How to Set Up a New User in the Digium Phone System

When a location owner or manager has submitted the **New Employee Request** form to the help desk, they may have requested their new employee be set up in the **Digium phone system**. Here are the options they can specify in the request form:

Please indicate how this employee will be expected to take phone calls. *

○ Digium Desk Phone

○ Sangoma Connect Mobile application

◉ Both of the above

○ This employee will not be taking phone calls.

If applicable, please indicate the MAC address of the phone the employee can be assigned to, or the name of a person already assigned to the first line of a phone.

00:0f:d3:0c:8c:ba

What phone queues will this employee have access to?

☑ Reservations (option 1)

☑ Guest Service (option 2)

☐ Owners (option 4)

☐ Accounting (option 5)

☐ New Owners (if this is set up for your location)

You can see in the image above the user has specified that the new employee will be assigned to a desk phone and will receive a token for the **Sangoma Talk** application. They provided an accurate **MAC address**. Lastly, they specified that the employee should be added to their location's **Reservations** and **Guest Services call queues**.

To set the user up, navigate to https://sv.skyrun.com/admin. Log in with the credentials provided to you. You may have to log in using an incognito window, as the website is currently missing an up-to-date SSL certificate. Once logged in, navigate to **Setup > Manage**. Click **Create Extension**.
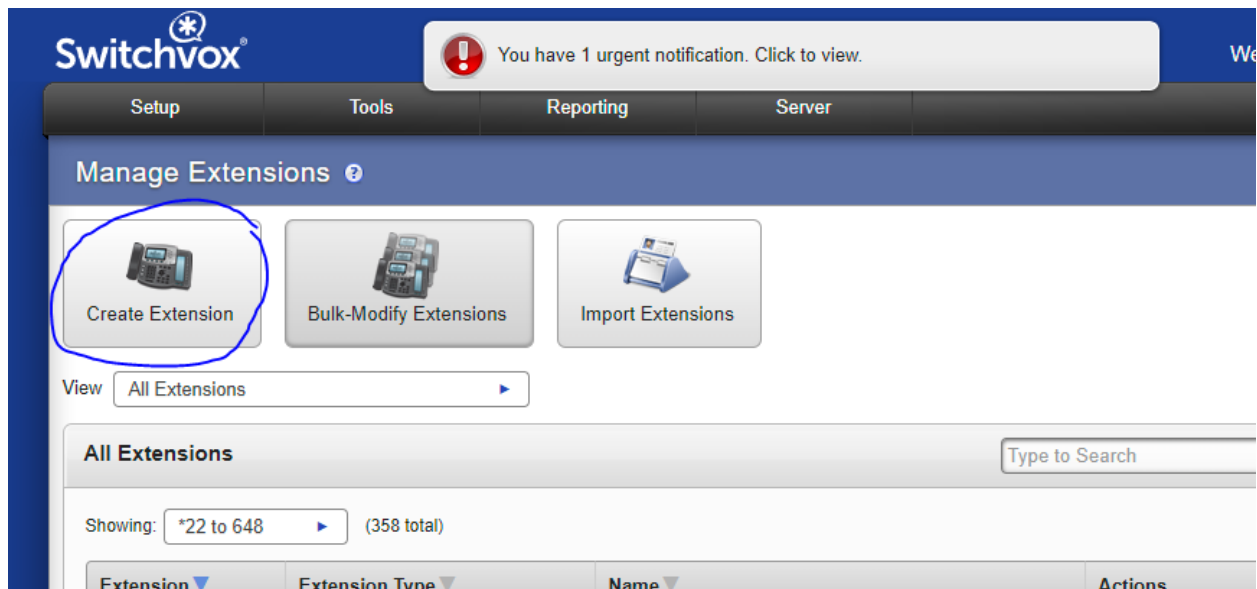
Extension Type: **SIP Phone or SIP Adapter for Analog Phone**
Extension Template: **Default**

You will be redirected to create this user's profile. Enter in all the information that you have, ensuring it is accurate and everything is spelled correctly.

Scroll down and press **Save SIP Extension**. Go to **Setup > Sangoma Phones**. Click **Quick-Create Assignments**.
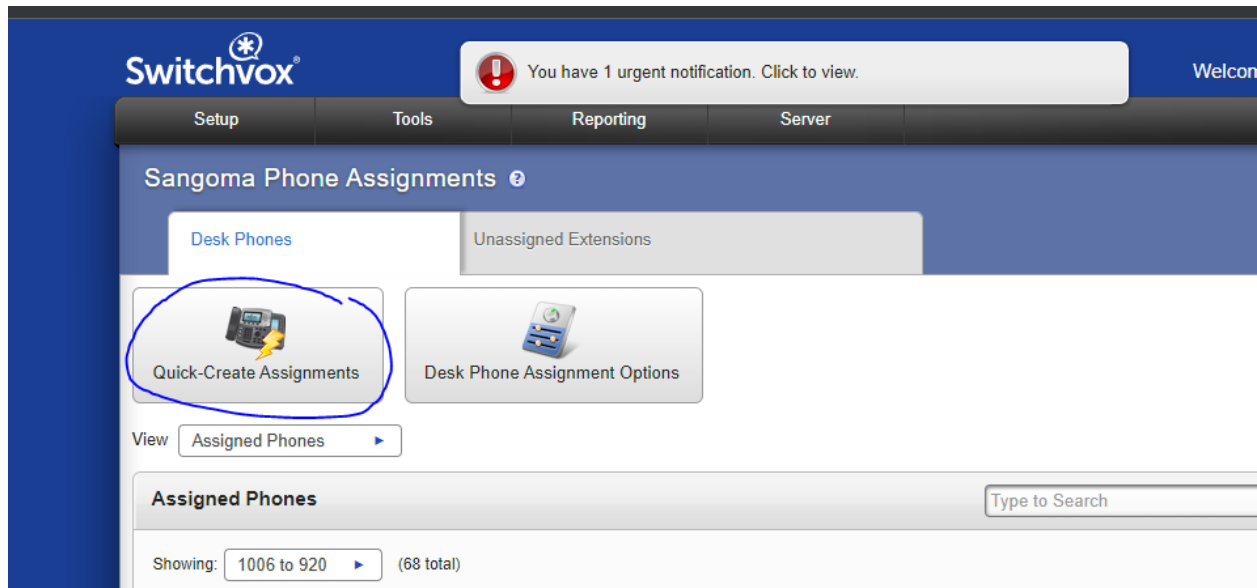
You will be redirected to the **extension assignment** page. In the left field, select the extension you just created. On the right side, enter in the **MAC address** provided in the **New Employee Request form**.
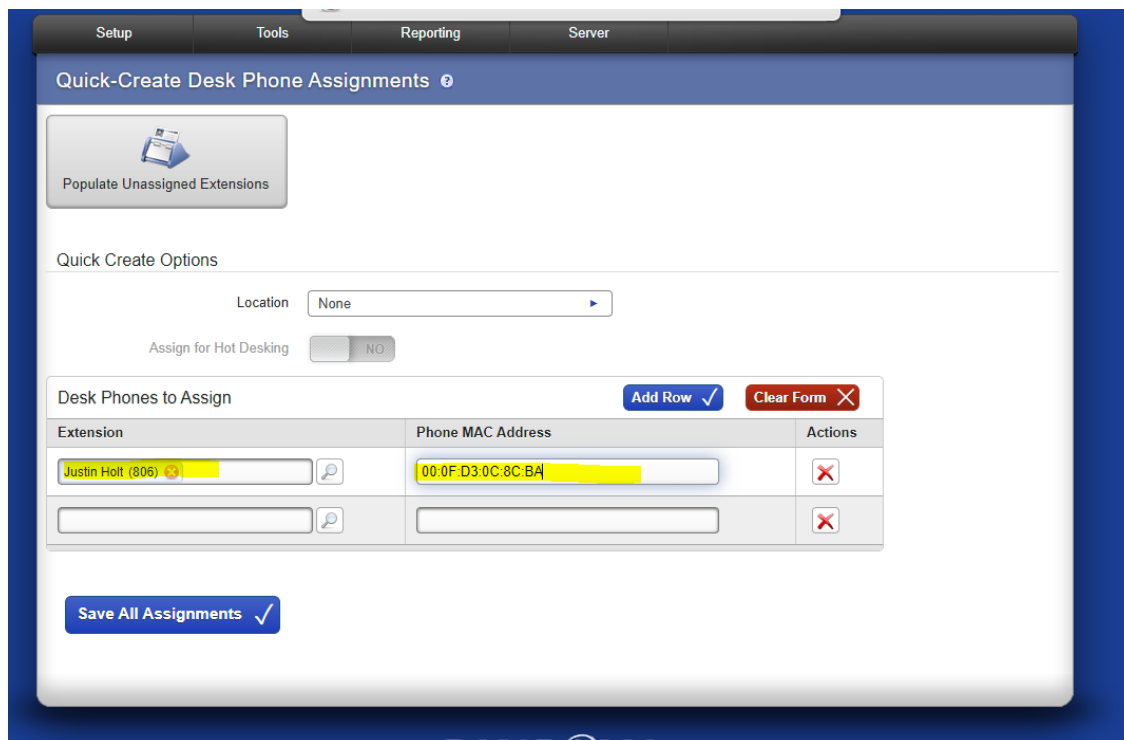
Press **Save All Assignments**. If you navigate back to **Setup > Sangoma Phones**, and search that user's name, you should be able to see their extension and the phone it is now assigned to.

The user is now connected to the Digium desk phone. Assuming the location owner or their teams have properly adjusted the physical desk phone, plugged it in, and booted it up - the user should momentarily appear as an extension on that phone.

How to Issue a Sangoma Talk application Token

The next step is to issue the user a **Sangoma Talk** token. Navigate back to **Setup > Manage**. Search for the user, and click the third button under **Actions** that looks like a tiny desk phone.

Click **Create Phone**.

On the new page, find a new available extension (**BE SURE NOT TO USE THE EMERGENCY LINE 911**). In the **Phone** field, select **Softphone: Mobile**. Mine is grayed out because I already have it. For **Label**, enter "**[employee name] Connect Mobile**".

Unfortunately, the phone system does not automatically configure the user's call rules to include the Sangoma Talk application. We have to do that step manually. Navigate back to **Setup > Manage**, search the user, and press **Login as User** under **Actions**. You will be logged in as the user. On the user's page, navigate to **Features > Call Rules**. A user is immediately given two standard call rule sets - **Default Do Not Disturb** and **Default**. Under **Default**, press Edit.
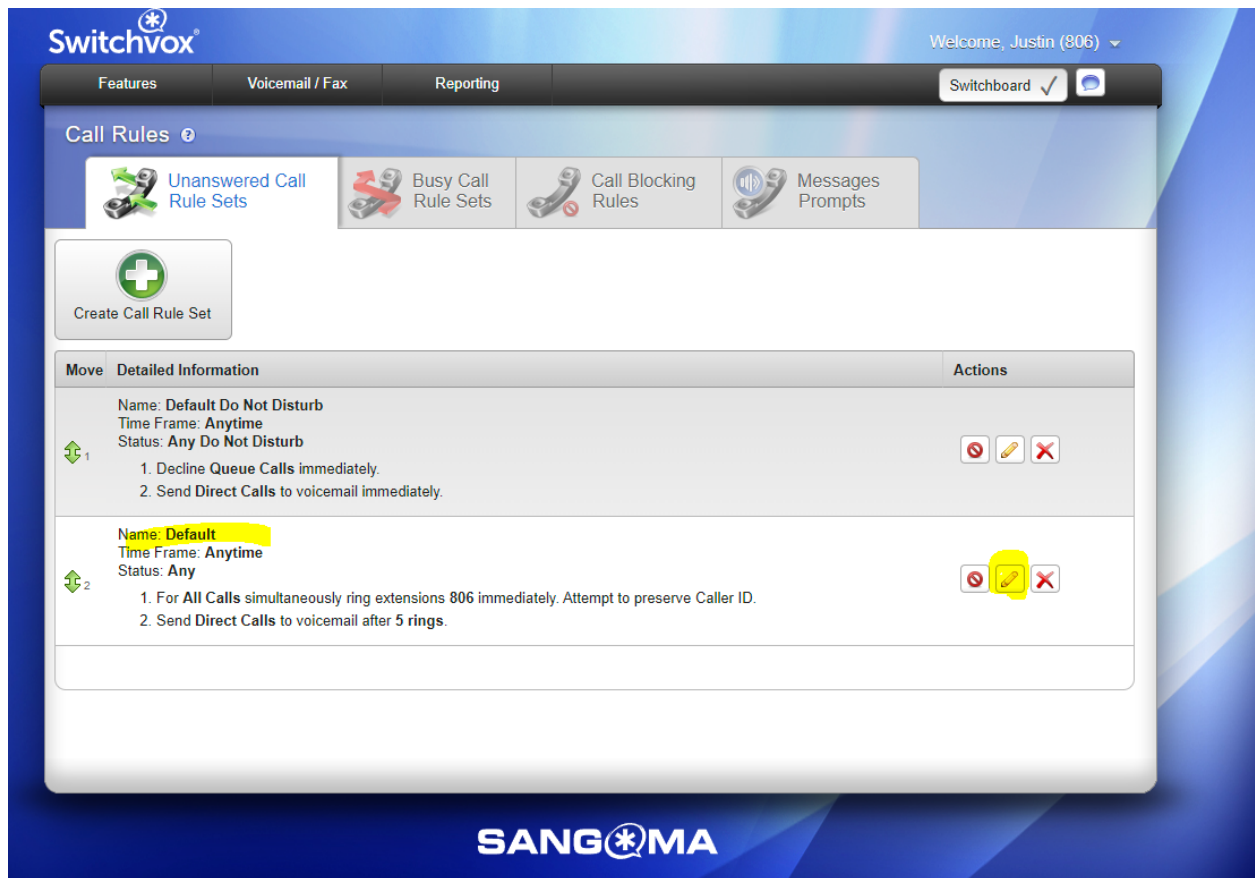
Drag the **Ring All** rule ABOVE the **Send to Voicemail** rule. This way, the phone will actually ring instead of immediately sending to voicemail.
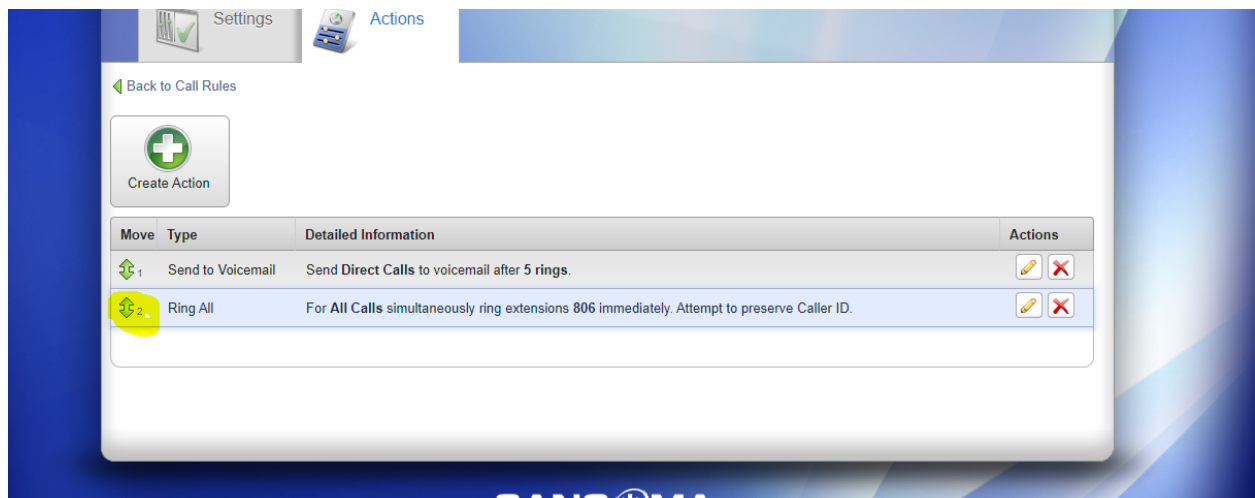
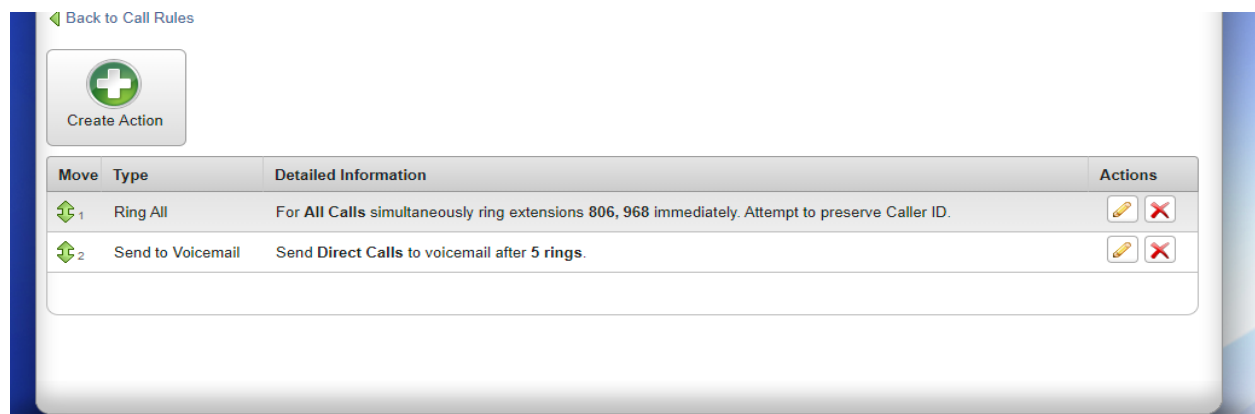Next to **Ring All**, click **Edit**. On the new page:

Type of call: **All calls**
Numbers to ring: **[select BOTH extensions created for this user]**
Number of times to ring previous rule before ringing extensions: **Immediately**
Attempt to preserve Caller ID: **YES**

When you are done, the call rules should look something like this:

You are finally done with the setup part! Now it is time to actually put this user into the **Call Queues** specified by the requester on the **New Employee Request form**. Close out of this user's profile and go back to the **/admin** portal. Navigate to **Tools > Call Queues**. If, for example, the employee works for Breckenridge (BREK), and the form requester specifies that they should be added to the Reservations and Guest Services call queues, then you will search this list for "BREK" to narrow it down to SkyRun Breckenridge-specific call queues. You will see Rez and Guest Svcs. On both of those call queues, click the **Edit** button on the right.
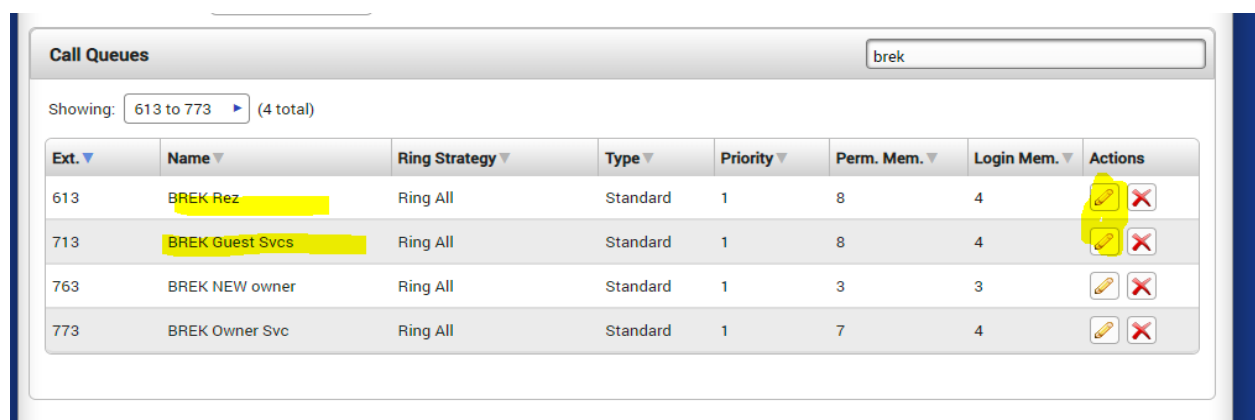
On the **Call Queue** page, scroll to **Queue Members**, and add the user you've just created. You do not need to add both extensions, just the desk phone extension. Click **Save Call Queue** at the bottom. You have to do this step for each call queue the employee is requested to be a part of.