



# Web Smart Multimedia Manager (WSMM) IP-PBX Series

# AddPac

## AddPac Technology

### Sales and Marketing

# Contents

- Overview
- System Requirement
- WSMM Login
- IVR Scenario Editor
- IVR Extension Management for Time Schedule Dependent Multiple IVR Scenario Service



# Overview

## **What`s New in WSMM** (Web based Smart Multimedia Manager)

- Simple Menu and Easy Configuration
- Provides Built-In IVR Scenario Editor and Service Configuration
- Provides easy-to-user IP-PBX System API Services and ways to integration with 3<sup>rd</sup> party systems
- Integrated voice line management such as **FXS, FXO, E1, GSM, 3G**
- **User portal** to configure personal information, call forwarding
- **Diagnostic tool** to analyze SIP Call flow, current status and problems for terminal and trunk

# System Requirement

## **WSMM** (Web based Smart Multimedia Manager)

- Windows XP, Vista, Windows 7, Windows Server 2000/2003
- Linux / Unix Platform
- Microsoft Internet Explorer 7.0 / 8.0 / 9.0
- Google Chrome / Mozilla Firefox / Safari / Opera
- Javascript + HTML supported browser ( Android, iPhone, iPad,... )

# Login

**WSMM Login**  
Execute web browser to enter the IP address of IP-PBX then WSMM accessible login screen will be displayed.

**Administrator Authentication**  
Enter administrator ID and password to complete authentication by clicking login Smart Multimedia Manager.

# Help

The screenshot displays the 'Smart Multimedia Manager' web interface. The main content area is titled 'Add an User Extension' and contains a form with fields for Extension, First Name, Last Name, Voice Mail Password, User Password, Department, Title, Email, Home Phone, Mobile Phone, User ID, Photo, and Routing Access List. Below the form are 'Advanced Options' and 'General Settings' sections. A help icon (a question mark in a blue circle) is located in the 'User Extension' section, highlighted by a red dashed box. An arrow points from this icon to a help window titled 'Help :: User Extension'. The help window contains the following text:

- Analog Extension**
- > Analog Port**  
You should select one of analog FXS port in this PBX. An analog phone or legacy PBX line can be attached to this analog extension. The analog port already assigned to other analog extension will not be shown at the list.
- User Extension**
- > Extension**  
This is a phone number of this user. For convenience, it is recommended to assign same digits length to user extensions. This user extension is also a user id for login user portal and default user id for SIP registration for registering SIP phone unless setting User ID option.
- > First Name / Last Name**  
This is user's first name and last name like Michel Jackson.

## HELP

WSMM provides HELP for each functions. Click HELP to display new screen and detail description of setup is clearly explained in homepage.


# Related Links

**Smart Multimedia Manager**  
www.addpac.com

**Modify the User Extension**

Apply Cancel Advanced Options

**User Extension**

Extension *	1009	3 - 8 digits
First Name	ByoungGoo	
Last Name *	Choi	
Voice Mail Password *	****	4digits and user portal login
User Password *	1111	For SIP registration
Department	root	Search
Title		ex) manager
Email		ex) admin@addpac.com
Home Phone		ex) 123-456-7890
Mobile Phone		ex) 123-456-7890
User ID		SIP registration ID
Photo	 (Maximum File Size: 100KB) Select Photo	

**Routing Access List**

Routing Access List: internal

**Advanced Options**

Terminal Profile: default

**General Settings**

Security Profile: default

Use RTP Proxy:

Back Tone at:

Representation: Default

**Description**

A user extension is an IP Phone (SIP / SSCP phone) or a soft phone for end user. It is composed of user profile, phone number and terminal belongs to the user.

**Related Links**

- WSMM User Portal
- Routing Access Lists
- Terminal Profiles
- Security Profiles
- Pickup Group

**Related Links**

- WSMM User Portal
- Routing Access Lists
- Terminal Profiles
- Security Profiles
- Pickup Group

Copyright © AddPac 1999-2012. All Rights Reserved

**Related Links**  
WSMM setup page provides related link functions. Related links helps easy operation of IP-PBX by providing link.

# Diagnostic

**Smart Multimedia Manager**  
www.addpac.com

Terminal Diagnostic 1009 (172.16.18.100)

You can check network connectivity from the PBX to the terminal by **Network Connectivity Test** and also you can check SIP awareness of the terminal by checking response message from the terminal by **SIP Aware Test**.

Step 1.

- 1. **Network Connectivity Test** Successfully pinged 172.16.18.100 which is just provisioned to phone. Reply from 172.16.18.100: time=100ms loss=0% **Succeeded**
- 2. **SIP Aware Test** This phone '172.16.18.100' is successfully responding SIP OPTIONS. **Succeeded**

At this step, you can make a test call on the diagnostic terminal to some destination number. If this terminal has problem on local call, the destination could be a local extension otherwise the destination could be mobile or PSTN number. The call trace shows information whether the call is properly handled or not. This test call can be traced only one administrator at same time and simultaneous test call will not be allowed.

1005 Start Outbound Test

**Outbound Call Test** Make a test call '1005' Succeeded. **Succeeded**

2012-06-12 20:15:36 deviceId: 70 caller: 1009 callee: 1005 Call Test Start.  
----- From 1009 (172.16.18.100:5060) -----  
\*\*\*\*\*  
SIP/2.0 200 OK  
Via: SIP/2.0/UDP 172.16.17.30:5060;branch=z9hG4bKd84f0b0fa411  
From: <sip:dial-service@172.16.17.30>;tag=d84f0b0fa4  
To: <sip:1009@172.16.18.100>;tag=dc4fa2c5a4  
Call-ID: dca3d74f-519d-a2e8-80c5-0002a4038e2c@172.16.18.100  
CSeq: 11 INVITE  
Session-Expires: 1800;refresher=uac  
User-Agent: AddPac SIP Gateway  
Contact: sip:1009@172.16.18.100  
Require: timer  
Content-Type: application/sdp  
Content-Length: 179  
  
v=0  
o=1009 1339532254 1339532254 IN IP4 172.16.18.100  
s=AddPac Gateway SDP  
c=IN IP4 172.16.18.100  
t=1339532254 0  
  
/AVP 0  
0000/1  
(172.16.18.100:5060) -----  
  
172.16.17.30:5060;branch=z9hG4bKd84f0b0fa411  
service@172.16.17.30>;tag=d84f0b0fa4  
172.16.18.100>;tag=dc4fa2c5a4  
f-519d-a2e8-80c5-0002a4038e2c@172.16.18.100  
  
1800;refresher=uac  
ic SIP Gateway  
9@172.16.18.100  
  
lication/sdp  
179

Step 2.

Copyright © AddPac 1999-2012 All Rights Reserved

## Diagnostic

It provides to display terminal and trunk status inspection in IP-PBX

### Step 1.

- Network Connection Test
- SIP Aware Test

### Step 2.

- Outgoing Call Test



# Built-in IVR Scenario Editor

**Smart Multimedia Manager**  
www.addpac.com

**IVR Scenarios**  
Apply Save Cancel

**IVR Scenario Properties**  
Name: addpac  
Description:

**IVR Scenario sequence**  
Start  
Play  
Menu (AddPac)  
Multi  
Check Extension  
TRUE  
Play  
Transfer  
FALSE  
Play (Wrong Number)  
Goto  
0  
Play (Connect)  
Transfer  
1  
Play (Connect)  
Transfer (Voice Mail)  
2  
Play (Announcement)  
Transfer  
No Match  
Play (Thank you )  
Disconnect  
No Input  
Play (Please Press Number)  
Goto

**Menu**  
This action inputs a single digit or multiple digits from user phone and branches to an event handle by matching input digit.  
Name \* AddPac  
File Path hello\_full .Open  
 Cancelable  
If this option is enabled, you can stop the sound by pressing any key.  
Initial Timeout 10  
Allowable Count 5  
Single Digit  
Add Single Digit Event of 3  
Multi Digit  
Add Multi Digit Event with Inter Digit Timeout 1 Sec  
and Max Digit Length 4

**Description**  
Using this built in IVR scenario editor, you can create a new IVR scenario or modify it. The created scenario is generated to voice XML file and loaded to interpreter when you apply this scenario. This IVR scenario can be tested by call to IVR extension where this scenario is applied.

Copyright © AddPac 1999-2012. All Rights Reserved

## Built-in IVR Scenario Editor

WSMM is embedded with IVR Scenario Editor. An administrator may create/edit IVR scenario without using special tool

IVR Scenario Sequence

- Start
- Menu / Play / Transfer / Check Extension / Goto / Disconnect

# Add a IVR Extension

The screenshot shows the 'Smart Multimedia Manager' web interface. The main content area displays a table of existing extensions:

Modify	Delete	User Portal	Extension Number	Type	Name	Date Created
1			2001	User Extension	lp120 test	2020-05-15 16:34:10
2			1000	Analog Extension	fxs slot0 port0	2020-05-18 12:07:31

Below the table, the 'Add an Extension' dialog is open, showing a list of extension types with their descriptions:

- Park Pool**: A park pool is a set of extensions for parking calls. When a user parked an active call, an extension in this pool will be assigned. Other user can pick up the parked call using the parked extension number.
- Conference Room**: A conference room extension is used for making a conference room. The conference room can be open by WSMM or User Portal web page or by call to conference room number by privileged user (chair or operator) or by schedule. In case of dial-out participants, they receive call when conference is opening. In case of dial-in participants, they have to make a call to conference extension to join to opened conference.
- IVR Extension**: An IVR (Interactive Voice Response) extension has a role of auto attendant for incoming calls from trunks. If incoming calls from trunk are routed to an IVR extension by incoming call rule, the interactive scenario will be proceed to transfer the call to a procee user extension.
- Radio Extension**: A radio extension is an extension for an E&M port of RoIP (Radio over IP) gateway. The RoIP gateway should register to this system as an extension.
- Dispatcher**: A dispatcher is an extension for an PTT operator who login to dispatch console using his own id and password. A dispatcher can call to other extensions using his extension number.
- Radio Channel**: A radio channel represents a PTT radio channel which has a radio extension statically. Dispatchers and other extensions can join to the radio channel dynamically by dispatch console to communicate with radio terminals on the channel.
- Push-to-Talk Group**: A PTT (Push to Talk) group has members of user extensions who will receive broadcasting announcement with auto answering and also can be a talker by pushing the talk button. This is half-duplex two-way broadcasting.
- Paging Group**: A paging group has members of user extensions who will receive broadcasting announcement with auto answering by speaker phone. This is half-duplex one-way broadcasting.
- Attendant Queue**: The Attendant Queue is used for attendants of organization or call center. When a call is inbound from trunk or extensions to this queue number, the call will be queued and picked up or distributed to one of queue member and handled by them. Currently, the queue member needs Smart Attendant Console software running on PC.

# IVR Extension

The screenshot displays the 'Smart Multimedia Manager' web interface. The left sidebar contains navigation menus for 'Extensions', 'Trunks', 'PBX Services', 'Servers', 'Advanced', 'Monitoring', 'System Admin', and 'Summary'. The main content area is titled 'Add an IVR Extension' and includes the following fields and options:

- Extension \*:** 9000 (2-12 digits). A green 'Check Extension' button indicates 'Extension number is valid'.
- Name \*:** IVR Extension
- IVR Scenario:** attendant
- Enable IVR Service:**
- Server Cluster \*:** A dropdown menu showing 'AddPac IPNEX180SN\_02'.

Below the main form is an 'Advanced Options' section. On the right side, there is a 'Description' box explaining that an IVR extension is used for routing calls to user extensions based on call rules, and a 'Related Links' section with links to 'IVR Scenarios', 'Day Templates', and 'Partitions'.

# Add an IVR Schedule

The screenshot displays the Smart Multimedia Manager web interface. The main content area is titled "Add an IVR Extension" and contains the following fields and options:

- Extension \*:** 9000 (2-12 digits)
- Name \*:** IVR Extension
- IVR Scenario:** attendant
- Enable IVR Service:**
- Server Cluster \*:** AddPac IPNEXT1005N\_02
- Partition:** internal

A "Schedule Properties" dialog box is open, showing the following configuration:

- Name:** IVR Schedule
- Date Range:** 2020-06-02 to 2020-06-02, Every Day
- Time Range:** 00:00 to 23:59
- Day of Week:**  Sun,  Mon,  Tue,  Wed,  Thu,  Fri,  Sat
- Day Template:** N/A
- Scenario:** (empty)

The interface also includes a sidebar with navigation options like "Extensions", "Trunks", "PBX Services", and "Servers". A table at the top lists existing extensions:

ID	Modify	Delete	User Portal	Extension Number	Type	Name	Date Created
1				2001	User Extension	ip120 test	2020-05-15 16:34:10
2				1000	Analog Extension	fxs slot0 port0	2020-05-18 12:07:31
3					Analog Extension	Ad-Hoc Defaults	2020-04-16 16:11:28

# IVR : Add an IVR Schedule(From Date)

The screenshot displays the Smart Multimedia Manager web interface. The main content area is titled "Add an IVR Extension". The "Extension \*" field is set to "9000" (2-12 digits). The "Name \*" field is "IVR Extension". The "IVR Scenario" is set to "attendant". The "Enable IVR Service" checkbox is checked. The "Server Cluster \*" is set to "AddPac IPNEXT180SN\_02".

A "Schedule Properties" dialog box is open, showing the configuration for the IVR Schedule:

- Name: IVR Schedule
- Date Range: 2020-06-02 to 2020-06-02
- Time Range: Every Day
- Day of Week: A calendar view shows June 2020 with the 2nd day (Monday) selected.
- Day Template: [Dropdown menu]
- Scenario: [Dropdown menu]

The "Schedule Settings" table is empty:

Name	Date	Hour	Day of Week
------	------	------	-------------

The left sidebar contains navigation links for Extensions, Directory, Partitions, Routing Access Lists, Terminal Profiles, Terminals, Trunks, PBX Services, Servers, Advanced, Monitoring, System Admin, and Summary. The right sidebar contains a Description of the IVR service and Related Links for IVR Scenarios, Day Templates, and Partitions.

# IVR : Add an IVR Schedule(To Date)

The screenshot displays the Smart Multimedia Manager web interface. The main window is titled 'Add an IVR Extension' and contains the following fields:

- Extension #: 9000 (2-12 digits)
- Name: IVR Extension
- IVR Scenario: attendant
- Enable IVR Service:
- Server Cluster: 1 (AddPac IP/NEXT 180SN\_02)
- Partition: internal

A 'Schedule Properties' dialog box is open, showing the following configuration:

- Name: IVR Schedule
- Date Range: 2020-06-02 to 2021-12-31
- Time Range: 00:00
- Day of Week:  Sun,  Mon,  Thu,  Fri
- Day Template: N/A
- Scenario: (empty)

The dialog box also features a calendar for December 2021 and a 'Next Month (Control+Right)' button.

# IVR : Add an IVR Schedule(From Time)

The screenshot displays the Smart Multimedia Manager web interface. The main content area is titled "Add an IVR Extension". The "Extension \*" field is set to "9000". The "Name \*" field is "IVR Extension". The "IVR Scenario" is set to "attendant". The "Enable IVR Service" checkbox is checked. The "Server Cluster \*" is set to "AddPac IPNEXT180SN\_02".

A "Schedule Properties" dialog box is open, showing the configuration for a schedule for the extension to register. The "Name" is "IVR Schedule". The "Date Range" is from "2020-06-02" to "2021-12-31" with "Every Day" selected. The "Time Range" is from "00:00" to "23:59". The "Day of Week" is set to "Every Day" with checkboxes for "Tue", "Wed", and "Sat" selected. The "Day Template" and "Scenario" fields are empty.

The "Advanced Options" section shows "General Settings" with "Partition" set to "internal". The "Schedule Settings" table is empty.

Name	Date	Hour	Day of Week
------	------	------	-------------

# IVR : Add an IVR Schedule(To Time)

The screenshot displays the Smart Multimedia Manager interface for configuring an IVR extension. The main form is titled "Add an IVR Extension" and includes the following fields and options:

- Extension \*:** 9000 (2-12 digits)
- Name \*:** IVR Extension
- IVR Scenario:** attendant
- Enable IVR Service:**
- Server Cluster \*:** Add Pac IPNEX1805N\_G2
- Partition:** internal

The "Schedule Properties" dialog box is open, showing the following configuration:

- Name:** IVR Schedule
- Date Range:** 2020-06-02 to 2021-12-31
- Time Range:** 00:00 to 23:59
- Day of Week:**  Sun,  Mon,  Tue,  Wed,  Thu,  Fri,  Sat
- Day Template:** N/A
- Scenario:** (empty)

The background interface also shows a table of existing extensions:

Modify	Delete	User Portal	Extension Number	Type	Name	Date Created
1			2001	User Extension	ip120 test	2020-05-15 16:34:10
2			1000	Analog Extension	fxs slot0 port0	2020-05-18 12:07:31
3				Professional Team	Ad4-line Defaults	2020-05-15 16:11:28



# IVR : Add an IVR Schedule

The screenshot displays the Smart Multimedia Manager web interface. The left sidebar contains navigation menus for Extensions, Trunks, PBX Services, Servers, Advanced, Monitoring, and System Admin. The main content area is titled "Add an IVR Extension" and includes a "Schedule Properties" dialog box.

**Extensions Table:**

Modify	Delete	User Portal	Extension Number	Type	Name	Date Created
1			2001	User Extension	lp120 test	2020-05-15 16:34:10
2			1000	Analog Extension	fxs slot0 port0	2020-05-18 12:07:31
				Conference Room	Ad-Hoc Defaults	2020-05-15 16:11:28

**Add an IVR Extension Form:**

- Extension #: 9000 (2-12 digits)
- Name: IVR Extension
- IVR Scenario: attendant
- Enable IVR Service:
- Server Cluster: AddPac IPNEX180SN\_G2
- Partition: internal

**Schedule Properties Dialog:**

- Name: IVR Schedule
- Date Range: 2020-06-02 to 2021-12-31 (Every Day)
- Time Range: 00:00 to 23:59
- Day of Week:  Sun,  Mon,  Tue,  Wed,  Thu,  Fri,  Sat
- Day Template: holiday
- Scenario: attendant

**Related Links:**

- IVR Scenarios
- Day Templates
- Partitions

# IVR : Add an IVR Schedule

**Smart Multimedia Manager**  
www.addpac.com

Start | Extensions | Day Templates

### Day Templates

Add a Day template | Refresh

Modify	Delete	Template Name	Description	Date Created
		holiday		2020-05-15 16:11:31

Status | Add an Extension | IVR Extension

### Add an IVR Extension

Add | Cancel | Advanced Options

Extension \* 9000 (2-12 digits) [Check Extension](#) Extension number is valid

Name \* IVR Extension

IVR Scenario attendant

IVR Extension

Enable IVR Service

Server Cluster \*  
Add Server

Modify	Delete	Select a Server
		AddPac IPNEXT100SN_G2

Advanced Options

General Settings

Partition internal

Schedule Settings

Add a Schedule

Name	Date	Hour	Day of Week
IVR Schedule	2020-06-02 - 2020-06-02	00:00 - 23:59	Sun, Mon, Tue, Wed, Thu...

Description

The IVR (Interactive Voice Response) Extension is a service extension for providing IVR service on this extension. When the incoming calls from trunk are routed to an IVR extension by incoming call rule, the interactive scenario will proceed to transfer the call to a proper user extension.

Related Links

- IVR Scenarios
- Day Templates
- Partitions

# PBX Service : Day Template

The screenshot displays the Smart Multimedia Manager web interface. The top navigation bar includes 'Start', 'Extensions', and 'Day Templates'. The left sidebar contains a menu with categories like Extensions, Trunks, PBX Services, Servers, and Monitoring. The main content area is titled 'Day Templates' and features a table with columns for 'Template Name', 'Description', and 'Date Created'. A single entry is visible: 'holiday' with a date of '2020-05-15 16:11:31'. Below the table is a 'Status' section with a 'Refresh' button and a diagram showing 'User Extensions', 'System', and 'Trunks'. The 'System' section includes various resource usage gauges and a list of services with their respective usage values.

Modify	Delete	Template Name	Description	Date Created
		holiday		2020-05-15 16:11:31

**System Resource Usage:**

- Memory: 1%
- Storage: 5%
- Network: [Icon]
- Call Manager: 0/10
- MCU: 0/1
- Pigpio: 0/10
- IVR: 0/10
- Media: 0/20
- UMS: 0/20
- PTT: 0/1
- RtpProxy: 0/20

**Trunks Status:**

- Registered (2)
- Unregistered (2)
- Inbound Calls (0)
- Outbound Calls (0)
- SPS10000 (0/0)
- Internal Trunk Gateway (0/0)

# Add a Day Template

The screenshot displays the 'Smart Multimedia Manager' web interface. The top navigation bar includes 'Start', 'Extensions', and 'Day Templates'. A notification in the top right corner states 'System configuration modified! Click here to save it.' The left sidebar contains a menu with categories like 'Extensions', 'Trunks', 'PBX Services', 'Servers', and 'Advanced'. The main content area is titled 'Day Templates' and features a table with one entry: 'holiday' with a 'Date Created' of '2020-05-15 15:11:31'. Below the table is the 'Add Day Template' form, which includes a 'Name' field with the value 'Holiday\_1' and a 'Description' field with the value 'Day Templates.'. A 'Description' sidebar on the right provides instructions: 'Specify period or a special day(s) to apply in schedule policy. The schedule policy could be schedule based IVR, schedule based conference, schedule based user call forwarding.'

# Modify Day Template (Schedule Rule)

The screenshot displays the 'Smart Multimedia Manager' web interface. The top navigation bar includes 'Start', 'Extensions', and 'Day Templates'. A notification in the top right corner states 'System configuration modified! Click here to save it.' The left sidebar contains a navigation menu with categories like 'Extensions', 'Trunks', 'PBX Services', 'Servers', and 'Advanced'. The main content area is titled 'Day Templates' and features a table with two entries:

	Modify	Delete	Template Name	Description	Date Created
1	[icon]	[icon]	holiday		2020-05-15 16:11:31
2	[icon]	[icon]	Holiday_1	Day Templates	2020-06-02 11:41:16

Below the table, the 'Modify Day Template' form is shown. It includes 'General Settings' with fields for 'Name' (Holiday\_1) and 'Description' (Day Templates). There is an 'Add & Day' button and a 'Schedule Rules' table with columns: Modify, Delete, Name, Description, Repeat, Date, Date Created. A 'Description' box on the right provides instructions: 'Specify period or a special day(s) to apply in schedule policy. The schedule policy could be schedule based IVR, schedule based conference, schedule based user call forwarding.'

# Modify Day Template (Add a Day)

The screenshot displays the Smart Multimedia Manager web interface. The main content area is titled "Day Templates" and shows a table with two entries:

Modify	Delete	Template Name	Description	Date Created
1		holiday		2020-05-15 16:11:31
2		Holiday_1	Day Templates	2020-06-02 11:41:16

Below the table, the "Modify Day Template" section is active for "Holiday\_1". The "Add a Day" dialog box is open, showing the following configuration:

- Rule Name: weekend
- Description: (empty)
- Date Input Type:  Recurrence
- Date Range: 2020-06-02
- Weekly:  1Week,  2Week,  3Week,  4Week,  5Week,  6Week
- Day of Week:  Sun,  Mon,  Tue,  Wed,  Thu,  Fri,  Sat

The interface also includes a left sidebar with navigation options like "Extensions", "Trunks", "PEX Services", "Servers", and "Advanced". A top status bar indicates "System configuration modified" and provides a "Click here to save it" link.

# Modify Day Template

The screenshot displays the 'Smart Multimedia Manager' web interface. The top navigation bar includes 'Start', 'Extensions', and 'Day Templates'. A notification in the top right corner states 'System configuration modified! Click here to save it.' The left sidebar contains a menu with categories like 'Extensions', 'Trunks', 'PBX Services', 'Servers', and 'Advanced'. The main content area is titled 'Day Templates' and features a table with two entries:

Modify	Delete	Template Name	Description	Date Created
1		holiday		2020-05-15 16:11:31
2		Holiday_1	Day Templates	2020-06-02 11:41:16

Below the table is the 'Modify Day Template' form. It includes 'General Settings' with fields for 'Name' (Holiday\_1) and 'Description' (Day Templates). The 'Schedule Rules' section contains an 'Add a Day' button and a table:

Modify	Delete	Name	Description	Repeat	Date	Date Created
1		weekend		TRUE	2020-06-02	2020-06-02 11:45:32

On the right side, there is a 'Description' box with the text: 'Specify period or a special day(s) to apply in schedule policy. The schedule policy could be schedule based IVR, schedule based conference, schedule based user call forwarding.'



# Thank you!

**AddPac Technology Co., Ltd.**  
Sales and Marketing

Phone +82.2.568.3848 (KOREA)

FAX +82.2.568.3847 (KOREA)

E-mail : [sales@addpac.com](mailto:sales@addpac.com)