VIRTUAL OFFICE
User Guide

Rev 1.0.3

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Introduction

About Virtual Office

Welcome to your new Virtual Office – a smart, flexible way to manage your business calls without any complicated setup or special equipment. Whether you're working from your desk, your mobile phone, or halfway across the world, Virtual Office helps you stay connected and sound professional.

With just a few clicks, you can get your business number up and running, create custom call menus, forward calls to your team, and even send voicemails straight to email. Need to route calls differently during lunch breaks or weekends? You can easily do that too.

Virtual Office gives you the tools to:

- Add as many extensions as you need (for employees, or departments)
- Set up call forwarding, hunt groups, and voicemail
- Greet callers with personalized messages or menus
- Use softphones or traditional IP phones if you like
- Expand into more advanced features later, like WebRTC (browser-based) calls, voice-to-text, or queueing

You can start simple or dive into more advanced settings – it's all up to you. This guide will walk you through it step by step, no technical background needed.

Key Features and Benefits

Virtual Office offers a comprehensive set of features designed to simplify communication management and enhance business efficiency:

- **No additional hardware required** – You can use your mobile phone or any internet-connected device to make and receive calls.
- **Use a desk phone or a softphone** – If needed, you can connect an IP phone or install a softphone on your computer or mobile device.
- **Fully cloud-based** – No installation is required, and all configurations are managed online.
- **Create and manage virtual extensions** – Set up as many extensions as needed.
- **Easily obtain business phone numbers** – Purchase phone numbers through the web interface for different regions or departments.
- **Customize your greetings and call flow** – Record voice prompts directly via the web interface or upload pre-recorded audio files.
- **Voicemail-to-email functionality** – Receive voicemail messages directly in your email inbox.
- **Smart call routing** – Use auto-attendants and the Dial-by-Name directory to streamline call handling.
- **Simultaneous ringing** – Ensure important calls are never missed by ringing multiple devices at the same time.
- **Call screening and announcements** – Get notified about incoming calls before answering to improve call management.
- **Flexible call forwarding options** – Forward calls to multiple destinations using different distribution methods.
- **Seamless browser-based calling** – Make and receive calls using a WebRTC web-based softphone.
- **Integrated conferencing services** – Host and manage conference calls directly from the interface.

Welcome to Your Virtual Office

When you log in to the Virtual Office portal, you are greeted with a clean, intuitive interface designed for simplicity and ease of use. On the left, you will see the **main navigation panel**, which gives you quick access to all key sections of your Virtual Office:

- **Inbox** – Listen to your voicemail messages and view received faxes.
- **Calls** – View recent call activity.
- **Extensions** – Manage Employee Extensions, Hunt Groups, and other extensions.
- **WebRTC** – Make and receive calls via a web-based softphone.
- **Send Fax** – Send a fax directly from your portal.
- **Settings** – Access account settings, greetings, phone numbers, and more.

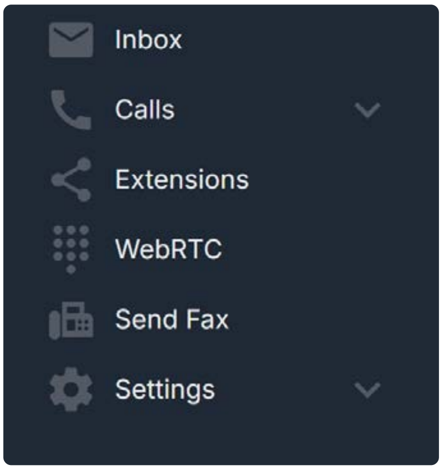

Figure 1: *Main navigation panel*

> **Note:** As you enable more features called **Extras**, additional configuration options will become visible throughout the portal. As seen in the figure above, enabling extras such as **WebRTC** or **Email To Fax** will add new items to the main navigation panel.

You can click the **menu icon** near the top-left of the screen to collapse or expand the navigation panel – helpful if you're working from a smaller screen or want more space.

In the top-right corner, click on your **profile icon** to:

- Access **Settings** (for language preferences, notification options, etc.)
- **Switch to Dark/Light Mode** to customize your interface theme
- **Log out** of the portal

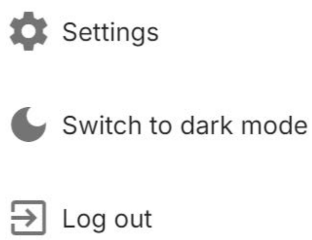

Figure 2: *Profile Settings menu*

Virtual Office Quick Setup

Ready to start taking calls? This quick setup guide will help you activate your Virtual Office in minutes. Once complete, your **business phone number** will be live and routing calls using a simple default call flow:

1. Caller dials your **Business Phone Number**. *A phone number you order from your service provider to serve as your main business line for receiving calls.*
2. **Default Greeting** plays. *A pre-recorded message that plays when someone calls your number.*
3. Caller presses **0**. *The caller can choose this option to reach you directly.*
4. **Extension 0** forwards to your mobile. *This extension is preconfigured to ring the mobile you specified at signup. This can easily be changed if you prefer to send calls to another number.*

The next sections will walk you through the steps required to complete this basic setup.

> **Note:** This is just the default call flow. Virtual Office supports more advanced configurations such as multiple extensions, hunt groups, and custom greetings. These setups are covered in the **How-To Guides** section later in this document.

Step 1: Order a Virtual Office Phone Number

To order your first Virtual Office phone number:

1. Navigate to **Settings** → **Phone Numbers**.
2. Click **Add Number** .
3. Select your preferred number and confirm your selection.

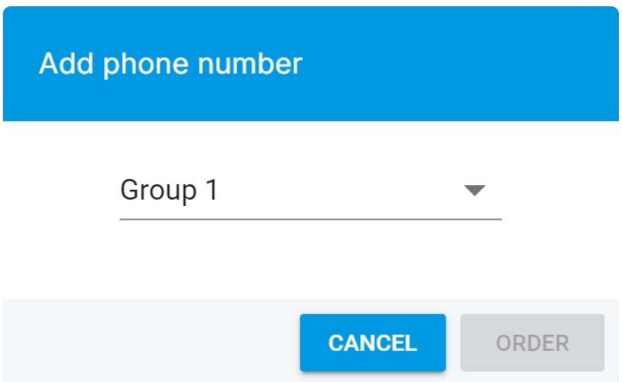

Figure 3: *Phone Numbers Add Form*

> **Note:** If you see an error after confirming, check your current balance under Settings → Billing. If the balance is too low, you can make a payment on the same page.

Step 2: Adjust Your Main Extension’s Contact Number (Optional)

If you want calls routed by pressing *0* to go to a different number, update the **Main Extension’s** forwarding settings:

1. Go to **Extensions** → **Hunt Groups**.
2. Find **Extension 0**.
3. Click the **Edit** icon .
4. Under **Forwarding Settings**, either click the **Edit** button next to the existing number, or click **Add forwarding number** if none exists.

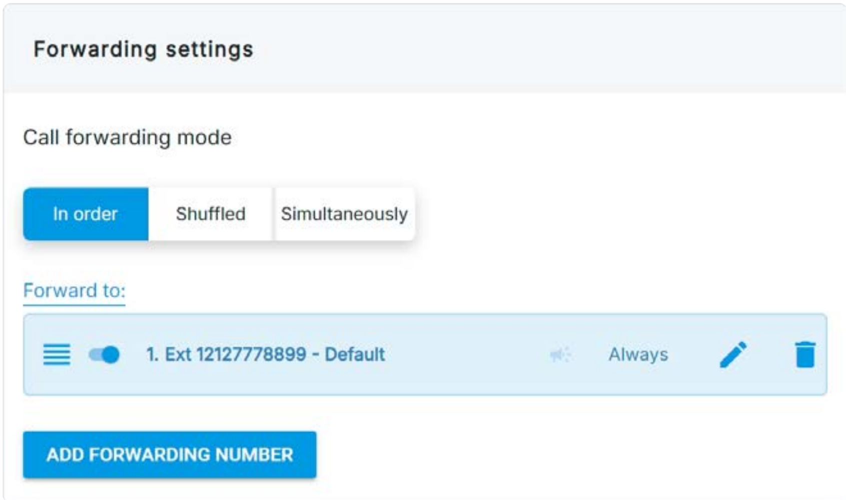

Figure 4: *Forwarding Settings Section*

1. In the **Destination and status** section, set the **Destination** to *Custom* if you want to forward calls to your mobile or any other external number. Then, enter the number in the **Enter custom destination** field.
2. Click **OK** at the very bottom of the form to save the forwarding settings.

Figure 5: *Forwarding Number Settings*

> **Note:** For a detailed walkthrough of this process, see How to Forward Calls from an Extension.

> **Note:** If you want to forward calls to a physical desk phone or softphone, some extra setup is required. See Employee Extensions for details.

Step 3: Update Default Greetings with Your Own

The Virtual Office portal comes with sample pre-recorded greetings, but it's always a good idea to use your own voice or message - so your callers know they've reached the right business. There are two types of greetings:

- **Main Greeting** – plays whenever your Virtual Office phone number is reachable.
- **After Hours Greeting** – plays when your number is outside its active schedule.

Changing the Prompt

Personalizing your greeting is simple. Here's how:

1. Go to **Settings → Greetings**.
2. Under **Main Greeting** or **After Hours Greeting**, choose one of these options:
   - **Play current audio** to hear what callers will experience now.
   - **Record new audio** if you want to add a fresh message on the spot.
   - **Upload new audio** if you have a professionally recorded file ready.
   - **Discard** if you want to remove your existing recording and start from scratch.

Once you're happy with your new recording or upload, remember to click **Save**.

Scheduling Your Greetings

Want your Main Greeting to play only at certain times? No problem!

1. In **Settings → Greetings**, look for the **Active Hours** section under **Main Greeting**.
2. Pick a predefined schedule from the dropdown, or click the ⊕ icon to launch the Active Hours Wizard and set up a custom schedule that fits your business hours.

> **Note:** For step-by-step guidance, see How to Set Up Active Hours.

> **Tip:** The **After Hours Greeting** takes over automatically whenever the Main Greeting is inactive, so you don't need to set a separate schedule for it.

Handling No-Input

What if your caller doesn't press any keys after the greeting? Under each greeting, you'll see a setting labeled **If there is no input after greeting plays**:

- Stick with **Repeat greeting** (the default), or
- Switch to **Transfer to extension** to send the call to a specific extension (for example, forward to **Extension 0** if you want calls to ring your main number).

Make your selection, hit **Save**, and you're all set.

Step 4: Make a Test Call

Time to see your setup in action.

1. Dial your new Virtual Office number from any phone.
2. Listen for your default greeting - does it sound right?
3. Press **0** when prompted. If your mobile rings just as expected, your basic call flow is working.

If something doesn’t work as planned, double-check your forwarding and greeting settings. You can always repeat the steps above to adjust and retest.

Next Steps

You've got the basics running — now let's fine-tune your Virtual Office so it works exactly the way your business needs.

Understand Phone Number Modes

Every Virtual Office phone number operates in one of three modes. Knowing these helps you design a call flow that matches your goals.

- **Main Greeting** – Plays your main recorded greeting first. From here, callers can press:
  - **0 (Extension 0)** – A predefined extension that, by default, forwards to the mobile number you provided at signup. You can change this destination at any time — for example, to forward calls to a hunt group or another team member.
  - **8 (Dial-by-Name Directory)** – Lets callers search for a specific person by name. This is handy for larger teams or when you want customers to reach staff directly without remembering extension numbers. To configure the directory, see How to Configure the Dial-by-Name Directory.
- **Transfer to Extension** – Sends incoming calls directly to:
  - An **Employee Extension**
  - A **Hunt Group** (several extensions ringing together or in sequence)
  - **Other Extensions** such as:
    - **Conference Rooms**
    - **Dial Directory**

> **Tip:** You can also forward calls outside your office by setting the phone number to **Transfer to Extension**, then configuring that extension's forwarding settings to an external number. Learn more in How to Add and Configure Hunt Groups and How to Forward Calls from an Extension.

- **Custom IVR Configuration** – Lets you build interactive menus so callers can choose where to go. Perfect for businesses that want more than one level of call routing. See Individual Number Settings.

Phone Number Settings Overview

When you click the **Edit** icon next to a phone number, you are not just changing where calls go — you are unlocking a set of tools to make this number works exactly the way you need. Here's what each section is about and how you might consider using it.

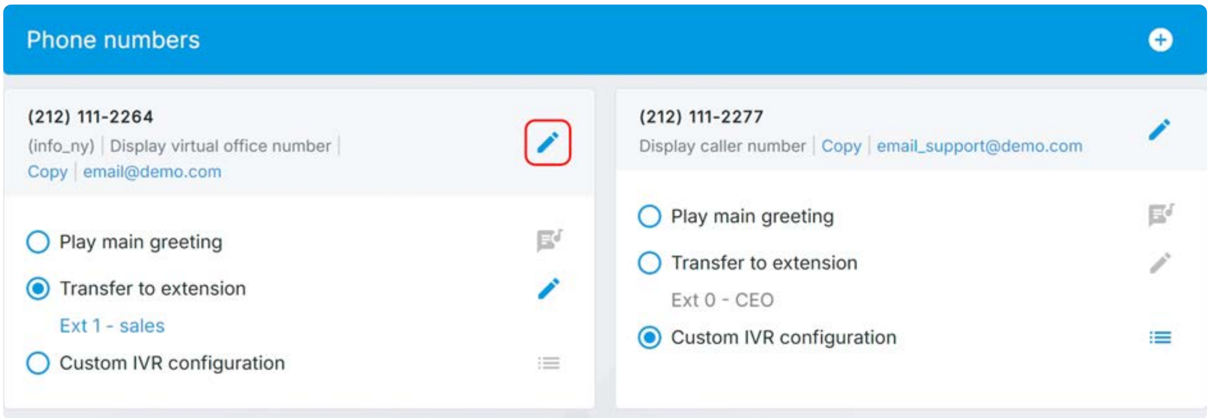

Figure 6: *Phone numbers list with the Edit icon to access additional settings*

Call preferences

Here you decide *what the recipient of a call will see* when a call comes in and what music plays if a caller is put on hold.

- **Display caller number** – Shows the caller's Caller ID. This is best if you always want to know exactly who is calling.
- **Display virtual office number** – Shows your own Virtual Office number instead. This is useful if you want to instantly recognize that the call came through your business line (especially if your phone also takes personal calls). This enables you to see that it is a business call, but will not display the caller's Caller ID.

Choose the option that helps you handle incoming calls as you need. For example, if you forward calls to your mobile phone, seeing the Virtual Office number lets you instantly know it is a business call.

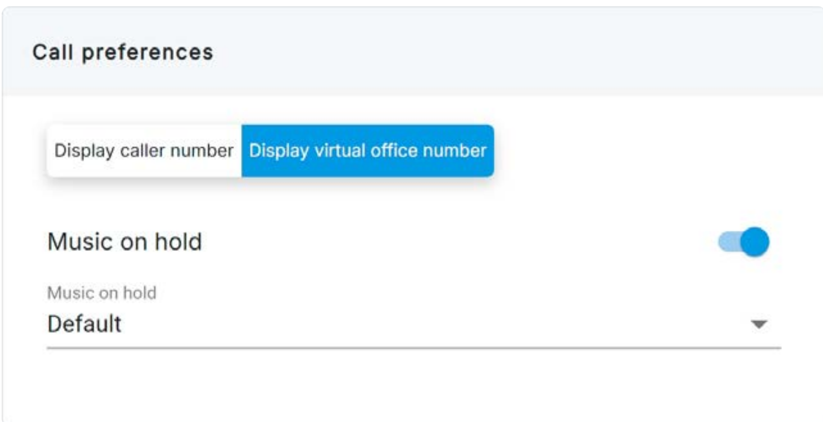

Figure 7: *Call preferences, including caller ID display and music on hold*

Call notification settings

If this phone number is configured with **Custom IVR Configuration** and one of its menu options sends the caller to voicemail, that voicemail is saved for *this phone number* (not for any extension it may forward to). Here you can choose what happens when a voicemail arrives:

- **Copy** – Send a copy of the voicemail to the specified email address.
- **Notify** – Send an email notification that a voicemail is waiting, without attaching the audio file.
- **Forward** – Send the voicemail to another email address instead of keeping it in your inbox.

> **Note:** If your number can receive faxes, choosing the right option here lets you also get a copy by email. For details on fax formats and viewing faxes, see How to Receive and Manage Incoming Faxes.

Other options

This is where you take care of the extra details:

- **Time zone** – Defines how the system interprets time-based rules for this number. For example, if you use IVR menus with specific active hours (such as a Main menu during business hours and an After Hours menu outside them), the time zone ensures calls are routed according to the correct local time.
- **Multi-page fax format** – Choose how multi-page faxes are sent to you (e.g., one PNG per page or a combined PDF). For more details on incoming faxes, see How to Receive and Manage Incoming Faxes.
- **Copy incoming SMS to** – Forward incoming text messages to another number.

> **Note:** SMS forwarding is not always active by default. If it does not work, check with your service provider to confirm if it can be enabled for your account.

- **Tag** – A short text label you can use to store extra information about this Virtual Office number. For example, you might enter a department code, campaign name, or location identifier. Tags are for your own reference and are not visible to callers.

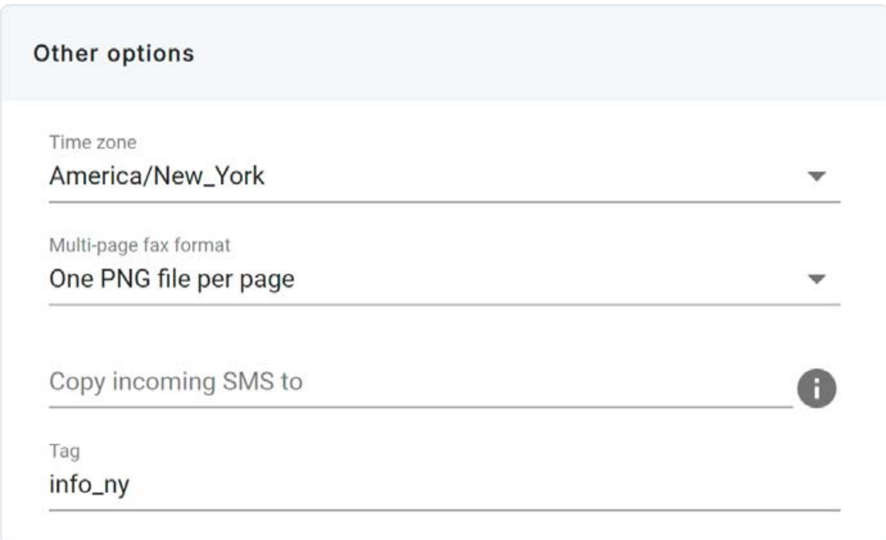

Figure 8: *Other options, including time zone, fax format, and SMS forwarding*

A Practical Setup Path

If you are starting from scratch, here's a simple way to build your call flow:

1. **Create Employee Extensions** – These are dedicated lines for team members. Each one has its own login, voicemail, and call-forwarding rules.
    - Go to **Extensions**, click **Add** under **Employee Extensions**, and the system will create one instantly.
    - To fine-tune it later, see How to Set Up an Employee Extension.
2. **Decide How That Extension Will Handle Incoming Calls** – If your phone number uses **Transfer to Extension** mode, decide where those calls land when they reach an extension:
    - **Forwarding** – Route calls to another number or destination. See How to Forward Calls from an Extension.
    - **Voicemail** – Store unanswered calls as audio messages in your **Inbox**.
    - **Ring In/Out** – Take calls directly from a registered device such as a desk phone or softphone. See Ring In/Out: Take Calls Right from Your Desk Phone or App.
    - **WebRTC** – Handle calls directly in your Virtual Office using your web browser. See WebRTC: Take and Make Calls Right from Your Browser.

> **Note:** If you enable **SIP Phone**, forwarding, and voicemail all together, incoming calls will first ring the registered device, then the forwarding destination (if any), and finally voicemail.

3. **Set Up Hunt Groups** – Want calls to be routed among several extensions? Create a Hunt Group, add your Employee Extensions as forwarding destinations, and choose whether they ring in sequence or all at once. See How to Add and Configure Hunt Groups.
4. **Add Advanced Routing with Custom IVR** – For multi-option menus (e.g., "Press 1 for Sales, Press 2 for Support"), enable **Custom IVR Configuration** in your Phone Number settings. One of these menu options can even route callers into a **Call Queue**, so they wait until an agent is available. See How to Configure Call Queues for details.

Explore More Features

Once you've got the basics down, it is time to unlock the real power of your Virtual Office. In addition to the core setup, you can enable **Extras** — optional features that add new capabilities like voicemail-to-text, advanced call routing, or mobile-friendly outbound calling. You can also follow the **How-To Guides** for step-by-step instructions on setting up, customizing, and making the most of these features.

- Adding and managing **Employee Extensions** and **Hunt Groups**
- Setting **Active Hours** so calls follow the right path at the right time
- Configuring the **Dial-by-Name Directory** for easy employee search
- Adding **Forwarding Numbers** for mobile or external destinations
- Registering extensions on **Mobyx** for mobile and desktop apps
- Setting up **Call Queues** for sales or support teams
- Using **Custom IVR Menus** with Individual Number Settings
- Blocking spam calls while allowing trusted numbers
- Hosting meetings with **Conference Rooms**

Whether you want to improve call routing, enhance caller experience, or add extra security, these guides walk you through every option.

Extras

The **Extras** section lists additional features you can enable to expand your Virtual Office capabilities — from smarter call handling to advanced communication tools. Activate the right fit for your business.

> **Important:** Some extras may have activation and monthly fees. After enabling an extra, refresh the page to ensure it's applied.

Available Extras

- **Voice to Text** – Get your voicemails transcribed and sent straight to your email, so you can read messages even when you can't listen.
- **Call Recording** – Save recordings of your calls so you can review them later, share them if needed, or keep them for your records.
- **Simultaneous Ringing** – Have multiple phones ring at once (like sales or support lines) so the first available person can pick up.
- **Email to Fax** – Send PDFs or images as faxes right from your email — no fax machine needed.
- **Dial Out** – Make calls from your mobile phone, computer, or landline, but show your business number as Caller ID instead of your personal number.
- **Ring In/Out** – Use a desk phone or a softphone to make and take calls, while still using your business number.
- **WebRTC** – Make and receive calls with your browser — call, answer, and manage calls without extra hardware. Requires **Ring In/Out**.
- **Individual Number Settings** – Give each business number its own greeting, working hours, and call flow.
- **Conference** – Host a group call where everyone can join from their phone, browser, or app.

Voice to Text: Get Your Voicemails as Emails

Imagine opening your voicemail and instantly *reading* the message instead of listening to it. That's exactly what **Voice to Text** does – it automatically converts spoken voicemail messages into easy-to-read text.

> **Important:** This feature may not be available in your Virtual Office by default. If you do not see it, contact your service provider to check availability.

Once enabled, **Voice to Text** works hand-in-hand with your voicemail service, making it quicker to decide which calls need your attention right away.

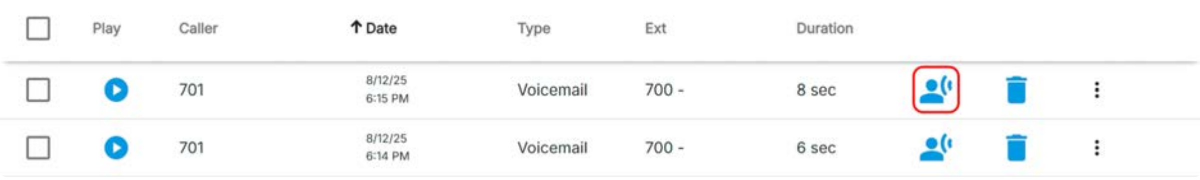

Figure 9: *Filtering your Inbox to see only Voice-to-Text messages*

Where to find transcribed messages:

- Go to your **Inbox** and look for messages with the icon.
- You can also use the filter in the **Type** dropdown to show only **Voice-to-Text** entries.
- Click the icon to open the voicemail details — the transcription will appear right under *"The transcribed message is:"*.

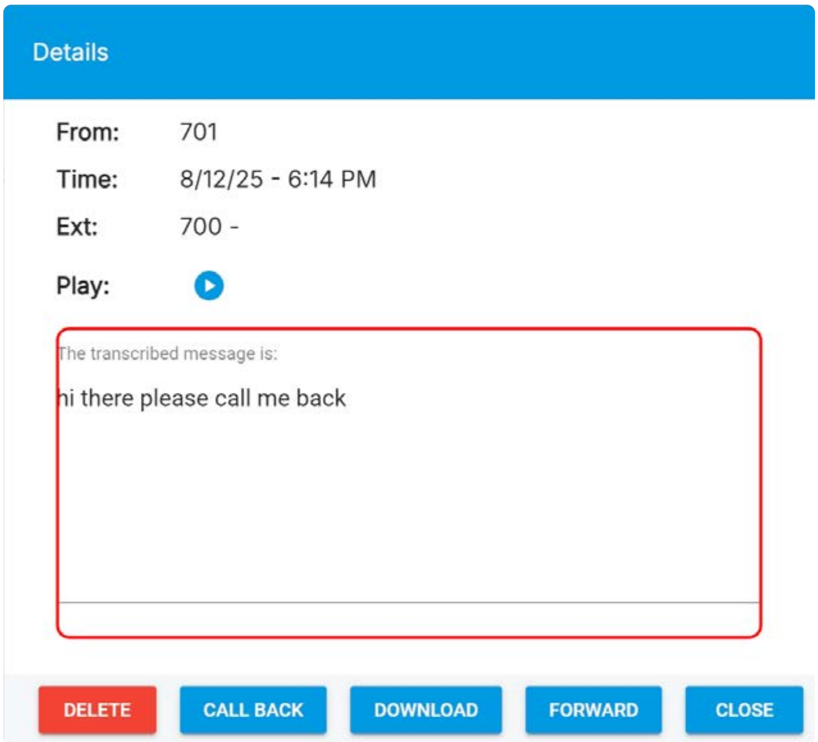

Figure 10: *Viewing the transcribed voicemail message*

How to enable Voice to Text:

1. Go to **Settings** → **Extras** and enable the **Voice to Text** extra.

2. Go to **Extensions**, open the desired extension, and in the **Services** section enable both **Voice-to-Text** and **Voicemail**.

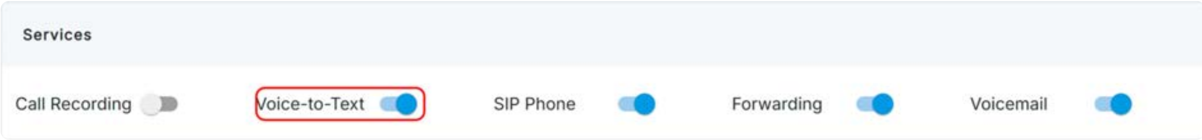

Figure 11: *Enabling Voice-to-Text in the Services section*

3. In the **Voicemail Settings** section, make sure a valid email address is entered under *Notification email addresses*.
4. In the **Other Options** section, set the **Preferred IVR Language** — this affects how accurately your voicemail is transcribed. For example, choosing *French (Canada)* will improve recognition for Canadian French voicemails.

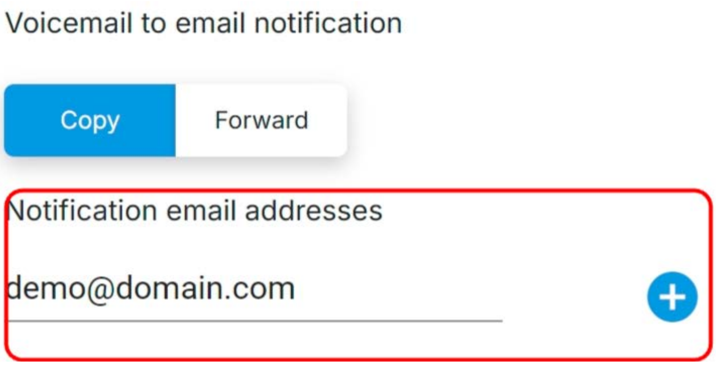

Figure 12: *Voicemail settings with notification email address*

> **Tip:** Voice-to-Text makes it easy to screen your voicemails at a glance, especially if you're in a meeting or can't listen to audio. Just read the transcription and decide whether to respond immediately or later.

Call Recording: Keep a Record of Your Conversations

Need to keep track of important conversations or review what was said in a meeting? The **Call Recording** extra makes it easy — it automatically saves calls handled by your **Employee Extensions** or **Hunt Groups**, so you can play them back anytime.

Once this extra is enabled, you can switch recording **on or off** for each extension right from the **Services** section — just open **Extensions** and toggle **Call Recording** without even going into the individual settings.

Two new shortcuts also appear in your navigation panel under **Calls**: **Recorded Calls** and **Recorded Conferences**. To capture conferences, open your **Conference Room Settings** and choose an option under **Conference recording**:

- **Do not record** – Recording is disabled
- **Always record** – The conference will be recorded automatically from start to finish
- **On demand record** – Recording starts only when triggered during the meeting

> **Tip:** For full details on scheduling, managing, and recording conferences, see **Conference: How to Set Up and Host Group Calls**.

All your recordings — whether from incoming, outgoing, or forwarded calls — are neatly listed in one place.

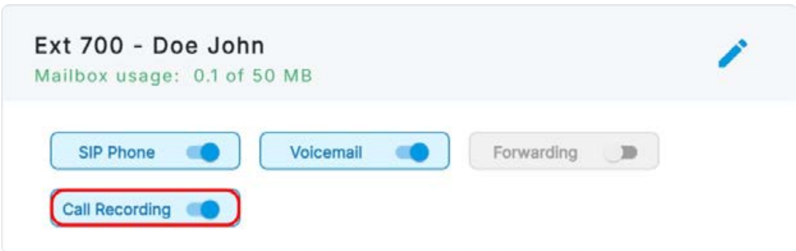

***Figure 13:** Call Recording toggle in extension settings*

In **Recorded Calls**, you can:

- See when the call happened, how long it lasted, and its status
- Check who the call was **from** and **to**
- Hit the **Play** button to listen instantly

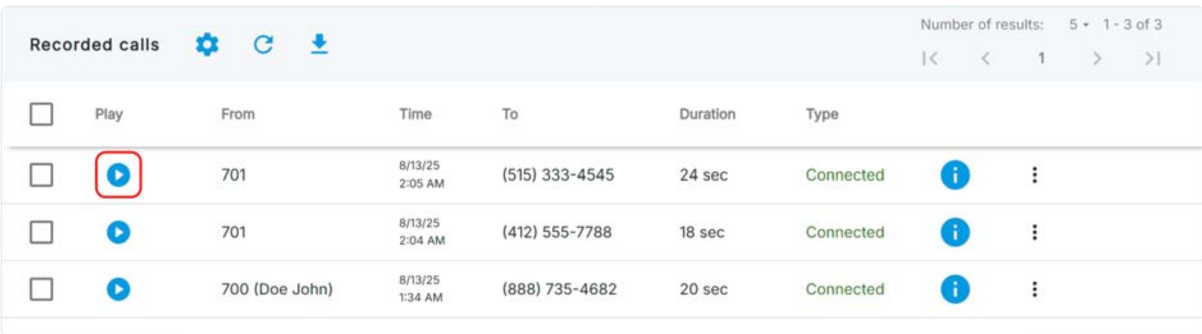

***Figure 14:** Recorded Calls list with playback controls*

Simultaneous Ringing: Have Your Team Answer Faster

Need calls to reach several numbers at the same time? **Simultaneous Ringing** makes it happen. When enabled, incoming calls will ring all assigned forwarding numbers together — whichever is answered first takes the call. This is especially useful for **Hunt Groups**, where you want the quickest pickup without worrying about order.

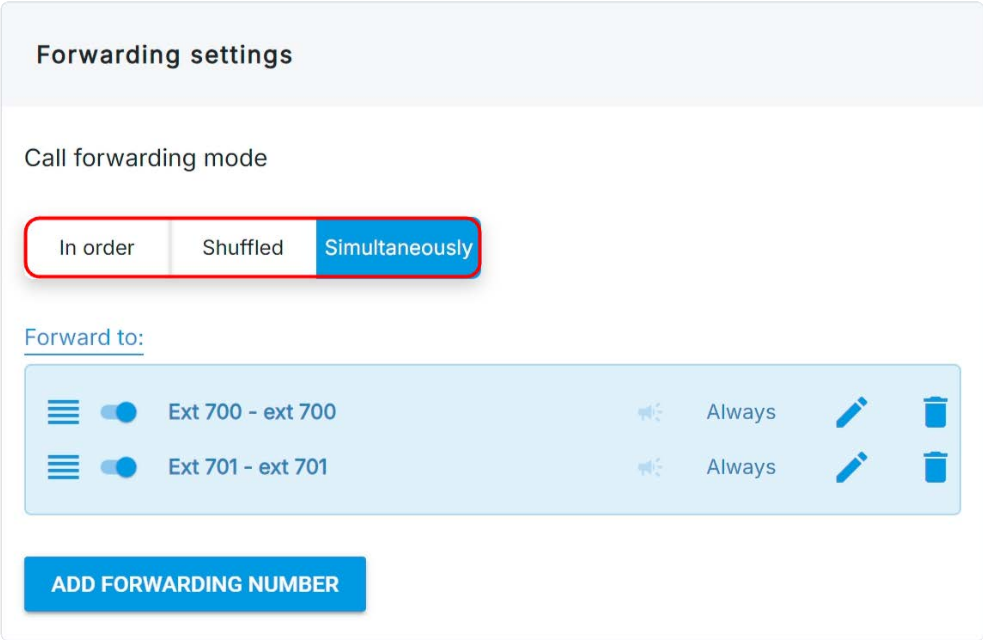

Figure 15: *Forwarding settings with the Simultaneous option*

You can turn this on in **Forwarding Settings** by selecting the **Simultaneously** switch.

> **Tip:** Simultaneous Ringing works best with Hunt Groups — especially when used as described in Configuring Hunt Groups for Call Distribution. It is perfect for sales or support teams who need to answer calls right away.

Email to Fax: Send Documents Without a Fax Machine

Need to send a fax but do not have a fax machine? The **Email to Fax** feature lets you send faxes right from your Virtual Office — no extra hardware, no trips to the office. Just upload your document, choose which of your Virtual Office numbers it will come from, and track the result in real time.

> **Note:** If you want to learn about receiving faxes and automatic fax-to-email delivery, see **How to Receive and Manage Incoming Faxes**.

When you open the **Send Fax** section, you will see all your sent faxes, complete with sender and recipient details, timestamps, and delivery status.

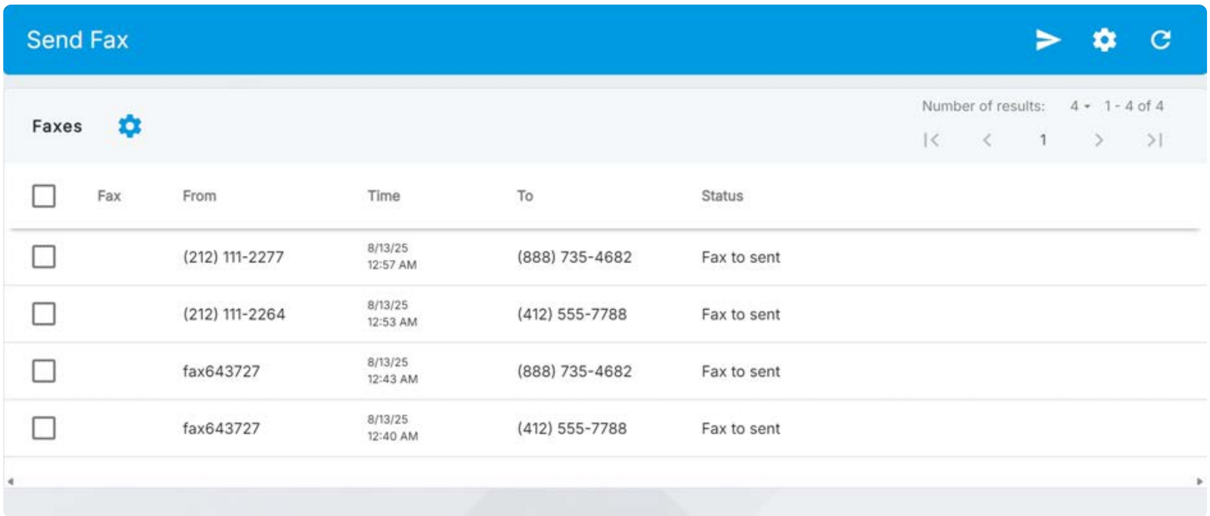

Figure 16: *Fax History screen*

Before sending, click the **Settings** icon in the Fax section to open **Fax Settings**, then select the **Caller ID** — in this case, one of your Virtual Office phone numbers that will show as the sender.

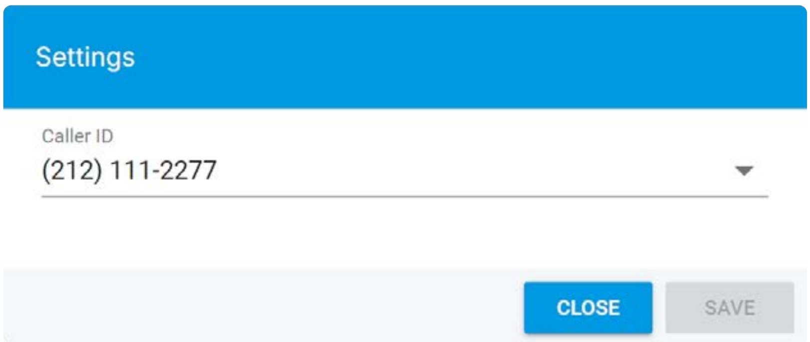

Figure 17: *Fax Settings screen*

> **Note:** If you skip setting the Caller ID, your faxes may show a default value like *fax643727* (varies per customer). Some recipients' fax systems may reject or block faxes without a recognizable sender number.

To send a fax:

1. Click the **Send** icon in the Fax section.
2. In the form, **enter the recipient's fax number**, **attach your document** (PDF, TIFF, JPG, or JPEG), and toggle **Save file in fax history** if you want to keep a copy for tracking.
3. Click **Send**.

> **Note:** Maximum file size: 5 MB.

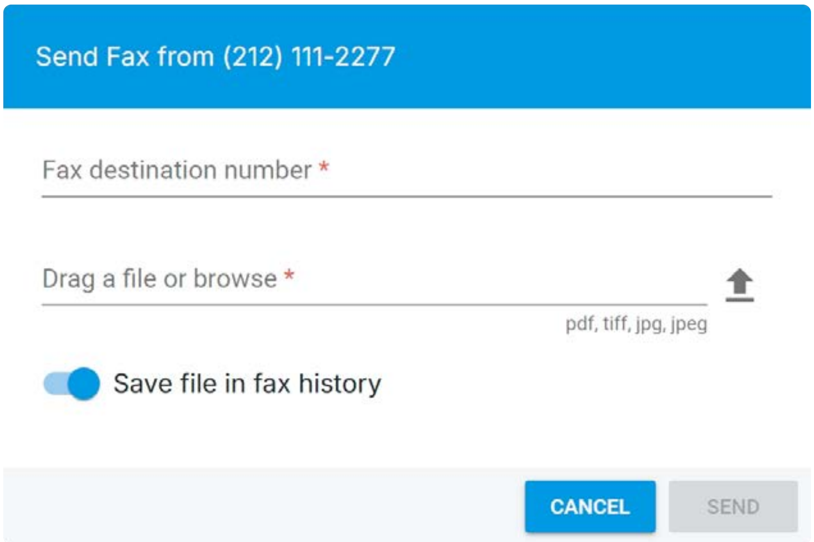

Figure 18: *Send Fax form*

Once you click **Send**, you will see: "*Sending fax. Status will appear when the operation completes...*"

After that, just check **Fax History** to confirm if your fax went through successfully.

> **Tip:** Double-check the fax number before sending — once a fax is sent, there is no "undo" button.

Dial Out: Make Calls That Look Like They're From Your Business

Want to call someone from your mobile but keep your business number as your Caller ID? **Dial Out** lets you do exactly that. When you use it, the person you call sees your **Virtual Office phone number** instead of your personal number — keeping things professional and making sure callbacks go through your company's system.

> **Example:** A doctor or a clinic receptionist can call patients from her mobile, but the Caller ID shows the clinic's main line, so patients always call the front desk back.

How It Works

Think of Dial Out as a **special access number** you call first. You dial it from your registered mobile, then enter the number you want to call. The person you're calling will see the business number you selected as Caller ID, not your personal number.

> **Note:** You'll find your access number at the top of **Settings → Dial Out Numbers**.

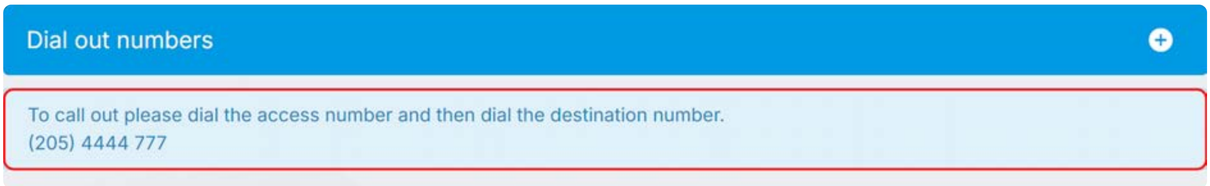

Figure 19: *Access number for making Dial Out calls*

Step 1: Register Your Mobile Number

Before you start using Dial Out, your mobile needs to be registered ("whitelisted") in the system.

1. Go to **Settings → Dial Out Numbers**.
2. Click the **Add** icon in the upper-right corner.
3. Fill in the form:
   - **Calling from** – Your mobile number.
   - **Nickname** – Just for your reference.
   - **Show number as** – Choose one of your Virtual Office numbers to appear as the Caller ID when you make calls.
   - **Active** – Keep it on if you want to start using it right away.
4. Click **Save**.

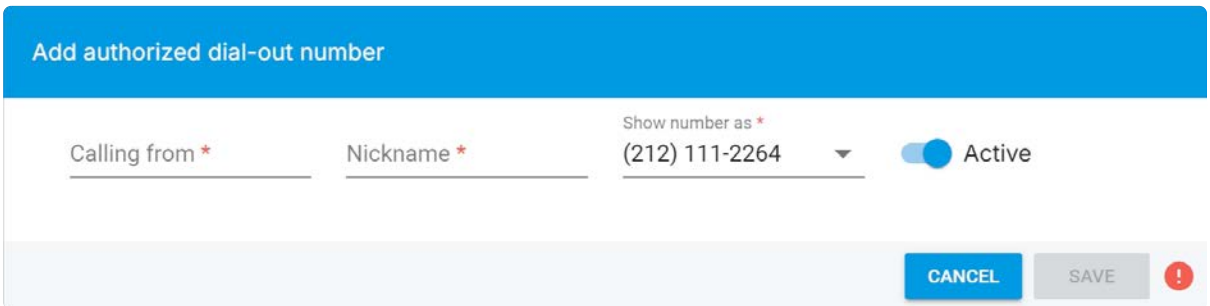

Figure 20: *Adding your mobile number for Dial Out*

Your mobile will now appear in the list of registered numbers. You can edit it anytime by clicking the **Edit** icon .

> **Tip:** Return calls to your Dial Out number will go through your company's main system — not your personal mobile — keeping work and personal calls separate.

Step 2: Make a Dial Out Call

1. From your registered mobile, call the **access number** shown in the Dial Out Numbers page.
2. When connected, you will hear a prompt asking you to enter the number you want to call.
3. The person you are calling will see your chosen **Virtual Office number** on their screen instead of your personal number.

Dial Out Call History

Every Dial Out call you make is logged under **Calls → Dial Out**.

Here you can filter and search your call list, and quickly check what happened with any call. For details on how to view and interpret call information, see **How to See Call Details and Solve Call Issues**.

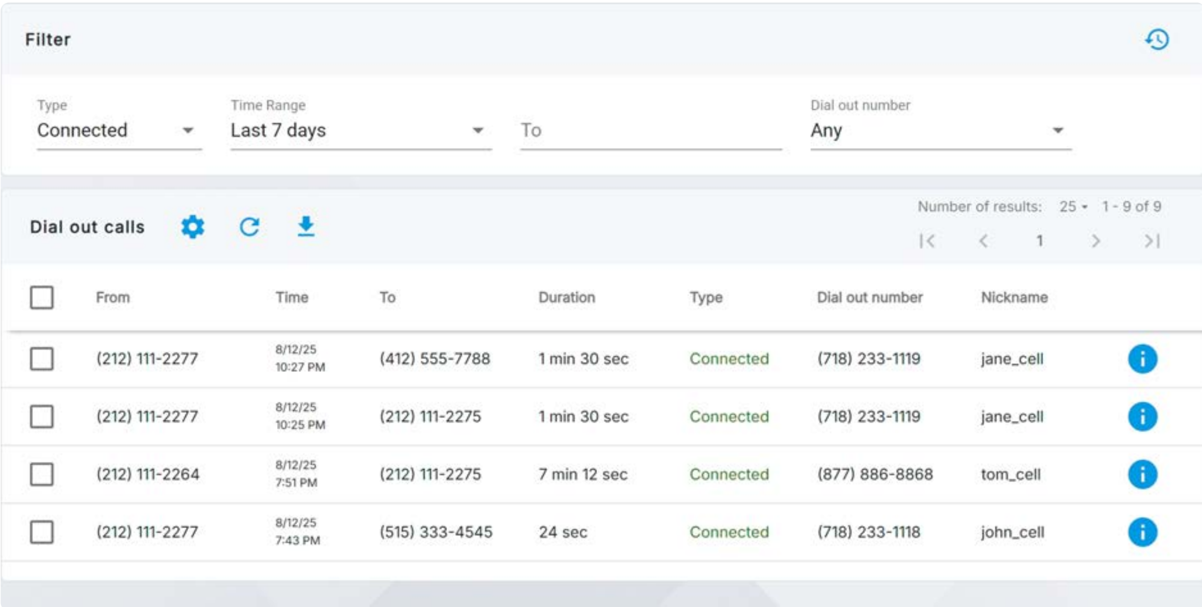

Figure 21: *Viewing and filtering your Dial Out calls*

Ring In/Out: Take Calls Right from Your Desk Phone or App

Want to connect your extension to a **desk phone** or a **softphone**? **Ring In/Out** makes it possible. Once enabled, you can register your extension on supported devices and make or receive calls just like from your Virtual Office portal.

Step 1: Enable Ring In/Out

1. Go to **Settings → Extras**.
2. Turn on the **Ring In/Out** toggle.
3. This unlocks the ability for your extension to connect to desk phones, softphone apps, or other SIP-compatible devices.

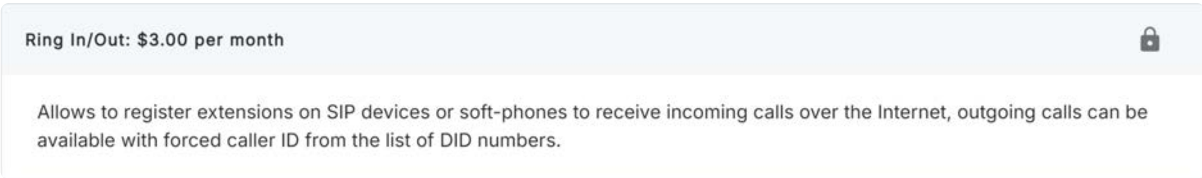

Figure 22: *Enabling the Ring In/Out extra in Settings*

Step 2: Enable SIP Phone for Your Extension

A **SIP Phone** (or IP Phone) is a device that uses an internet connection — such as an Ethernet cable — to make calls, unlike a traditional analog phone. Softphones like **Mobyx** are already designed as SIP phones, so you can use them without extra setup.

1. Go to **Extensions**.
2. Find the extension you want to register and either:
   - **Quick enable** – Use the **SIP Phone** toggle directly from the Extensions list.
   - **Full settings** – Click **Edit**, go to the **Services** section, and enable **SIP Phone**.

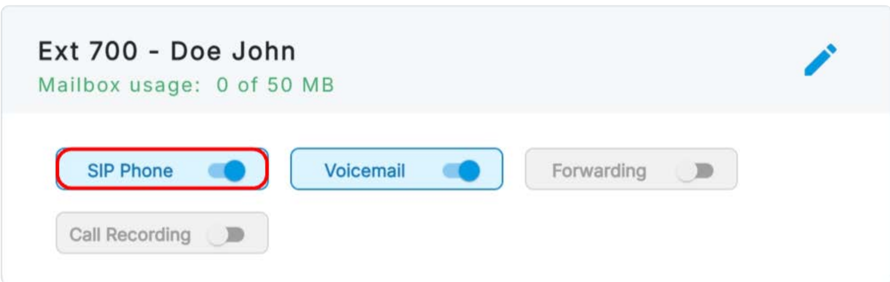

Figure 23: *Enabling SIP Phone directly from the Extensions page*

3. The **SIP Phone** section will now appear, showing your login credentials, QR codes, and download links for supported apps like Mobyx.

> **Important:** When using SIP Phone, make sure to select a **Caller ID used for outgoing calls** so that people see the correct number when you call them. You can set this in the **SIP Phone** section after enabling the service. The list will show all available **Virtual Office phone numbers** for your account — just pick the one you want displayed as your Caller ID.

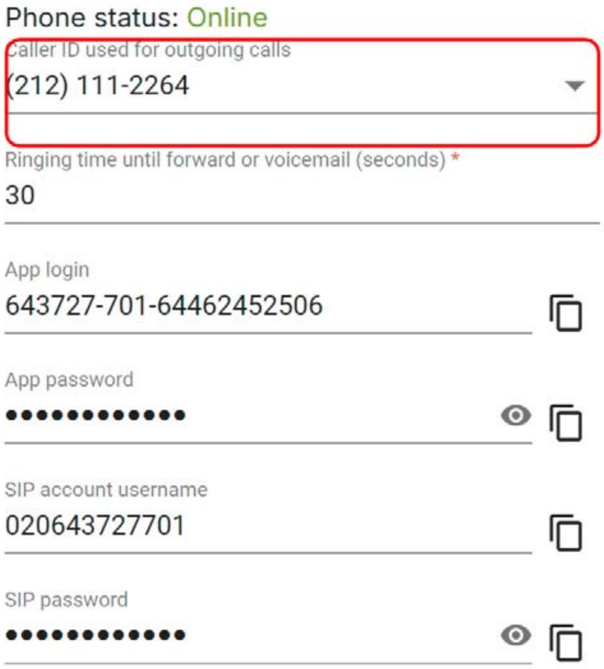

Figure 24: *App login, password, and SIP credentials*

Step 3: Connect Your Device or App

- **Desk phones** – Enter your SIP account details (username, password, server address) exactly as shown in the portal.
- **Softphones** – Use the same SIP credentials to register your extension in any compatible app.
- **Mobyx users** – Follow **How to Register Your Extension on Mobyx** for quick setup using QR codes or direct login.

> **Tip:** If you are not sure about the server address or a required domain, your service provider can give you the exact details.

WebRTC: Take and Make Calls Right from Your Browser

Need to make a quick call without your desk phone nearby? With **WebRTC**, your browser becomes your phone. You can call, answer, and manage calls straight from your computer — no extra hardware needed.

> **Important:** To use WebRTC, the **Ring In/Out** extra must be enabled. See **Ring In/Out: Take Calls Right from Your Desk Phone or App** for details. Also, in **Extensions**, the **SIP Phone** service must be turned on for the extension you want to use.

How to Set Up WebRTC

1. Enable **Ring In/Out** and **WebRTC** in **Settings** → **Extras**.
2. Go to **Settings** → **Extensions** and toggle **SIP Phone** for the extension you'll use. You can do this right from the main **Extensions** page — no need to open each extension's settings.
3. Open **Settings** → **WebRTC**.
4. Select the extension you want to register and start using immediately.

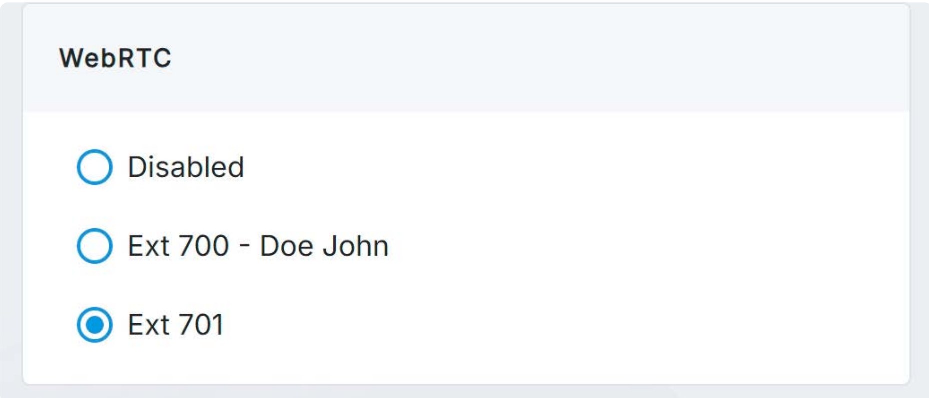

Figure 25: *Selecting an extension for WebRTC*

More Features

- **Hide or Show WebRTC** – If you do not want WebRTC taking up space in your interface, hide it in **Settings** → **Extras**. Even when hidden, you will still see a **Phone** icon next to your profile icon in the top bar — click it to bring WebRTC back into view.
- **Instant Extension Switching** – To use another extension, open **WebRTC**, pick a different extension, and you are ready to go.

Individual Number Settings: Turn Each Number into Its Own Receptionist

Want each of your business numbers to handle calls differently? **Individual Number Settings** let you build custom call flows, set business hours, add menus, and greet your callers with your own recordings.

> **Important:** Before you start, make sure the **Individual Number Settings** extra is enabled - otherwise, you won't see the **Custom IVR configuration** option.

Getting Started

1. Go to **Settings** → **Phone Numbers**.
2. Find your business phone number.
3. Choose **Custom IVR Configuration**.
4. Click the **Settings** button to open all the advanced options.

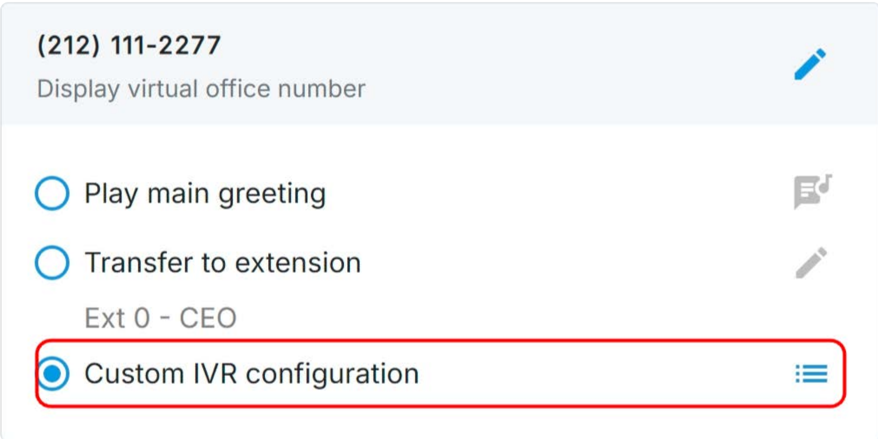

Figure 26: *Choosing the Custom IVR configuration mode*

Menus: Main, After Hours, and More

You'll see two menus by default:

- **Main** – Handles calls during your business hours.
- **After Hours** – Handles calls when you're closed.

Need more menus? Click the **Add** button, name your menu (like "Spanish Menu" or "Holiday"), and click **Add**. You'll see a little reminder - a **"Save to enable"** message - to save new menus before using them. After saving, you can set up hours and actions just for that menu.

> **Tip:** Only newly added menus can be deleted - the defaults stay put for you.

When you want to delete a menu, just expand its settings. The **Delete Menu** button will appear at the bottom, right after the **Not Active** action.

Call Actions: What Happens When Callers Press a Button?

Each menu lets you pick what happens when a caller presses a key (**0–9**, *****, **#**), does nothing (**Timeout**), or calls outside business hours (**Not Active**).

By default:

- **Key 0** sends callers to your main extension (usually the business owner).
- **Key 8** connects callers to your dial-by-name directory (so they can search for any employee).

You can change these defaults or assign new actions to any key.

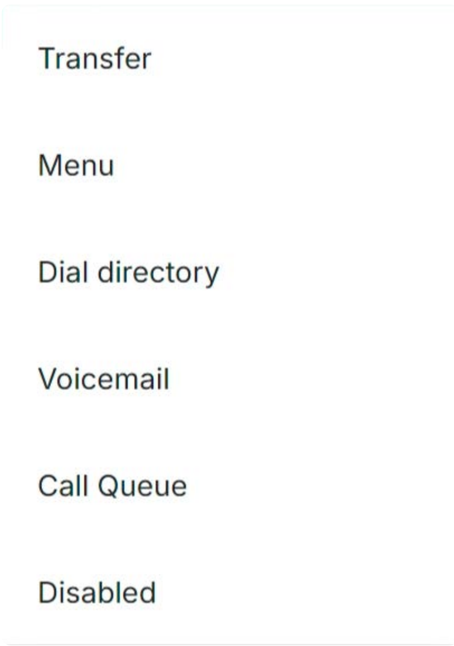

Figure 27: *Possible call actions for each phone key*

You can route callers to:

- **Transfer** – Sends the call to a specific extension or phone number. When you choose this action, the **Destination** dropdown lets you pick from:
    - **Hunt Groups**
    - **Employee / Other Extensions**
    - **Custom Destination** - selecting this shows an **Enter custom destination** field where you can type the number or address.

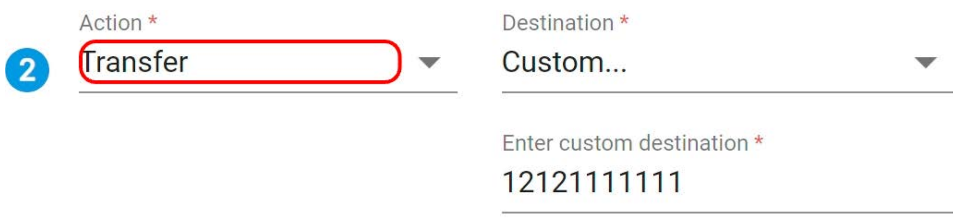

Figure 28: *Setting a custom destination for a transfer*

- **Menu** – Routes the caller to another IVR menu. By default, the **Not Active** action is set to **Menu**, with the **After Hours** menu selected. You can also forward the **Main** menu to other menus - perfect for offering different language options. See Example: Configuring a Language Selection Menu for details.

Figure 29: *The Not Active action pointing to the After Hours menu*

- **Dial Directory** – Lets the caller find an employee by name. When reached, the system plays: *"Please dial the first three letters in the surname of the person you want to reach, or press * to exit."* For more on how this works, see How to Configure the Dial-by-Name Directory.
- **Voicemail** – Sends the caller to voicemail. All voicemails can be viewed on the **Inbox** page from the navigation panel.
- **Call Queue** – Places the caller in a waiting line until the next available agent can take the call. This is ideal for support or sales teams, where multiple agents can handle calls in turn.

> **Tip:** Want to set up call queues? See How to Configure Call Queues.

- **Disabled** – Turns off the key, so nothing happens when pressed.

Active Hours: When Is Each Menu Live?

You can set **Active Hours** for every menu - decide exactly when each menu should answer calls. Use a built-in schedule or click the **Calendar** icon to get creative with the **Active Hours Wizard**.

If the **Main** menu isn't active, your "Not Active" settings take over (calls usually go to your After Hours menu).

Figure 30: *Setting up active hours for your menu*

Audio Prompts: Make It Yours

Each menu can have its own audio:

- **Greeting** – Played once, right when callers enter the menu
- **Menu Prompt** – Explains their choices ("For sales, press 1…")
- **Timeout Prompt** – Played if no key is pressed
- **Inactive Prompt** – Played when the menu isn't active

You can play, record, upload, or reset any prompt - so every caller hears what you want.

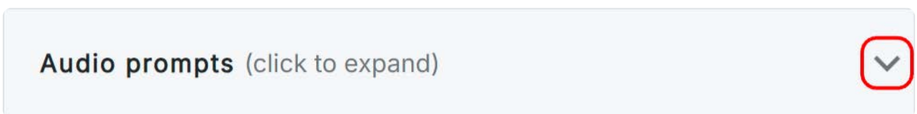

Figure 31: *Managing your audio prompts*

Saving Changes

When everything looks good - menus, actions, hours, and prompts - just hit **Save**. Your custom IVR is now live!

Need a Real-World Example? Multi-Language Auto-Attendant

Let’s say you want callers to choose their language.

Scenario:

- Caller hears a greeting: “For English, press 1. Para español, presione 2.”
- If they press 1, they get your English menu. If 2, the Spanish menu.

How to set it up:

1. **Add new menus:**
   - Click **Add**, name your menus (e.g., "English Menu", "Spanish Menu"), and **Save**.
2. **Set up each menu:**
   - Add actions, hours, and prompts (in the correct language).
3. **Edit Main menu:**
   - For **Key 1**, set the action to **Menu** and select **English Menu**.
   - For **Key 2**, set the action to **Menu** and select **Spanish Menu**.
   - Set the Menu Prompt: "*For English, press 1. Para español, presione 2.*"
4. **Save** everything.

Your callers can now select their language before anything else.

> **Tip:** For a deeper dive into working with hours and schedules, check How to Set Up Active Hours.

Conference: Bring Everyone Into the Same Call

Need to get your team or clients together on one call? **Conference Rooms** let you host secure, multi-participant meetings right from your Virtual Office — with full control over who joins, what they hear, and whether the call gets recorded.

> **Important:** Go to **Settings** → **Extras** and enable the **Conference** extra.

Step 1: Create Your Room

Head to **Settings** → **Conference Rooms** and click the **Add** icon to make a new room. You'll see a setup window where you can give your room a name, choose when it's active, and decide how many people can join.

Step 2: Fine-Tune the Settings

Here's where you decide **how your meeting works**.

General Settings

- Name the room so people know what it's for.
- Pick a start date (optional).
- Set the max participants — the moderator can always join, even if the room is full.
- Choose how long it stays open (set to `0` for no limit).

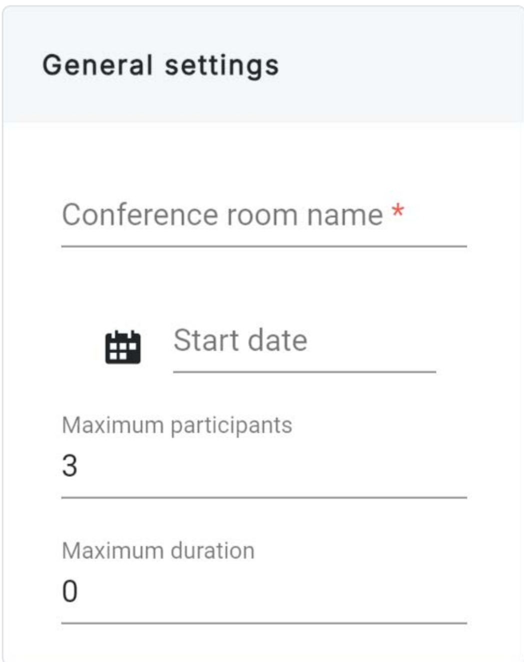

Figure 32: *General conference room settings*

Authentication and Access

- Give the moderator a PIN for full control.
- Give participants a PIN to join.
- Turn on **Wait for moderator** if you want the meeting to start only when you join.
- Close the room automatically after everyone leaves.

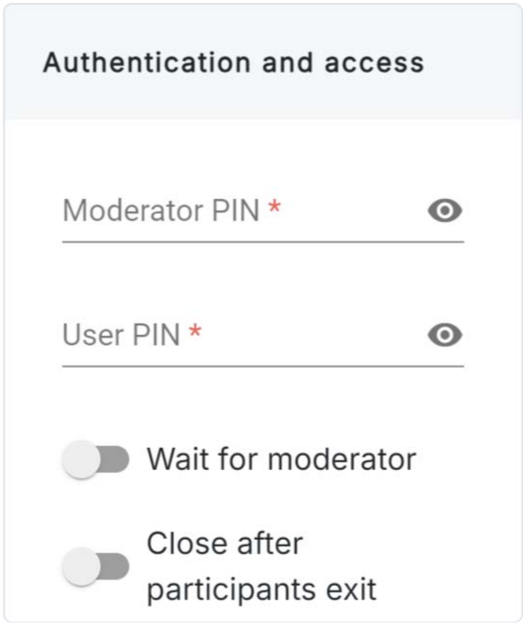

Figure 33: *Authentication and access settings*

Conference Announcements

- Play a message with the number of people in the room.
- Announce when people join or leave.
- Optionally have participants record their name so it plays on entry.

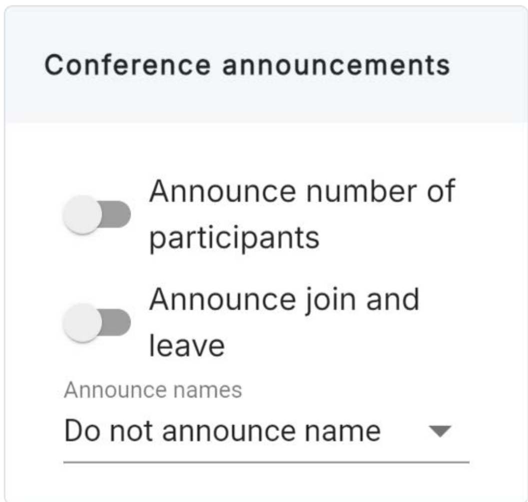

Figure 34: *Conference announcements and entry prompts*

Conference Controls

- Decide if participants can mute/unmute themselves — or keep them muted until you allow.
- Add hold music before the session starts.
- Record the call automatically, on demand, or not at all.

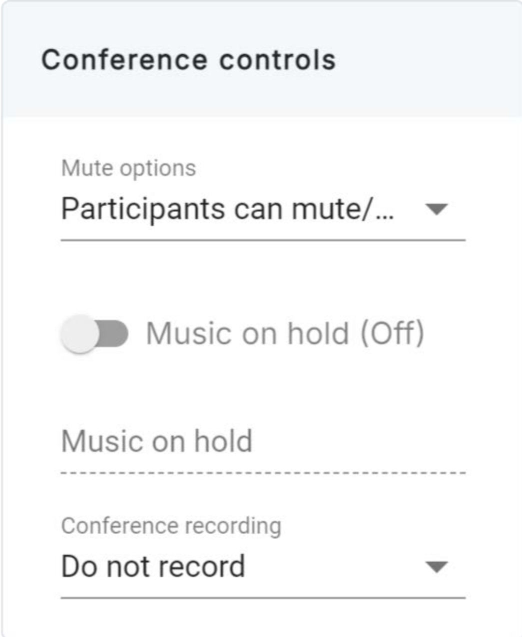

Figure 35: *Conference audio controls and recording options*

Step 3: See and Manage Your Conference Rooms

Once created, your conference rooms appear in the **Conference Rooms** list. From here, you can:

- **Activate/Deactivate** a room instantly.
- Send email invites (PINs + join instructions) using the **Email invitation to conference** icon.
- **Edit** room settings at any time.

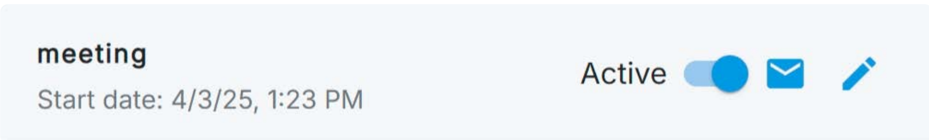

Figure 36: *Managing existing conference rooms*

> **Note:** If recording is enabled, recordings are available in `.mp3` format for 14 days.

Step 4: Adjust Conference Extension Settings

Each conference room also appears under **Extensions** → **Other Extensions** with its own internal extension number. Participants can join by:

- Dialing that extension from an IP phone or softphone.
- Calling a Virtual Office phone number that forwards to the room.

> **Tip:** Want callers to reach your conference room just by dialing your main business number? You can set that number to **transfer** straight to the room — see Understand Phone Number Modes to learn how.

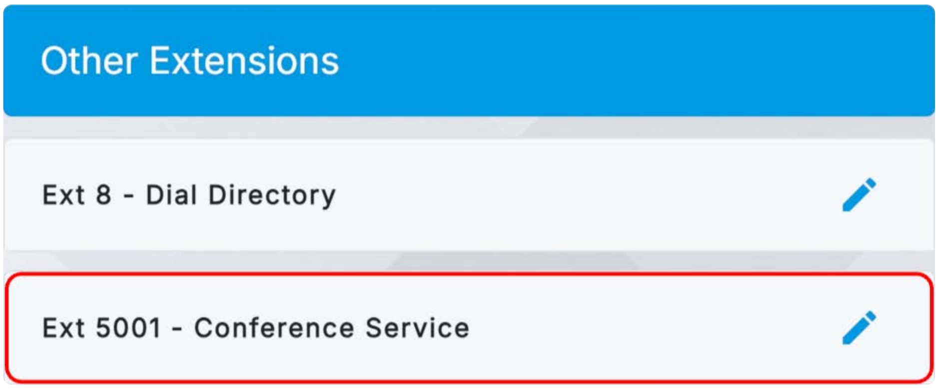

Figure 37: *Conference room listed under Other Extensions*

To view or update the room's access codes, click the **Edit** icon next to the conference extension. This opens the **Conference Service** settings, where you can:

- Toggle the room's active status (block/unblock access).
- View or change the **Moderator PIN** and **User PIN**.

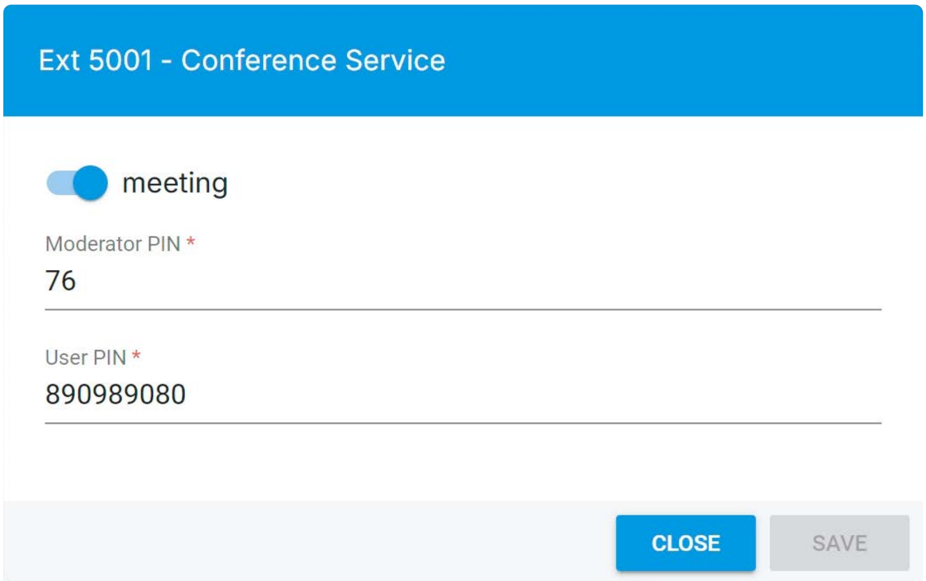

Figure 38: *Conference Service settings (PINs and active toggle)*

How-To Guides

This section offers step-by-step instructions to help you get the most out of your Virtual Office. From setting up employee extensions and hunt groups to customizing greetings, schedules, and call flows - these guides walk you through the key features that shape how your phone system behaves. Whether you're routing calls, managing incoming numbers, or enabling advanced options like call queues and conference rooms, this is your go-to resource.

How to Set Up an Employee Extension

Need to give your team members their own phone lines? **Employee Extensions** let you assign a unique number to each user so they can receive calls, access voicemails and faxes, forward calls, or make outgoing calls (if the **Ring In/Out** extra is enabled). You decide what each extension can do.

To add a new extension:

1. Go to **Extensions** and find the **Employee Extensions** section.
2. Click the **Add** icon next to the section. A brand new extension will appear and open in Edit mode, ready for you to customize.

You'll see several sections for configuring user details, enabling services, and customizing how the extension works.

Personal Details

- **First Name** and **Last Name**: These fields are optional, but it's recommended to fill them in for better identification and use in features like the Dial-by-Name Directory.
- **PIN**: If your service provider requires a PIN to access voicemails, this value will be needed. Otherwise, you can leave it as is.

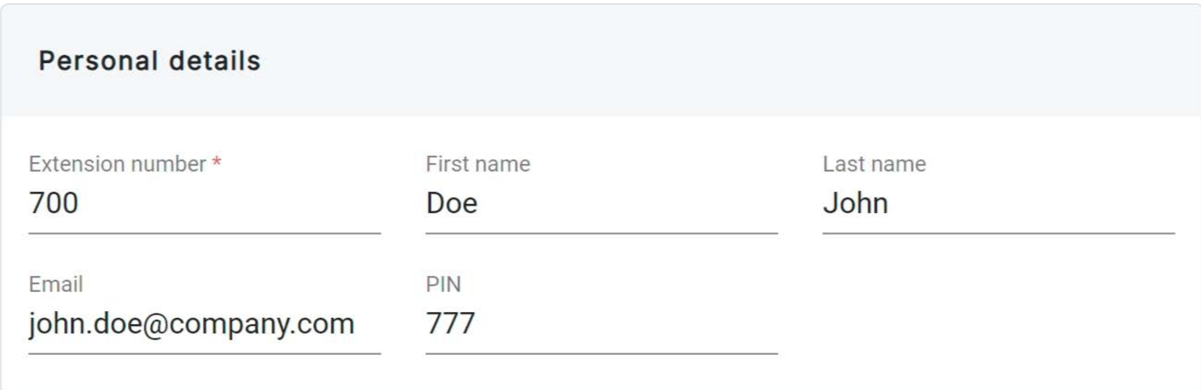

Figure 39: *Personal Details section*

Login Information

Want each user to manage their own extension? No problem - **every extension gets its own login and password** for the Virtual Office portal. That means individual users can log in and tweak just their own settings - while you (as the admin) manage the whole office from your own account.

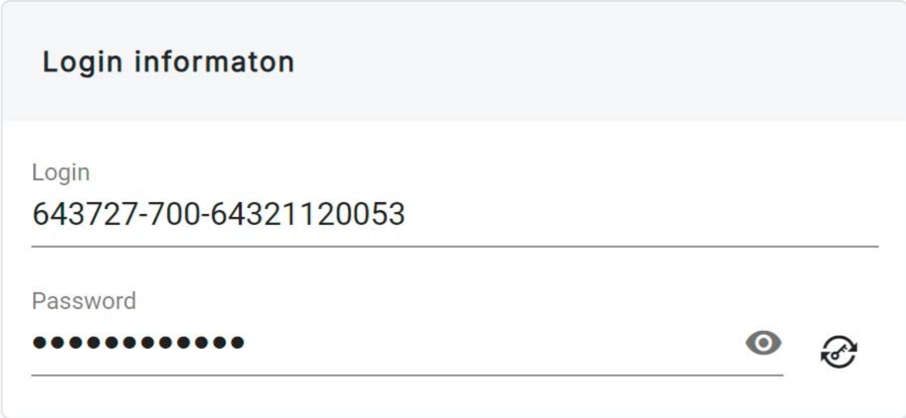

Figure 40: *Login Information section*

> **Note:** To access their own settings, extension users just visit your Virtual Office portal link and log in using their personal extension credentials.

Services

Here's where you decide **which features this extension can use**. Each option comes with a handy toggle - turn it on or off as needed.

- **Voicemail** and **Forwarding** are turned on by default, so you're ready to go.
- If you (or your provider) have enabled extras, you'll see even more options:
  - **Call Recording** – Record calls for specific extensions or Hunt Groups, and replay them later. Learn more →
  - **Voice-to-Text** – Transcribe voicemails and get them sent right to your email. Learn more →
  - **IP Phone** – Use a desk phone or a softphone with this extension. Learn more →

Voicemail Settings

To greet your callers in your own style, use the **Voicemail greeting** option. It lets you set up exactly what your callers will hear before they leave a message - use the standard prompt or upload something custom.

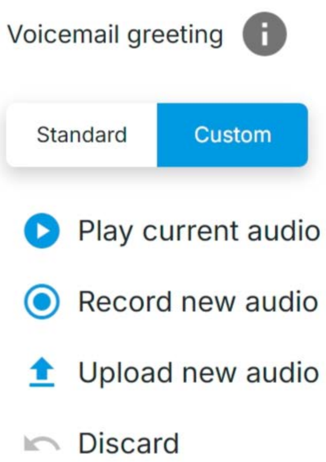

Figure 41: *Voicemail Settings section*

Voicemail to Email Notification makes sure you never miss a message. You can choose how messages are handled:

- **None:** Voicemails stay in your Virtual Office Inbox (no email sent).
- **Forward:** Voicemails are deleted from your Inbox and sent to your chosen email address.
- **Notify:** Voicemails stay in your Inbox, and you'll get a notification email.
- **Copy:** Voicemails are sent to your email, but a copy stays in your Inbox too.

Notification Email Addresses

- Add as many email addresses as you want to get your voicemail notifications.
- By default, the first address is the one you used to sign up - remove it if you don't need it (unless the action is set to **None**).
- Click the **Delete** button ✖ to remove an email. This button pops up when you hover to the left of the Add button.
- Hit **Add** ➕ to include more addresses.

Forwarding Settings

Need to send calls elsewhere? Just add your forwarding numbers here.

- Choose how calls are sent: **In Order**, **Shuffled**, or **Simultaneous**.
- To remove a forwarding number, just click the **Delete** icon next to it.

> **Tip:** If you want calls to ring on multiple phones at once, enable **Simultaneous Ringing** in **Extras**.

> **Tip:** You can fine-tune forwarding with options like active hours, display prefixes, and announcements. Check out How to Forward Calls from an Extension for the full rundown.

SIP Phone

Once you've enabled the **Ring In/Out** extra and the **SIP Phone** service for this extension, you can connect your desk phone, mobile app, or softphone to take and make calls from anywhere.

> **Tip:** If you want step-by-step help setting up the Mobyx app, see How to Register Your Extension on Mobyx.

What can you do here?

- **Check your connection:** See if your extension is currently registered and ready to receive calls (**Phone status** will say "Online" when connected).

- **Decide how long your phone should ring:** Adjust the **Ringing time until forward or voicemail** - for example, set it to 30 seconds if you want more time to answer before calls are redirected.

- **Choose your Caller ID for outgoing calls:** If your extension is registered on a softphone or IP phone, you can pick which **Virtual Office phone number** will appear as your Caller ID when making outgoing calls.

- **Set up the Mobyx softphone:** Want to use your mobile phone or computer to take calls? You have two easy options:
  - **Scan the QR code** in the Mobyx mobile app to set up your extension instantly.
  - **Manually enter** your **App login** and **App password** - required for desktop versions (Windows and MacOS).

Download the Mobyx app from:

- **Google Play Store** (Android)
- **Apple App Store** (iPhone)
- **Windows** and **MacOS**: Click the corresponding button to download and install.

- **Connect a third-party device:** Prefer another softphone or a desk phone? Just use the **SIP account username** and **SIP password** listed here.

> **Tip:** Most SIP phones/apps will also require the **SIP server address** - if you do not see it displayed, your service provider can supply it. For a step-by-step guide, see Registering on Third-Party Phones or Apps.

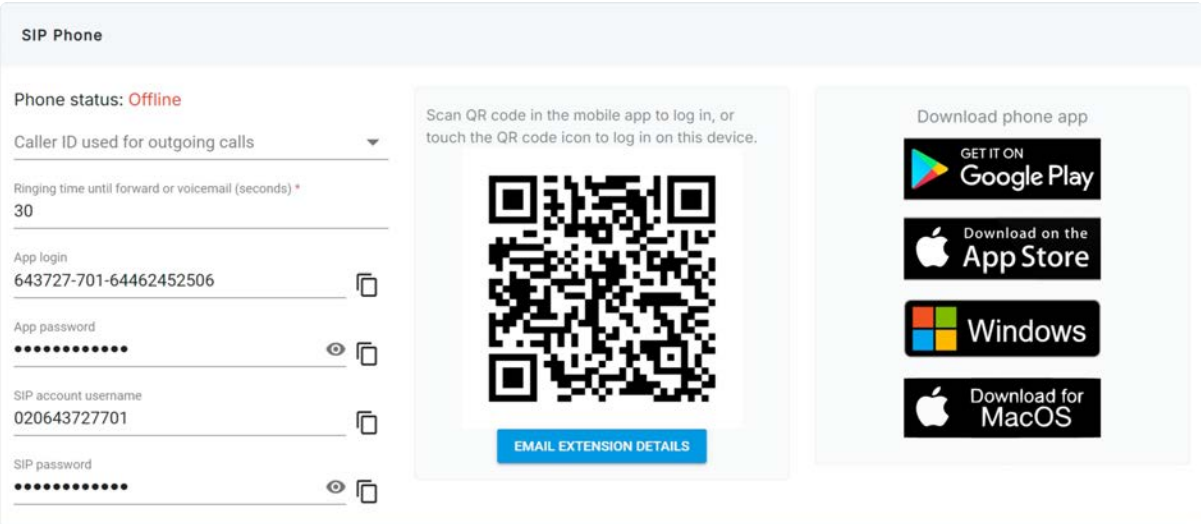

Figure 42: *SIP Phone configuration section with QR code and login details*

Dial Directory

Want your users to be reachable by name? The **Dial Directory** lets you record or upload the extension's name so callers can use the Dial-by-Name feature.

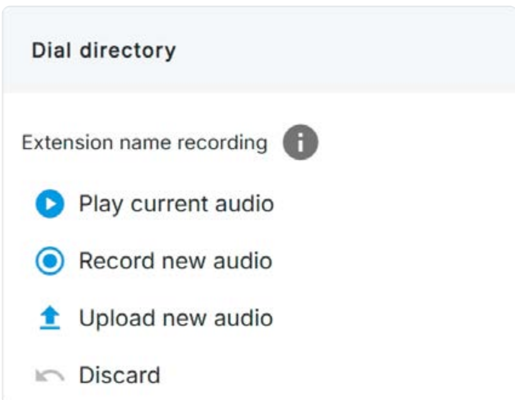

Figure 43: *Dial Directory section*

> **Tip:** For step-by-step setup, see How to Configure the Dial-by-Name Directory.

Permissions

If you want to give someone access to more features, the **Permissions** section lets you control exactly what each user can see and do.

- **By default**, you'll see the **Admin** toggle and a dropdown to grant access to specific extensions - this includes Hunt Groups, Employee Extensions, or Other Extensions (like Extension 8 for the Dial Directory). Select an extension from the dropdown, then click **Add** to include it in the user's access list. You can repeat this as needed for multiple extensions.
- **Admin Access:** Enable this toggle if you want to give the user full access to all sections of your Virtual Office - except the Settings section When **Admin** is enabled, the extension dropdown disappears (since admin users already have access to everything except Settings).
- **Billing Access:** If you also want the user to manage billing and access all settings, turn on the **Billing** toggle (it appears only after **Admin** is enabled).

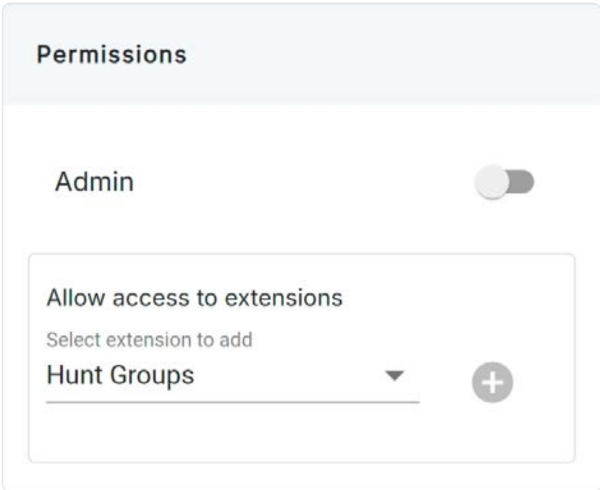

Figure 44: *Permissions section*

Other Options

Here you can set the **Time Zone** and choose a **Preferred IVR Language** for the extension.

Figure 45: *Other Options section*

> **Note:** The **Time Zone** you choose here affects when forwarding is active. For changing time zones in call logs or voicemails, go to **Settings** → **Account** → **Time Zone**.

> **Note:** The system automatically adjusts for time changes such as Daylight Saving Time, so there is no need to manually update the time zone when these shifts occur.

> **Tip:** Your **Preferred IVR Language** also helps improve voicemail transcription accuracy (voice-to-text). For example, if most of your callers speak Canadian French, setting this here increases the chances of their messages being transcribed correctly.

These are the main sections you'll see when setting up or editing an Employee Extension. Extra options might pop up depending on which features (**Extras**) you've enabled.

How to Add and Configure Hunt Groups

Want incoming calls to reach a group instead of just one person? **Hunt Groups** let you distribute calls among multiple Employee Extensions, so your team never misses a beat. They include most of the same settings as Employee Extensions, but offer something extra - a built-in **Call Queue** feature.

Once the **Individual Number Settings** extra is enabled, you'll be able to turn on Call Queues for any Hunt Group. If you need to set up a queue so callers wait for the next available agent, cCheck out How to Configure Call Queues for a step-by-step guide.

Adding a Hunt Group

To create a Hunt Group:

1. Go to **Extensions** and find the **Hunt Groups** section.
2. Click the **Add Hunt Group** icon . A new Hunt Group will be created with the default name **(unknown)**.
3. The Hunt Group number is automatically assigned in ascending order, starting from **0**.
4. Click the **Edit** icon next to the new Hunt Group to open its settings.

Hunt Group Settings Overview

Hunt Groups work much like Employee Extensions and share the same configuration sections:

- **Personal Details:** Set the Hunt Group's number and name.
- **Login Information:** Assign login credentials if you want someone to manage just this Hunt Group.
- **Services:** Enable or disable features for this Hunt Group.
- **Forwarding Settings:** Configure how incoming calls are routed.
- **Voicemail Settings:** Set up voicemail delivery and notifications.
- **Dial Directory:** Record or upload a name so callers can find the Hunt Group using Dial-by-Name.
- **Permissions:** Decide which other extensions this Hunt Group can manage or access.
- **Other Options:** Choose the time zone and preferred IVR language for this Hunt Group.

> **Tip:** Need more info on these settings? See How to Set Up an Employee Extension for a detailed walkthrough.

Configuring Hunt Groups for Call Distribution

A **Hunt Group** forwards calls to Employee Extensions, helping you distribute calls efficiently among your team. Before setting up a Hunt Group, make sure your Employee Extensions are ready to receive calls - ideally registered on an **IP phone** or **softphone** (desktop or mobile app).

For step-by-step help registering extensions, see How to Register Your Extension on Mobyx. For third-party device registration, check the **SIP Phone** section in How to Set Up an Employee Extension, especially the **Third-Party SIP Device Configuration** subsection. To enable registration at all, make sure Ring In/Out is turned on.

To configure call distribution with Hunt Groups:

1. In the **Services** section of the Hunt Group settings, enable only the **Forwarding** service.
2. Under **Forwarding Settings**, add your Employee Extensions as forwarding numbers - these are the destinations your Hunt Group will ring.

> **Note:** Need help adding forwarding numbers? See How to Forward Calls from an Extension.

3. Choose a **Call Forwarding Mode**:
    - **In Order:** Calls ring each extension one after another.
    - **Shuffled:** Calls are distributed randomly.
    - **Simultaneously:** All listed extensions ring at the same time.

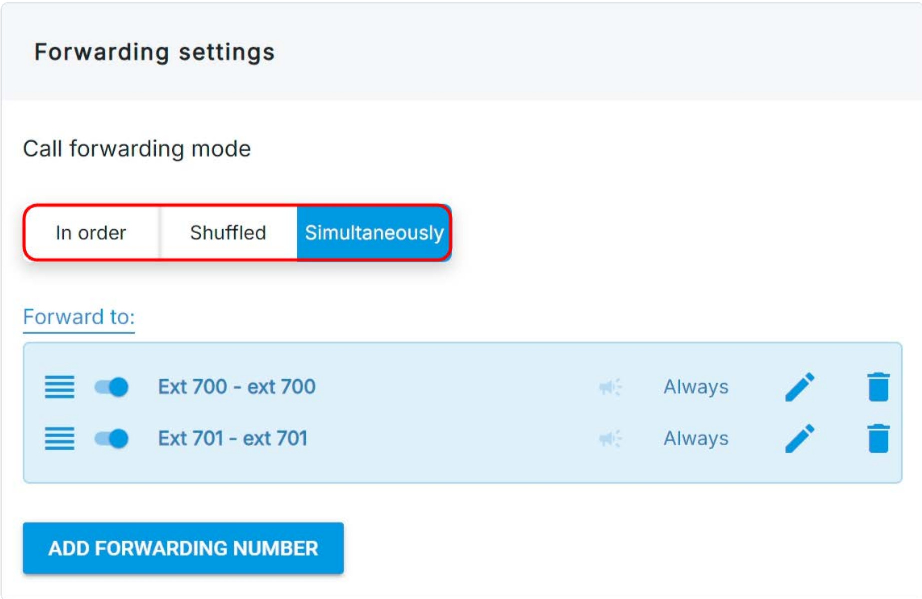

Figure 46: *Hunt Group Forwarding Settings*

> **Tip:** The **Simultaneously** mode requires the Simultaneous Ringing extra to be enabled.

4. Double-check that your Employee Extensions are set up to receive calls. Open each Employee Extension's settings and confirm they're registered and ready.

Using Hunt Groups in Call Routing

Hunt Groups can be used in several ways to route calls:

- **Direct Transfer from Phone Numbers:** Set your business phone number to *Transfer to Extension*, then select a Hunt Group. All incoming calls to that number will be routed through the Hunt Group to your Employee Extensions.

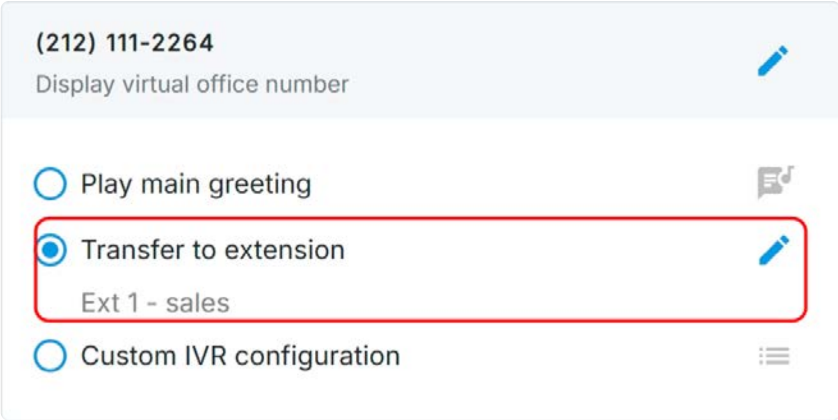

Figure 47: *Direct Transfer to Hunt Group setup*

- **Auto-Attendant (IVR) Menus:** If you enable *Custom IVR Configuration* for your phone number, you can build an Auto-Attendant menu. Callers can press a number (e.g., 1 for Sales, 2 for Support) to be routed directly to the Hunt Group of your choice.

> **Tip:** To use *Custom IVR Configuration*, activate the **Individual Number Settings** extra. For details, see Individual Number Settings.

- **Call Queue Forwarding:** Enable the *Call Queue* service for your Hunt Group to forward calls into a queue, allowing them to be answered by the next available agent.

> **Tip:** See How to Configure Call Queues for a detailed guide.

How to Set Up Active Hours

The Active Hours Wizard helps you define custom time periods during which specific greetings or call handling rules will apply. You can find this wizard by clicking the **Add** button in the **Active Hours** section when configuring a greeting or an auto-attendant. This is useful for setting precise schedules, such as business hours or after-hours periods, ensuring that callers hear the appropriate greeting based on the time of day.

Figure 48: *Active Hours Add Button*

Step 1: Specify Time

- Enter the start and end time in **24-hour format** (e.g., 08:00 for 8 AM and 15:00 for 3 PM).
- If you want the active period to cover the entire day, enable the **All Day** option (default).

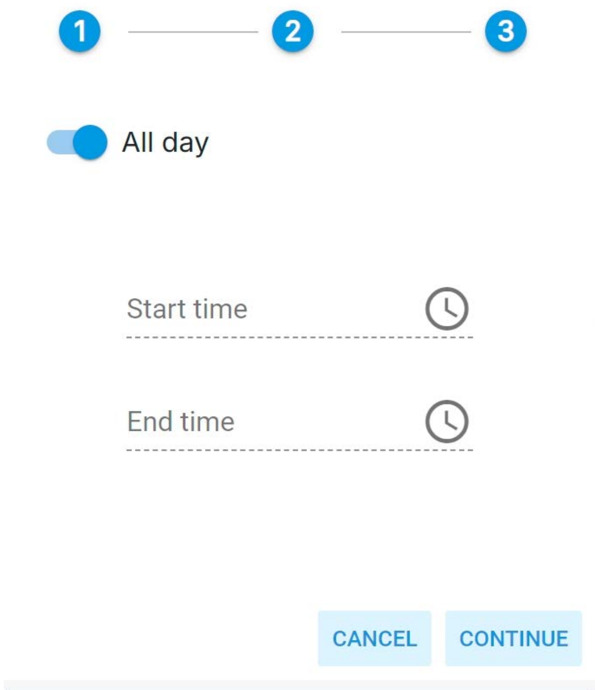

Figure 49: *Active Hours Wizard Time Selection*

Step 2: Select Days

- You can either select **All Days**, specific days of the week (click to select), or specify days of the month.
- To specify days of the month, you can use individual days (e.g., 5, 10) or ranges (e.g., 1–25). Multiple days and ranges can be combined.

Step 3: Select Months

- Choose the months during which this active period should apply. You can select **All Months** or specific months (e.g., January, February).

Once all steps are completed, click **Finish** to save the custom active hours period.

How to Configure the Dial-by-Name Directory

The **Dial-by-Name Directory** makes it easier for callers to reach someone in your organization - even if they do not know the person's extension number. Callers can simply enter the first few letters of a name using their phone keypad, and the system will guide them to the correct person or department.

This feature is especially useful for businesses with many extensions, where remembering individual numbers is not practical.

Step 1: Enable Extensions for the Dial-by-Name Directory

To include specific extensions in the Dial-by-Name Directory:

1. Go to **Extensions** → **Other Extensions**.
2. Click the **Edit** icon next to **Ext 8 – Dial Directory**.
3. Use the toggle switches to enable or disable specific extensions for name-based lookup.
4. Click **Save** when done.

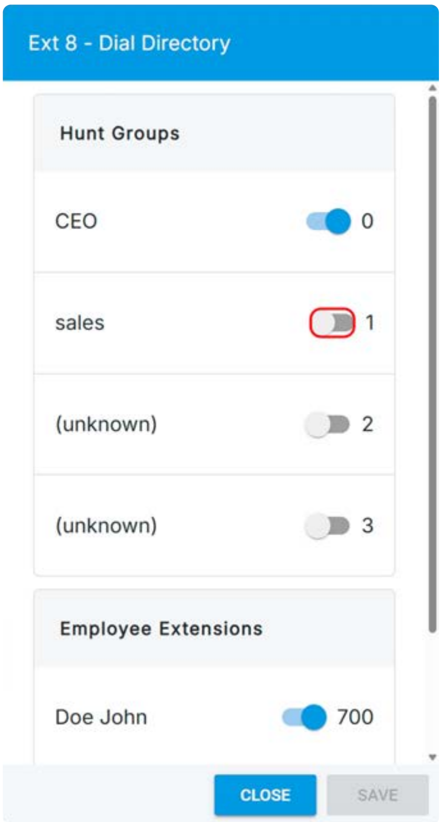

Figure 50: *Enabling extensions for the Dial-by-Name Directory*

Step 2: Record or Upload Name Prompts for Extensions

For callers to hear the correct name when using the directory, each extension must have a spoken prompt recorded.

1. Open the settings for the relevant extension (either from **Employee Extensions** or **Hunt Groups**).
2. Make sure the name fields are filled out:
   - For **Employee Extensions**, enter the **First Name** and **Last Name**.
   - For **Hunt Groups**, specify the **Hunt Group Name**.

3. In the **Dial Directory** section, either **record** or **upload** a name prompt that will be played to callers.

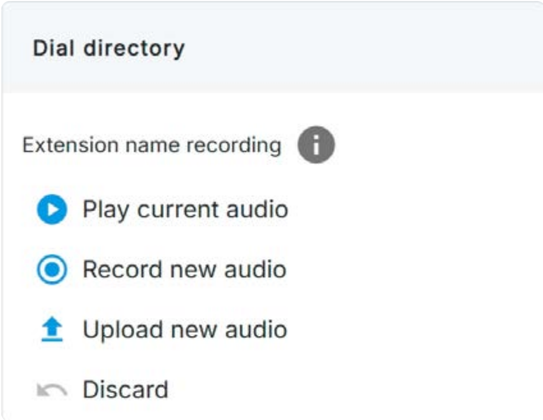

Figure 51: *Dial Directory settings inside an extension*

Matching Names in the Dial-by-Name Directory

The Dial-by-Name Directory matches extensions based on the first three letters of the **full name** of the extension. It does not split the name into first and last names. Instead, the entire string is treated as the extension name. For example:

- The full name **'John Doe'** is considered the extension name.
- To match this extension, the caller would need to dial **564** ([JKL][MNO][GHI]).

If you want to match a different input sequence, you can rename the extension. For instance:

- Rename **'John Doe'** to **'Doe John'**.
- Now, dialing **363** ([DEF][MNO][DEF]) would match this extension.

This approach can be useful if you want to prioritize certain letter combinations for easier lookup.

Example: Configuring John Doe

Let’s walk through what needs to be in place for John Doe to be found in the directory:

1. Fill in the **First Name** as *John* and **Last Name** as *Doe*.
2. Go to the **Dial Directory** section in the extension’s settings and record or upload a voice prompt that says "John Doe".
3. Open **Ext 8 – Dial Directory** and toggle John Doe’s extension to **enabled**.
4. Save your changes.

Now, when someone calls your business and selects the directory option, they can type *564* and hear: “John Doe” - and then connect directly to him.

How to Forward Calls from an Extension

Need your calls to follow you wherever you are? Forwarding lets you redirect incoming calls to another extension, a Hunt Group, or even your mobile — and you can control exactly when and how it happens.

> **Tip:** If the **Simultaneous Ringing** extra is enabled, you can make multiple numbers ring at the same time. See Simultaneous Ringing for details.

Choose How Calls Are Routed

You decide the order (or chaos!) in which your forwarding numbers ring:

- **In Order** – Calls try each number in sequence, top to bottom. Drag and drop to rearrange.

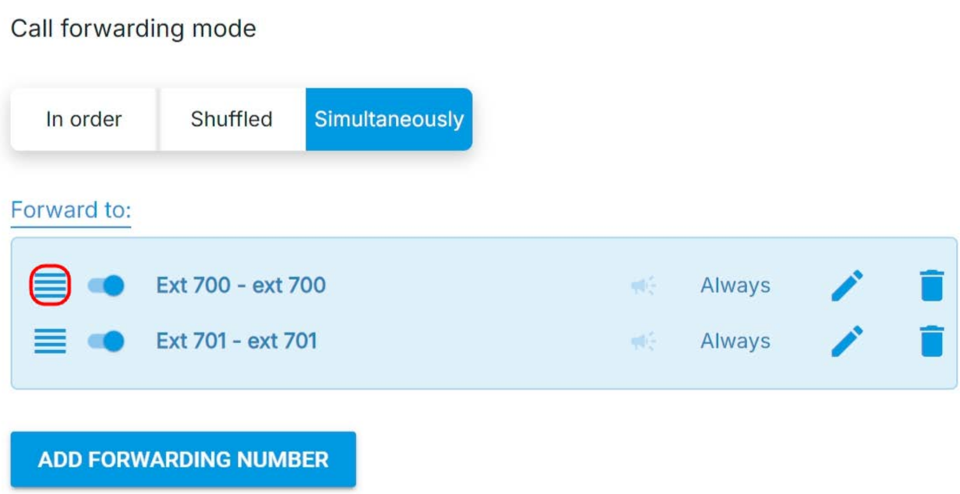

Figure 52: *Drag to change the order of forwarding numbers*

- **Shuffled** – Calls go to a random number each time.
- **Simultaneously** – Every forwarding number rings at once.

Adding a Forwarding Number

1. Click **Add Forwarding Number**.
2. Enter a **Name** and pick a **Destination**:
   - Hunt Groups
   - Employee Extensions
   - Other Extensions
   - Custom number

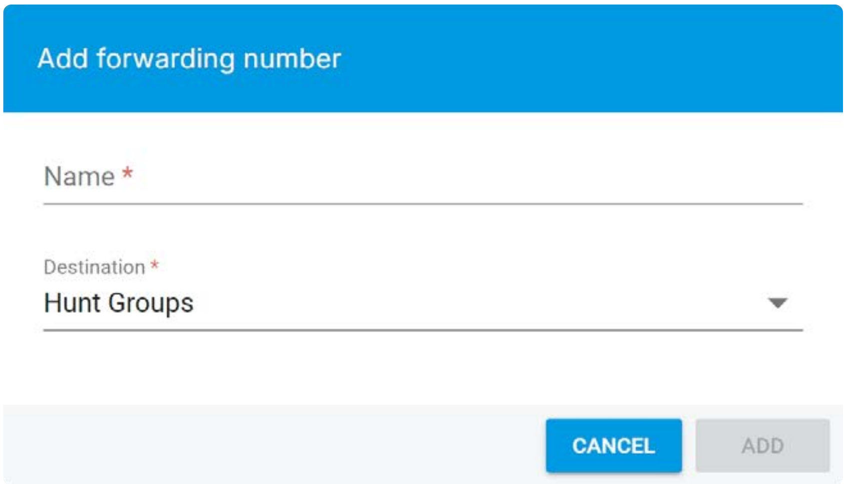

Figure 53: *Adding a new forwarding number*

3. If you choose **Custom**, type the external number manually.

Activating and Editing Forwarding Numbers

- Use the toggle to quickly turn forwarding on or off.

Figure 54: *Forwarding Number Toggle*

- Click the **Edit** icon or the **Active Hours** value to fine-tune settings.

What You Can Adjust

- **Destination and Status** Pick the forwarding target and toggle it on or off.
- **Prefix and Ring Time**
  - **Display Number Prefix** – Adds a numeric tag before the caller's number so you instantly know which path the call took (e.g., *11*).
  - **Display Name Prefix** – Adds a label to the caller's name (e.g., "Sales" or "Support").
  - **Ring Time** – Decide how many seconds this number should ring before moving on.

> **Note:** Want to *see* how prefixes work in action? Check out How to Instantly Tell Which Department a Call Is For.

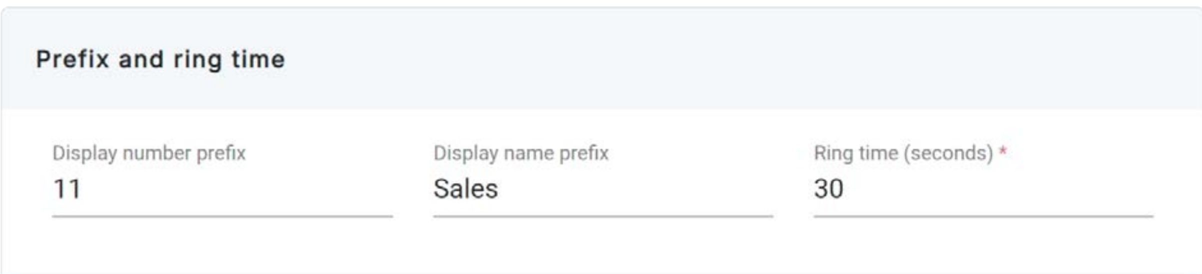

Figure 55: *Prefix and Ring Time settings*

- **Active Hours** Set specific time windows for this forwarding number. Need help with schedules? See the Active Hours Wizard.

- **Announcement Type**

    - **Unannounced** – The call connects immediately.
    - **Announced** – You hear a quick message first, and can accept, reject, or send the call to voicemail.

How to Instantly Tell Which Department a Call Is For

Ever pick up a forwarded call and have no idea if it's meant for Sales, Support, or someone else? With **Display Prefixes**, you can make your phone (or WebRTC) tell you *before* you even say "Hello".

> **Note:** This feature works hand-in-hand with call forwarding. If your Hunt Groups or extensions forward calls to the same destination (such as a mobile phone), adding display prefixes helps you instantly see which department the caller chose — without answering first. To learn how to set up forwarding, see How to Forward Calls from an Extension.

Why use this:

- You have multiple Hunt Groups (e.g., Sales, Support) that all forward to the same phone.
- You want an instant visual clue about where the caller was trying to reach.
- You're using WebRTC, a softphone, or an IP phone and want that clue right on your incoming call screen.

Here's the setup: Imagine you have two Hunt Groups — **Sales** and **Support** — both sending calls to your mobile. Your main greeting says:

- "Press 1 for Sales"
- "Press 2 for Support"

When someone picks an option, you want to know which one it was — before you answer.

1. Open the settings for **Hunt Group: Sales** and set:
    - **Display Number Prefix:** *11*
    - **Display Name Prefix:** *Sales*
2. Open the settings for **Hunt Group: Support** and set:
    - **Display Number Prefix:** *22*
    - **Display Name Prefix:** *Support*

What happens next:

- If a caller with number **1-212-111-2268** chooses **1 (Sales)**, you'll see: *1112121112268* with the name "Sales" on your screen (see the figure below).
- If they choose **2 (Support)**, you'll see: *2212121112268* with the name "Support".

It's like having your calls wear name tags — you know exactly who they were meant for.

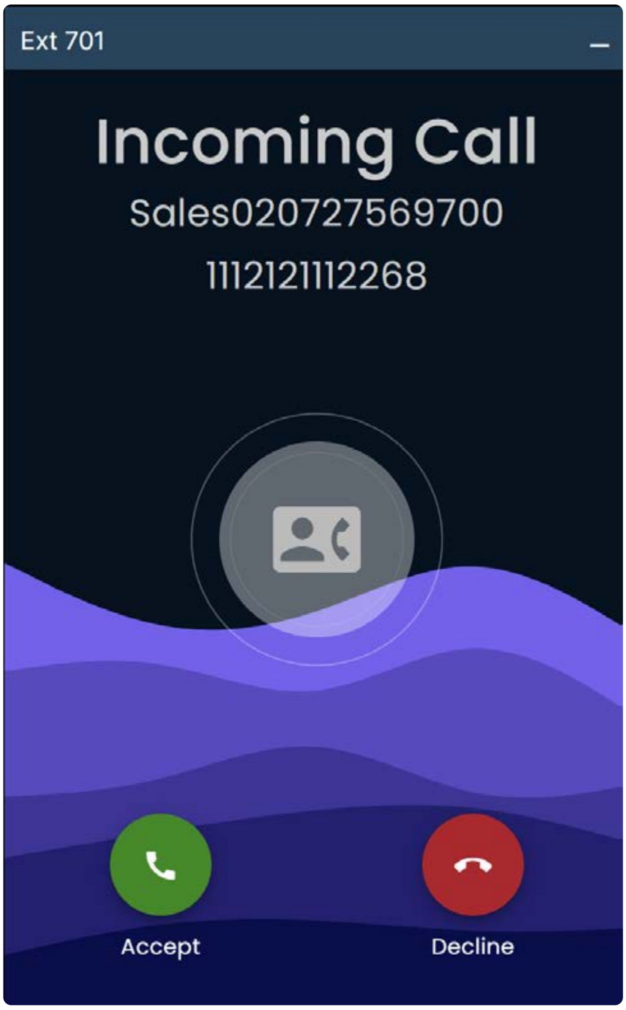

Figure 56: *WebRTC showing an incoming call to the "Sales" Hunt Group (name prefix *Sales*) with the Caller ID prefixed by *11* to indicate the department.*

How to Register Your Extension on Mobyx

Want to take your Virtual Office calls on the go - or from your desktop? **Mobyx** is the official integrated softphone for Virtual Office. You can use it on your **smartphone** or **computer** to make and receive calls from your extension, anywhere that you have a data connection.

Let's walk through how to enable, install, and connect Mobyx to your extension.

Step 1: Enable Ring In/Out

Before you can connect your extension to Mobyx, make sure the extension is allowed to make and receive external calls (technically called *registering*).

1. Go to **Settings** → **Extras**.
2. Turn on the **Ring In/Out** toggle.
3. This will unlock a new option in your extension's settings to connect a **softphone** or **desk phone**.

Step 2: Enable SIP Phone for the Extension

1. Go to **Extensions**.
2. Click **Edit** next to the extension you want to register.
3. In the **Services** section, enable **SIP Phone**.
4. This will display the **SIP Phone** section, which includes login credentials, QR codes, and download links for Mobyx.

> **Tip:** You can also enable the SIP Phone service directly from the **Extensions** overview page - no need to open the extension. Just use the toggle under the extension's name.

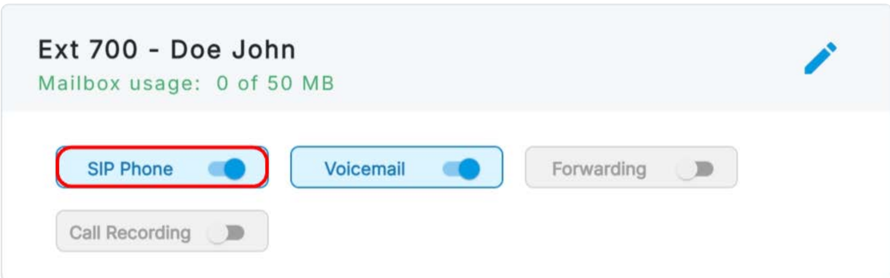

Figure 57: *Enabling SIP Phone directly from the Extensions page*

Step 3: Download and Install Mobyx

Mobyx is available for smartphones, laptop and desktop computers. You have the following options to get the app.

For mobile:

- **Search manually** for "Mobyx" in the **App Store** or **Google Play** (for mobile).
- Or, use the **Email Extension Details** button in the Virtual Office portal - this sends both the app download links and setup QR code to your email.

> **Tip:** Setting this up for someone else? Just enter their email in the **Personal Details** section and click **Email Extension Details** – they'll receive everything they need to get started.

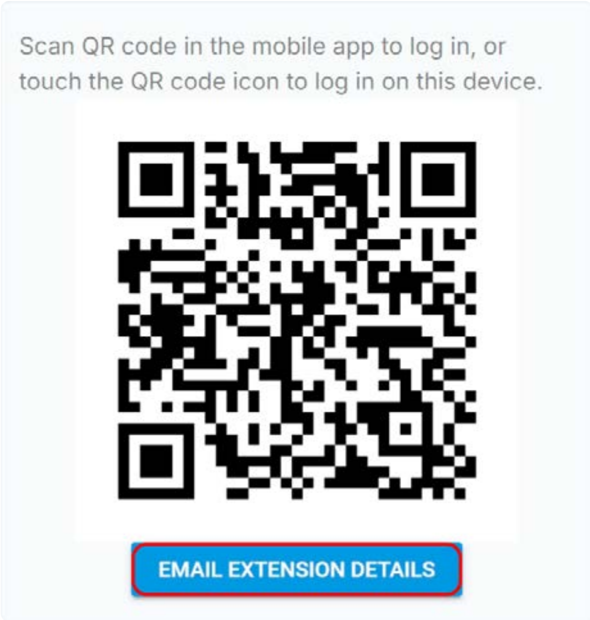

Figure 58: *QR code for login and email setup option*

For desktop and laptop:

- Download the **Windows** or **MacOS** installer from your extension settings. You will get a `.exe` file for Windows or a `.dmg` file for MacOS.

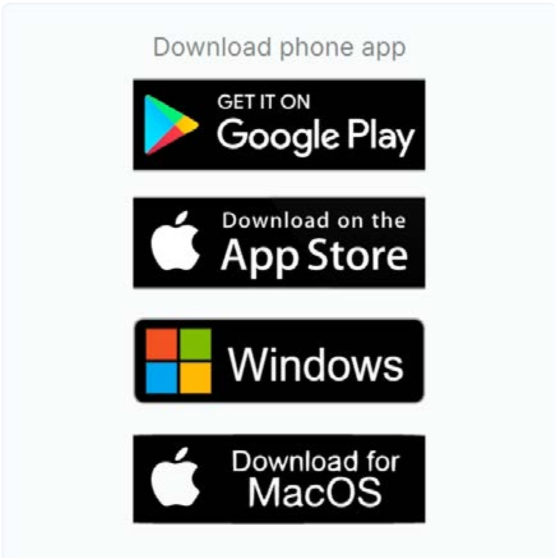

Figure 59: *Download buttons for App Store, Google Play, Windows, and MacOS*

> **Tip:** If you open the Virtual Office portal from your phone, you can tap the download button directly to install the app.

Step 4: Register Your Extension in the App

Once Mobyx is installed, the setup differs slightly depending on the device:

- **On mobile**:

    1. Open the Mobyx app on your phone.

2. Inside the app, you'll see a built-in QR scanner - use it to scan the **QR code** from your extension settings or the setup email.
3. Your extension will be set up automatically, and you'll be ready to make and receive calls.

- **On desktop (Windows or Mac)**:

1. Launch Mobyx.
2. Copy your **App Login** and **App Password** from the Virtual Office portal.
3. Enter the credentials into the login screen and click **Log In**.

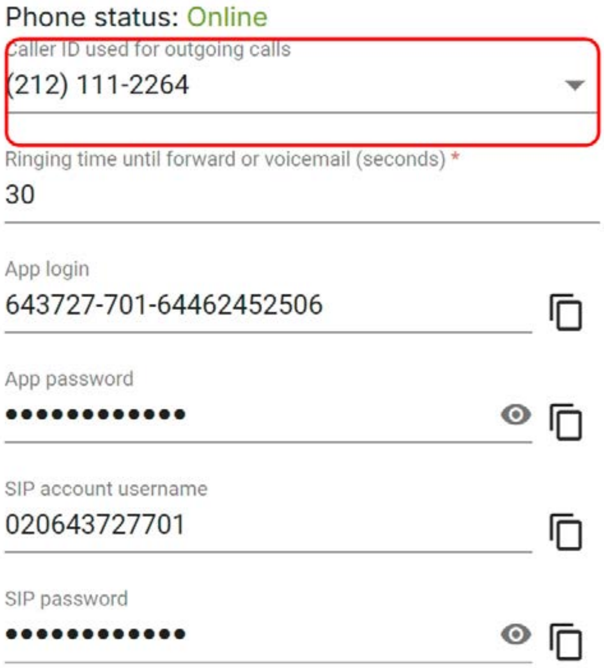

***Figure 60:** App login, password, and SIP credentials for desktop setup*

> **Important:** When using SIP Phone, make sure to select a **Caller ID used for outgoing calls** so that people see the correct number when you call them. You can set this in the **SIP Phone** section after enabling the service. The list will show all available **Virtual Office phone numbers** for your account — just pick the one you want displayed as your Caller ID.

Registering on Third-Party Phones or Apps

Want to use your extension with a different calling app or a hardware desk phone? You'll need the following information from the extension's **SIP Phone** section (see the figure above):

- **SIP account username**
- **SIP password**
- **SIP server address** (if not displayed, contact your service provider)

Most phones and apps will ask for these details. Enter them exactly as shown in your portal. If you're unsure about the server address (or a domain), your provider will help.

How to Configure Call Queues

Need a way to handle busy periods or make sure callers never hit a dead end? **Call Queues** help you manage high call volume by placing callers in a virtual line when no one is immediately available. Callers get regular updates about their position, expected wait time, and can listen to music or recorded messages while waiting. As soon as someone is free, the next caller gets connected automatically.

Here's how to set up a call queue in your Virtual Office and link it to your main phone number.

Step 1: Enable the Required Features

First things first: Call Queues require a couple of **Extras** to be enabled.

1. Head to **Settings → Extras**.
2. Switch on:
    - **Individual Number Settings** (unlocks custom call flows, including queues)
    - **Ring In/Out** (lets your users register their extensions on phones and apps)
    - **WebRTC** (optional, for browser-based calling)

Step 2: Prepare Your Agents (Employee Extensions)

To take calls from the queue, your team members (agents) must be set up as **Employee Extensions** and registered on a device or app.

- Go to **Extensions → Employee Extensions**.
- For each agent:
    - Enable the **SIP Phone** service.
    - Register them using one of these options:
        - **Mobyx app** (works on mobile or desktop)
        - **WebRTC tab** (if enabled)
        - **Third-party IP phone or softphone**

> **Tip:** For Mobyx, see How to Register Your Extension on Mobyx. For desk phones or other softphone apps, see Registering on Third-Party Phones or Apps.

Step 3: Create a Hunt Group with Call Queue Enabled

All Call Queues work through **Hunt Groups** - think of them as special extensions that manage incoming calls for a team.

1. Go to **Extensions → Hunt Groups**.
2. Click the **Add Hunt Group** icon.
3. In the new Hunt Group settings:
    - Turn on the **Call Queue** service under **Services**.
    - You'll see a new **Call Queue Settings** section appear.
    - Also enable **Forwarding**, and add the Employee Extensions (your agents) as forwarding numbers.

> **Important:** Only Employee Extensions can act as agents in a queue. Calls cannot be forwarded to outside phone numbers for queue handling.

> **Tip:** Need more info on forwarding? See How to Forward Calls from an Extension.

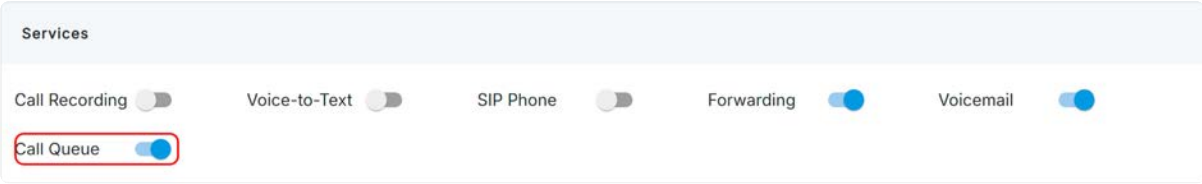

Figure 61: *Call Queue Service Enabled in Hunt Group*

What's in Call Queue Settings?

- **Maximum Calls in Queue:** How many callers can wait at once? Overflow calls will get a message "There are too many calls to this number at the moment, please try again later".
- **Announce Number of Callers:** Tells each caller their current position in line.
- **Announce Estimated Wait Time:** Provides an estimated time before someone answers.
- **Average Call Duration:** Used to calculate wait estimates.
- **Music on Hold:** Choose or upload music/messages for callers to hear while waiting. Consider uploading a professional message like "Your call is important to us. Please stay on the line".

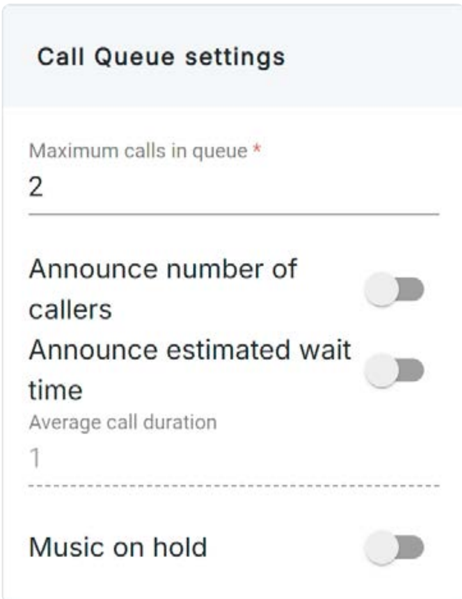

Figure 62: *Call Queue Settings in Hunt Group*

How it works:

- The *first* caller goes directly to the first available agent.
- The *second* caller waits, hearing only music.
- The *third and later* callers hear both queue announcements and music.

Step 4: Link the Queue to Your Business Number

Now, let's connect everything so calls to your business number can flow into your queue.

1. Go to **Settings → Phone Numbers**.
2. Find the phone number you want to use, and set its mode to **Custom IVR Configuration**. (You do not need to open additional settings - you can choose the mode right from the main screen.)

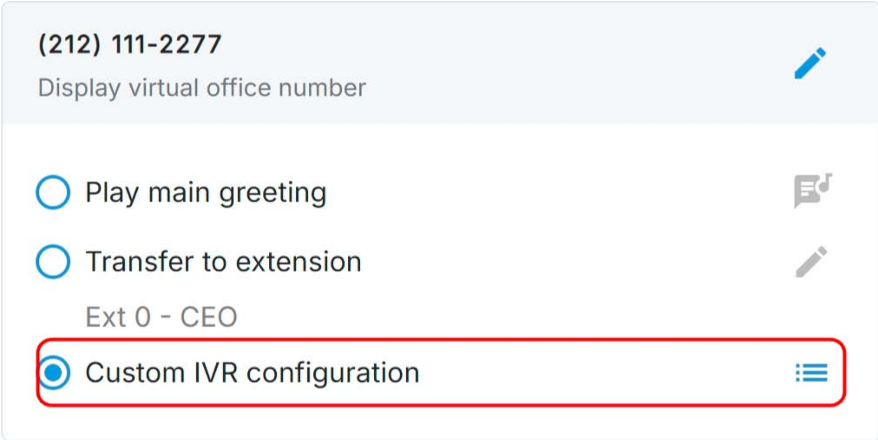

Figure 63: *Selecting Custom IVR configuration for your business number*

3. Click the **Settings** icon next to the phone number you want to use.
4. In the **Main Menu**, pick a key (for example, `0`):
    - Set the action to *Call Queue*.
    - In the **Call Queue** dropdown, select your Hunt Group.

> **Tip:** For full menu setup instructions, see Individual Number Settings and Configuring Call Actions.

Figure 64: *Linking a Hunt Group Call Queue to Your Phone Number*

Step 5: Try It Out

To confirm that your call queue is working correctly:

1. Dial your Virtual Office phone number.
2. Press the assigned digit (e.g., *0*) to reach the call queue.
3. The first caller will be sent to the first available agent (e.g., Extension 100).
4. The second caller will go to the next available agent (e.g., Extension 101).
5. The third caller will enter the queue and hear **music on hold**.
6. The fourth and subsequent callers will hear queue announcements followed by music.

That's it - your call queue is up and running! You can always fine-tune the queue settings or agent list as your needs change over time.

How to Block Unwanted Calls and Allow Trusted Numbers

Want to keep out unwanted calls – or make sure certain numbers always get through? The **Call Block** section lets you control exactly who can reach your Virtual Office. You can block individual numbers, entire area codes, or allow trusted contacts no matter what. To get started, go to **Settings → Call Block**.

Blocking Specific Numbers

Add a number here to stop that caller from reaching you. Once listed, calls from that number are automatically rejected with the message '*The user you are trying to reach is not available*'.

> **Note:** Enter numbers without the **+** sign in front (for example, `15559876543` instead of `+15559876543`).

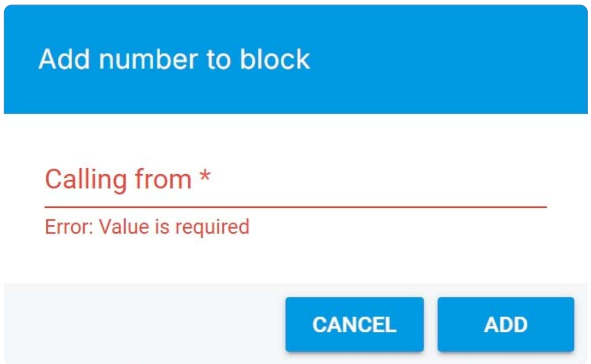

Figure 65: *Adding a number to the block list*

To remove a number, click the **Delete** icon next to it.

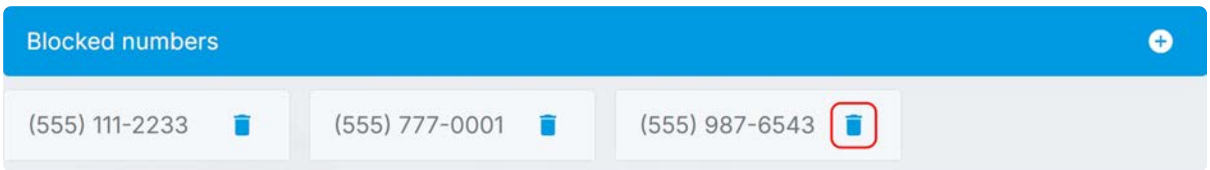

Figure 66: *Viewing and removing blocked numbers*

Blocking Area Codes

Use this to block calls from entire regions or countries. Any number starting with the blocked code will be rejected.

> **Note:** Area codes show both the number and a region name—like *907 (Alaska)*—to help you pick the right one.

Allowing Important Numbers

Numbers in this list will always get through, even if they match a blocked number or area code. Perfect for VIP contacts or test numbers.

> **Tip:** Add key business contacts here to make sure they always get through, even with strict blocking rules.

How to See Call Details and Solve Call Issues

Need to double-check a call or figure out what happened? You can do this from your **Inbound** or **Outbound** call history pages (and, if extras are enabled, also from **Dial Out**, **Recorded calls**, or **Recorded conferences**).

Each call in these lists has an **Info** icon — click it to see:

- Who the call was from (Caller ID)
- Date and time
- Number dialed
- How long it lasted
- Status (Connected, Missed, etc.)
- A unique **Call ID** for troubleshooting

> **Note:** The exact details you see may vary slightly depending on the type of call.

> **Tip:** Use the **Copy** icon next to the Call ID to instantly copy it and share with your provider if you need support.

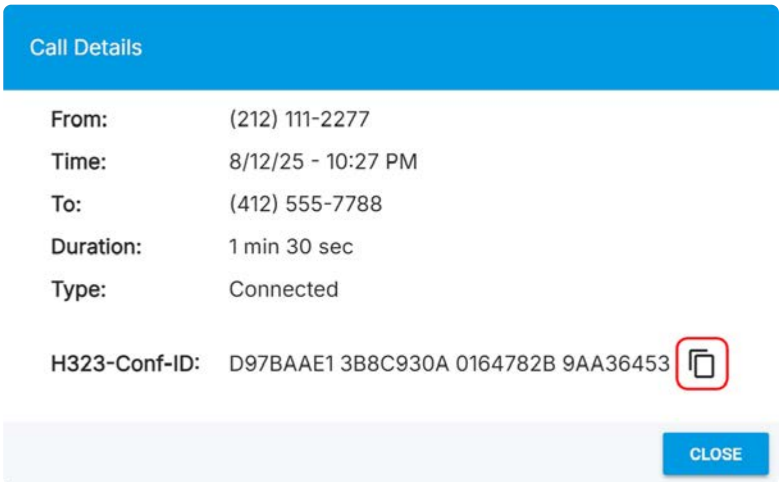

Figure 67: *Example of detailed call information.*

Want to dig deeper? Use the **Filters** at the top of each page to narrow down calls by type, date, or extension.

When you need a full record, you can also **Download List** to save your call history as a report.

How to Receive and Manage Incoming Faxes

You can receive incoming faxes directly to your Virtual Office numbers — no fax machine required.

> **Requirement:** Your number must use either **Play main greeting** or **Custom IVR configuration** in its phone number settings to ensure incoming faxes are routed correctly.

If you use **Transfer to Extension** and still want to receive faxes, ensure the target extension has **Voicemail** enabled — this way, incoming faxes will be stored in its voicemail. Keep in mind that if the extension also uses **SIP Phone** and is registered on a softphone or IP phone, results may vary, as not all devices can detect fax tones once the call is answered.

When a fax arrives, it appears on your **Inbox** page. Fax entries show:

- Caller's number
- Date and time
- Phone number that received the fax
- Duration (for fax calls, this will be 0 sec)

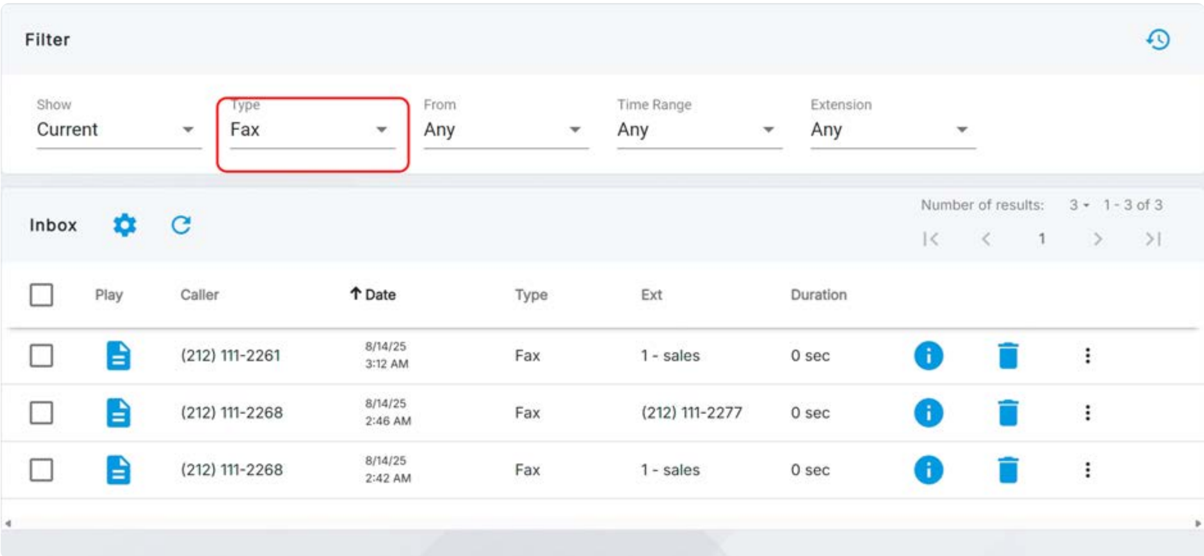

Figure 68: *Inbox showing fax records*

Click the **Info** icon next to a fax to open its details. From there:

- Click the **View** icon to open the fax.
- Use **Download** to save it locally.
- **Forward** it to another recipient.

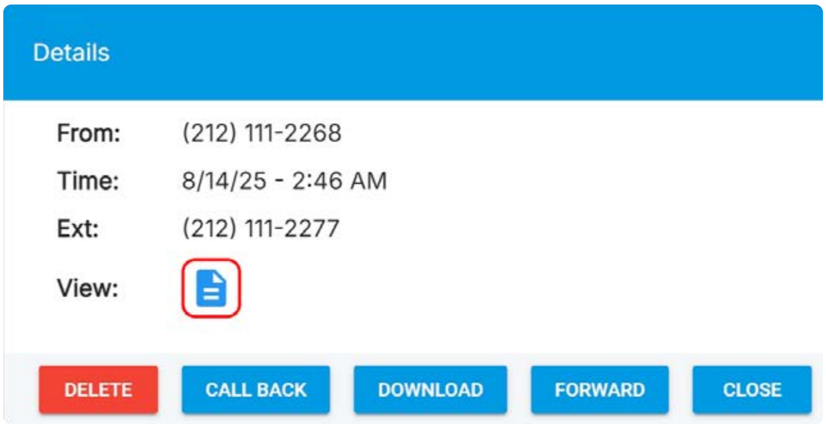

Figure 69: *Viewing an incoming fax*

Fax-to-Email

If you want faxes delivered straight to your email:

1. Go to **Settings → Phone Numbers**.
2. Select the number that receives faxes.
3. In **Call notification settings**, enter your **Notification email address**.
4. Set the action to **Copy** to receive the fax as an email attachment *and* keep it in your Inbox.

You can also choose:

- **Notify** – Sends only an alert; view/download the fax from Inbox.
- **Forward** – Sends the fax to email without keeping a copy in Inbox.

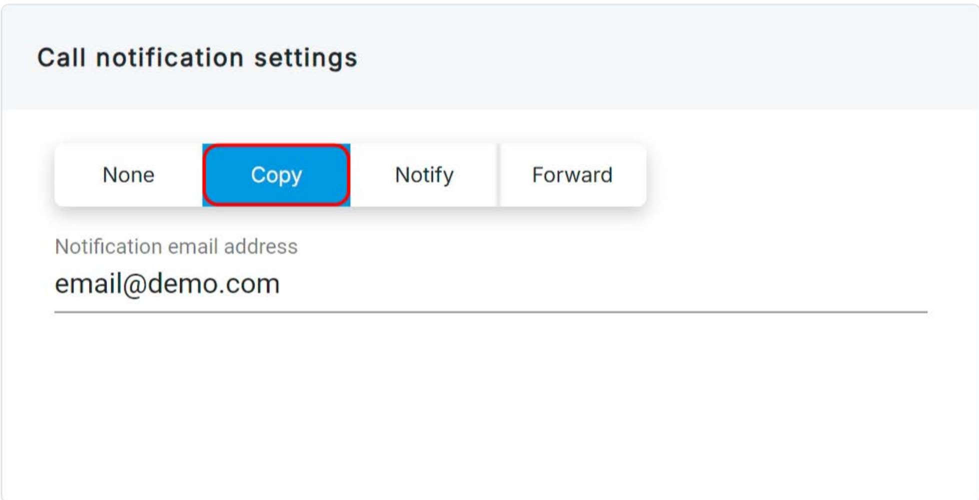

Figure 70: *Fax-to-email setup in phone number settings*

Supported Fax Formats

In **Phone Number Settings**, in the **Other options** section under **Multi-page fax format**, choose how incoming multi-page faxes are sent to you:

- One PNG file per page
- One TIFF file per page
- Single TIFF file (all pages)
- Single PDF file (all pages)

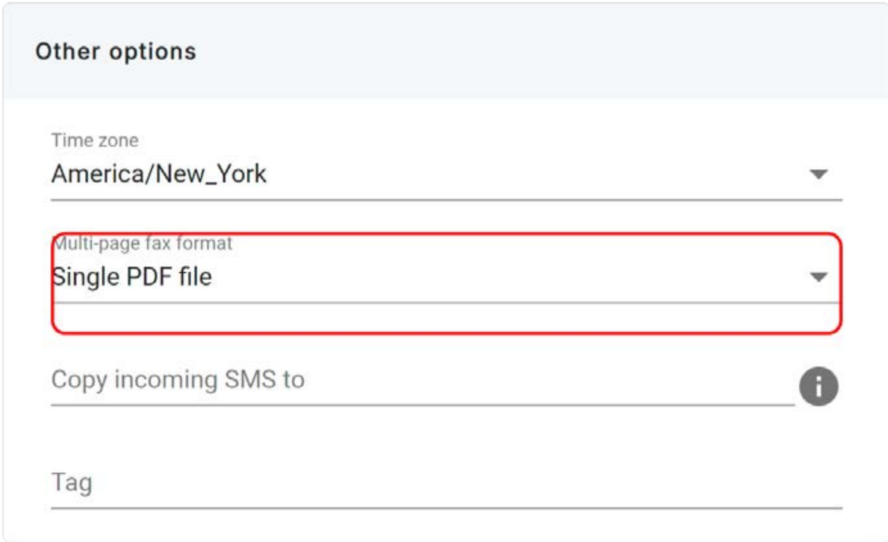

Figure 71: *Multi-page fax format options*

Why You'll Love It

Virtual Office is your all-in-one cloud-based phone system, designed to keep your business connected anywhere without extra hardware. From the moment you log in, you can order business phone numbers, create extensions for employees and departments, greet callers with custom messages, forward calls, manage voicemails, and send or receive faxes — all from a clean, intuitive web portal. You can also make and take calls right from the portal itself using the built-in WebRTC web-based softphone, or choose other dialing options such as our integrated Mobyx softphone or desk phones — giving you the flexibility to work exactly the way you want.

This guide takes you through:

- **Getting started quickly** — order a number, set up your main extension, record greetings, and test your call flow in minutes.
- **Fine-tuning your setup** — choose phone number modes, configure forwarding, hunt groups, active hours, and voicemail notifications to match your workflow.
- **Making and taking calls in your browser** — use the built-in **WebRTC** web-based softphone to call, answer, and manage calls right inside your Virtual Office portal, no downloads or extra hardware needed.
- **Using our integrated softphone** — connect the official Mobyx softphone for mobile, desktop, or directly within the portal, so your team can handle calls from anywhere with their Virtual Office extension.
- **Unlocking advanced features ("Extras")** — such as Voice-to-Text, Call Recording, Simultaneous Ringing, Dial Out, Individual Number Settings with custom IVR menus, and Conference Rooms.
- **Following step-by-step How-To Guides** — for tasks like adding employee extensions, setting up call queues, blocking unwanted calls, configuring the dial-by-name directory, and managing faxes.

Whether you want a simple setup for one person or a fully customized multi-menu call flow for a whole team, Virtual Office gives you the flexibility to start small and scale up — keeping your callers happy and your business sounding professional, wherever you choose to work.