the Representative Access Level

Open **My company** → **Access control** → **Access Levels** and create a new access level.

Configure the basic settings:

- **Name:** enter a descriptive name, for example **VO Representative**
- **Type:** **Representative**

Under **Components**, include the standard **Representative** ACL prototype.

Tip: Use the **Filter** field to narrow the list of available components. For example, enter **representative** to quickly find the standard **Representative** ACL prototype.

The screenshot shows the 'Access Levels' configuration page. At the top, the 'Name' field contains 'VO Representative' and the 'Type' dropdown is set to 'Representative'. Below this, the 'Components' tab is active. A 'Filter' field contains the text 'representative'. A list of available components is displayed, with 'Representative' highlighted under the 'ACL prototypes' section. To the right of the list, the 'Include->' button is highlighted with an orange box, and the '<-Remove' button is visible below it.

Figure 30: Including the standard Representative ACL prototype in the VO Representative access level

After including the **Representative** ACL prototype, save the new access level. Once the access level has been created, the **Object/Attribute Permissions** tab becomes available.

Open **Object/Attribute Permissions** and add the following permission:

Setting	Value
Access Type	Read
Allow/Deny	Allow
Object	WebForms.Customers
Attribute	login

This permission makes the customer login action available to the Representative, including the **Login to Virtual Office** option for assigned Virtual Office customers.

Save the access level. Then open the required Representative, go to **Personal** → **Web self-care**, select the newly created access level in the **Access level** field, and save the Representative.

Assigning a Representative to a Customer

After the Representative access level is prepared, assign the Representative to the required Virtual Office customer:

1. Open **Virtual Office** → **Customer Management**.
2. Create a customer or open an existing customer.
3. Under **Additional Settings**, select the required **Representative**.
4. Save the customer.

The screenshot shows a form titled "VO Documentation" with four sections: Main Information, Personal Information, Account Settings, and Additional Settings. The "Additional Settings" section is highlighted with an orange border, and the "Representative" field within it is also highlighted with an orange border. The "Representative" field is a dropdown menu showing "JS - for_john".

Section	Field	Value
MAIN INFORMATION	Name *	VO Documentation
	Email *	demo@domain.com
	Note	DO NOT DELETE
PERSONAL INFORMATION	First name	
	Last name	
	Phone	12125557890
ACCOUNT SETTINGS	Plan *	Default VirtualOffice ...
	Customer class *	!Demo_US_customers
ADDITIONAL SETTINGS	Pricing batch *	vo-demo
	Representative	JS - for_john
	Rule	North America, 10 di...

Figure 31: Assigning a Representative to a Virtual Office customer

After the Representative is assigned, the customer becomes available among the customers that Representative can manage.

Logging In to an Assigned Customer's Virtual Office

Note: Representatives normally access their self-care interface at <https://<mybilling-domain>:8448/>. For example, in the Telinta environment the URL is <https://mybilling.telinta.com:8448/>. Use the **mybilling** domain configured for your environment.

To manage an assigned customer's Virtual Office, the Representative:

1. Logs in to the Representative self-care interface.
2. Opens the assigned customer.
3. Goes to the customer's **Web Self-Care** tab.
4. Clicks **Login to Virtual Office**.

Virtual Office then opens on behalf of that customer, allowing the Representative to manage the customer's Virtual Office configuration.

The screenshot displays the Representative interface for a customer. At the top, there are fields for 'Customer ID' (VO Documentation) and 'Customer Class' (IDemo_US_customers). Below these are 'Balance Control' (Postpaid), 'Balance' (-3.58533 USD), and 'Current Credit Limit' (200.00 USD). A navigation bar contains tabs: 'Invoices & Taxation', 'DIDs', 'Service Configuration', and 'Measured Services'. Under 'Service Configuration', there are sub-tabs: 'Address Info', 'Web Self-Care', 'Additional Info', 'Payment Method', 'Balance & Credits', and 'Custom Fields'. The 'Web Self-Care' tab is active. In this tab, there are fields for 'Login' (vo_docs), 'Password' (masked), 'Access Role' (Retail), 'Time Zone' (Europe/Kyiv), and 'Web Interface Language' (en - English). At the bottom, there is a button labeled 'Login to Virtual Office' which is highlighted with an orange box. An orange arrow points to this button from the right.

Figure 32: Opening an assigned customer's Virtual Office from the Representative interface

Customer-Side Users and Permissions

A Virtual Office customer does not need to share the main customer login with everyone who manages the business phone system.

A customer can create a user with their own login, password, contact information, time zone, and access permissions.

Virtual Office supports separate login access for:

- **Virtual Office users** — additional portal users that do not represent phone extensions;
- **Employee Extensions** — individual extensions that can have their own portal login;
- **Hunt Groups** — if login controls for Hunt Groups are enabled by the Virtual Office administrator.

Virtual Office users are managed under **Settings** → **Users** in the customer portal.

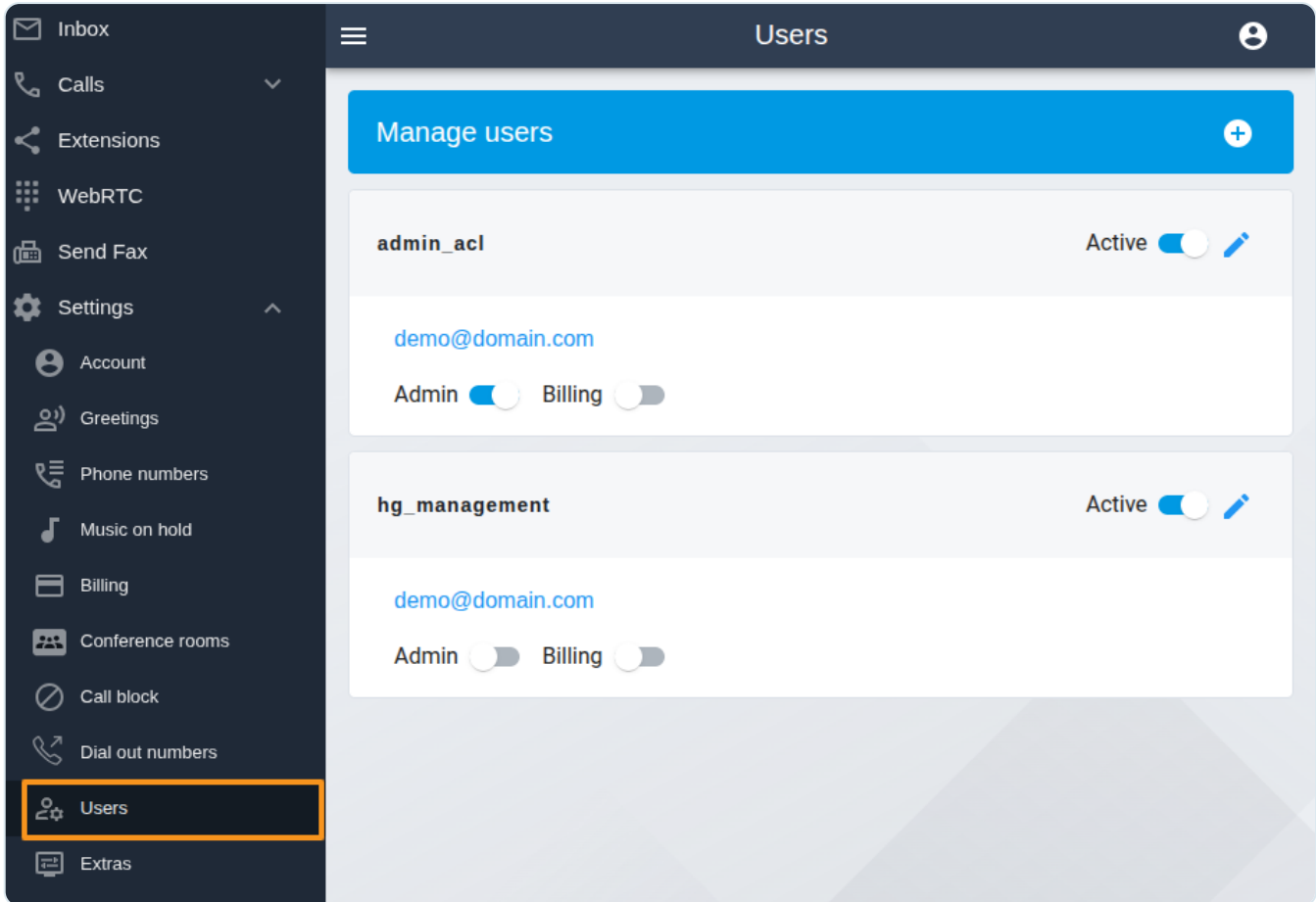


Figure 33: Managing additional users in the Virtual Office portal

Note: Internally, each additional Virtual Office user is represented by a TeliCore account with an ID beginning with **vo-user-**. No separate product configuration is required for these accounts; they use the Virtual Office plan's Default product. Normally, there is no need to manage these internal accounts directly.

Choosing User Permissions

The **Permissions** section determines how much of the customer's Virtual Office the user can manage.

The available controls work together:

Configuration	Access
Admin disabled	The user receives limited access. Select the extensions that the user is allowed to view and manage under Allow access to extensions .
Admin enabled, Billing disabled	The user receives Admin access across the customer's Virtual Office. The extension selection is no longer required.
Admin enabled, Billing enabled	The user receives the highest customer-side access level, including billing functionality.

Figure 34: Configuring permissions for a Virtual Office user

The practical differences are:

Access	Extension access	Manage users and extensions	Settings	Billing
Limited	Only selected extensions	No general add/delete access	No	No
Admin	All extensions	Yes, except granting Billing-level access	Yes	No
Billing	All extensions	Full customer-side management	Yes	Yes

When **Admin** is disabled, use **Allow access to extensions** to choose exactly which extensions the user may manage. Additional extensions can be added with the **Add** button.

When **Admin** is enabled, the extension selection disappears because the user is no longer restricted to individual extensions.

Enable **Billing** only for users who should also have access to the customer's billing information and the ability to grant the highest level of Virtual Office access to other users.

Tip: Use limited access when a user should manage only their own extension or a small group of extensions. Use Admin access for someone responsible for the customer's phone system, and add Billing access only when that person also needs to manage billing-related information.

The same permission model is also used for extensions that have Virtual Office login credentials. For Hunt Groups, the login and permission controls are shown only when **Show 'Login details' for hunt groups** is enabled under the global Virtual Office Extension settings. See [Allowing Hunt Groups to Log In](#).

Configuring Virtual Office Features

Virtual Office global settings define the default behavior and feature-related options used by the Virtual Office portal.

These settings do not replace customer-side configuration. Instead, they define what values are preselected, what service options are available, and how certain Virtual Office features behave when customers start using them.

Tip: After changing global Virtual Office settings, create or update a test Virtual Office customer and verify the behavior in the Virtual Office portal. Some settings affect only newly created entities, such as new conference rooms or newly created extensions.

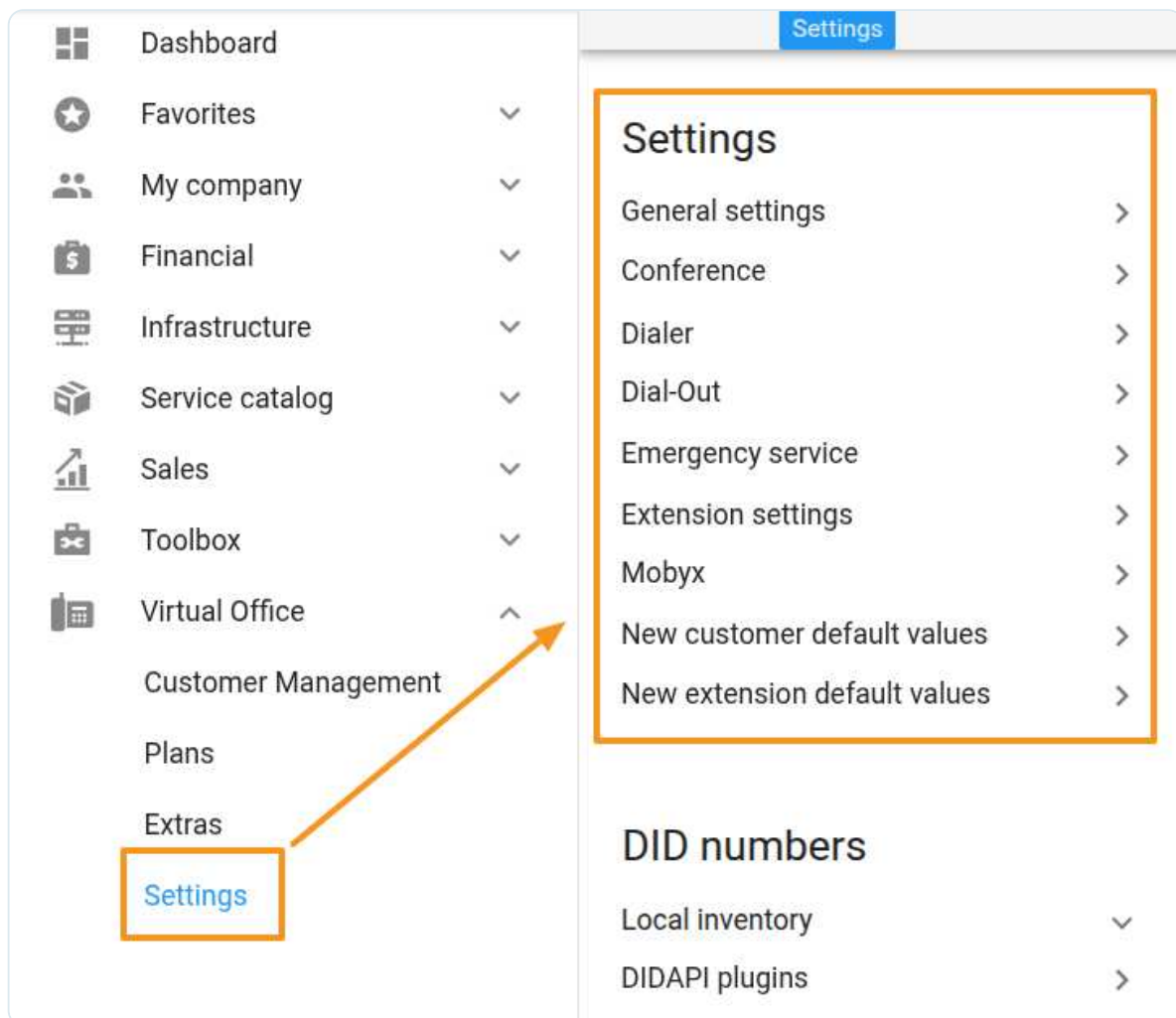


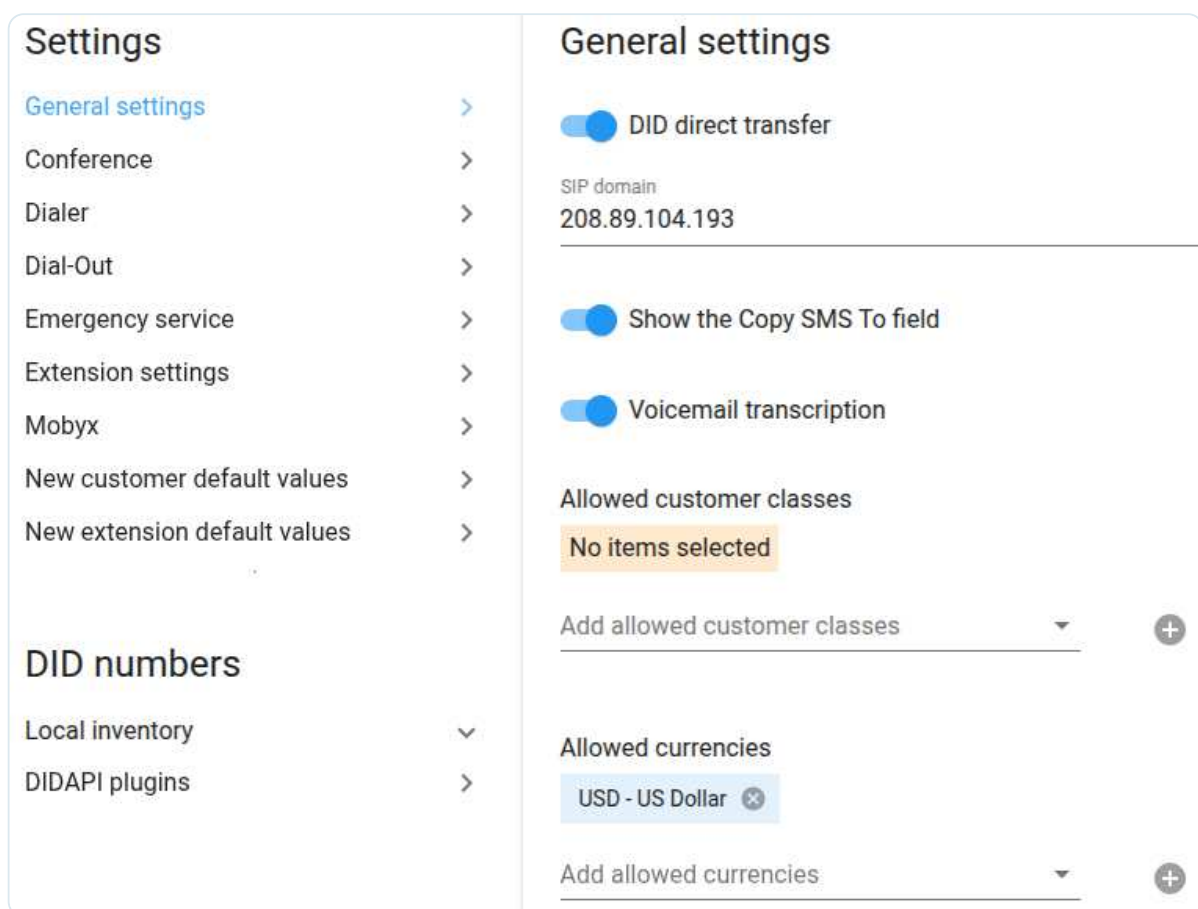
Figure 35: Virtual Office Settings menu

General Settings

The **General settings** page contains environment-wide controls that affect different parts of Virtual Office.

Unlike settings pages such as **Conference** or **Dial-Out**, this page does not configure one specific service. Its settings fall into three main groups:

- **Provisioning behavior** — controls how Virtual Office configures a customer service internally.
- **Service-related portal options** — expose information or functionality after the underlying service is prepared.
- **Administration filters** — limit which customer classes or currencies are available when configuring Virtual Office.



Settings

- General settings >
- Conference >
- Dialer >
- Dial-Out >
- Emergency service >
- Extension settings >
- Mobyx >
- New customer default values >
- New extension default values >

DID numbers

- Local inventory ✓
- DIDAPI plugins >

General settings

☒ DID direct transfer

SIP domain
208.89.104.193

☒ Show the Copy SMS To field

☒ Voicemail transcription

Allowed customer classes
No items selected

Add allowed customer classes ▼ +

Allowed currencies
USD - US Dollar ✕

Add allowed currencies ▼ +

Figure 36: General settings in the Virtual Office admin interface

Important: Some settings on this page only expose a related option in Virtual Office. For example, enabling **Show the Copy SMS to field** or **Voicemail transcription** does not configure the underlying SMS or transcription service. Complete the required service and billing configuration before making these options available to customers.

DID Direct Transfer

DID direct transfer controls how Virtual Office provisions a Phone Number when the customer selects **Transfer to extension** as its call handling mode.

From the customer's perspective, the behavior is the same: the customer selects a destination extension and incoming calls are transferred to it.

What changes is how that transfer is configured in TeliCore:

DID direct transfer	Provisioning behavior
Enabled	Virtual Office configures direct forwarding from the Phone Number account to the selected extension.
Disabled	Virtual Office uses the Phone Number's auto-attendant configuration to perform the transfer.

With the auto-attendant-based method, the **ROOT** menu is configured as inactive and its **Not Active** action transfers the call to the selected destination. This implementation detail normally does not affect how the customer uses Virtual Office.

Note: This setting does not change the customer-facing option. Customers continue to see **Transfer to extension** in the Phone Number settings regardless of which provisioning method is used.

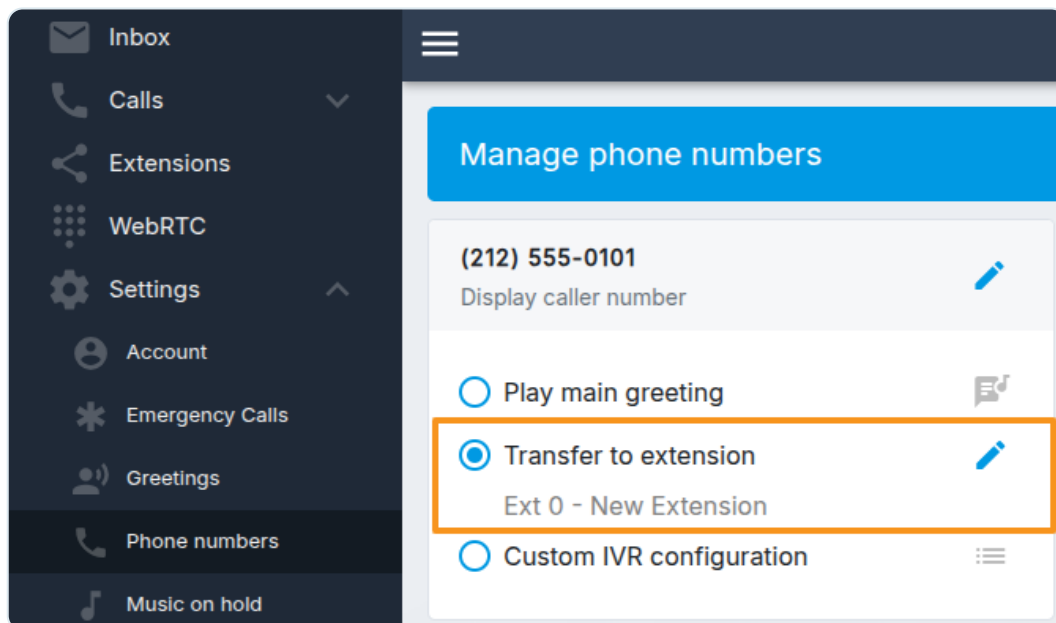


Figure 37: Phone Number configured to transfer calls to an extension in the Virtual Office portal

Use the provisioning method intended for your environment. If you are not sure which method should be used, keep the existing setting and contact Telinta Support before changing it.

SIP Domain

The **SIP domain** setting defines the SIP server address shown to customers in the **SIP Phone** settings of an extension.

This address is mainly needed when customers manually register a physical IP desk phone or third-party softphone. **Mobyx** and **WebRTC** normally handle the connection without requiring the customer to enter the SIP server manually.

The **SIP domain** setting accepts either of the following values:

- **TeliCore PortaSIP IP address** – for direct SIP registration.
- **Custom SIP domain** – to provide customers with a branded SIP server address, such as sip.your-domain.com.

For the complete setup – including the Ring In/Out Extra, extension product, Virtual Office plan, SIP server preparation, SIP Phone configuration, and testing – see [Ring In/Out and SIP Phone Settings](#).

Note: If you need to configure or change this value, follow [Step 4: Configure the SIP Server Address for Manual Registration](#). It explains when to use TeliCore's PortaSIP IP address and when a custom SIP domain requires additional DNS and server-side preparation.

Show the Copy SMS to Field

The **Show the Copy SMS to field** option controls whether customers can see **Copy incoming SMS to** in the settings of their Phone Numbers.

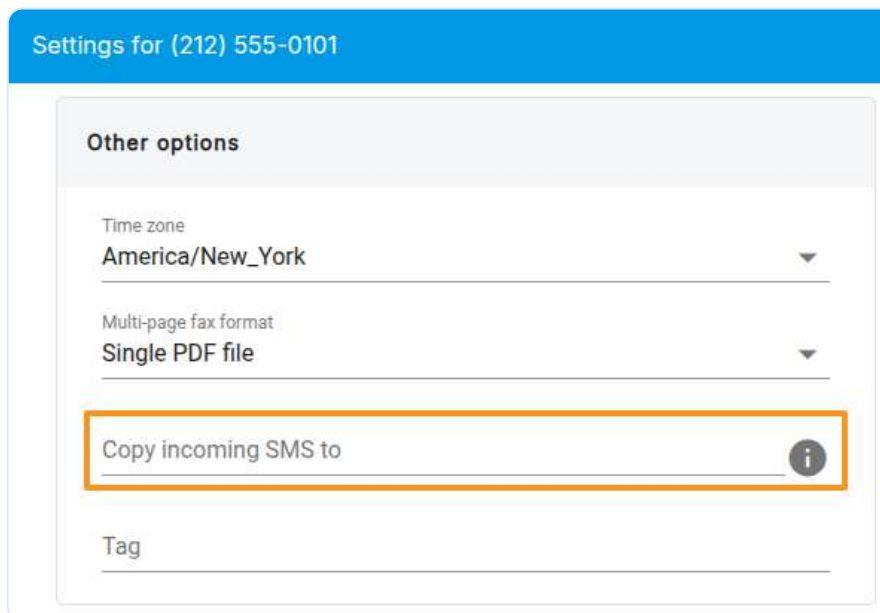


Figure 38: Copy incoming SMS to field in Phone Number settings in the Virtual Office portal

When enabled, customers can use this field to copy SMS messages received by a Virtual Office Phone Number to one or more destinations, such as:

- Virtual Office extensions;
- email addresses;
- external phone numbers, when outgoing SMS is configured.

Important: This setting only shows or hides the **Copy incoming SMS to** field. It does not prepare the underlying SMS service. Before enabling it for customers, complete the SMS configuration required for the messaging scenarios you intend to offer. For incoming and outgoing SMS, messaging between extensions, provider configuration, billing, and optional Email2SMS, see [SMS Messaging](#).

Voicemail Transcription

The **Voicemail transcription** setting makes the Voicemail Transcription feature available in the Virtual Office portal.

When the complete service is configured, customers who are allowed to use the **Voicemail Transcription Extra** can enable it for their extensions and read transcribed voicemail messages in the Virtual Office **Inbox**. Transcriptions can also be delivered by email when voicemail email delivery is configured.

This switch does not configure the underlying transcription service. Before using it, Voicemail to Text must be enabled for your environment with one of Telinta's supported transcription providers, and the required billing, product, and **Voicemail Transcription Extra** configuration must be completed.

For the complete setup, see [Voicemail to Text](#).

Important: Do not enable **Voicemail transcription** for customers until the Voicemail to Text service is fully prepared. Follow the [Voicemail to Text](#) configuration first; that workflow includes the point at which this General setting should be enabled.

Limiting Virtual Office Administration Choices

The last two General settings do not enable customer services. They limit the values available to administrators while configuring Virtual Office.

Use them to keep Virtual Office configuration aligned with the customer classes and currencies that you actually intend to support.

Allowed Customer Classes

Allowed customer classes controls which customer classes are offered when an administrator creates a Virtual Office customer.

If no customer classes are selected, all available customer classes are shown.

If you use a dedicated class such as **Virtual Office Customers**, add only that class here to reduce the chance of assigning an unsuitable customer class.

Before adding a class, make sure it is already prepared for Virtual Office as described in [Step 1: Prepare the Customer Class](#).

Under **Allowed customer classes**, select each class that should be available for Virtual Office customers, add it to the list, and save the General settings.

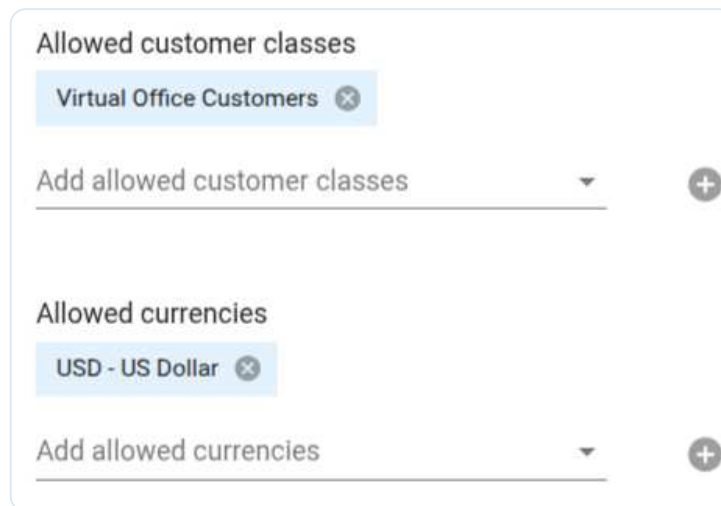
Important: This setting does not prepare a customer class for Virtual Office. It only limits which already prepared classes are available through Virtual Office administration.

Allowed Currencies

The **Allowed currencies** setting limits the currencies available to currency-dependent Virtual Office administration.

Use this setting when you intend to offer Virtual Office only in specific currencies. Before adding a currency, prepare the required products, tariffs, subscription plans, and Extra mappings for that currency.

Under **Allowed currencies**, add each currency that should be supported by Virtual Office and save the General settings.



The screenshot shows two sections within a settings panel. The first section, 'Allowed customer classes', contains a blue pill-shaped button labeled 'Virtual Office Customers' with a close icon (X). Below it is a text input field labeled 'Add allowed customer classes' with a dropdown arrow and a plus icon (+). The second section, 'Allowed currencies', contains a blue pill-shaped button labeled 'USD - US Dollar' with a close icon (X). Below it is a text input field labeled 'Add allowed currencies' with a dropdown arrow and a plus icon (+).

Figure 39: Allowed customer classes and currencies in General settings

Important: This setting affects currency-dependent Virtual Office configuration, including subscription mappings under **Virtual Office** → **Extras**. If a previously configured currency is removed from **Allowed currencies**, its saved Extra subscription mappings may no longer be visible in the form. Adding the currency back makes those mappings visible again.

Conference Settings

The **Conference** feature allows Virtual Office customers to create conference rooms for multi-participant calls. Each room can have its own participant and moderator PINs, capacity and duration limits, announcements, mute behavior, recording settings, and other controls.

Before customers can use Conference, several configuration layers must be ready:

1. The conferencing service must be available in your environment.
2. A TeliCore product must allow the internal Virtual Office conference account to use the conferencing service.
3. The product must be assigned to the Virtual Office plan.
4. The **Conference** Extra must be available to customers.
5. The global Conference settings should define suitable defaults for newly created rooms.

The settings under **Virtual Office** → **Settings** → **Conference** complete the last part of this setup. They do not enable the conferencing service by themselves.

Important: Configure the conferencing service, billing product, Virtual Office plan, and Conference Extra before testing the room defaults described later in this section.

Before You Configure Conference

Virtual Office uses a dedicated internal conference account for each customer. This account holds the conference service configuration used by the customer's Conference Rooms.

The account ID follows the pattern `<i_customer>-vo-conf`, where `<i_customer>` is the internal TeliCore customer ID.

Virtual Office customers do not manage this account directly. Instead, they create and manage individual rooms in the Virtual Office portal under **Settings** → **Conference Rooms**.

The product assigned to the internal conference account comes from the **Conference** section of the customer's Virtual Office plan.

The complete configuration flow is therefore:

Conferencing service → **conferencing product** → **Virtual Office plan** → **Conference Extra** → **Conference defaults** → **customer Conference Room**

Step 1: Confirm the Conferencing Service Is Available

Before configuring Conference in Virtual Office, make sure the underlying conferencing service is already configured in your environment.

This includes the conferencing node, the **CONF** destination, and the vendor-side configuration required to route calls to the conferencing service.

Important: For the complete environment-level setup, see the [Telinta Conferencing User Guide](#).

Note: This chapter assumes that conferencing is already operational. If conferencing has not been configured in your environment, complete the conferencing setup first or contact Telinta Support.

Step 2: Prepare a Product for the Conference Account

Virtual Office creates an internal conference account for the customer. The product assigned to this account must include both:

- **Voice calls**
- **Conferencing**

Both services are required for the product to be available under **Virtual Office** → **Plans** → **Conference**.

Prepare two customer tariffs in the same currency as the Virtual Office plan:

- a **Conferencing** tariff with a rate for the **CONF** destination;
- a **Voice calls** tariff with a rate for the **CONF** destination.

You can use an existing Voice calls tariff if it already contains the required **CONF** rate.

Then prepare a product with these usage charges:

Service	Node	Access code	Tariff
Conferencing	Conferencing node configured for your environment	Not defined	Conferencing tariff
Voice calls	Any node	Not defined	Voice calls tariff containing the CONF rate

Note: The **CONF** destination is intentionally present in both tariffs. The tariffs belong to different services and are used for different parts of the conferencing call flow.

Tip: The conferencing node is environment-specific. Use the conferencing node configured for your environment. If you are unsure which node to select, contact Telinta Support.

Usage charges

Service	Node	Access code	Tariff
Voice calls	Any node	Any code	Virtual Office Voice
Conferencing	TeliCon48	Any code	Conferencing Service

Figure 40: Conferencing and Voice calls usage charges for the Conference product

Step 3: Assign the Conference Product to the Virtual Office Plan

After the product is ready, specify which product should be used by the internal conference account created for customers assigned to the plan.

1. Open **Virtual Office** → **Plans**.
2. Open the required plan.
3. Select **Conference** in the plan settings.
4. In **Product**, select the product prepared for conferencing.
5. Save the plan.

Only products that use the same currency as the Virtual Office plan and include both **Voice calls** and **Conferencing** are available for selection.

You can also select **Use default product**. In this case, the plan's **Default product** must meet the same conferencing requirements described in Step 2: it must include both **Voice calls** and **Conferencing**, with the corresponding tariff and **CONF** configuration.

Tip: A dedicated Conference product makes the configuration easier to identify and troubleshoot: the product selected here is the one used by the customer's internal conference account.

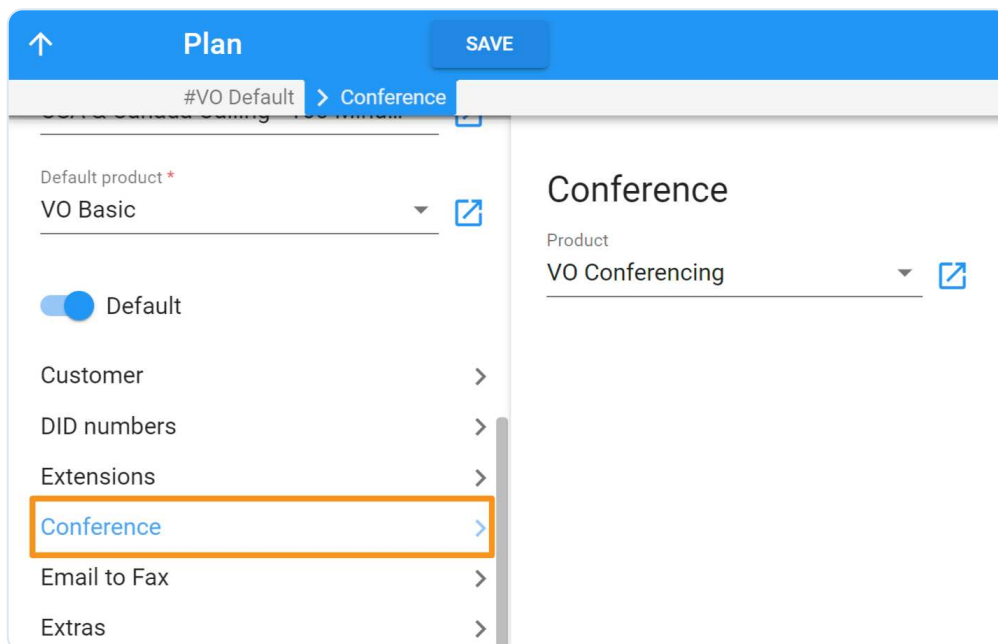


Figure 41: Selecting the product for the internal Virtual Office conference account

Step 4: Enable the Conference Extra

Conference is exposed to Virtual Office customers as an **Extra**.

Prepare a subscription plan for Conference using the same approach described in [Prepare an Extra Globally](#).

The subscription can have an activation fee and recurring fee according to your service pricing. Both fees can also be 0 if Conference should be included without an additional charge. Then:

1. Open **Virtual Office** → **Extras**.
2. Enable **Conference**.
3. Expand its settings.
4. For each supported currency, select the corresponding Conference subscription plan.
5. Save the changes.

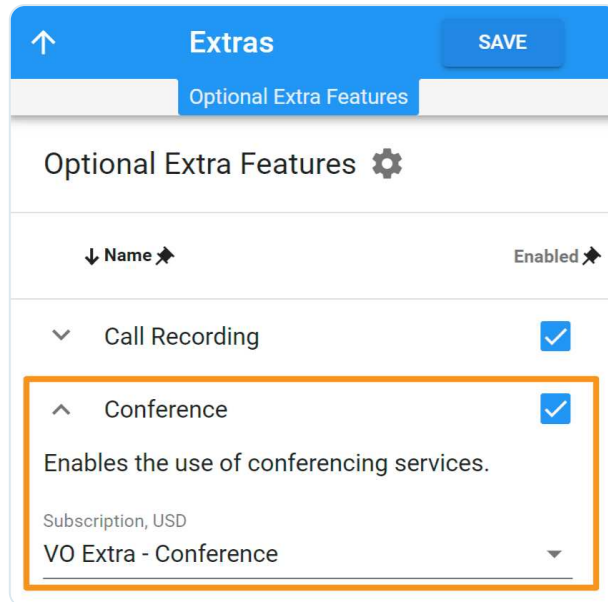


Figure 42: Enabling Conference and assigning its subscription plan

The Virtual Office plan then determines whether Conference is enabled automatically or can be managed by the customer. See [Configuring Extras in the Plan](#) for the plan-level **Extras** and **Qualified Extras** behavior.

Step 5: Configure the Default Conference Room Settings

Once the service itself is ready, configure the values that customers will initially see when they create Conference Rooms.

Open:

Virtual Office → **Settings** → **Conference**

These are **global defaults for newly created Conference Rooms**. A customer can review and change the available room-specific values before saving a room.

Note: Changing these defaults does not update Conference Rooms that customers have already created. The new values are used when a new room is created.

Conference Destination

Conference Destination defines the internal destination used to route calls to the conferencing service. It can also determine which language or customized set of conference audio prompts callers hear.

For the standard conferencing configuration, use:

CONF

For most environments, this value should not be changed.

Conference destinations can include additional parts when a different language or a customized prompt set is configured.

Part	Meaning	Example
CONF	Identifies the conferencing service.	CONF
L	Indicates that a language-specific prompt set should be used.	CONFles
Two-letter language code	Selects the prompt language. For example, es means Spanish and fr means French.	CONFles , CONFLfr
Additional numeric/custom suffix	May be used for an environment-specific customized or branded prompt set. Its exact meaning depends on the prompt configuration installed for the environment.	CONFlen00 , CONFles01

For example:

- **CONF** — uses the standard conference prompts, normally English;
- **CONFles** — uses the Spanish conference prompts;
- **CONFLfr** — uses the French conference prompts;
- **CONFlen00** or **CONFles01** — examples of destinations that may identify customized or branded prompt sets in a particular environment.

Note: Conferencing includes standard prompt sets for several languages, including English, French, German, Italian, Polish, Russian, and Spanish. Additional languages or privately branded conference prompts can also be installed.

Important: Do not copy a custom Conference Destination from an example. Custom languages and branded conference prompts require configuration within our TeliCore platform. Contact support@telinta.com to prepare the required prompts and obtain the exact Conference Destination for your environment.

Announcements

Use the announcement defaults to control what callers initially hear in newly created rooms.

Setting	What it controls
Announce participants join/leave the room	Announces when participants enter or leave the conference room.
Announce Names	Controls whether callers record their name before entering and whether the recorded name is announced.
Announce current number of participants in the room	Tells a caller how many participants are currently present in the conference room.

For **Announce Names**, the customer can select behavior such as:

- **Do not announce name**
- **Announce name with review**
- **Announce name**

These values become the initial choices in the customer's Conference Room form and can be changed for an individual room.

Settings	Conference
General settings >	☒ Announce participants join/leave the room
Conference >	☒ Announce names
Dialer >	☐ Announce current number of participants in the room
Dial-Out >	☐ Close the room after the last participant exits
Emergency service >	Conference destination
Extension settings >	CONF
Mobyx >	Max conference duration
New customer default values >	0
New extension default values >	Max conference participants
	3
	Mute options
	Non-moderators muted by default, cannot unmute ▼
	Record conference room
	Always record ▼
	☒ Play MOH to a single caller
	☒ Wait for moderator

Figure 43: Default Conference Room settings in the Virtual Office admin interface

Access and Room Behavior

Close the room after the last participant exits determines whether a room is automatically blocked after the conference has ended. If enabled, the room cannot be reused until the customer activates or unblocks it again.

Wait for moderator prevents the conference from starting normally until a participant joins using the Moderator PIN.

Play MOH to a single caller determines whether a caller who is alone in the room hears Music On Hold while waiting for another participant.

Conference Limits

Max Conference Duration defines the default maximum conference duration in minutes.

- 0 — no explicit duration limit.
- Positive value – maximum conference duration in minutes.

Max Conference Participants defines the default number of regular participants that can be present in the room.

- 0 — no explicit participant limit.
- Positive value – maximum number of regular participants.

The moderator can still enter the room when the regular participant limit has been reached.

Mute Options

Mute Options defines the default audio permissions for non-moderators.

The available choices are:

- **Participants can mute/unmute themselves**
- **Non-moderators muted by default, can unmute**
- **Non-moderators muted by default, cannot unmute**
- **Non-moderators can listen only**

The customer can change this value for an individual Conference Room when creating or editing it.

Conference Recording

Record conference room defines the initial recording mode for new rooms.

Option	Behavior
Do not record	Conference recording is disabled.
Always record	Recording starts automatically for the conference.
On demand record	Recording can be started when required during the conference.

Note: Conference Room recording is separate from the **Call Recording** Extra used for Employee Extensions and Hunt Groups.

After reviewing the defaults, save the Conference settings.

Testing Conference as a Virtual Office Customer

After completing the configuration, test the complete service with a Virtual Office customer assigned to the configured plan.

1. Log in to the Virtual Office portal as the test customer.
2. Confirm that the **Conference** Extra is available or already enabled according to the plan settings.
3. Open **Settings** → **Conference Rooms** and create a new room.
4. Confirm that the values from **Virtual Office** → **Settings** → **Conference** appear as the initial room settings.
5. Save the room and confirm that it appears both in the **Conference Rooms** list and under **Extensions** → **Other Extensions**.
6. Configure a test Virtual Office phone number to transfer to the Conference Room, or use another available call path to reach the room.
7. Join the room as a regular participant and as a moderator and verify the expected PIN, announcement, waiting, mute, and limit behavior.
8. If conference recording is enabled, make a short test recording and confirm that it is available under **Recorded Conferences**.

A successful test confirms the complete path:

Conference Extra → **Virtual Office plan** → **internal conference account/product** → **CONF**
conferencing service → **Conference Room** → **participant call**

Dialer Settings

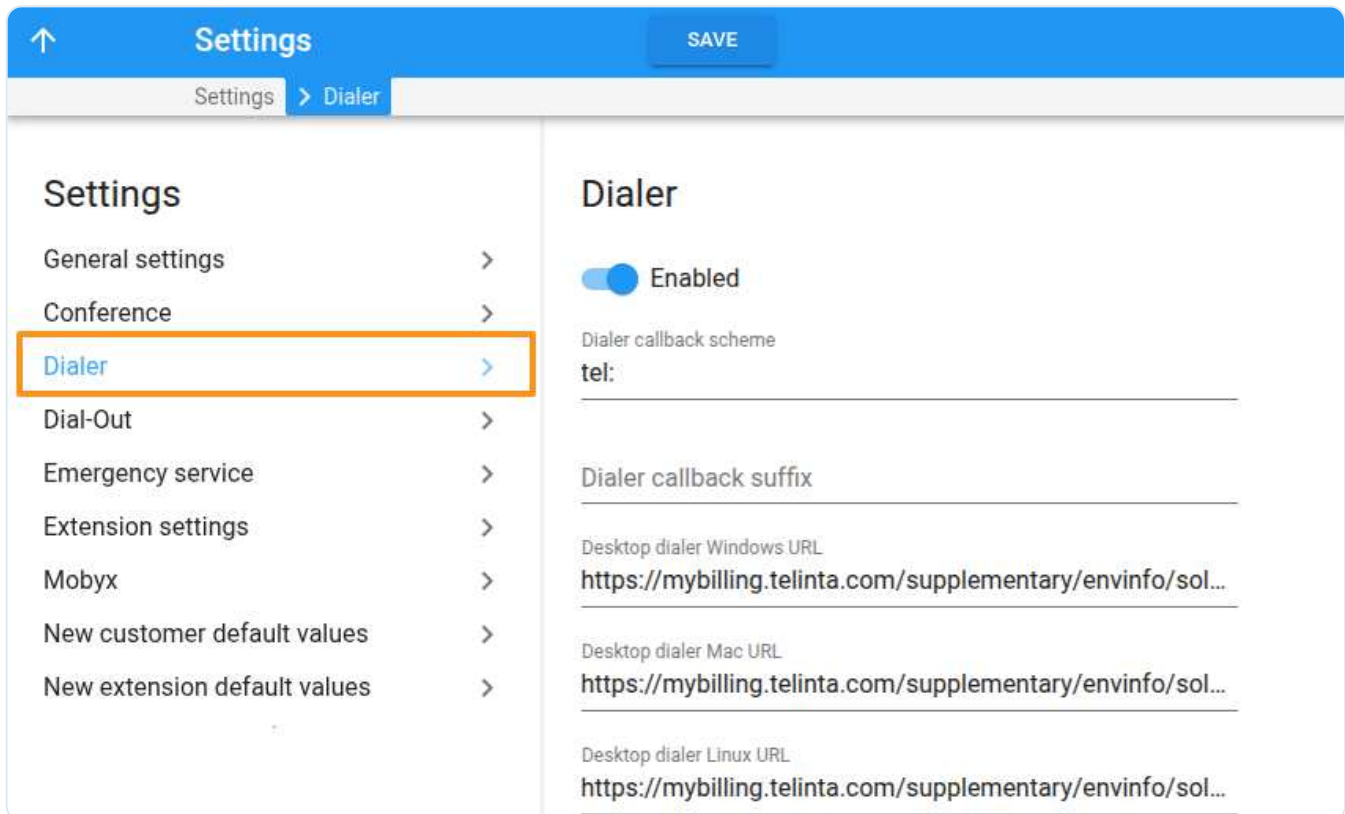
The **Dialer** settings control how Virtual Office integrates with desktop softphone applications.

From the Virtual Office customer's perspective, these settings affect two areas:

- the desktop application download buttons shown in the extension's **SIP Phone** settings;
- the **Call Back** action available from call-related information, such as call details and voicemail messages.

The desktop download links let users install the **Telinta Desktop Softphone** for Windows, macOS, or Linux. The callback settings define how Virtual Office can pass a destination number to a desktop application when the built-in WebRTC dialer is not available.

Important: The Dialer callback settings are not used when WebRTC is available to the Virtual Office user. In that case, selecting **Call Back** invokes the built-in WebRTC dialer. The external callback scheme and suffix are used only when WebRTC is unavailable.



The screenshot displays the 'Settings' page in the Virtual Office admin interface. The 'Dialer' tab is selected in the left sidebar. The main content area shows the 'Dialer' settings. A toggle switch for 'Enabled' is turned on. Below it, the 'Dialer callback scheme' is set to 'tel:'. The 'Dialer callback suffix' field is empty. Three fields for desktop dialer URLs are provided: 'Desktop dialer Windows URL', 'Desktop dialer Mac URL', and 'Desktop dialer Linux URL'. All three fields contain the URL 'https://mybilling.telinta.com/supplementary/envinfo/sol...'. A 'SAVE' button is located at the top right of the settings area.

Figure 44: Dialer settings in the Virtual Office admin interface

Before You Configure Dialer

The desktop softphone must be used with an extension that can register as a SIP phone.

Before configuring the Dialer page, make sure the **Ring In/Out** Extra is prepared and that customers can enable the **SIP Phone** service for their extensions. For the Quick Start calling package, enable Dialer and populate the relevant desktop URLs here **before** returning to **Virtual Office** → **Extras** to enable WebRTC. If WebRTC is missing from the global Extras list, check that the Dialer configuration has been saved.

Note: For the complete prerequisite setup, see [Showing the SIP Phone Section in the Virtual Office Portal](#).

Once these prerequisites are ready, the customer's **SIP Phone** section can display the desktop application download buttons and the credentials required to register the extension.

Android and iOS application links are configured separately under [Mobyx Settings](#).

Step 1: Get the Desktop Softphone Download URLs

Before entering the desktop URLs in the Dialer settings, copy them from the **Solutions** page in TeliCore.

Open **My company** → **Solutions**. The page normally provides separate packages for:

- **Desktop Softphone for Windows**
- **Desktop Softphone for MacOS**
- **Desktop Softphone for Linux**

Each package has a download button in the **URL** column.

Our Solutions	
Name	URL
Audio broadcast	
Click2call	
Rate calculator	
SOAP Signup	
Mobile Mobyx In-App Signup	
SIP ALG Detector	
Desktop Softphone for Windows	
Desktop Softphone for MacOS	
Desktop Softphone for Linux	

Figure 45: Desktop Softphone packages available under *My company* → *Solutions*

For each operating system you want to offer:

1. Right-click the download button in the **URL** column.
2. Select **Copy link address**, **Copy link**, or the equivalent command provided by your browser.
3. Keep the copied URL for the corresponding Dialer setting.

The URLs normally use your TeliCore domain followed by the path to the prepared solution package. Typical examples are:

Operating System	Example URL
Windows	<a href="https://<your-domain>/supplementary/envinfo/solutions/Mobyx.exe">https://<your-domain>/supplementary/envinfo/solutions/Mobyx.exe
macOS	<a href="https://<your-domain>/supplementary/envinfo/solutions/Mobyx.dmg">https://<your-domain>/supplementary/envinfo/solutions/Mobyx.dmg
Linux	<a href="https://<your-domain>/supplementary/envinfo/solutions/Mobyx.deb">https://<your-domain>/supplementary/envinfo/solutions/Mobyx.deb

Replace **<your-domain>** with your TeliCore domain.

Tip: Copy the link from the download button instead of constructing the URL manually. This ensures that you use the installer path currently provided by your TeliCore environment.

Step 2: Enable Dialer and Configure the Desktop Download Links

Open **Virtual Office** → **Settings** → **Dialer** and enable **Dialer**.

Paste the URLs copied from **My company** → **Solutions** into the corresponding fields:

- **Desktop dialer Windows URL** – use the Windows Desktop Softphone URL.
- **Desktop dialer Mac URL** – use the MacOS Desktop Softphone URL.
- **Desktop dialer Linux URL** – use the Linux Desktop Softphone URL.

Configure only the operating systems you want to offer to Virtual Office users. If a package should not be available, leave its URL field empty.

These settings control the desktop download buttons shown in the customer's **SIP Phone** section.

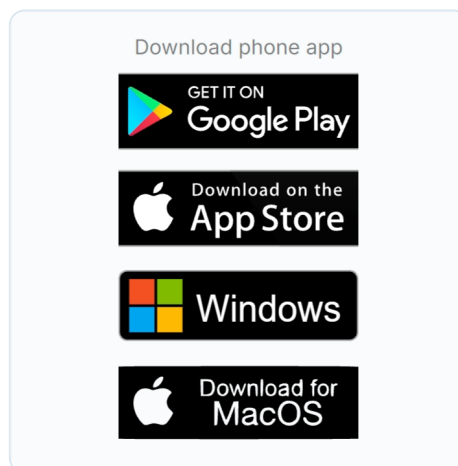


Figure 46: Phone application download buttons available to a Virtual Office user

The Android and iOS buttons shown in the same panel are controlled separately by the application URLs under **Mobyx Settings**.

Step 3: Configure the Desktop Call Back Behavior

Virtual Office provides a **Call Back** action for call-related information such as call details and voicemail messages.

How this action is handled depends on whether the Virtual Office WebRTC service is available to the user:

- If **WebRTC** is available, Virtual Office sends the destination directly to the built-in WebRTC dialer. The **Dialer callback scheme** and **Dialer callback suffix** are not used.
- If WebRTC is unavailable, Virtual Office creates a callback URI and passes it through the browser and operating system to an external application.

For the standard Telinta Desktop Softphone configuration, use:

Setting	Value
Dialer callback scheme	tel:
Dialer callback suffix	Leave empty

With these values, a destination such as **12125550100** is passed using a URI similar to:

tel://12125550100

The operating system then opens the application registered to handle the configured URI scheme. When the **Telinta Desktop Softphone** is registered as the handler for **tel** links, the destination is opened in the softphone.

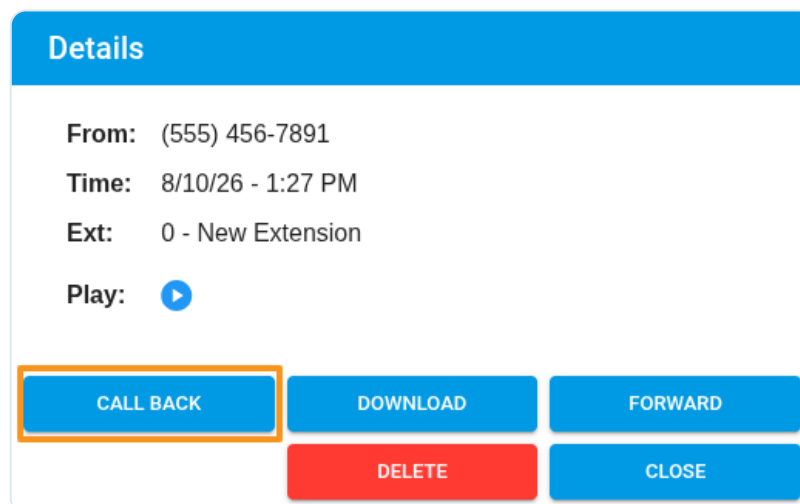


Figure 47: Call Back action available to a Virtual Office user

Note: The application associated with a URI scheme is controlled by the user's operating system. If another application is registered as the default handler for **tel** links, that application may open instead of the Telinta Desktop Softphone.

The Telinta Desktop Softphone can handle **tel:**, **sip:**, **webrtc:**, and **mobyx:** callback schemes. For the standard desktop configuration, use **tel:** unless another scheme is specifically required for your environment.

Tip: On mobile devices, Virtual Office can use the Mobyx-specific callback settings instead of the regular Dialer callback settings. See [Review the Mobile Call Back Behavior](#) for the mobile configuration.

Optional Dialer Callback Suffix

The **Dialer callback suffix** is needed only when the application receiving the callback URI expects additional information after the destination number.

Virtual Office builds the external callback URI in the following form:

`<scheme>://<destination><suffix>`

For example, with the standard configuration and no suffix:

`tel://12125550100`

If another supported application requires an additional URI parameter, enter the required value in **Dialer callback suffix**. Virtual Office only appends this value to the URI; the receiving application determines what the parameter means and how it is handled.

Important: For the standard Telinta Desktop Softphone configuration, leave **Dialer callback suffix** empty. Configure a suffix only when its required format and behavior have been confirmed for the application used in your environment.

Saving and Testing the Dialer Configuration

After configuring the required values, click **Save**, then validate the setup with a test Virtual Office customer.

First, test the desktop application download flow:

1. Make sure **Ring In/Out** is enabled, then open an extension where the **SIP Phone** service is available and enable it.
2. Confirm that the **SIP Phone** section shows the expected desktop download buttons.
3. Open each configured desktop download link and confirm that it downloads the correct installer.

Then test the **Call Back** behavior:

1. Open a call or voicemail record that provides the **Call Back** action.
2. If WebRTC is available for the user, select **Call Back** and confirm that the destination is passed to the built-in WebRTC dialer.
3. To test the external desktop callback path, use a test configuration where WebRTC is unavailable.
4. Select **Call Back** and confirm that the Telinta Desktop Softphone, or the intended application registered for the configured scheme, opens with the correct destination.

Validation: The Dialer configuration is ready when the expected desktop application download buttons are available to a SIP Phone extension, the installers open correctly, and the Call Back action follows the expected path: WebRTC when it is available, or the configured external desktop application when WebRTC is unavailable.

Dial-Out Settings

The **Dial-Out** feature allows a Virtual Office user to place a business call from an external phone, such as a mobile phone, while presenting one of the customer's Virtual Office phone numbers as the Caller ID. This enables the user to maintain privacy for their personal phone number, while presenting the business DID as the Caller ID for outbound calls.

The user does not call the destination directly. Instead, the user first calls a shared **Dial-Out access number**. The system identifies the registered caller ID of the phone used to call the access number, prompts the user for the destination number they want to call, and then places the outbound call through Virtual Office.

Tip: The Dial-Out access number is normally a DID number configured by the service provider specifically for this purpose. It is not one of the customer's own Virtual Office phone numbers. The same access number can be used by multiple Virtual Office customers. Its configuration is described later in this section.

For example, a Virtual Office user can register a home or mobile phone number for Dial-Out, call the shared access number from that phone, enter the destination they wish to call, and have the recipient see the company's Virtual Office number as the Caller ID instead of the user's personal phone number.

Important: The setting under **Virtual Office** → **Settings** → **Dial-Out** only controls the instructions displayed to customers. The Dial-Out service itself also requires an IVR, a shared access number, appropriate product and tariff configuration, and the **Dial Out Extra**.

Dial-Out String

The **Dial-Out String** is the only setting configured directly under **Virtual Office** → **Settings** → **Dial-Out**.

It defines the instructions displayed to customers on the **Dial out numbers** page in the Virtual Office portal. Use it to tell customers which access number to call and what to do after the call is connected.

You can find this setting under **Virtual Office** → **Settings** → **Dial-Out**. The final value should be entered after the shared Dial-Out access number is configured, as described in [Step 6: Add the Access Number to the Dial-Out String](#).

Settings	Dial-Out
General settings >	Dial-Out string
Conference >	To call out please dial the access number and then dial th...
Dialer >	
Dial-Out >	

Figure 48: Dial-Out String in the Virtual Office admin settings

For example:

To call out, please dial the access number and then enter the destination number.

Access number: (555) 555-1234

Note: Basic HTML can be used in this field. For example, `<br/>` can be used to insert a line break between the instructions and the access number.

Preparing the Dial-Out Service

Before entering the Dial-Out String and making the feature available to customers, prepare the underlying service in the following order:

1. Verify or create the **Dial-Out IVR**.
2. Prepare the tariff and product for the shared Dial-Out access number.
3. Configure a shared DID access number and route it to the Dial-Out IVR.
4. Update the Virtual Office plan's default product so that Dial-Out accounts can use the Dial-Out IVR and place calls to the required destinations.
5. Enable and configure the **Dial Out Extra**.
6. Enter the shared access number in the **Dial-Out String**.
7. Test the complete flow with a Virtual Office customer.

The following sections describe these steps in more detail.

Step 1: Verify the Dial-Out IVR

Dial-Out depends on a special IVR of the type **Prepaid calling**.

Contact Support and ask them to:

- verify that the required Dial-Out IVR exists in your environment;
- configure it if it is not already available;
- provide the IVR entry point that should be used for Dial-Out.

For example, a Dial-Out IVR entry point may be configured as ***23**.

Important: ***23** is only an example. Use the Dial-Out IVR entry point configured for your environment.

You will need this value for the shared access number and Virtual Office default product.

Step 2: Prepare the Product and Tariff for the Access Number

The Dial-Out access number must be able to receive an incoming call and forward it to the Dial-Out IVR.

Create or select a tariff that supports the required call flow, and then assign that tariff to a product with the **Voice calls** service. A typical usage charge for the product assigned to the shared access number is:

Service	Node	Access code	Tariff
Voice calls	Any node	Leave empty	Tariff with rates for INCOMING and UM , typically configured with the required free or service-specific rates

Save the product after the usage charge is configured.

Step 3: Configure the Shared Dial-Out Access Number

The Dial-Out access number can be a DID that you obtain from your own DID provider and use as the public entry point to the Dial-Out service.

It does not need to belong to a Virtual Office end-user customer. A practical configuration is to keep this DID under a dedicated technical customer in TeliCore, because the same access number can serve all Virtual Office customers.

Configure the DID so that incoming calls are forwarded to the Dial-Out IVR entry point obtained from Support.

For example:

Setting	Example
Access number	(555) 555-1234
DID mode	Forward only
Forward to	*23
Product	Product prepared for the Dial-Out access number

Note: The public DID and the IVR entry point are different values. Customers call the DID, such as (555) 555-1234. TeliCore then forwards that call internally to the Dial-Out IVR entry point, such as *23.

Step 4: Update the Virtual Office Default Product

The second product involved in Dial-Out is the **default product assigned to the Virtual Office plan**.

This is important because Virtual Office does not provide a separate product setting for customer Dial-Out accounts. When a customer registers a calling number for Dial-Out, Virtual Office creates a special Dial-Out account under that customer and assigns the **Virtual Office plan's default product** to it.

When the Dial-Out IVR places a call to the destination entered by the user, that call is authorized using the special Dial-Out account and the Dial-Out IVR access code. Therefore, the plan's default product must contain a **Voice calls** usage charge for that access code.

For example, if the Dial-Out IVR uses *23, configure the following usage charge in the product used as the plan's default product:

Service	Node	Access code	Tariff
Voice calls	Any node	*23	Tariff containing a rate for UM and rates for destinations that users are allowed to call through Dial-Out

Usage charges			
Service Voice calls	Node Any node	Access code Any code	Tariff VO Tariff Basic
Service Voice calls	Node Any node	Access code *23	Tariff VO Tariff Basic

Figure 49: Voice calls usage charge for the Dial-Out IVR access code in the Virtual Office Default product

The tariff assigned to this usage charge must include the special **UM** destination so the Dial-Out account can use TeliCore's PortaUM IVR. It must also contain rates for the actual destinations that users may enter. For example, if Dial-Out users should be able to call PSTN destinations, add the corresponding destination rates to this tariff. For an on-net test, make sure the tariff contains a rate that matches the test destination.

Important: Do not configure a separate Dial-Out product in the Virtual Office plan – there is no separate product field for this feature. The special Dial-Out accounts created for registered calling numbers use the plan's **Default product**.

Note: Successfully reaching the Dial-Out IVR does not by itself confirm that outbound Dial-Out calls are configured correctly. The IVR access and the call to the destination involve separate authorization stages. When the IVR originates the destination call, TeliCore uses the Dial-Out access code, such as ***23**, together with the actual destination entered by the user. The tariff selected for that access code must therefore contain a matching rate for the destination.

This means the two product configurations serve different parts of the call flow:

Product	Purpose
Product assigned to the shared access DID	Accepts the incoming call to the public access number and allows it to be forwarded to the Dial-Out IVR.
Virtual Office plan Default product	Is assigned to the customer's special Dial-Out accounts and provides the tariff used when the Dial-Out IVR places calls to destinations entered by users.

Step 5: Enable the Dial Out Extra

After the IVR, access number, and products are ready, make the feature available to Virtual Office customers.

Before enabling the Extra, make sure the required Dial Out subscription plan already exists for each currency you will offer, or create it first.

1. Open **Virtual Office** → **Extras**.
2. Enable **Dial Out**.
3. Assign the appropriate subscription plan for each supported currency.
4. Save the changes.
5. Make sure the Extra is enabled or qualified as required in the corresponding Virtual Office plan.

Tip: Configure and test the underlying Dial-Out service before exposing the Extra to production customers. The Extra can appear in the customer portal even if the IVR or access-number routing is not yet ready.

Step 6: Add the Access Number to the Dial-Out String

Return to **Virtual Office** → **Settings** → **Dial-Out** and make sure the **Dial-Out String** contains the same public access number configured earlier.

For example:

```
To call out, please dial the access number and then enter the destination  
number.<br />  
Access number: (555) 555-1234
```

This is the number that Virtual Office customers will see and call when using Dial-Out.

Testing Dial-Out as a Virtual Office Customer

After the Dial-Out configuration is complete, test the feature from the same perspective as a Virtual Office customer. This verifies not only the shared access number and IVR, but also the customer's Dial-Out account, Caller ID, and outbound call routing.

Use a test Virtual Office customer whose plan has the **Dial Out** Extra available and whose **Default product** contains the Dial-Out configuration described earlier.

To test Dial-Out:

1. Log in to the Virtual Office portal as the test customer.
2. Open **Settings** → **Dial Out Numbers**.
3. Verify that the instructions configured in **Dial-Out String** are displayed and that they contain the correct shared access number.
4. Click the **Add** button and register a phone number that you can use for the test.
5. Configure the Dial-Out number:
 - **Calling from** – enter the external phone number you will use to call the shared access number.
 - **Nickname** – enter a recognizable description for the test number.
 - **Show number as** – select one of the customer's Virtual Office phone numbers. This is the Caller ID that should be presented to the destination.
 - **Active** – enable the number.
6. Save the configuration.

After the number is saved, you can also verify the result from TeliCore. Open the test Virtual Office customer and review its accounts. A special Dial-Out account should be created for the registered calling number. Its account ID normally uses the format **a** followed by the external phone number. For example,

if the registered number is **15552331118**, the account may appear as **a15552331118**. This account uses the **Default product** configured in the customer's Virtual Office plan.

Manage dial out numbers

To call out, please dial the access number and then enter the destination number.
Access number: 11223345678

(401) 555-4165
John's cell

Edit dial-out number details

Calling from *
14015554165

Nickname *
John's cell

Show number as *
(212) 555-0101

Active ☒

DELETE **CLOSE** **SAVE**

Figure 50: Dial-Out instructions and registered calling numbers in the Virtual Office portal

Tip: Checking the created Dial-Out account in TeliCore is a useful troubleshooting step. If the shared access number reaches the Dial-Out IVR but the call to the entered destination does not complete, verify that the account uses the expected Virtual Office ****Default product****. Then check that the product contains a ****Voice calls**** usage charge for the Dial-Out access code, such as **`\*23`**, and that its tariff contains both the required **`UM`** rate and a rate matching the destination being tested.

Now test the complete call flow:

1. From the phone number registered under **Calling from**, dial the shared Dial-Out access number.
2. Wait for the Dial-Out IVR prompt.
3. Enter a destination number that you can answer.
4. Confirm that the destination phone rings.
5. Check the Caller ID shown on the destination phone. It should be the Virtual Office number selected under **Show number as**, not the external phone used to initiate the call.
6. Answer the call and confirm that two-way audio works.

Finally, open **Calls** → **Dial Out** in the Virtual Office portal and confirm that the test call appears in the Dial-Out call history.

Validation: Dial-Out is working correctly when the registered phone can call the shared access number, the IVR accepts the destination, the outbound call is completed, the selected Virtual Office number is presented as Caller ID, and the call appears in the customer's Dial-Out history.

Emergency Settings

The **Emergency** settings make emergency calling configuration available to Virtual Office customers.

Emergency calling depends on a third-party Emergency Services provider. The provider delivers emergency calls to the appropriate emergency response center and associates the caller's Phone Number with the registered physical location.

Virtual Office does not configure the Emergency Services provider itself. The provider integration and the required TeliCore emergency calling configuration must be prepared before the feature is made available to customers.

Important: Emergency Services are provided by third parties, not by Telinta. You are responsible for establishing the service with your Emergency Services provider and meeting any regulatory and service requirements that apply where you offer emergency calling. Please contact Telinta Support for a list of integrated Emergency Services providers.

Although the platform commonly uses the term **E911**, emergency calling is not limited to the US **911** number. The actual emergency number and service requirements may vary by country and Emergency Services provider.

Preparing the Emergency Calling Service

Before enabling Emergency Calls in Virtual Office, select an Emergency Services provider and prepare the underlying service.

Use the following Knowledge Base articles as the starting point. **TeliCore root user credentials are required to access these articles.**

Article	Direct link
E911 service providers	https://util.telinta.com/link?4446355
E911 Setup	https://util.telinta.com/link?5667475

The **E911 service providers** article contains the current list of providers integrated with the Telinta platform. The **E911 Setup** article describes the TeliCore configuration required for emergency calling.

Before opening a Support Ticket:

- choose an Emergency Services provider and establish an account with them;
- obtain the API credentials and other integration information supplied by the provider;
- review the E911 Setup article so that you are familiar with the required TeliCore configuration;
- prepare the Virtual Office custom field described below.

Then open a Telinta Support Ticket and provide the information required to configure the Emergency Services integration for your environment.

Note: The Emergency Services provider is configured at the TeliCore environment level. The **Emergency** setting in Virtual Office does not select or configure the provider.

Emergency Caller ID Custom Field

Virtual Office allows customers to associate their extensions with one of their Phone Numbers for emergency calling.

The selected Phone Number provides the emergency caller ID and the emergency location information associated with that number.

This functionality uses the following Account custom field:

Field	Value
Name	<code>ls_srv_acc_emergency_cli</code>
Object	Account
Type	Text
Visible to End User	Yes

Before enabling Emergency Calls, verify that this custom field exists in your environment. Create it under **Custom data** if it is missing.

Then enable `ls_srv_acc_emergency_cli` under **Custom fields** in the customer class prepared for Virtual Office customers. If you use more than one customer class for Virtual Office, enable the field in each applicable class.

The Virtual Office **Emergency Calls** page uses this field to store which Phone Number is assigned to each Employee or Hunt Group extension for emergency calling.

Enabling Emergency Calls in Virtual Office

Enable **Virtual Office** → **Settings** → **Emergency** → **Enabled** only after the Emergency Services integration is prepared and ready for customer use.

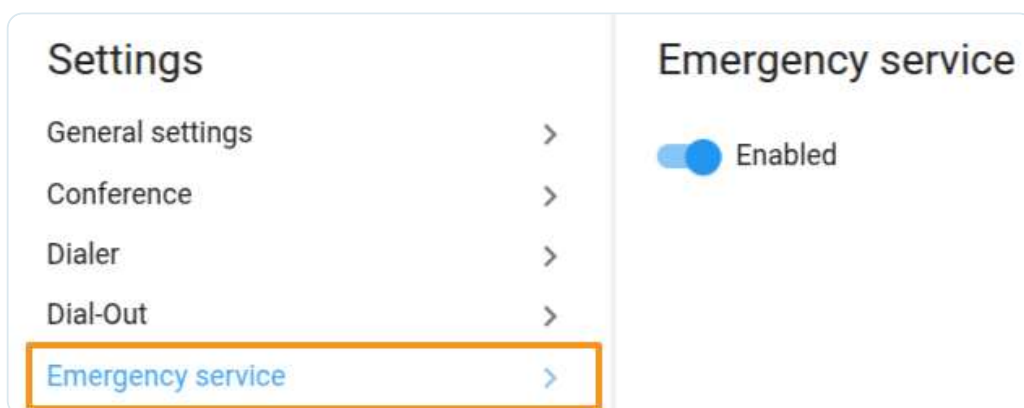


Figure 51: Enabling Emergency Calls in the Virtual Office admin interface

When enabled, the **Emergency Calls** page becomes available in the Virtual Office customer portal. Customers can use this page to:

- register or update the emergency service address associated with a Phone Number;
- associate Employee and Hunt Group extensions with the Phone Number whose caller ID and emergency location should be used for their emergency calls.

When a customer saves emergency address information, TeliCore validates it through the configured Emergency Services provider. The Phone Number and accepted location information can then be registered with the provider for use during emergency calls.

The **Enabled** switch only controls availability of the Emergency Calls functionality in Virtual Office. It does not configure the provider integration, emergency routing, or other TeliCore emergency service settings.

For the customer-side workflow and the appearance of the **Emergency Calls** page, see the [Virtual Office User Guide](#).

Testing Emergency Calling

Emergency calling must be tested using the procedure approved by your Emergency Services provider.

Providers commonly supply a dedicated test number, test route, or other test procedure that allows you to verify the configured caller ID and location information without contacting an actual emergency response center.

Important: Do not place test calls to an actual emergency number such as **911**, **112**, or another local emergency number unless your Emergency Services provider has explicitly instructed you to do so. Improper test calls to live emergency services may violate local regulations and may result in penalties.

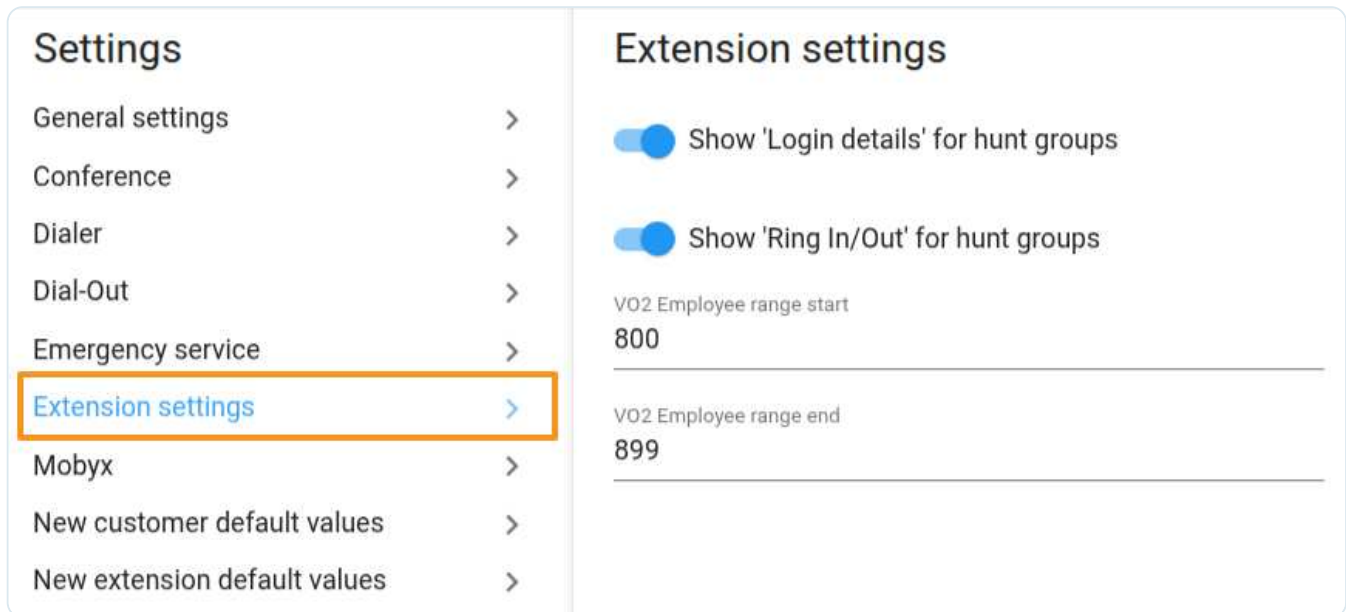
After Telinta Support confirms that the integration is ready, use the provider-approved test method to verify that the expected Phone Number and emergency location information are delivered correctly.

Where the provider offers a management portal, you can also confirm that the test Phone Number is registered with the expected address before making the service available to customers.

Extension Settings

The **Extension settings** page controls whether selected Hunt Group options are shown in the Virtual Office portal and defines the number range used for Employee Extensions.

Important: These settings should normally be reviewed **before production Virtual Office customers are created**, especially the Employee Extension range.



Settings	Extension settings
General settings >	☒ Show 'Login details' for hunt groups
Conference >	☒ Show 'Ring In/Out' for hunt groups
Dialer >	VO2 Employee range start
Dial-Out >	800
Emergency service >	VO2 Employee range end
Extension settings >	899
Mobyx >	
New customer default values >	
New extension default values >	

Figure 52: Extension settings in the Virtual Office admin interface

Allowing Hunt Groups to Log In

By default, Hunt Groups are mainly used to route calls to several destinations, including sequentially when the call is not answered. If required, a Hunt Group can also have its own Virtual Office login.

Enable **Show 'Login details' for hunt groups** when you want the Hunt Group settings to expose:

- **Login** and **Password** information;
- Virtual Office access permissions.

This allows the administrator or customer to manage the Hunt Group as an entity that can also log in to the Virtual Office portal.

If your Hunt Groups are used only for call routing and do not need their own portal access, you can leave this setting disabled to keep their configuration simpler.

Important: This setting controls which login-related options are shown in the Virtual Office interface. Disabling it does not revoke login access that was already configured for an existing Hunt Group.

Allowing Ring In/Out for Hunt Groups

Enable **Show 'Ring In/Out' for hunt groups** if Hunt Groups should be able to use the **Ring In/Out** service in the same way as Employee Extensions.

When the customer has the **Ring In/Out** Extra available, enabling this setting exposes the **SIP Phone** controls for Hunt Groups. A Hunt Group can then be registered on a compatible desk phone or softphone and receive calls directly.

A practical choice depends on how you intend Hunt Groups to be used:

- **Routing-only Hunt Groups** → leave the setting disabled.
- **Hunt Groups that should also behave like registered phone extensions** → enable it.

If Hunt Groups should also be able to log in to the Virtual Office portal, configure **Show 'Login details' for hunt groups** separately. See [Virtual Office User Access and Permissions](#).

Note: Turning this setting off hides the SIP Phone controls for Hunt Groups but does not reset an existing Hunt Group's SIP Phone or call-answering configuration. This prevents existing customer setups from being changed simply because the admin setting is disabled.

Configuring the Employee Extension Range

VO2 Employee range start and **VO2 Employee range end** define the extension numbers that Virtual Office treats as **Employee Extensions**.

Global Employee Extension Range

The range configured here applies to Virtual Office customers unless a customer-specific range is defined.

For example:

Setting	Example
VO2 Employee range start	800
VO2 Employee range end	899

With this configuration, Virtual Office creates Employee Extensions within the **800–899** range.

If no global range is configured, Virtual Office uses the standard range of **700–799**.

Tip: If the standard **700–799** range fits your numbering plan, there is usually no need to change it. Configure a different global range only when your environment requires another numbering scheme.

Customer-Specific Range

The Employee Extension range can also be overridden for an individual Virtual Office customer through the customer's **virtoffice** custom field.

The following parameters define the customer-specific range:

- **EEB** — Employee Extension Beginning
- **EEE** — Employee Extension End

For example:

Y:EEB=500:EEE=599:...

defines Employee Extensions **500–599** for that customer.

Virtual Office determines the Employee Extension range in this order:

1. Customer-specific **EEB** / **EEE** values in the **virtoffice** custom field.
2. Global **VO2 Employee range start** / **VO2 Employee range end** values configured here.
3. The standard **700–799** range if neither of the above is configured.

Use the global range when the same numbering plan should apply to most customers. Use a customer-specific **EEB** / **EEE** override only when a particular customer requires a different range.

Changing an Existing Range

Important: Configure the Employee Extension range before creating production Virtual Office customers. Changing the effective range later can cause existing Employee Extensions outside the new range to disappear from the Virtual Office portal. Their TeliCore accounts are not deleted, but Virtual Office no longer classifies them as Employee Extensions.

For example, suppose an existing customer has Employee Extension **700** and the applicable range is later changed to **800–899**:

- extension **700** remains in TeliCore;
- extension **700** is no longer shown under **Employee Extensions** in Virtual Office;
- the next Employee Extension created by Virtual Office is taken from the new range, starting with **800** when that number is available.

For this reason, define the global range before onboarding customers and avoid changing an existing customer's effective range unless you have first reviewed the extensions already assigned to that customer.

Mobyx Settings

The **Mobyx** settings control how Virtual Office integrates with Telinta's mobile softphone solution.

Telinta offers this service as **TeliGlobe**. The standard shared mobile application is available in Google Play and the Apple App Store as **Mobyx**. It is also possible to use **Brandable Mobyx**, which keeps the standard Mobyx application while adding screens with customized branding to show your logo, URL, promotional text, and menu options for additional capabilities.

In supported Brandable Mobyx configurations, the Virtual Office portal itself can be added as an item under the application's **More** menu. This allows a user to open the Virtual Office portal without leaving the mobile softphone.

From the Virtual Office perspective, the Mobyx settings control:

- quick mobile app setup for an extension using a QR code;
- Android and iOS application download links shown to Virtual Office users;
- mobile-specific handling of the **Call Back** action.

Important: The TeliGlobe mobile softphone solution, Telinta's Brandable Desktop Softphone, and Brandable WebRTC are not enabled automatically and involve additional charges. Before offering softphone access to Virtual Office customers, contact info@telinta.com to add the desired softphone option for your environment if it has not already been enabled by your company.

Tip: If you want to customize the mobile experience with your own logo and additional menu items, ask about **Brandable Mobyx**. Virtual Office can also be made available directly from the application's **More** menu.

Settings	Mobyx
General settings >	☒ Enabled
Conference >	Mobyx suffix TG
Dialer >	Mobyx Android URL https://play.google.com/store/apps/details?id=net.mobyx
Dial-Out >	Mobyx iOS URL https://itunes.apple.com/us/app/mobyx/id924542684?
Emergency service >	Mobyx callback scheme sip:
Extension settings >	Mobyx callback suffix ?dialAction=autoCall
Mobyx >	
New customer default values >	
New extension default values >	

Figure 53: Mobyx settings in the Virtual Office admin interface

Before You Configure Mobyx

Mobyx provides the mobile application integration, but it does not enable SIP calling for Virtual Office extensions by itself.

Before configuring this page, make sure the **Ring In/Out** Extra is prepared and that customers can enable the **SIP Phone** service for their extensions.

Note: For the complete prerequisite setup, see [Showing the SIP Phone Section in the Virtual Office Portal](#).

Once these prerequisites are ready, the customer's **SIP Phone** section can display application login details, a QR code for quick mobile app setup, an option to email the extension details, and application download buttons.

Open **Virtual Office** → **Settings** → **Mobyx** to configure the mobile integration.

The following steps explain what each value controls and what should normally be entered.

Step 1: Enable Mobyx and Review the QR Code Suffix

Enable **Mobyx** to make the Mobyx-specific mobile setup options available in the Virtual Office portal.

The **Mobyx suffix** is used when Virtual Office generates the QR-code setup information that users scan from inside the Mobyx application.

For most environments, leave **Mobyx suffix** empty or set it to **TG**. If the field is empty, the backend adds the standard **TG** value when required.

Use a different suffix only when Telinta provides one for a specific TeliGlobe application configuration.

Step 2: Configure the Mobile Application Download Links

The **Mobyx Android URL** and **Mobyx iOS URL** define where the Android and iOS download buttons in the Virtual Office portal send the user.

For the standard Mobyx application, use:

Setting	Standard URL
Mobyx Android URL	https://play.google.com/store/apps/details?id=net.mobyx.android&hl=en
Mobyx iOS URL	https://apps.apple.com/us/app/mobyx/id924542684

Open both URLs in a browser before saving the configuration and confirm that they lead to the current Mobyx application pages.

Important: If either URL no longer opens the Mobyx application page, contact support@telinta.com to confirm the current URL.

In the Virtual Office portal, the Android and iOS buttons appear together with the desktop softphone download buttons in the extension's **SIP Phone** settings.

Desktop application links are configured separately under [Dialer Settings](#).

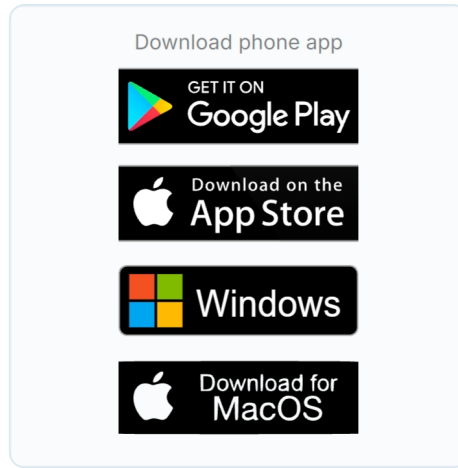


Figure 54: Phone application download buttons available to a Virtual Office user

Step 3: Review the Mobile Call Back Behavior

Virtual Office provides a **Call Back** action for call-related information such as call details and voicemail messages.

This is especially useful when Virtual Office is opened from inside Brandable Mobyx. The user can review a call or voicemail and tap **Call Back**. Mobyx then automatically returns the user to the dialpad screen with the caller's number already entered and ready to dial.

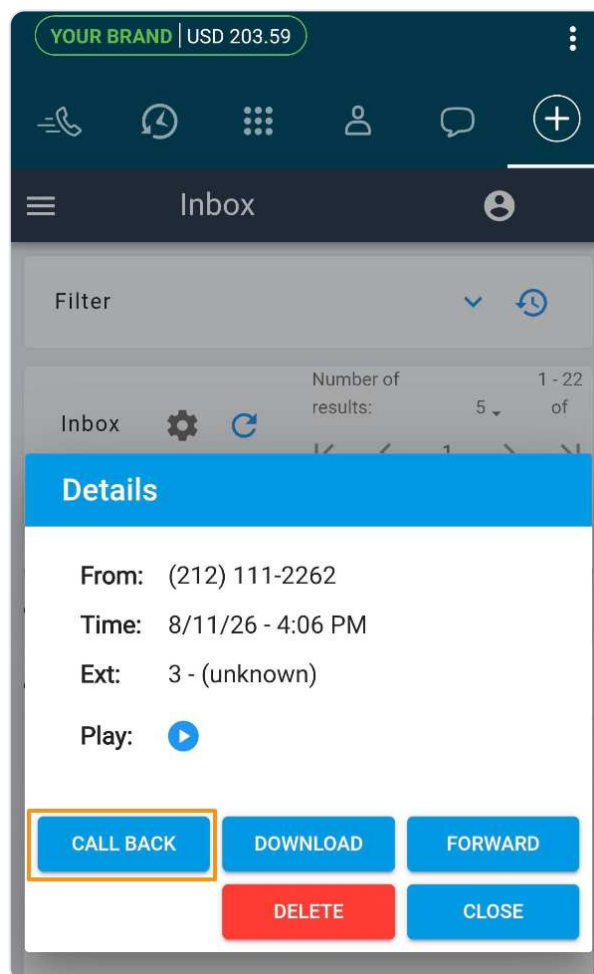


Figure 55: Call Back action in Virtual Office opened from inside the mobile application

For the standard configuration, the Mobyx-specific callback fields can remain empty. Virtual Office then uses the regular callback configuration described under [Dialer Settings](#).

Configure the Mobyx-specific callback settings only if a different mobile behavior is required, such as starting the call automatically after the user taps **Call Back**.

Optional Automatic Dialing

If Virtual Office is available from inside **Brandable Mobyx**, you can configure the **Call Back** action to start the call immediately instead of returning the user to the dialpad and waiting for them to tap the call button.

Start with the following values:

Setting	Value
Mobyx callback scheme	<code>sip:</code>
Mobyx callback suffix	<code>?dialAction=autoCall</code>

The `sip:` scheme tells the mobile device to open an application that handles SIP calls, while `?dialAction=autoCall` tells the Acrobix-based application to start the VoIP call automatically.

With these settings, tapping **Call Back** can immediately start the call without showing the Mobyx dialpad first.

Tip: Test this behavior on a mobile device after saving the settings. The `sip:` scheme is a general SIP scheme and may be associated with another installed VoIP application. If your TeliGlobe application has its own callback scheme, use the value provided by Telinta instead.

Important: The **Mobyx callback suffix** is applied only when a **Mobyx callback scheme** is configured. If the Mobyx callback scheme is empty, Virtual Office continues to use the regular callback scheme and suffix from [Dialer Settings](#).

Sending Extension Details by Email

When Mobyx is enabled, the customer's **SIP Phone** section can also display an **Email Extension Details** button next to the QR-code setup area.

The customer can use this button to send the extension user the information required to set up the mobile application, including the QR code.

Note: The content and branding of this email are controlled by the **Send mobyx QR code (Custom)** customer-class notification. Review this notification before offering the feature to customers. See [Virtual Office service notifications](#) for configuration details.

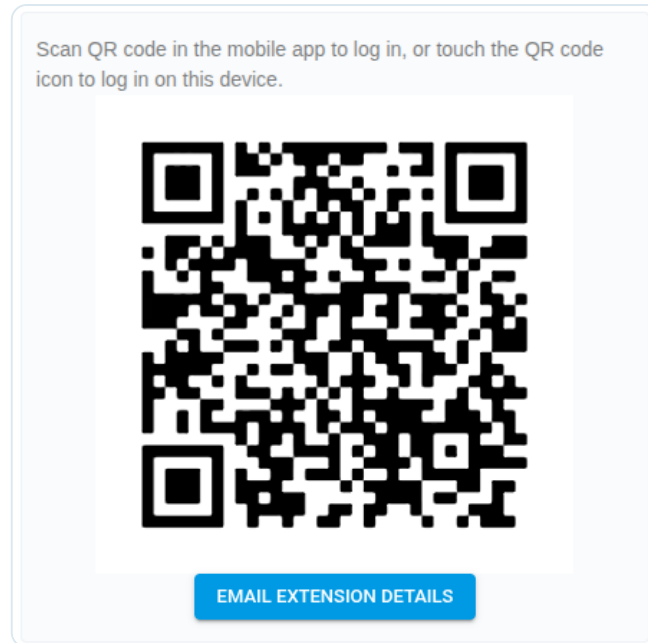


Figure 56: Email Extension Details option available to a Virtual Office user

Saving and Testing the Mobyx Configuration

After configuring the required values, click **Save**, then validate the setup with a test Virtual Office customer:

1. Make sure **Ring In/Out** is enabled, then open an extension where the **SIP Phone** service is available and enable it.
2. Confirm that the **SIP Phone** section shows the mobile application login information and QR code.
3. Confirm that the Android and iOS download buttons open the expected Mobyx application pages.
4. Scan the QR code from the mobile application and confirm that the extension registers successfully and can make and receive calls.
5. Click **Email Extension Details** and confirm that the extension setup email, including the Mobyx QR code, is delivered successfully.
6. If Virtual Office is available inside **Brandable Mobyx**, open a call or voicemail record and tap **Call Back**:
 - with the standard callback configuration, confirm that the dialpad opens with the correct number ready to dial;
 - if automatic dialing is configured, confirm that the call starts immediately.

Validation: Mobyx integration is ready when an extension with **SIP Phone** enabled can be configured from the QR code, the mobile application links work, and calls can be made and received successfully. If in-app Call Back is configured, verify that it follows the expected dialing behavior.

New Customer Default Values

The **New customer default values** settings define the values that Virtual Office automatically uses when you start creating a new Virtual Office customer.

These defaults save time when most customers use the same billing and dialing configuration. When you open the **Add Customer** form, Virtual Office preselects the configured **Credit limit**, **Billing period**, **Time zone**, and **Dialing rule**. You can still change the available values for an individual customer before saving.

Changing these defaults does not update customers that have already been created.

Figure 57: Default values used when creating Virtual Office customers

Credit Limit

Credit limit defines the default credit limit assigned to a new Virtual Office customer. The value is applied in the customer's currency. When the credit limit is reached, the customer can no longer make billable calls or use billable services. Credit limits can help protect your business from fraud, but should be reviewed periodically to accommodate peak usage, customer growth, and seasonal variations.

Use this setting when your Virtual Office customers normally start with the same credit limit.

The **Show 'Credit limit' field** switch determines whether the Credit limit field is displayed in the Virtual Office customer management interface:

- **Enabled** — the Credit limit field is shown, so you can review or change the value for an individual customer.
- **Disabled** — the field is hidden, but the configured default Credit limit is still used when a new customer is created.

Note: Show 'Credit limit' field controls field visibility; it does not enable or disable the credit limit itself. The same switch also controls whether the Credit limit field is shown when editing an existing Virtual Office customer.

If customers normally use the same credit limit, you can keep the field hidden. Enable it if administrators need to adjust the limit during customer creation or when editing a customer.

Billing Period and Time Zone

Billing period defines the default billing cycle selected for a new Virtual Office customer.

For example, select **Monthly** if most Virtual Office customers in your environment are billed monthly.

Time zone defines the default time zone associated with the customer's billing period. Select the time zone normally used by the customers you create.

Both values are preselected in the **Add Customer** form and can be changed before the individual customer is saved.

Tip: Configure the values used by the majority of your Virtual Office customers here. Customers that require a different billing period or time zone can be adjusted individually during creation.

Default Dialing Rule

Default dialing rule defines which TeliCore dialing rule is preselected for a new Virtual Office customer.

A dialing rule can normalize numbers entered by users before they are processed for calling – for example, by adding or removing prefixes according to your numbering plan.

If your Virtual Office customers normally use the same dialing rule, select the prepared rule here. The available rules come from the dialing rules configured in TeliCore.

Use the link button next to the field to open the selected dialing rule if you need to review its configuration.

If your deployment does not require a common customer-level dialing rule, do not select an arbitrary rule simply to populate this field.

Checking the Defaults

To verify the configuration, open **Virtual Office** → **Customers** and switch to the **Add Customer** form.

Confirm that:

- the configured billing period and time zone are preselected;
- the configured dialing rule is preselected;
- the Credit limit field is shown only when **Show 'Credit limit' field** is enabled;
- when the Credit limit field is shown, it contains the configured default value.

You can change these values in the Add Customer form when an individual customer requires different settings.

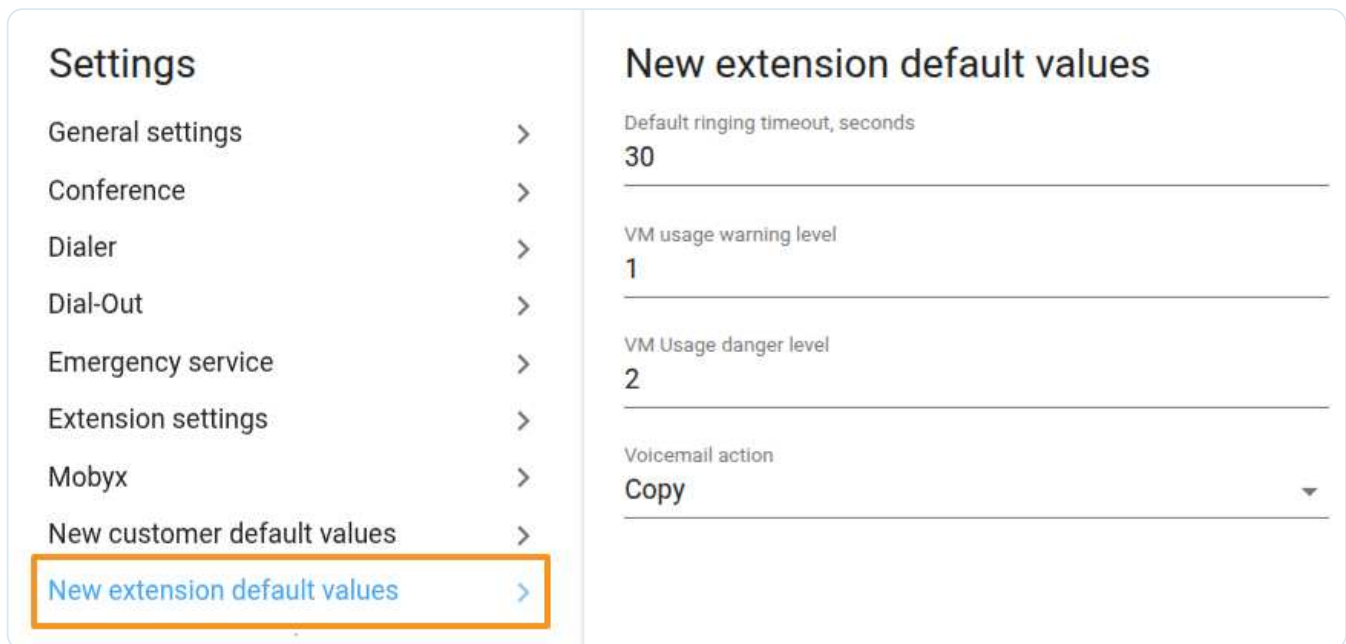
New Extension Default Values

The **New extension default values** settings control several defaults used when Virtual Office extensions are created, as well as the mailbox usage thresholds shown in the customer portal.

The page includes:

- the default time a SIP Phone rings before the call continues to forwarding or voicemail;
- the mailbox usage levels that trigger warning and danger indicators;
- the default voicemail-to-email action assigned to new extensions.

Changing a default used during extension creation does not update existing extensions. The mailbox usage thresholds, however, affect how mailbox usage is displayed for existing extensions as well.



Settings	
General settings	>
Conference	>
Dialer	>
Dial-Out	>
Emergency service	>
Extension settings	>
Mobyx	>
New customer default values	>
New extension default values	>

New extension default values	
Default ringing timeout, seconds	30
VM usage warning level	1
VM Usage danger level	2
Voicemail action	Copy

Figure 58: Default values and mailbox usage thresholds for Virtual Office extensions

Default Ringing Timeout

Default ringing timeout, seconds defines how long a call rings on a registered SIP Phone before Virtual Office continues with the next configured action, such as call forwarding or voicemail.

For example, with a value of **30**:

SIP Phone → **rings for up to 30 seconds** → **forwarding** → **voicemail**

The customer can later change the **Ring timeout** for an individual extension from its **SIP Phone** settings.

New forwarding destinations also use the extension's current ringing timeout as their initial **Ring time** value. The customer can change the ring time separately for each forwarding destination afterward.

Voicemail Mailbox Usage Levels

Virtual Office shows the current voicemail mailbox usage directly on the **Extensions** page for extensions that have voicemail enabled. The usage is displayed as the amount currently occupied out of the mailbox capacity, for example:

Mailbox usage: 1.4 of 50 MB

The **VM usage warning level** and **VM usage danger level** settings determine when this information is highlighted to draw the customer's attention to a mailbox that is becoming full.

The standard values are:

- **VM usage warning level: 70**
- **VM usage danger level: 90**

These values are percentages of the extension's actual voicemail mailbox capacity.

For example, for a 50 MB mailbox:

Above 70% usage, or approximately 35 MB, Virtual Office displays the mailbox usage in the **warning** state.

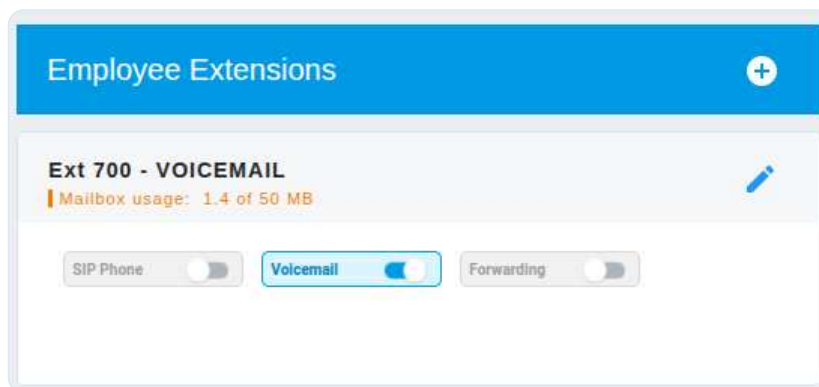


Figure 59: Voicemail mailbox usage shown in the warning state

Above 90% usage, or approximately 45 MB, Virtual Office displays the mailbox usage in the **danger** state.

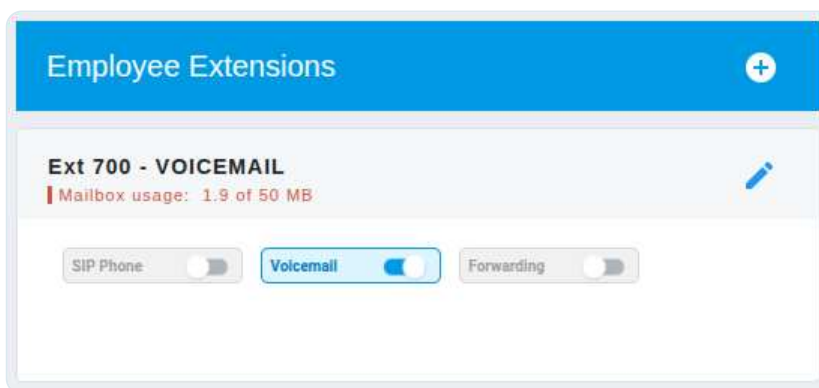


Figure 60: Voicemail mailbox usage shown in the danger state

The mailbox capacity itself is configured outside Virtual Office. In a standard setup, a voicemail mailbox is typically **50 MB**, although the capacity may be different in some environments.

Virtual Office compares the current mailbox usage with that capacity and applies the configured warning and danger percentages.

For example, with the standard 50 MB mailbox:

- **70%** corresponds to approximately **35 MB**;
- **90%** corresponds to approximately **45 MB**.

Note: These settings do not change the mailbox capacity or prevent voicemail from being recorded. They only control when the mailbox usage indicator changes to the warning or danger state.

Tip: The standard **70 / 90** values provide an early warning before the mailbox approaches its capacity and are suitable for most environments.

Default Voicemail Action

Voicemail action defines the default voicemail-to-email behavior assigned when a new Virtual Office extension is created.

The available options are:

Action	Behavior
None	Do not send voicemail notifications by email.
Notify	Send an email notification that a new voicemail was received, without attaching the voicemail recording.
Copy	Keep the voicemail in Virtual Office and send a copy of the recording by email.
Forward	Forward the voicemail by email instead of keeping it in the Virtual Office Inbox.

For most environments, **Copy** is a practical default because the customer receives the voicemail by email while the original message remains available in the Virtual Office Inbox.

The customer can later change this behavior for an individual extension in its **Voicemail settings**.

Configuring and Checking the Defaults

To configure these settings:

1. Open **Virtual Office** → **Settings** → **New extension default values**.
2. Set **Default ringing timeout, seconds** to the normal SIP Phone ringing time for your customers.
3. Set the **VM usage warning level** and **VM usage danger level**. The standard values are **70** and **90**.
4. Select the default **Voicemail action**.
5. Save the changes.

To verify the configuration:

1. Log in to Virtual Office as a test customer.
2. Create a new Employee Extension.
3. If **Ring In/Out** is available, enable **SIP Phone** and confirm that its **Ring timeout** uses the configured default.
4. Enable voicemail and confirm that the expected default voicemail action is selected.
5. Review the Extensions page and confirm that mailbox usage is highlighted according to the configured warning and danger thresholds.

Tip: Use defaults that match the configuration used by most of your customers. Extension-specific ringing and voicemail settings can still be adjusted later from the Virtual Office customer portal.

Voicemail to Text

When a caller leaves a voicemail, **Voicemail to Text** sends the recording to a transcription provider. A short time later, the Virtual Office customer can **read the message instead of listening to it first** — directly in the Virtual Office **Inbox** and, when email delivery is configured, in their email.

In the Virtual Office portal, this customer-facing feature is called **Voicemail Transcription**.

Important: The **Voicemail Transcription** switch in Virtual Office is only one part of the setup. The steps below walk you through the provider integration, billing configuration, Extra setup, Virtual Office setting, and customer test required to make the service work end to end.

Before You Configure Voicemail to Text

Configure the service in this order:

1. Prepare a supported **Voicemail to Text provider** and have Telinta enable the integration for your environment.
2. Add **Quantity Based** billing for successful transcription transactions to the product used by Virtual Office extensions.
3. Enable the **Voicemail Transcription** Extra and assign its subscription plan.
4. Enable **Voicemail transcription** in Virtual Office General settings.
5. Configure and test the feature with a Virtual Office customer.

The following sections guide you through each step.

Step 1: Prepare the Voicemail to Text Provider Integration

Before configuring Virtual Office, choose and prepare a supported transcription provider.

Telinta currently supports:

- **Mutare**
- **Google Cloud Speech-to-Text**

Important: Telinta's Voicemail to Text plug-in is a paid optional service and must be authorized and enabled for your environment before you can use Voicemail Transcription. Before proceeding with the provider configuration, contact info@telinta.com to request the plug-in for your environment. Charges from the selected transcription provider are billed separately by that provider.

Start with the following Knowledge Base article. It contains the current list of supported providers and the general requirements for enabling Voicemail to Text:

Knowledge Base reference	Details
Article	Do you support Voicemail to Text service?
Direct link	https://util.telinta.com/link?5038164
Access	TeliCore root user credentials are required.

If you choose **Google Cloud**, also follow the dedicated configuration article:

Knowledge Base reference	Details
Article	Voicemail Transcription with Google Cloud
Direct link	https://util.telinta.com/link?8297458
Access	TeliCore root user credentials are required.

To prepare the provider integration:

1. Review the applicable Knowledge Base instructions and create an account with the provider you want to use.
2. Prepare the API credentials and other information requested for that provider.
3. Open a Telinta Support Ticket and provide the required integration information.
4. Wait until Support confirms that Voicemail to Text has been enabled and is ready for testing in your environment.
5. Continue with the billing configuration below.

Step 2: Prepare Billing for Voicemail to Text

Successful transcription transactions use the **Quantity Based** service and the special **VOICE2TEXT** destination.

Note: Charges from the transcription provider and any Telinta charges associated with the Voicemail to Text integration are separate from the prices that you configure for your own Virtual Office customers.

Creating the Voicemail to Text Tariff

Start by creating a customer tariff for this service.

1. Create a tariff in the same currency as the applicable Virtual Office plan. For example, you can name it **VO Voicemail Transcription**.
2. Set:
 - **Service:** **Quantity Based**
 - **Applied to:** **Customer**
3. Add a rate for the **VOICE2TEXT** destination.
4. Set the unit price according to how you want to charge for successful transcription transactions.

Note: If **VOICE2TEXT** is not available when you add the rate, create it first under **Destinations** as a custom destination. Use **VOICE2TEXT** as the prefix and set the country and subdivision to **Not applicable**.

The screenshot shows the 'Tariff' configuration page for 'VO Voicemail Transcription'. The left sidebar contains fields for 'Currency' (USD), 'Service' (Quantity based), 'Applied to' (Customer), 'Managed by' (Administrator only), and 'Share with resellers' (toggle). The main area has a 'Rate search' section with a 'RELOAD DATA' button and search filters for 'Prefix', 'Country' (Any), and 'Effective at'. The 'Results' table on the right shows a single entry: 'VOICE2TEXT' with a rounding of '1' and a unit price of '0.25' USD/pcs.

Figure 61: Quantity Based tariff with the VOICE2TEXT rate

Updating the Extension Product for Voicemail to Text

Next, update the product used by Virtual Office extensions.

You can identify the applicable product under **Virtual Office** → **Plans** → **Extensions**. There is normally no need to create a separate product only for Voicemail to Text; add the required service and usage charge to the existing extension product.

1. Open the product used by the applicable Virtual Office extensions.
2. Under **Services**, use **Add a service** to add and enable **Quantity Based**.
3. Open **Charges** → **Usage charges**.
4. Add the following usage charge:

Service	Node	Access code	Tariff
Quantity Based	Any node	Any code	Select the Voicemail to Text tariff created above

5. Save the product.

If different Virtual Office plans use different extension products, update each product whose extensions should support Voicemail to Text.

The screenshot shows the 'Product' configuration page for 'VO Extension'. The left sidebar contains fields for 'Name visible to end users' (VO Extension), 'Product type' (Main), and 'Currency' (USD - US Dollar). The main area has a 'Usage charges' section with a table of charges. The first charge is highlighted with an orange box: 'Quantity based' service, 'Any node', 'Any code', and 'VO Voicemail Transcription' tariff.

Figure 62: Quantity Based usage charge for Voicemail to Text

Important: The **VOICE2TEXT** rate is not only a pricing setting. The Quantity Based usage charge also allows the extension account to authorize Voicemail to Text transactions. Keep this configuration in the extension product even when you do not intend to charge customers per transcription.

Choosing How to Charge for Voicemail to Text

Using Telinta's highly flexible billing, Voicemail to Text gives you two separate billing mechanisms:

- the **VOICE2TEXT** rate can charge for each successful transcription;
- the **Voicemail Transcription** Extra subscription can apply an activation or recurring fee.

Choose the combination that matches how you want to sell the service.

If Voicemail to Text is included in the customer's package or sold for a fixed monthly fee, set the **VOICE2TEXT** rate to **0** and use the Extra subscription for any recurring charge.

If you want usage-based billing, configure a non-zero **VOICE2TEXT** rate. The Extra subscription can remain free if no separate recurring charge is required.

If you want both a monthly service fee and a per-transcription charge, configure both.

Tip: For a simple offering, a fixed monthly Extra with a **0** **VOICE2TEXT** rate is usually easier to understand. Use per-transcription billing only when your pricing model requires usage-based charges.

Step 3: Enable the Voicemail Transcription Extra

In Virtual Office, Voicemail to Text is offered to customers through the **Voicemail Transcription** Extra.

Create a subscription plan for the Extra using the same approach described in [Prepare an Extra Globally](#).

For example, you can name the subscription:

VO Extra - Voicemail Transcription

Create a subscription for each currency in which you intend to offer the feature. Set the activation and recurring fees according to the billing model selected above; fees may be **0**.

Then:

1. Open **Virtual Office** → **Extras** and enable **Voicemail Transcription**.
2. Expand its settings and select the corresponding subscription plan for each supported currency.
3. Save the changes.

^ Voicemail Transcription ☒

Voicemail Transcription converts your voicemails into text messages. Once enabled for a customer, you can enable it for an extension in General Info section.

Subscription, AED
No subscription

Subscription, USD
VO Extra - Voicemail Transcription ▼

Figure 63: Enabling Voicemail Transcription and assigning its subscription plan

The Virtual Office plan then determines whether Voicemail Transcription is enabled for customers automatically or can be managed by the customer. See [Configuring Extras in the Plan](#) for the plan-level **Extras** and **Qualified Extras** behavior.

For a premium feature that customers should choose themselves, configure the plan so that **Voicemail Transcription is customer-manageable**. If transcription is included as a standard part of the plan, enable it for customers by default instead.

Step 4: Enable Voicemail Transcription in General Settings

Once the provider integration, billing configuration, extension product, and Extra are ready:

1. Open **Virtual Office** → **Settings** → **General settings**.
2. Enable **Voicemail transcription**.
3. Save the changes.

The Voicemail Transcription controls can now be exposed to Virtual Office customers who are allowed to use the Extra.

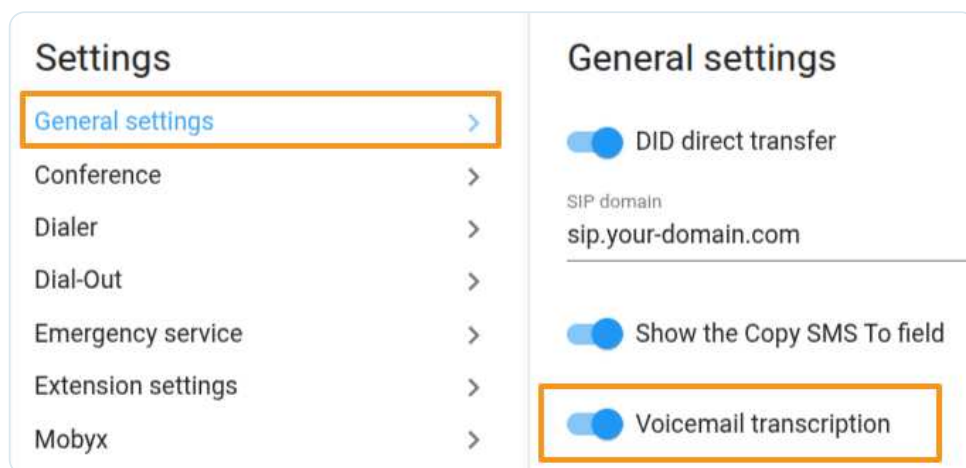


Figure 64: Enabling Voicemail transcription in General settings

Step 5: Configure and Test a Virtual Office Extension

Finish the setup by testing the feature from the customer's perspective.

For complete customer-side instructions and screenshots, see the [Virtual Office User Guide](#).

For the test:

1. Log in to the Virtual Office portal as a test customer.
2. If **Voicemail Transcription** is customer-managed, enable it under **Settings** → **Extras**.
3. Open an Employee Extension and enable both **Voicemail** and **Voicemail Transcription** under **Services**.
4. Under **Voicemail Settings**, enter the email address that should receive voicemail notifications.
5. Under **Other Options**, set **Preferred IVR Language** to the language normally expected in voicemail messages.
6. Save the extension.

Complete the Test

1. Call the test extension from another phone.
2. Let the call reach voicemail and leave a clear message.
3. Open **Inbox** in the Virtual Office portal.
4. Confirm that the voicemail appears with the transcription indicator. You can also select **Voicemail Transcript** in the **Type** filter.
5. Open the voicemail and confirm that the transcribed text is displayed.
6. Confirm that the expected transcription email is received.
7. If you configured a non-zero **VOICE2TEXT** rate, verify that the successful transaction is rated according to the configured tariff.

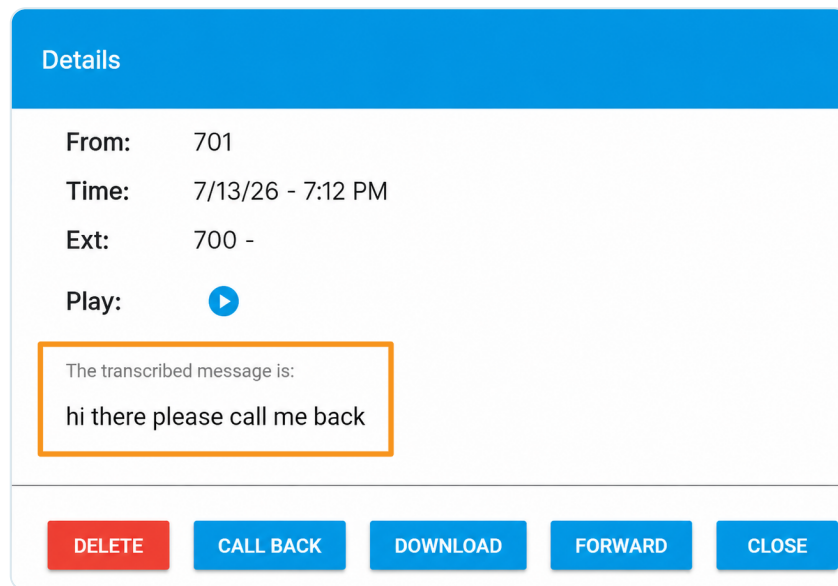


Figure 65: Transcribed voicemail in the Virtual Office Inbox

Success: Voicemail to Text is ready when a voicemail left for the test extension is successfully transcribed, the transcript appears in the Virtual Office Inbox, the expected email is delivered, and the transaction follows the configured **VOICE2TEXT** billing rule.

Ring In/Out and SIP Phone Settings

Ring In/Out lets Virtual Office users make and receive calls on registered devices and applications, including IP desk phones, softphones, Mobyx, and WebRTC.

Two related options are involved:

- **Ring In/Out** is the Extra that makes this functionality available to a Virtual Office customer.
- **SIP Phone** is then enabled for each extension that should actually use a registered IP phone, softphone application, or WebRTC.

In other words, Ring In/Out enables the feature for the Virtual Office account, while SIP Phone enables it for a particular extension.

Before You Configure Ring In/Out

How the extension connects depends on what the customer wants to use:

- **Mobyx** → Virtual Office provides the application credentials and QR code used for registration.
- **WebRTC** → calling is handled directly in the Virtual Office browser interface.
- **Physical IP desk phone or third-party softphone** → the user needs the SIP username, password, and server address.

Configure the service in this order:

1. Verify the product used by Virtual Office extensions.
2. Prepare and enable the Ring In/Out Extra.
3. Decide how Ring In/Out should be provided through the Virtual Office plan.
4. Configure the SIP server address if customers will register third-party SIP devices.
5. Optionally allow Hunt Groups to use Ring In/Out.
6. Review the default SIP Phone ringing timeout.
7. Test the complete setup as a Virtual Office customer.

Step 1: Verify the Product Used by Virtual Office Extensions

Ring In/Out does not require a separate product. Calls made and received through SIP Phone use the product assigned to the Virtual Office extension account.

Open the required Virtual Office plan and review its **Extensions** section.

If an extension-specific product is selected there, Virtual Office uses that product for extension accounts. If no product is selected, the plan's **Default product** is used.

The product should include the **Voice calls** service and a tariff that covers the call scenarios you want to offer.

For a typical Virtual Office setup, this includes:

Destination	When It Is Needed
INCOMING	Receiving calls on the extension.
VOICEONNET	Calls between Virtual Office extensions and other internal TeliCore accounts.

Destination	When It Is Needed
External destinations	Outbound calls to PSTN destinations that customers should be allowed to call.
UM	Voicemail and Unified Messaging scenarios, when voicemail is used.

If you already prepared the basic Virtual Office product as described in [Step 2: Prepare a Basic Tariff and Product](#), you can normally reuse it.

Important: Enabling Ring In/Out does not add missing call permissions or rates to the extension product. A SIP device may register successfully while outbound calls still fail if the product's tariff does not include the required destinations.

Step 2: Enable the Ring In/Out Extra

Like other Virtual Office Extras, **Ring In/Out** must be enabled globally and associated with a subscription plan for each customer currency in which you want to offer it.

If you have not already created the subscription plan, create one following the same procedure described in [Prepare an Extra Globally](#).

For example:

Setting	Example
Subscription plan	V0 Extra - Ring In/Out
Currency	Customer's Virtual Office currency
Activation fee	According to your pricing, or 0
Monthly fee	According to your pricing, or 0

A zero-fee subscription can be used when Ring In/Out should be available without an additional recurring customer charge.

After the subscription plan is ready:

1. Open **Virtual Office** → **Extras**.
2. Enable **Ring In/Out**.
3. Expand the Extra settings.
4. For each supported currency, select the corresponding Ring In/Out subscription plan.
5. Save the changes.

Important: Every Extra/currency combination must have a subscription plan assigned. If Ring In/Out does not have a subscription for a customer's currency, the feature will not be available normally to that customer.

Step 3: Configure Ring In/Out in the Virtual Office Plan

After Ring In/Out is enabled globally, decide how customers assigned to each Virtual Office plan should receive the feature.

Open:

Virtual Office → **Plans** → **your plan** → **Extras**

The plan can enable Ring In/Out automatically, allow the customer to manage it, or both.

Plan configuration	Customer behavior
Ring In/Out is in Extras only	Ring In/Out is enabled for the customer by default and the customer cannot change its status.
Ring In/Out is in both Extras and Qualified Extras	Ring In/Out is enabled by default and the customer can later disable or re-enable it.
Ring In/Out is in Qualified Extras only	The customer can enable or disable Ring In/Out from the Virtual Office portal.
Ring In/Out is in neither list, but it is enabled globally and has a subscription for the customer's currency	Ring In/Out is available to the customer as a qualified Extra by default.

Choose the behavior that matches the service package you want to offer and save the plan.

For complete details about plan-level Extra behavior, see [Configuring Extras in the Plan](#).

Step 4: Configure the SIP Server Address for Manual Registration

The **SIP domain** setting defines the SIP server value shown in the customer's **SIP Phone** section.

This setting is mainly important when customers register third-party devices manually:

- **Mobyx** → the customer normally does not need to enter the SIP server manually.
- **WebRTC** → the customer does not need to enter the SIP server manually.
- **Physical IP desk phones and third-party softphones** → the customer normally needs the SIP server together with the SIP username and password.

You can expose either:

- TeliCore's PortaSIP IP address, for the simplest setup;
- or a custom SIP domain, if you want to provide a branded or easier-to-remember server address.

Using the PortaSIP IP Address

For the simplest configuration:

1. Open **My company** → **SIP IP Addresses**.
2. Find TeliCore's PortaSIP IP address that customers should use.
3. Copy the address.
4. Open **Virtual Office** → **Settings** → **General settings**.
5. Enter the address in **SIP domain**.
6. Save the changes.

For example:

208.89.104.193

SIP Information

Your PortaSIP IP addresses are below. Your termination providers should be notified to accept calls from them. Your DID providers should be notified to send calls to your SIP IP addresses. Your clients should know these addresses in order to use your service.

- **208.89.104.193**

Your vendors may require some special information such as:

Switch *

PortaSIP

- Gatekeeper ID/ Gateway *

none

- Subnet Masking *

255.255.255.255

Figure 66: PortaSIP IP address in My company → SIP IP Addresses

Tip: Use TeliCore's PortaSIP IP address if you only need a working server value for manual SIP registration. A custom SIP domain is not required.

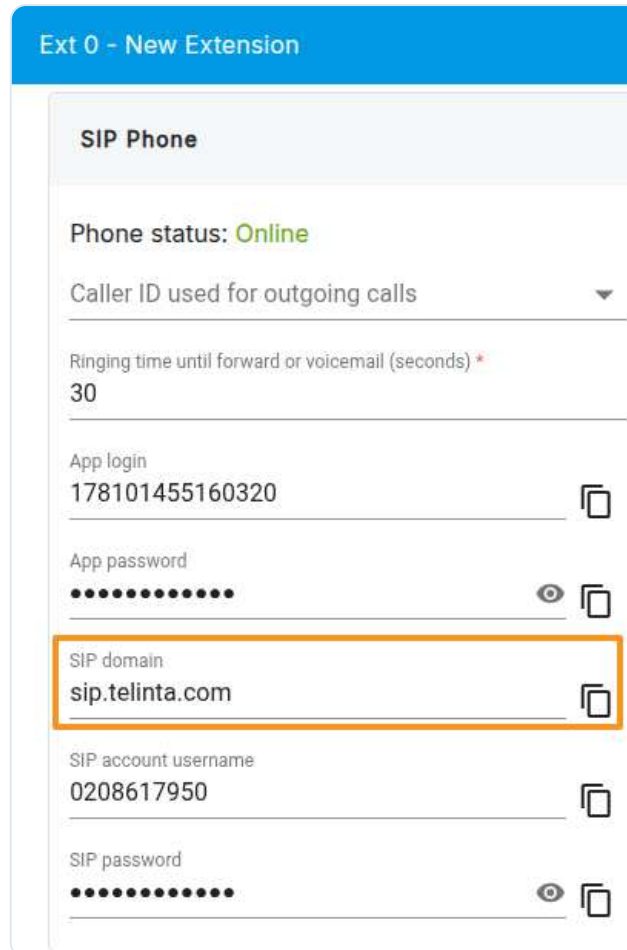
Using a Branded SIP Domain

If you want customers to see an address such as **sip.your-domain.com** instead of an IP address, prepare the domain first.

1. Open **My company** → **DNS**.
2. Find the recommended SIP DNS record and note the TeliCore PortaSIP IP address to which it should point.
3. In your domain's DNS provider portal, create or update the corresponding DNS record.
4. Contact support@telinta.com and ask Support to add the SIP domain to the server-side configuration for your environment.
5. After Support confirms that the domain is ready, enter it under **Virtual Office** → **Settings** → **General settings** → **SIP domain**.
6. Save the changes.

Important: The **SIP domain** field only defines the server value displayed to Virtual Office customers. Entering a domain here does not create the DNS record and does not add the domain to the PortaSIP server configuration.

The configured value appears in the **SIP Phone** settings where customers can obtain the information needed for manual device registration.



Ext 0 - New Extension

SIP Phone

Phone status: **Online**

Caller ID used for outgoing calls

Ringing time until forward or voicemail (seconds) *

30

App login

178101455160320

App password

.....

SIP domain

sip.telinta.com

SIP account username

0208617950

SIP password

.....

Figure 67: SIP server information shown in the SIP Phone section

Step 5: Allow Ring In/Out for Hunt Groups, If Needed

By default, Ring In/Out is primarily used with Employee Extensions. Virtual Office can also expose SIP Phone functionality for **Hunt Groups**.

This is useful when a Hunt Group should itself behave like a registered phone extension rather than only forwarding calls to other destinations.

A practical choice is:

- **Hunt Groups used only for call distribution** → leave Ring In/Out for Hunt Groups disabled.
- **Hunt Groups that should register directly on Mobyx, a softphone, or another SIP device** → enable it.

To allow this:

1. Open **Virtual Office** → **Settings** → **Extension settings**.
2. Enable **Show 'Ring In/Out' for hunt groups**.
3. Save the changes.

When the customer also has the Ring In/Out Extra, the **SIP Phone** controls can then be shown for Hunt Groups. For additional information about this Hunt Group option, see [Allowing Ring In/Out for Hunt Groups](#).

Note: Disabling **Show 'Ring In/Out' for hunt groups** hides the SIP Phone controls for Hunt Groups. It does not reset an existing Hunt Group's SIP Phone or call-answering configuration.

Step 6: Review the Default SIP Phone Ringing Time

When SIP Phone is enabled, Virtual Office can ring the registered device before continuing to other configured actions.

The global **Default ringing timeout, seconds** defines the initial ringing time used for new extensions.

For example, with a value of **30**:

SIP Phone → **rings for up to 30 seconds** → **forwarding** → **voicemail**

To review or change the default:

1. Open **Virtual Office** → **Settings** → **New extension default values**.
2. Set **Default ringing timeout, seconds** to the normal ringing time you want to use for new extensions.
3. Save the changes.

The customer can later change the **Ring timeout** for an individual extension from its **SIP Phone** settings.

Note: This is a default for new extensions. Changing it does not automatically replace the ringing timeout already configured on existing extensions.

For additional information about extension defaults, see [Default Ringing Timeout](#).

Related Mobyx, Dialer, and WebRTC Configuration

Ring In/Out provides the SIP Phone capability used by several Virtual Office calling options. Their additional configuration is handled separately.

- **Mobyx** — configure the application integration, QR-code information, and mobile application links under [Mobyx Settings](#).
- **Desktop softphone** — configure the desktop application download links and Call Back behavior under [Dialer Settings](#).
- **WebRTC** — uses a SIP Phone-enabled extension directly in the browser. A short WebRTC validation is included below.
- **Third-party SIP devices** — use the SIP username, password, and server address shown for the extension. The server-side preparation is described in [Step 4: Configure the SIP Server Address for Manual Registration](#).

Application-specific setup does not need to be repeated here. This chapter prepares the extension for SIP-based calling; Mobyx, WebRTC, Telinta's Desktop Softphone, or another SIP device provides the actual calling interface.

Testing Ring In/Out and SIP Phone as a Virtual Office Customer

After the administrator-side configuration is complete, test the feature from the customer portal.

1. Log in as a Virtual Office test customer assigned to the plan you configured.
2. If Ring In/Out is customer-managed, open **Settings** → **Extras** and enable **Ring In/Out**. If the Extra is enabled automatically by the plan, confirm that it is already active.
3. Open **Extensions** and select an Employee Extension.
4. Enable **SIP Phone** either from the Extensions list or from the extension's **Services** section.

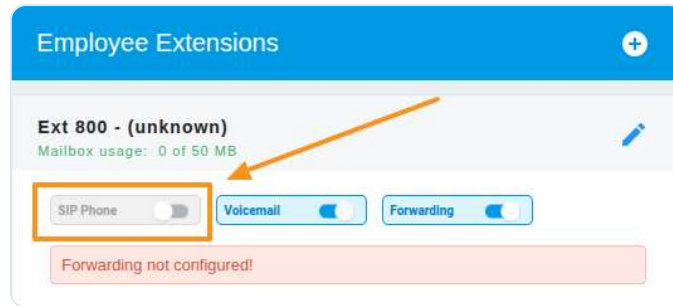


Figure 68: Enabling SIP Phone for a Virtual Office extension

After SIP Phone is enabled, confirm that the **SIP Phone** section appears.

Depending on the configured integrations, this section can provide:

- **Phone status;**
- **Ring timeout;**
- **Caller ID used for outgoing calls;**
- Mobyx QR code and application credentials;
- application download links;
- **SIP account username;**
- **SIP password;**
- the configured SIP server address.

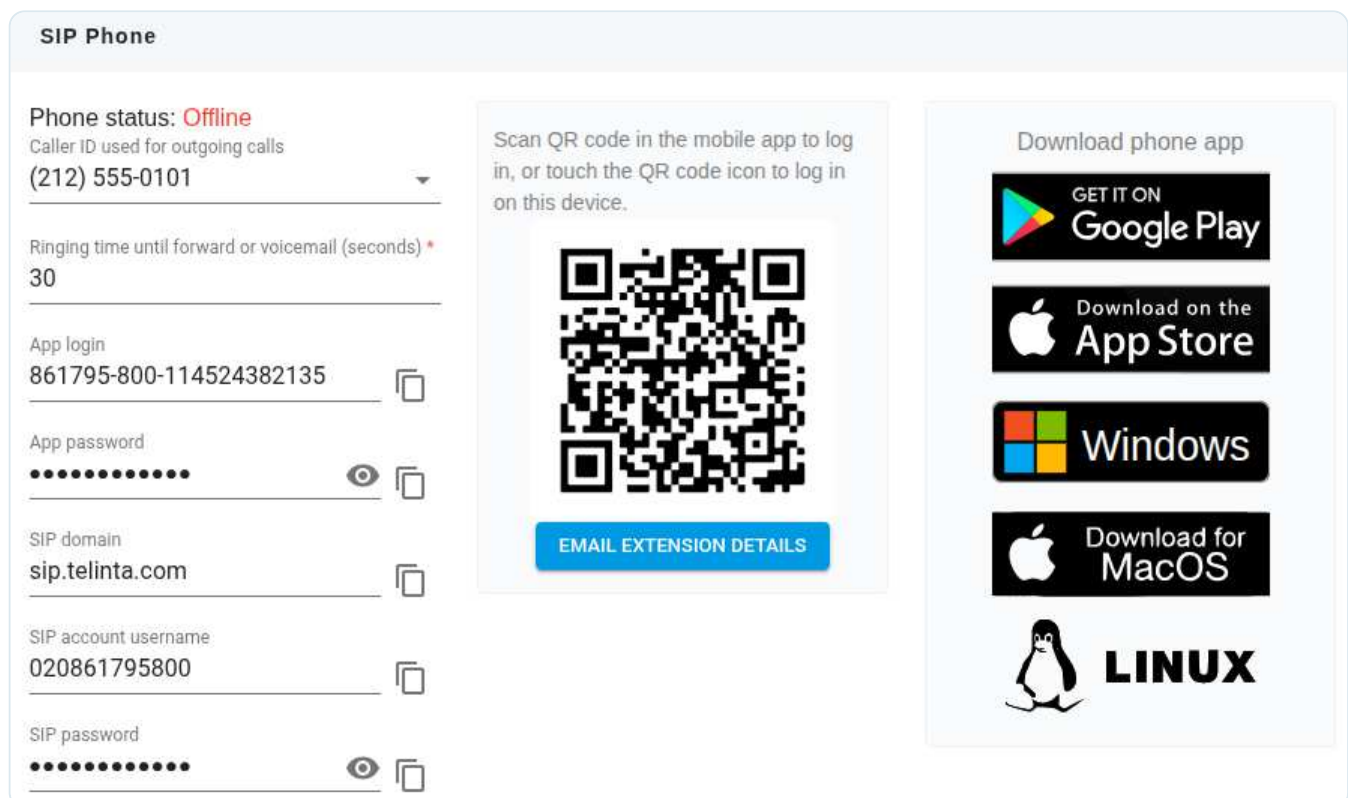


Figure 69: SIP Phone settings and registration information for an extension

Register the extension using the method you want to offer to customers:

- **Mobyx** → scan the QR code or use the provided application credentials.
- **WebRTC** → select the SIP-enabled extension in the WebRTC interface.
- **Third-party device** → enter the SIP account username, SIP password, and SIP server address into the device or softphone.

After registration, confirm that **Phone status** shows the extension as online.

Then test the call flow.

Incoming Call Test

1. Route a Virtual Office Phone Number to the SIP-enabled extension.
2. Call the Phone Number from another phone.
3. Confirm that the registered SIP device rings.
4. Answer the call and verify two-way audio.
5. Repeat the call without answering it and confirm that, after the configured Ring timeout, the call proceeds to forwarding or voicemail when those services are enabled.

Outgoing Call Test

1. In the extension's **SIP Phone** settings, select the required **Caller ID used for outgoing calls**.
2. From the registered SIP device, call an external destination allowed by the extension product.
3. Confirm that the call completes.
4. Confirm that the selected Virtual Office Phone Number is presented as Caller ID.

Check: Ring In/Out is ready when the customer can enable SIP Phone, register an extension, see it online, receive an incoming call on the registered device, and place an allowed outbound call using the expected Virtual Office Caller ID.

Optional: Verify WebRTC

If you also plan to offer WebRTC, use the same test customer to confirm that a SIP Phone-enabled extension can be selected for browser-based calling.

Before testing, make sure:

- the **Ring In/Out** Extra is enabled;
- the **WebRTC** Extra is enabled;
- at least one extension has **SIP Phone** enabled.

Then:

1. Open **WebRTC** in the Virtual Office portal.
2. Select one of the available SIP Phone-enabled extensions.
3. Confirm that the WebRTC dialer opens for that extension.
4. Place a short outbound test call and, if possible, make an incoming call to confirm that the browser can both make and receive calls.

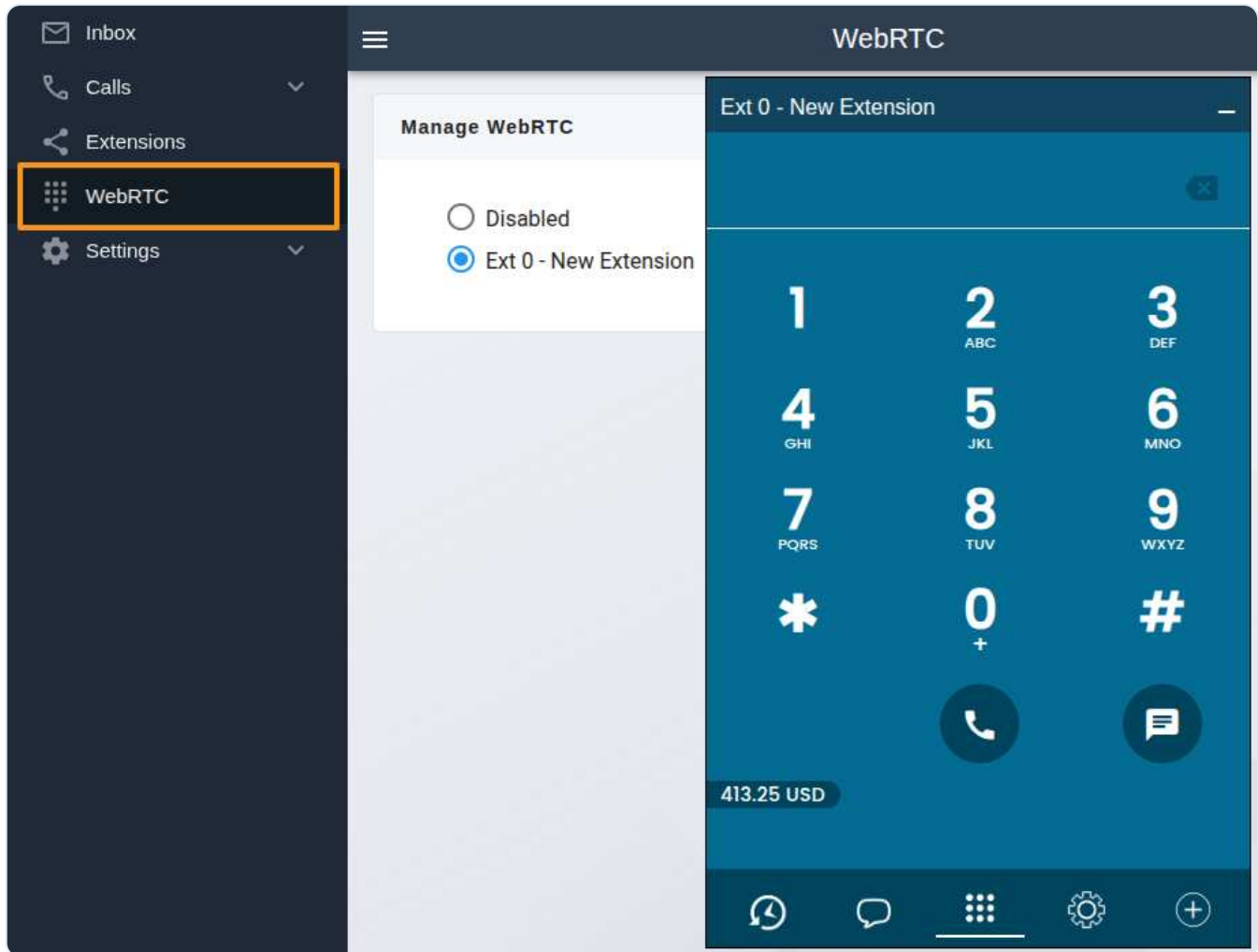


Figure 70: Selecting an extension for browser-based calling with WebRTC

SMS Messaging

Virtual Office can use the TeliCore Messaging service to support several SMS scenarios for Phone Numbers and extensions.

The main Virtual Office scenarios are:

- **Incoming SMS to a Phone Number** — an SMS-enabled DID receives a message from an external mobile number. The message can then be copied to one or more extensions, external destinations, or email addresses.
- **Messaging between extensions** — Virtual Office extensions can exchange on-net messages using a compatible SIP user agent that supports messaging, such as Mobyx or WebRTC.
- **Outgoing SMS from an extension** — an extension can send a message to an external mobile number and use one of the customer's Virtual Office Phone Numbers as its outgoing identity.
- **SMS by email** — incoming SMS can be copied to email and, when Email2SMS is configured, the recipient can reply to that email and send the response back as SMS.

Virtual Office does not provide a separate SMS conversation page. Depending on the scenario, customers use their Phone Number settings, a compatible SIP user agent that supports messaging, such as Mobyx or WebRTC, or email to work with messages.

Note: SMS is not a Virtual Office Extra. The messaging service is prepared through TeliCore products, tariffs, custom fields, and environment-level SMS configuration. The **Show the Copy SMS to field** option in Virtual Office only exposes one customer-facing part of this functionality.

Before You Configure SMS Messaging

SMS can use different provider protocols and routing methods. For Virtual Office, **HTTP is the recommended method for off-net SMS**.

The underlying SMS provider integration and transport configuration are prepared at the environment level. This chapter focuses on the TeliCore and Virtual Office settings required to make that functionality available to Virtual Office customers.

Before preparing the Virtual Office products, contact support@telinta.com and confirm:

- which SMS provider will be used;
- whether incoming and outgoing SMS with that provider are configured for your environment;
- which provider name must be used in the account **SMS** custom field;
- and, if Email2SMS will be offered, whether the Email2SMS service is ready.

For incoming SMS over HTTP, the SMS-enabled DID provider sends incoming messages to a Telinta SMS endpoint in your environment. Support can confirm the endpoint and prepare the provider integration.

For outgoing SMS over HTTP, Support also prepares the SMS provider credentials and the environment-level routing used to deliver messages to that provider.

Important: Voice service on a DID does not imply SMS support. Before offering SMS for a Virtual Office Phone Number, confirm that the DID provider supports the required SMS direction.

For the current supported SMS providers and scenarios, see the following Knowledge Base article:

Knowledge Base reference	Details
Article	Does TeliCore support SMS and MMS messaging?
Direct link	https://util.telinta.com/link?9898397
Access	TeliCore root user credentials are required.

Step 1: Prepare the Messaging Tariff

Prepare a customer tariff specifically for the **Messaging** service. For example:

Virtual Office Messaging

Use the same currency as the Virtual Office plan, set **Applied to** to **Customer**, and use **E.164** as the tariff format.

For a complete two-way setup, add rates for:

Destination	Purpose
MSGN	Supports on-net messaging and incoming SMS authorization/rating.
Required A-Z messaging destinations	Allows messages to be sent to the external mobile destinations you want to offer.

If the tariff contains only the on-net destination, internal and incoming messaging may work while outgoing SMS to external destinations does not.

Step 2: Prepare the Products Used by Phone Numbers and Extensions

For a complete Virtual Office SMS setup, the **Messaging** service should be available in the products used by:

- Virtual Office **Phone Numbers**;
- **Employee Extensions**.

This supports the complete flow in which a Phone Number receives SMS, the message can be delivered to an extension, and the extension can reply or send a new message.

If the same product is used for both types of accounts, configure it only once.

Add the **Messaging** service to the product and configure the following usage charge:

Service	Node	Access code	Tariff
Messaging	Any node	Leave empty	Virtual Office Messaging

Important: The product must also contain at least one **Voice calls** usage charge with **Any node** and an empty access code. This entry is not used to rate SMS, but is required for successful messaging authorization.

Usage charges

Service Messaging service	Node Any node	Access code Any code	Tariff Virtual Office Messaging
Service Voice calls	Node Any node	Access code Any code	Tariff VO Tariff Basic
Service Voice calls	Node Any node	Access code *23	Tariff VO Tariff Basic
Service Quantity based	Node Any node	Access code Any code	Tariff VO Voicemail Transcription

Figure 71: Messaging usage charge in a Virtual Office product

Step 3: Assign the Messaging-Ready Products in the Virtual Office Plan

Open the Virtual Office plan that will be used by SMS-enabled customers and make sure the products assigned to:

- **Phone Numbers;**
- **Employee Extensions**

contain the Messaging configuration prepared above.

If either type uses the plan's **Default product**, make sure the Default product is Messaging-ready.

The resulting customer flow can then support:

External SMS → Phone Number → extension or email → optional reply or new outgoing SMS

Step 4: Prepare the SMS Custom Fields

Virtual Office uses the following Account custom fields for SMS-related behavior:

Custom field	Object	Type	Purpose
sms_copy_to	Account	Text	Stores a comma-separated list of destination numbers and email addresses that receive copies of incoming SMS.
SMS	Account	List	Defines the configured SMS provider used when the account sends outgoing SMS.

These custom fields are normally created under **Custom data** and enabled under **Custom fields** in the customer class used by Virtual Office customers.

The **sms_copy_to** field must be **visible** to the end user so that Virtual Office can access it.

The available values of the **SMS** field depend on the SMS providers configured for your environment. Support normally helps prepare this field and confirms the exact provider values that should be used.

Important: For outgoing SMS, the provider configured for the sending account should correspond to the provider that owns the Phone Number used as the outgoing identity. SMS providers commonly reject messages sent with a number that does not belong to them.

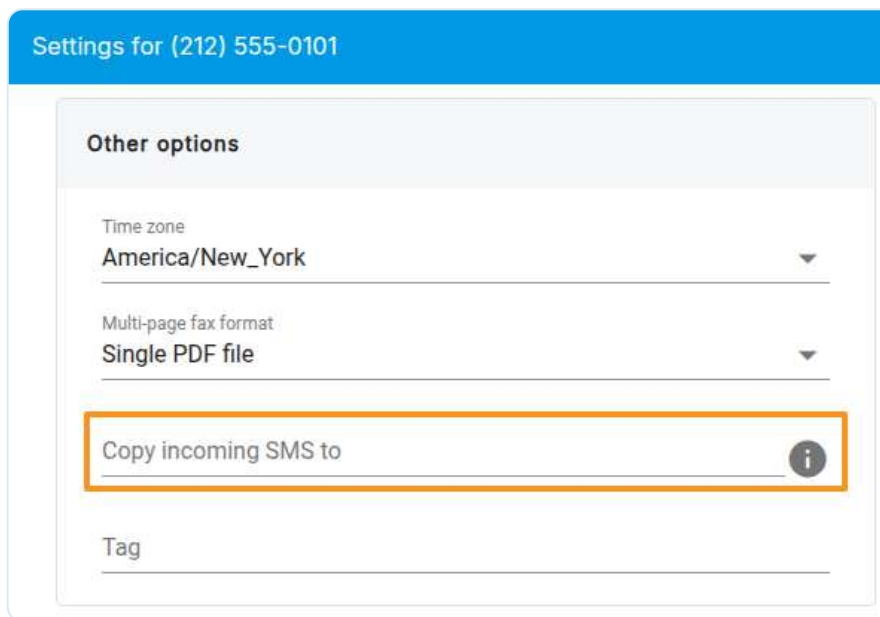
Step 5: Show the Incoming SMS Copy Option in Virtual Office

Under **Virtual Office** → **Settings** → **General settings**, enable **Show the Copy SMS to field**.

This setting does not enable SMS itself. It exposes **Copy incoming SMS to** under the customer's Phone Number settings.

Customers can enter a comma-separated list of destination numbers and/or email addresses.

For example, an incoming SMS can be copied to both an Employee Extension and an email address.



Settings for (212) 555-0101

Other options

Time zone
America/New_York

Multi-page fax format
Single PDF file

Copy incoming SMS to

Tag

Figure 72: Copy incoming SMS to field for a Virtual Office Phone Number

The destination determines what happens to the copy:

- **Extension** → the message is delivered on-net to that extension.
- **Email address** → the incoming SMS is delivered by email.
- **External phone number** → the copy is sent off-net, so outgoing SMS routing and billing must also be available.

Step 6: Prepare Outgoing SMS from Extensions

If customers should send SMS from Employee Extensions to external mobile numbers, make sure:

- the extension uses a Messaging-ready product;
- the correct SMS provider is configured for the extension;
- the extension can use a compatible SIP user agent that supports messaging.

For a typical Virtual Office setup with Mobyx or WebRTC messaging, first complete the **Ring In/Out and SIP Phone Settings** configuration and enable **SIP Phone** for the Employee Extension.

In the extension's **SIP Phone** settings, select the required business Phone Number under **Caller ID used for outgoing calls**.

In the normal Virtual Office setup, this Phone Number is also used as the extension's business identity for outgoing SMS.

Note: For SMS, make sure the selected Phone Number belongs to the provider configured for outgoing messaging on that extension.

If you use Phone Numbers from several SMS providers, confirm the provider mapping with Support before offering outgoing SMS.

On-Net Messaging Between Extensions

On-net messaging allows Virtual Office extensions to exchange messages without sending them through an external SMS provider.

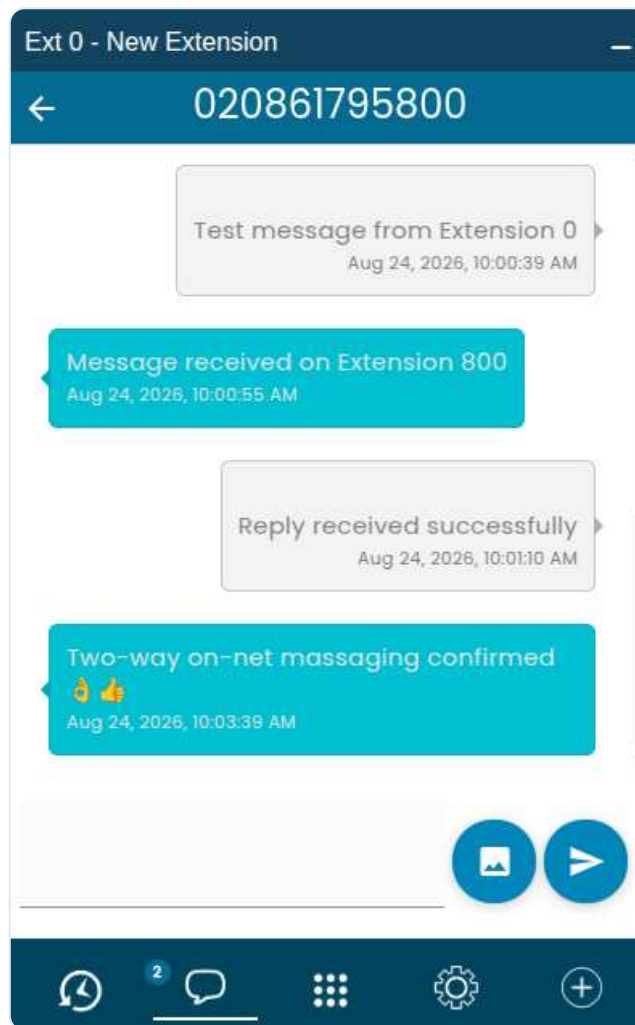


Figure 73: Two-way on-net messaging between Virtual Office extensions in the embedded WebRTC client

To prepare this scenario:

1. Make sure at least two Employee Extensions use a product with the **Messaging** service and the **MSGN** rate.
2. Enable **SIP Phone** and make the extensions available in the compatible SIP user agent you intend to offer, such as Mobyx or WebRTC.
3. Send a message from one extension to the other, for example:
Extension 700 → Extension 701
4. Reply from the destination extension and confirm that messaging works in both directions.

This is a useful first messaging test because it verifies the extension product and on-net Messaging configuration without involving the external SMS provider.

Optional: SMS by Email

Virtual Office can also use email as part of the SMS workflow.

Receiving SMS by Email

No separate Email2SMS setup is required just to receive an incoming SMS by email.

The customer adds an email address to **Copy incoming SMS to** for the required Phone Number. When that Phone Number receives an SMS, the message is also sent to the specified email address.

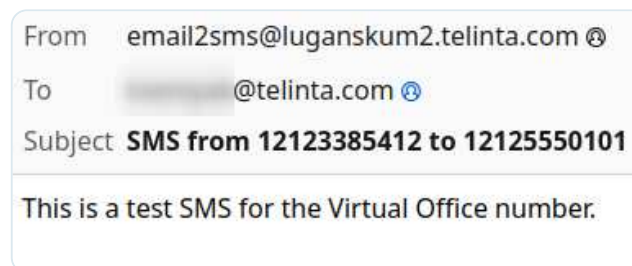


Figure 74: Incoming SMS delivered to an email address

Replying or Sending SMS by Email

Email2SMS lets customers send SMS messages from their regular email application.

The flow is:

Customer email → Email2SMS service → sending account → SMS provider → mobile destination

The **sending account** is important because its Messaging configuration and outgoing Phone Number are used for the SMS.

Prepare the Email2SMS Service

Email2SMS uses a special service address, normally in this format:

email2sms@<UM domain>

For example:

email2sms@um.example.com

Note: Contact support@telinta.com to confirm that Email2SMS is available in your environment and obtain the correct service address.

Support prepares the environment-level Email2SMS configuration. No additional Email Callback or SMS server configuration is required from the Virtual Office administrator.

Choose the Account That Will Send the SMS

When an email reaches the Email2SMS service, the system uses its **From** address to find the TeliCore account that will originate the SMS.

Before offering Email2SMS to a customer:

1. Decide which TeliCore account should originate Email2SMS messages for this email address.
2. Make sure that account has:
 - the **Messaging** service and tariff configuration;
 - the correct **SMS** provider;
 - the customer's sending email address in its **Email** field;
 - the required outgoing Phone Number identity.
3. Check that the same sending email address is not assigned to another active account that could also be selected for Email2SMS.

The sending account does not have to be a Phone Number account. For example, you can use a Messaging-enabled Employee Extension.

For an Employee Extension, select the business Phone Number that should appear as the SMS sender under **Caller ID used for outgoing calls**.

Important: Virtual Office accounts may inherit the same customer email address. For Email2SMS, make sure the sender's email address identifies the account you intend to use. If necessary, assign a dedicated email address or alias to that account before testing the service.

Customer Experience

Once Email2SMS is ready, the customer can use it in two ways:

- **Reply to an SMS received by email** — open the SMS email, click **Reply**, enter the response, and send it normally.
- **Send a new SMS from email** — create a new email to the Email2SMS service address, enter the destination phone number in the **Subject**, and enter the SMS text in the message body.

In both cases, the system uses the account associated with the sender's email address and sends the SMS using that account's configured provider and outgoing Phone Number.

Testing SMS Messaging as a Virtual Office Customer

Use a test Virtual Office customer to validate the messaging scenarios you intend to offer.

Note: Test incoming SMS scenarios with a message delivered from an external source. Messaging between Virtual Office extensions uses the on-net messaging flow and does not validate incoming SMS forwarding.

Scenario	Test	Expected result
Incoming SMS → email	Add an email address under Copy incoming SMS to and send an external SMS to the Phone Number.	The email address receives a copy of the message.
Incoming SMS → extension	Add an Employee Extension under Copy incoming SMS to and send another external SMS.	The extension receives the message in the compatible SIP user agent.
On-net messaging	Send a message between two Messaging-enabled extensions and reply.	Messages are delivered in both directions.
Outgoing off-net SMS	Send an SMS from an Employee Extension to an external mobile number.	The external recipient receives the message and sees the expected Virtual Office Phone Number as the sender.
Email2SMS	Reply to an SMS received by email or compose a new message through the Email2SMS service address.	The external recipient receives the SMS from the expected Virtual Office Phone Number.

Check: SMS Messaging is ready when the configured Phone Number can receive external SMS, incoming messages can be copied to the required destinations, extensions can exchange on-net messages, and the enabled outgoing workflows use the expected Virtual Office Phone Number as their identity.

Additional Customer Class Features

The customer class prepared for Virtual Office is required first of all to expose the Virtual Office custom fields described in the [Quick Start](#). After the basic service is working, the same customer class can also be used to standardize customer communications and invoice presentation.

These settings are optional for the initial Virtual Office setup. A practical order is:

notification template → **customer class assignment** → **notification selection** → **customer-facing message review** → **invoice template and branding**

This keeps service configuration separate from the communication and billing presentation that customers receive later.

Customer Notifications

Customer classes support multiple notification types that can be sent automatically to customers. For Virtual Office customers, the most useful notifications are usually related to billing, payments, account status, password recovery, call recordings, and service usage thresholds.

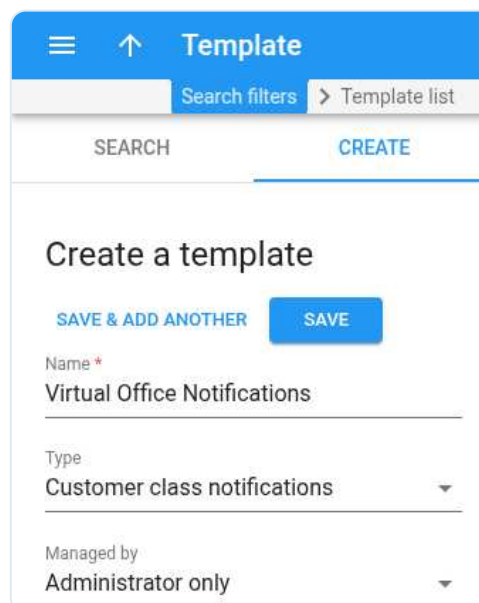
The notification configuration has two parts: the **notification template** defines the message content, while the **customer class** controls which notifications are enabled for customers assigned to that class.

Tip: Notifications may include your company branding, colors, logos, and customized wording.

Creating Customer Class Notification Templates

Prepare customer notifications in dependency order: create the template first, assign it to the Virtual Office customer class, enable only the events you want customers to receive, and then review the customer-facing message content.

Customer class notification templates can be used for events such as password recovery, balance notifications, customer management events, reports, and other system notifications sent to customers.



The screenshot shows a web interface for creating a notification template. At the top, there's a blue header with a menu icon, an up arrow, and the word 'Template'. Below the header, there's a search bar with 'Search filters' and a link to 'Template list'. The main content area has a 'SEARCH' tab and a 'CREATE' tab. The 'CREATE' tab is active, showing a form titled 'Create a template'. The form has two buttons: 'SAVE & ADD ANOTHER' and 'SAVE'. Below the buttons, there are three fields: 'Name' with the value 'Virtual Office Notifications', 'Type' with a dropdown menu showing 'Customer class notifications', and 'Managed by' with a dropdown menu showing 'Administrator only'.

Figure 75: Creating a Customer Class Notifications template

To create the customer class notification template:

1. Open the main TeliCore dashboard.
2. Go to **Templates**.
3. Click **Create**.
4. Create a template with the type **Customer class notifications**.

After the template is created, assign it to your Virtual Office customer class and review which notifications should be available for customers.

Important: Creating a notification template alone is not sufficient. The template must also be assigned to the customer class, and the required notifications must be enabled in the customer class settings.

The screenshot shows the 'Customer class' settings for 'Virtual Office Customers'. The 'Notifications' tab is selected, showing a list of notification types. The 'Email' column is highlighted with an orange box, and several notifications are checked.

Notification Type	Email	SMS
Two-factor authentication	☐	☐
Balance change	☒	☐
Balance warning threshold crossed	☒	☐
Credit limit exceeded	☒	☐
Service wallet top up report	☐	☐
The funds were transferred from the account balance	☐	☐
The funds were transferred to the account balance	☐	☐
The service wallet expired	☐	☐
The service wallet is about to expire	☐	☐
The verification code for the transfer of funds	☐	☐
The verification code for the transfer of service wallet content	☐	☐
Units successfully transferred from sender's service wallet	☐	☐
Units successfully transferred to recipient's service wallet	☐	☐
Volume discount threshold crossed	☒	☐
Volume discount threshold will be crossed soon	☒	☐

Figure 76: Reviewing enabled notifications for a customer class

To assign and review the notification template:

1. Open the Virtual Office customer class.
2. Go to **Notifications**.
3. Select the created **Customer class notifications** template.
4. Review the notification categories available in the list.
5. Expand the relevant category to review individual notifications.
6. Enable only the specific notifications that should be sent to customers by email.
7. Save the customer class.

Note: The interface displays both Email and SMS notification options. SMS notifications require additional system-side configuration.

After the template is assigned, open the template itself to review the notification subject, message content, and supported variables.

Notification templates are maintained by the Support team. If you would like to customize the notification subject, email body, branding, or HTML formatting, prepare the updated content and contact the Support team for assistance.

The final notification template may include custom HTML and CSS styling together with the supported notification variables.

Important: Each notification supports its own set of variables. Only variables supported by the selected notification can be used in the subject and message body.

In some cases, additional dynamic information may also be added to the notification template through advanced customization handled by the Support team.

The screenshot shows the 'Customer class notifications' interface. On the left, there is a sidebar with a tree view of notification categories: Virtual Offices, Customer class notifications, Managed by Administrator only, Balance change, Billing notifications (selected), Customer management, Fraud prevention, Platform management, Service catalog management, Reports, Inventories management, Password recovery, Two-factor authentication, and Audit log. The main area is titled 'Customer class notifications' and contains a list of notification categories: Billing notifications, Balance adjustment, and Available variables. The 'Balance adjustment' category is expanded, showing a list of notifications: Account periodic payment error, Auto-payment error, Balance adjustment (selected), Commitment termination warning, Credit card expired, Credit card is about to expire, Customer is about to be suspended, Customer is going to be limited, Customer is going to be suspended, Customer was suspended, Customer's invoice became over..., Due date for invoice is approaching..., Failed to re-generate invoice, Failed to re-generate the invoice..., Invoice is generated, Invoice is voided, Invoice re-generated successfully, List of the auto-approved invoices, and List of the invoices under review. The right panel shows the details for the 'Balance adjustment' notification. It includes a 'SEND ME A SAMPLE' button, a 'RESET TO DEFAULT' button, and fields for 'Email subject', 'BCC', 'Email body', and 'SMS message'. The 'Email subject' field contains the text: '< \$company_name ? '['' . \$company_name . ''] ' : '' >Balance adjustment f'. The 'Email body' field contains the text: 'Dear < \$customer_name >, On < \$adjustment_date > the balance of your account was adjusted by < \$cha'. The 'SMS message' field contains the text: 'On < \$adjustment_date > the balance of your account was adjusted by < \$cha'. The 'Email body' and 'SMS message' fields also contain conditional logic for 'prepaid' and 'current balance'.

Figure 77: Customer notification templates

For example, a notification may support only basic variables such as the customer name or login by default, while additional information – such as the assigned Virtual Office phone number, extension count, company name – may still be added through advanced template customization.

The notification template editor allows you to review:

- email subject templates;
- email body templates;
- SMS templates;
- available notification variables.

Notifications That May Be Useful for Virtual Office Customers

The following notifications are usually the most relevant for Virtual Office customers. You do not need to enable all of them; choose the events that fit your billing model, customer onboarding process, and enabled Virtual Office features.

Billing and invoice notifications

These notifications help customers stay informed about new invoices, upcoming due dates, overdue invoices, and invoice status changes.

Notification name shown to customers	When it is useful
Invoice is generated	Sends a notification when a new invoice is created.
Due date for invoice is approaching	Reminds the customer that an invoice payment due date is coming soon.
Invoice is overdue	Notifies the customer that an invoice is past due.
Invoice is voided	Notifies the customer that a previously issued invoice was voided.

These notifications are useful if your Virtual Office customers receive regular invoices and you want to reduce manual billing follow-up.

Payment and credit card notifications

These notifications help customers track successful payments, failed payments, receipts, and credit card expiration.

Notification name shown to customers	When it is useful
Payment applied to the customer account	Confirms that a payment was posted to the customer balance.
Payment receipt	Sends a payment receipt to the customer.
Customer auto-payment error	Notifies the customer that an automatic payment failed.
Payment failed (Custom)	Sends a simplified payment failure notification.
Credit Card is about to expire	Warns the customer that their saved card is close to expiration.
Credit Card has expired	Notifies the customer that their saved card has expired.
Balance Adjustment	Notifies the customer when their balance is adjusted manually or automatically.

These notifications are especially useful if customers pay by credit card or use automatic payments.

Balance and service blocking notifications

These notifications warn customers before their service is limited, suspended, blocked, or closed because of billing issues.

Notification name shown to customers	When it is useful
Balance warning threshold crossed	Warns the customer that their balance or credit limit is close to the configured threshold.
Credit limit exceeded	Notifies the customer that the credit limit was reached or the prepaid balance reached zero.
Customer is going to be limited	Warns the customer that service limitations may be applied because of an outstanding invoice.
Customer is about to be suspended	Warns the customer before suspension.
Customer is going to be suspended again (no payment)	Sends another suspension warning if the invoice remains unpaid.
Customer was suspended	Notifies the customer that their service was suspended.
Customer is about to be closed	Warns the customer before account closure.
Customer is closed	Notifies the customer that the customer account was closed.

These notifications are useful if you want customers to receive automatic warnings before service interruption.

Password recovery and access notifications

These notifications are useful for customer self-care access and individual user credentials.

Notification name shown to customers	When it is useful
Web password change link	Sends a password reset link to the customer or user.
Web self-care password change	Notifies the user that their web self-care password was changed.
Individual credentials created	Sends newly created individual credentials to a user.

These notifications are useful if your customers or their users access the self-care portal.

Virtual Office service notifications

These notifications are useful for Virtual Office service delivery, onboarding, and end-user account setup.

Notification name shown to customers	When it is useful
Call record is ready	Sends the customer a notification when a call recording becomes available.
Send mobyx QR code (Custom)	Sends extension login details together with a QR code for quick mobile softphone provisioning.

Notification name shown to customers	When it is useful
LS: send a Welcome email to the new Mobyx account	Sends mobile app or VoIP account access information to the user.
Number Porting Complete	Notifies the customer that number porting has been completed.
Conference invitation (Custom)	Sends conference call invitation details.

Regarding the **Send mobyx QR code (Custom)** notification, it is typically used when the Virtual Office customer wants to send extension access details to an employee or end user.

When the **SIP Phone** service is enabled for an extension, the Virtual Office end-user interface displays a dedicated section with:

- SIP credentials;
- application login details;
- a QR code for quick sign-in;
- and the **Email Extension Details** button.

The notification is sent when the customer clicks the **Email Extension Details** button from the extension configuration screen. This section is available only if Mobyx is enabled in the Virtual Office administrative settings. See [Mobyx Settings](#) for the corresponding administrator configuration.

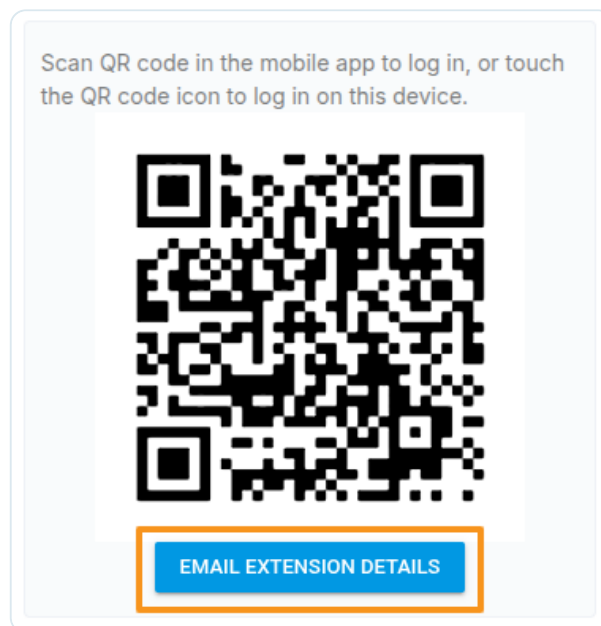


Figure 78: Mobyx QR code and extension provisioning details

Note: Voicemail notifications are configured separately and are not managed through the customer class notification template in the Admin UI. A default voicemail notification template is available on the system side and may be customized if needed. HTML and CSS formatting are supported. To request voicemail notification template customization, contact support@telinta.com.

Usage and volume discount notifications

These notifications may be useful if the Virtual Office plan uses a Volume Discount Plan.

Notification name shown to customers	When it is useful
Volume discount threshold will be crossed soon	Warns the customer that a configured usage threshold is close to being reached.
Volume discount threshold crossed	Notifies the customer that the configured usage threshold was reached.
Call statistics	Sends call statistics for the selected reporting period.

For plan-level Volume Discount Plan configuration, see [Package-Level Usage with a Volume Discount Plan](#).

Tip: Volume discount notifications are relevant only if a Volume Discount Plan is assigned to the Virtual Office plan or directly to a customer in the full customer settings.

Fraud protection notifications

Some fraud-related notifications may also appear in the notification list, for example:

- **Account: suspicious activity detected**
- **Account quarantined**
- **Account screened**

These notifications are related to fraud protection and suspicious activity handling. They are useful only when the corresponding fraud protection features are configured for the customer.

SMS Notifications

The platform also supports SMS notifications for selected events.

Important: SMS notifications require additional SMS provider configuration. If you would like to use SMS notifications, contact the Support team for assistance.

When reviewing the customer class notifications, check both email and SMS columns. Some notification events support email only, while others may also support SMS.

Invoice Templates and Branding

Customer classes are also used for invoice-related configuration. This is separate from the Virtual Office service configuration itself: use it when you want customers in the class to receive a consistent invoice format and branding.

Invoice templates control how customer invoices look and what information they contain. Depending on the selected template type, invoices may include:

- invoice totals only;
- detailed service usage records;
- service usage grouped by service type;
- company branding and logos;
- custom colors and styling;
- customized invoice wording and legal text.

Invoice templates can be created using the built-in invoice designer or provided as fully customized external templates.

Create a template

[SAVE & ADD ANOTHER](#) [SAVE](#)

Name *
Virtual Office Customers

Type
Invoice

Managed by
Administrator only

Source
Built-in editor

Built-in editor
External

Figure 79: Creating an invoice template

Once the invoice template is created, it can be assigned to the Virtual Office customer class under the customer class invoicing settings.

The screenshot shows the 'Customer class' configuration page for 'Virtual Office Customers'. The page is divided into three main sections: 'Virtual Office Customers', 'Invoicing', and 'Regular invoices'. The 'Invoicing' section is currently active, showing options for 'Process invoices and payments ...', 'Regular invoices', 'Out-of-turn invoices', 'Separate invoice for recurring fees', 'Rounding precision', and 'Default decimals for the currency'. The 'Regular invoices' section is highlighted, showing a toggle for 'Use regular invoices' (checked), a dropdown for 'Invoice template' (set to 'Virtual Office Customers'), a dropdown for 'Generate invoice pdf' (set to 'At the end of the billing period'), a dropdown for 'Send the invoice via email' (set to 'Never'), a field for 'Collection threshold, USD', and a section for 'Define terms in' (set to 'Days').

Figure 80: Assigning an invoice template to the customer class

Tip: If you would like professionally branded invoices, open a ticket with Telinta's Support team. A custom invoice template can be prepared using your company logo, colors, wording, and preferred invoice layout. You can also specify whether invoices should contain only billing totals or include detailed call and service usage information. Support can also help you use our Invoice Design Tool.

Note: Invoice templates may include dynamic billing data and platform-specific template logic. Advanced customizations are typically performed by the Support team.

Additional Documentation

- **TeliCore's PortaBilling Administrator Guide** – billing and invoicing concepts.
- **Templates Guide** – invoice templates and notification templates.

Both guides are available on the [Telinta Documentation](#) website.

Glossary

Use this glossary as a quick reference for terms that appear throughout the guide.

Term	Definition
Virtual Office	Telinta's brandable, self-service Hosted PBX solution. Customers use the portal to manage phone numbers, extensions, call routing, voicemail, conferencing, messaging, and other communications features.
TeliCore	Telinta's cloud-based softswitch and billing platform, plus the administrative interface used to prepare the products, tariffs, customer configuration, and other objects that Virtual Office relies on.
DID / Phone Number	A public telephone number assigned to the Virtual Office customer. DIDs can come from your Local DID Inventory or a supported DIDAPI provider.
Extra	An optional Virtual Office capability, such as Ring In/Out, WebRTC, Dial Out, Conference, or Voicemail Transcription. Extras are prepared globally and can be included in or made available through a Virtual Office plan.
Dial Out / Call Out	The Virtual Office outbound-calling feature. A user calls a shared access number from a registered external phone, enters the destination, and the call presents the customer's Virtual Office number as Caller ID. The interface and this guide use the name Dial Out .
Mobyx	Telinta's mobile softphone application used with the TeliGlobe service. Virtual Office can provide application links and QR-code-based extension setup, and Brandable Mobyx can include additional screens with customized branding and menu options.
Desktop Softphone	Telinta's desktop softphone application for Windows, macOS, and Linux. It can be used as the calling application for a Virtual Office extension and can handle Call Back links configured under Dialer settings.
Conferencing	Virtual Office audio conferencing. Customers create and manage conference rooms that participants join by phone; this currently refers to audio conference calling, not video conferencing.
SIP Phone	The extension option used when the extension should register to the SIP service through an IP desk phone, softphone, Mobyx, or another supported SIP client.
WebRTC	Browser-based calling in the Virtual Office portal. When WebRTC is available, users can make or receive calls directly from their browser without launching a separate softphone.