

Phone Line Emulation

Once upon a time, telephone service was provided on a pair of wires that had a phone number assigned to it. The first three digits got you to a region, the next three to an exchange (a smaller region) and the last four digits to a phone on that exchange. At modest levels, a 10 lines phone system had 10 pairs of wires, and 10 phone numbers. Of course, a lot of variation was possible, especially at larger customer levels. Incoming calls were grouped using a behavior known as “hunting” or “rollover”. Outgoing calls were made either using the caller id of a main number, or each individual line (pair of wires).

The modern VoIP/Digital business phone system emulates much of this behavior. A Phone Number will get you to a system such as a PBX (Private Branch Exchange) like the **ring-u** Hello Hub via digital internet connections, where and how it routes is up to the configuration of the PBX and less about the physical phone wires of olden times. Calling out a specific line or phone number can be a little trickier than the old systems where you pressed a button, and the phone connected to a physical pair of wires and the number attached to them. Ring-u has several ways you emulate that behavior that can be used together for very complex configuration.

Default Caller ID per Phone

Assuming an account has multiple phone numbers, under each phone extension configurations advanced tab, you can select a default caller ID for that phone. If set, a call from that phones default account is given that Caller ID number and the Caller ID name associated with that number.

The screenshot shows the 'Advanced' configuration tab for a phone extension. At the top, it displays device information: Type: Auto Config, Model: GRP2616, Mac: C0-74-AD-18-37-C7, and Address: 23.251.66.133:18066. Below this are several configuration options: a Password field with the value 'Pgcmintd', a 'Double Auto Config' checkbox which is unchecked, an 'Extension Mode' dropdown set to 'No Auto Answer Intercom', a 'Phone Location / Transport' dropdown set to 'Public Server/External', and a 'Caller ID' dropdown set to '(423) 567-8888'. On the right side of the form, there are informational notes: 'Factory or user set password. Required for auto configuration if not global default.', 'If checked, system ignores configuration', 'Works on phones that support auto-answer speakerphone extensions.', 'Network Transport Type.', and 'You can choose the default caller ID for this phone for outgoing calls.'

* Codes

Numbers

*1	SALE	(423) 567-4888
*2	SUPP	(423) 456-6700
*3	FAX	(423) 680-6722
*4	ADV	(423) 818-8080

If more ad-hoc / as-needed use of specific phone number and Caller ID is needed, you can dial out using *# of the phone numbers. For example, if I wanted to call **ring-u** using the 4th number in my list, I would call by dialing ***4 423 456-6700** . The ***4** picked the 4th number for phone number and caller id.

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