


Oct 21, 2020 10:07

Identities Feature


 The Guide describes how to configure and use the feature allowing you to change the identities.

Supported starting from WMS version 4.01.44215.30

Created: August 2019

Updated: March 2020

Permalink: <https://confluence.wildix.com/x/AgBKAw>

 Note: The previous configuration (ticket WMS-6527, [WMS Stable Changelog](#) stops working after the upgrade to WMS version 4.01.44251.31. Please make the reconfiguration.

 Due to the firmware regression in WMS 4.XO version, the possibility to use BLF key "Line" is completely moved to WMS 5.0.

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Overview

The feature allows changing a real user's number and substituting it with a false identity. When placing a call, the identity number prefix is automatically added to the called number and saved in History . The configuration can be set up for both internal and external outgoing/ [incoming](#) calls.

Video:

Internal calls

When placing an internal call, a real user's extension is replaced with the identity of a false extension.


Limitations (only for internal calls):

- A real user's number instead of identity extension can be displayed when transferring and adding to conferences such calls (a real number is also displayed in CDR-View)

- Personal call recordings are not shown in Collaboration (if user has specified his email in *Settings* -> *Personal*, the call recording is sent to the email, but it is unavailable in Call History)
- A caller cannot see call duration in Collaboration -> History
- A caller cannot switch an active device using Incall feature "Continuity" *5 (Service code "Continuity" works)
- BLF "Colleague" displays user's identity extension instead of a called number during outgoing calls if the option "View calls" is enabled

External calls

When placing an external calls, a number is replaced with the identity of a false office number.

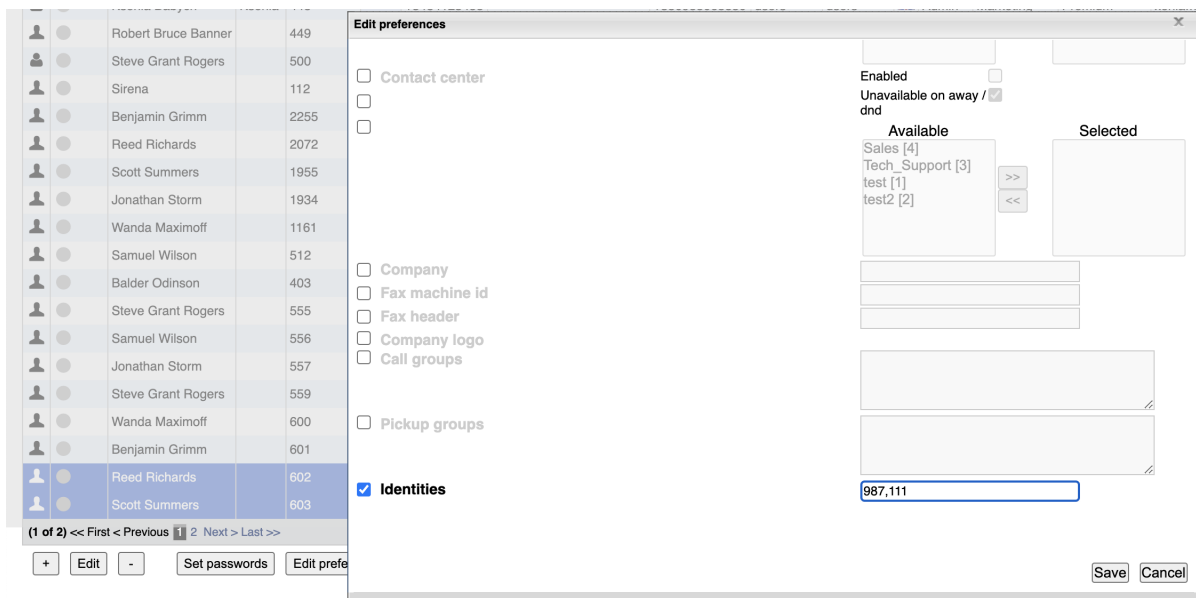
 Note: a real number is still recorded in CDR-View.

Configuration

Step 1. Add extension numbers by creating extra users to use them as identity numbers (assign [PBX-Service License](#) to such users). Do not use real user extensions for this purpose.

Step 2. Specify the number(s) in WMS:

- Go to WMS -> Users -> select a user or multiple users
- Click **Edit preferences** -> *Settings* -> *Identities*
- Specify the custom identity number(s) that you've added previously in the field *Identities*:



Name	Extension
Robert Bruce Banner	449
Steve Grant Rogers	500
Sirena	112
Benjamin Grimm	2255
Reed Richards	2072
Scott Summers	1955
Jonathan Storm	1934
Wanda Maximoff	1161
Samuel Wilson	512
Balder Odinson	403
Steve Grant Rogers	555
Samuel Wilson	556
Jonathan Storm	557
Steve Grant Rogers	559
Wanda Maximoff	600
Benjamin Grimm	601
Reed Richards	602
Scott Summers	603

Edit preferences

Contact center

Enabled
 Unavailable on away / dnd

Available: Sales [4], Tech_Support [3], test [1], test2 [2]

Selected: [Empty]


Company
 Fax machine id
 Fax header
 Company logo
 Call groups

Pickup groups

Identities

987,111

Save Cancel

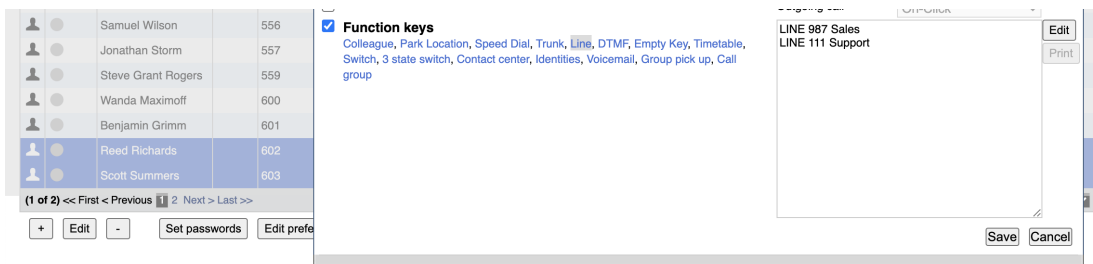
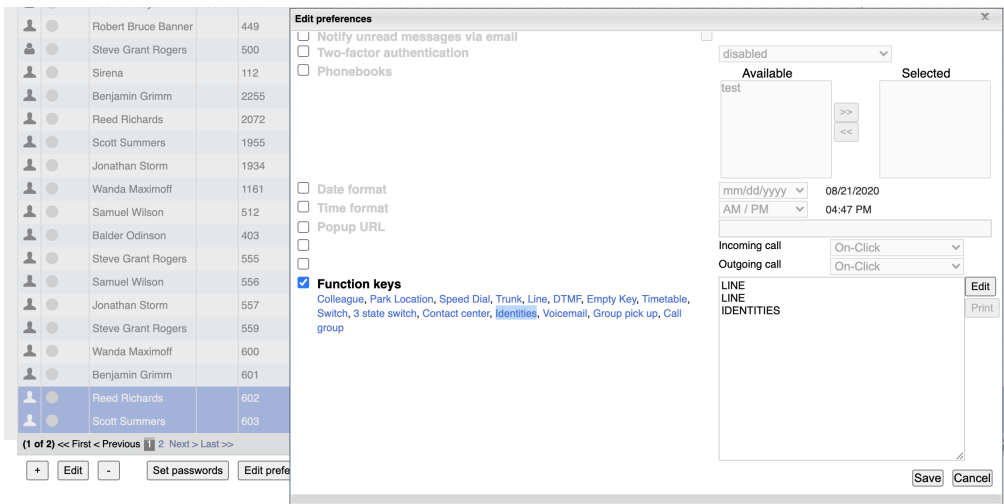
 Note: If you enter several identity numbers, separate them by commas.

Step 3. Add BLF keys "Identities" or "Line" (available starting from WMS v. 4.03.44914.04):

- Go to Users -> select a user or multiple users
- Click **Edit preferences** -> *Settings* -> *Function keys*

or

- Collaboration -> Settings -> Function keys



Configuration for incoming calls

! Available starting from WMS v. 4.03.44914.04.

The configuration allows receiving internal and external incoming calls and perform call forwarding:

- Create a separate Dialplan procedure "identities_routing"
- Set the identity number as a called number in Dialplan
- Use Set application to set the variable `__TO_IDENTITY`: Set -> `__TO_IDENTITY -> ${EXTEN}`
- Use Dial the phone application to dial the real user number

987

1 Set `__TO_IDENTITY` `${EXTEN}`

2 Dial the phone Number 448 Set Timeout Options Set

Message for operator

! You can also use Custom application to set the variable:

- Custom application -> `Set(__TO_IDENTITY=${EXTEN})`

- Add "identities_routing" to Included procedures of Dialplan for managing incoming calls:

! Make sure "identities_routing" is placed before "pbxinternal" if you configure it for internal calls.

Included procedures (analyzed after the content of this procedure)

identities_routing



pbxinternal (Users and call features/services dialplan)



Usage

Notes:


- After changing the identity, it is also displayed on W-AIR handsets
- Usage via BLF keys is not supported in Collaboration

Feature code "Identity" 78

Starting from WMS v. 4.01.44329.36, the Identity can be changed via Feature code "Identity" 78 from any Wildix device.


Consult [Feature Codes and Pre answer Services Guide](#) for detailed information.

BLF key "Identities"


 Supported from WMS v. 4.01.44251.31 on WP4X0, WelcomeConsole. Documentation: [Wildix VoIP Phones - User Guide](#).

- Press BLF "Identities" on WP4X0 or WelcomeConsole
- Select the identity from the list of all available identities
- The selected identity is indicated on the screen and displayed instead of a real user's number during outgoing calls

BLF key "Line" (only WMS 5.0)

 Supported from WMS v. 4.03.44914.04 and firmware for WP480GR3 v. 63.145.10.11, WP490GR3 v. 67.145.8.90, WelcomeConsole v. 68.145.2.22.

- Press BLF key "Line" on WP4X0 or WelcomeConsole. When it is selected, LED indicator becomes steady blue
- Dial a number you wish to call

 Important: in order to place outgoing calls, you need to add an empty BLF key "Line" (it must be the first on the list).