



Pressing # vs. Direct Connect

When the Virtual PBX system puts the caller on hold and dials out to find the extension owner at whatever phones they want to be reached at (VoIP phone, cell phone, land line, etc.), the extension owner answers the call and presses # to accept the call. This is the default setting.

You can disable this feature and have calls directly connect when you answer the phone. However, your Voice Mail will be delivered to which ever phone service you are using behind your extension (i.e. Cell Phone, Land Line, etc.). You also won't hear the Call Preview Detail information whispered in your ear.

More Detail:

When the Virtual PBX dials out to find the extension owner at a phone (VoIP phone or by dialing a number), the system is listening for someone or some thing to pick up the line -- a person or a voicemail system. Once we receive that signal from the carrier that the line has been answered, we play the Call Preview Detail. During the time that we play the Call Preview Detail, we listen for #, * or 1. If we don't get any of those, then we finish the Call Preview Detail, hang up that call to that phone, and go to the next phone in the Call Routing tab (for Follow Me calling) or drop that extension entirely and go to the next extension if the call came from an ACD queue.

Also, if you use a cell phone as a contact phone and you have Direct Connect turned on for that phone, then if you don't answer the phone and your cell phone voicemail picks up, the caller will be immediately connected and hear your cell phone voicemail outgoing greeting and leave their message there, NOT on your Virtual PBX extension.

Please Be Aware:

Virtual PBX recommends NOT using Direct Connect in the following conditions:

- If you want to hear the Call Preview Detail spoken to you in your ear
- If you have multiple numbers in your Call Routing Tab and you do use Follow Me Calling
- You do NOT want callers leaving voicemail on your contact phone number (like your cell phone).

- If you are an extension owner participating in an ACD queue; the reason is the caller may get stuck on your contact number voicemail rather than going to the next available extension owner.

Turn Direct Connect On:

If you wish to go ahead and turn the Direct Connect feature on, you would do that under the Call Routing > Advanced Configuration page when you log in under your own extension. It is a checkbox that you check for each phone that you wish to have Direct Connect enabled.

CALL ROUTING UPDATE

Extension Edit
Charles Xavier Ext. 803

Basic Configuration Advanced Configuration

Contact Phone Numbers ?

| Number/Label | Default | Exclude |
|---------------------------------------|----------------------------------|--------------------------|
| (415) 555-1212 Manage | <input checked="" type="radio"/> | <input type="checkbox"/> |

[Add Contact Number](#)

Advanced Configuration [Basic Configuration](#)

Ring Duration [System Settings](#) ?

| Contact Phone Number | Ring Duration |
|----------------------|---|
| (415) 555-1212 | Ring for <input type="text" value="20 seconds"/> before routing to next number or voicemail |

Direct Connect/Use Password ?

| Contact Phone Number | Direct Connect | Use Password |
|----------------------|-------------------------------------|--------------------------|
| (415) 555-1212 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

[Manage personal block/allow list](#)