

# Locations

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## Overview

Locations is a new feature available in version 15.10 and later of sipXcom.

With Locations administrators will be able to limit calling between certain user groups within a sipXcom cluster. This requirement comes from either a desire to have a tenanting solution, the ability to restrict calling for certain classes of users or to comply with regulatory issues imposed by governmental or other agencies.

The Locations (which was also known as Branches) functionality in sipXcom will form the basis for this new feature. In versions 15.08 and earlier, Locations are used to be able to select particular SIP Gateways to control outbound calling. Gateways can be assigned to specific Locations. Likewise user groups can be assigned to specific Locations. Multiple gateways can then be used in a single dial plan entry and then gateways selected based on a user's Location.

The new functionality that will be added to Locations will be to define Location to Location dialing rules. Each Location will have the ability to define which other Locations a user group or gateway is allowed to dial. Additionally calling features in sipXcom will be able to be assigned to Locations. These include: Auto Attendants, Conference Bridges, Hunt Groups, Call Queues, Intercom, Paging Groups, Park Orbits and Authorization Codes.

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Locations allows administrators to create a virtual separation between groups of users.

## New Locations Functionality

With Locations we've added the ability to specify calling restrictions. The calling restrictions will determine whether users or gateways in a particular Location can call users or features in another Location. A new left side menu will allow the Administrator to select the new capabilities as seen below:

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The Associated tab allows the administrator to see all system features associated with a particular location:

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The Inbound Calling tab allows the administrator to specify calls coming inbound to the system from a set of IP's or SIP domain as inbound to a particular Location:

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The Internal Calling Permissions page lets the Administrator specify which locations can call which other locations. The following screenshot shows Location1 is allowed to call Location1 only:

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**Note:** With Internal calling permissions be careful. If you don't allow the location that you are working with to call itself, users in that location will not be able to call each other.

The Fallback Calling Permissions control how calling works for transferred calls. If you don't want users to be able to transfer to locations other than their own, select the Fallback as being the current location.

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## Calling Features

The system calling features get Locations settings as well. This allows an Administrator to limit the ability for users in one location to dial an Auto Attendant or some other feature at a different location.

### Auto Attendants

Auto Attendants must be dialed and they also dial out.

Auto Attendants are dialed through Dial Plan entries (System -> Dial Plan). To the Auto Attendant Dial Plan the administrator can select which Locations are allowed to dial an Auto Attendant Dial Plan entry. If no Locations are specified then all Locations will be able to dial the Auto Attendant.

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Dial out from Auto Attendants must also be controlled so as to not allow the AA to dial out to a Location it's not authorized to call.

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### Call Park

The administrator can specify which Locations can utilize a particular Call Park Extension. Specifying no Locations will indicate that any Location can utilize the Call Park Extension.

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### Call Queue

The administrator can specify which Locations can utilize a particular Call Queue. Specifying no Locations will indicate that any Location can utilize the Call Queue.

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### Conferences

The administrator can specify which Locations can utilize a particular Conference Bridge. Specifying no Locations will indicate that any Location can utilize the Conference Bridge.

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An additional setting is also available in User Groups -> Group Name -> Conference to force user conference bridges that are automatically created to be assigned to the Location the User Group is assigned to.

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### Hunt Groups

The administrator can specify which Locations can utilize a particular Hunt Group. Specifying no Locations will indicate that any Location can utilize the Hunt Group.

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## Intercom

Intercom dialing will follow rules as defined by Location to Location calling for users. There is no need to modify the configuration page for Intercom.

## Paging Groups

The administrator can specify which Locations can utilize a particular Paging Group. Specifying no Locations will indicate that any Location can utilize the Paging Group.

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