Configuring Callback

The Callback service enables a PSTN or SIP user to dial into the Quadro's default AA and then have the Quadro call them back according. They can then connect to an extension, access voicemail, and make a call out via any ITSP account (or SIP or PSTN) and the charges will apply to the Quadro (for calling destination number and calling back to callers' phone).

User dials the number of the PSTN line routed to the default AA and hang up after 2 rings. The Quadro will then call the phone back according to the specified Callback Destination.

The calling phone must be in the Authorised Phone Database on the default AA to be able to access this service. To add phones into this DB go to the AA settings > Attendant Scenario and Add. This opens the screen shown below.

Set the Type of incoming call and the incoming phone number (or mask). Tick Enable Callback and the set Callback Destination and Type (typically the same phone number as configured for Caller Address). The Login Extension also needs to be selected. This is the extension that will place the outgoing call.

In the shown configuration, the user of the mobile number 0404987654 dials the phone number of PSTN line routed to Quadro default AA, and hangs up after hearing 2 rings. The Quadro then dials user at Callback Destination according to call routing table. User answers phone and gets the default AA menu.

By dialing *2 code during AA, the caller accesses Call Relay and can make a call (it will be placed according to Call Routing Table when Callback Call Type is set to Auto).

By dialing *0 during AA, the caller accesses the voicemail of the Login.

If the Automatically Enter Call Relay Menu is selected, the caller automatically enters Call Relay of Login Extension and is prompted to make a call (this option does not allow the caller to go to the voicemail).

A phone that is in the Authorised Phone Database can access Call Relay even if the Call Relay service is not enabled on the Quadro. If caller doesn't want callback to initiate, AA will answer after 7-8 rings. Caller will get default AA or Call Relay Menu if that option is enabled.