


DID Settings

Direct Inward Dialing (DID) or a telephone number, allows external callers to dial directly to the system.

To access the DID settings you must have management permissions. Please check with your administrator or email support@firelinecommunications.com.

Once logged into the system click DID from the menu and you will be taken to the DID list screen. From the screen you can perform the following;


 CSV Download

Search

CSV Download: Allows you to download a list of all your DID's


Search: Allows you to search for a DID. % = wildcard


DID Settings

Edit DID > 16265551212  [Hide Advanced Options](#)


General


Name:

 Operation times

 CLI Validation&Routing

Prioritize CLI Routing: Yes No

Destination: 

Value: 

Service Plan:

Call Rating Extension:

Greeting:

Strip N digits:

Replace Caller ID:

Queue Priority:



Custom Ringtone:

Record Call: Yes No Not Set

Notify on Not Answer: Yes No Not Set

Auto Fax Detection: Yes No Not Set

Fax Destination:

 Save  Go back

Field Definitions

Name: Used to allow you to identify number by a name, e.g. Main Number or Toms Line.

Operation Times: See Operation Times for configuration details.

CLI Validation & Routing: See Validation & Routing for configuration details.

SMS: Enables or Disables SMS for the DID.

*You must sign up for SMS messaging. Please contact support@firelinecommunications.com for more information.

Prioritize CLI Routing: When enabled, this option will override the configured Operation Times rules on the DID and use the configured CLI Validation & Routing rules instead.

Destination: Allows you to select the destination type you would like to send all calls to.

Value: Extension number destination can be reached

Service Plan: N/A

Call Rating Extension: N/A

Greeting: Allows you to play a message to the caller when the number is called.

Strip N digits: If you are directing calls to a trunk, here you can set the number of digits which will be stripped from the beginning of the incoming call.

Replace Caller ID: Allows you to replace or append the incoming caller ID to the DID. Example: Billing %CALLERID%, will display the incoming caller id as (Billing and the Callers Caller ID) "Billing 16265551212"

Queue Priority: If using call queues, this setting allows you to set the priority of all calls that arrive at this trunk.

Custom Ring Tone: If you are directing calls to an extension on which a supported UAD is registered, you could set a Custom Ringtone with which the phone will ring. To learn more, see the Custom Ringtones article.

Record Call: Allows you to record all calls to this DID. **

Recording must be enabled on your account prior to using this feature.

Notify on Not Answer: If set to 'Yes' – any calls that are not answered on this DID will be logged for the next notification e-mail.

Auto Fax Detection: Allows you to reroute fax calls to the number to a Fax destination.

Fax Destination: The extension number or DID of the fax you want to redirect to.

Last Updated on December 31, 2024