



USER GUIDE

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- **How to Monitor the Live calls?**

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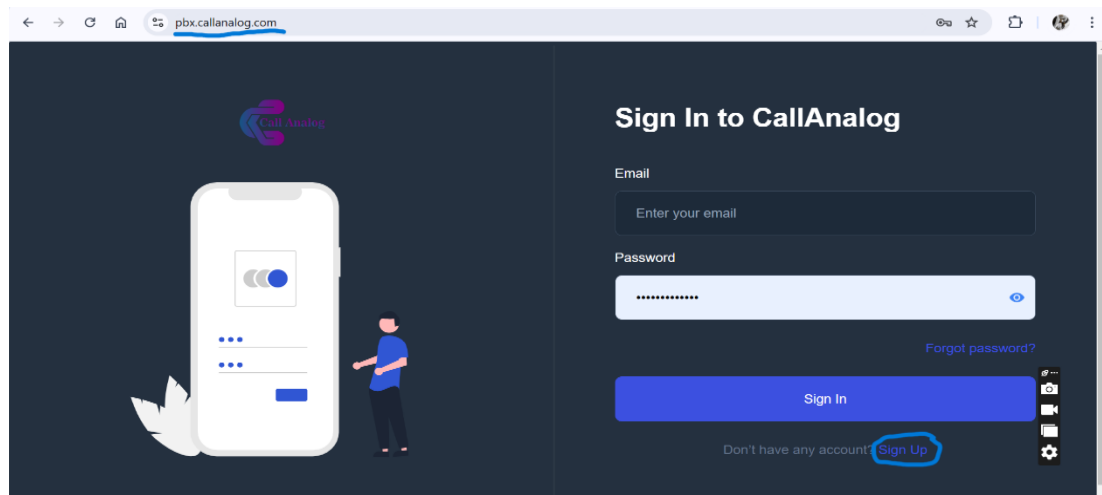
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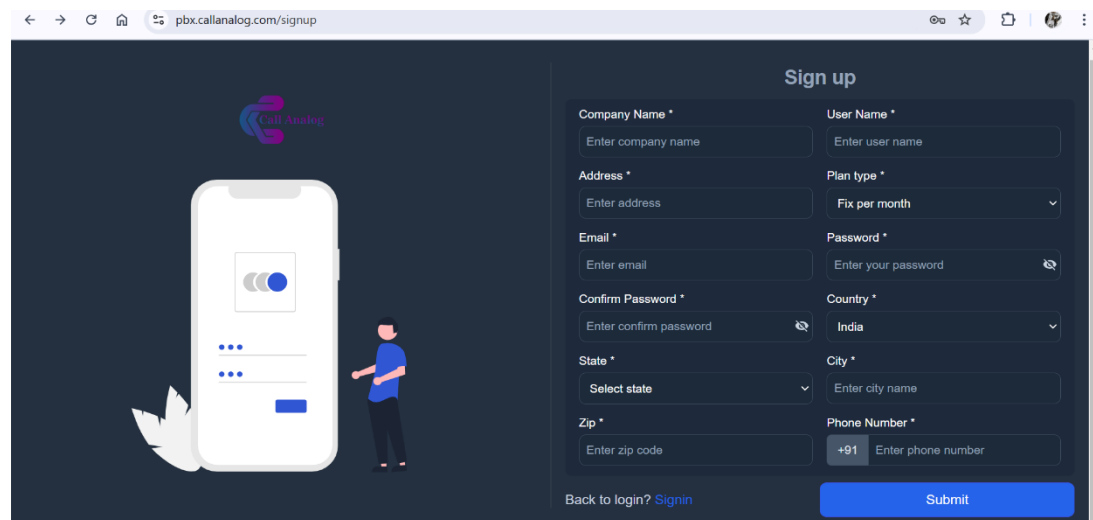


NEW USER SIGNUP

- You need to go to <https://pbx.callanalog.com/>



- There you need to click on **SIGNUP** button.



- Then on the next page (as per above image) you need to fill out the required details:
 1. **COMPANY NAME**
 2. **ADDRESS**
 3. **EMAIL**
 4. **CONFIRM PASSWORD**
 5. **STATE**
 6. **ZIP**
 7. **USERNAME**
 8. **PLAN TYPE**

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3. E-MAIL ID
4. CONFIRM PASSWORD
5. STATE
6. ZIP
9. PASSWORD
10. COUNTRY
11. CITY
12. PHONE NUMBER

- Then you need to Click on **SUBMIT** button.

A screenshot of the 'Verify OTP' screen. At the top is the Call Analog logo. Below it, the text 'Verify OTP' is displayed in a large, white, sans-serif font. Underneath, a message reads 'We have sent a code to your email: ankit2@gmail.com'. Below this is a row of six white rounded rectangular boxes containing the numbers 7, 6, 5, 4, 3, and 2 from left to right. Below the numbers, the text 'Didn't receive code? [Resend](#)' is shown. At the bottom, there are two buttons: a white button with the text 'BACK TO LOGIN' and a blue button with the text 'SUBMIT'. The 'SUBMIT' button is circled in orange.

- On the next page, you need to **fill out the OTP** which you will receive **on the registered e-Mail and Contact number**.

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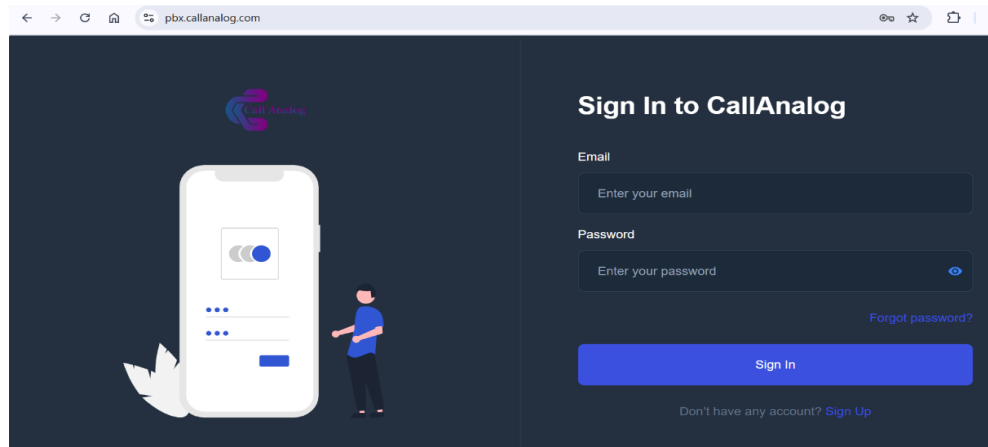
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FOR DOCUMENT UPLOAD

- You need to go to <https://pbx.callanalog.com/>



- There you need to **ENTER THE REGISTERED E-MAIL ID AND PASSWORD** which you mentioned at the time of **SIGN-UP**.
- After entering the details, click on **SIGN-IN**.



- On the next page you **need to upload your GOVERNMENT ID DOCUMENTS** in the mentioned format (as per the above image).
- After submitting the documents, the backend team will approve the same.

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After document approval, kindly login with your email and password on <https://pbx.callanalog.com/>



- This is the **DASHBOARD** which you will see **once the SIGN-UP procedure will be done.**

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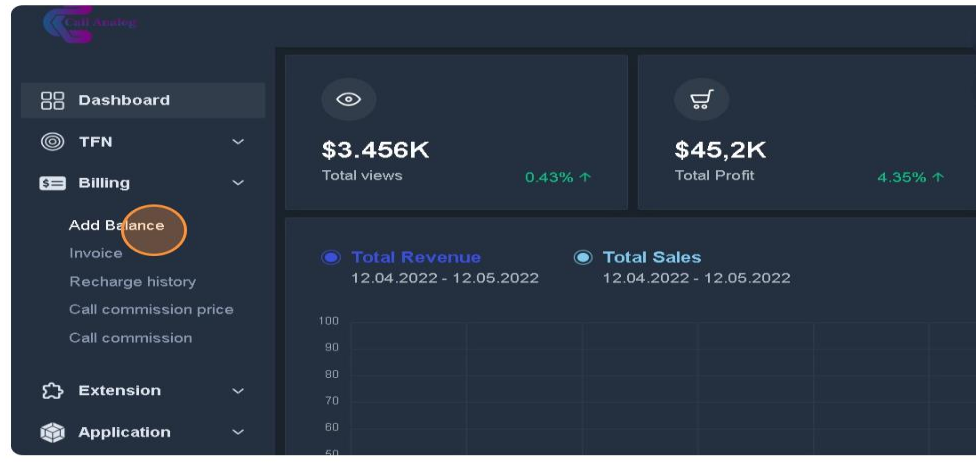
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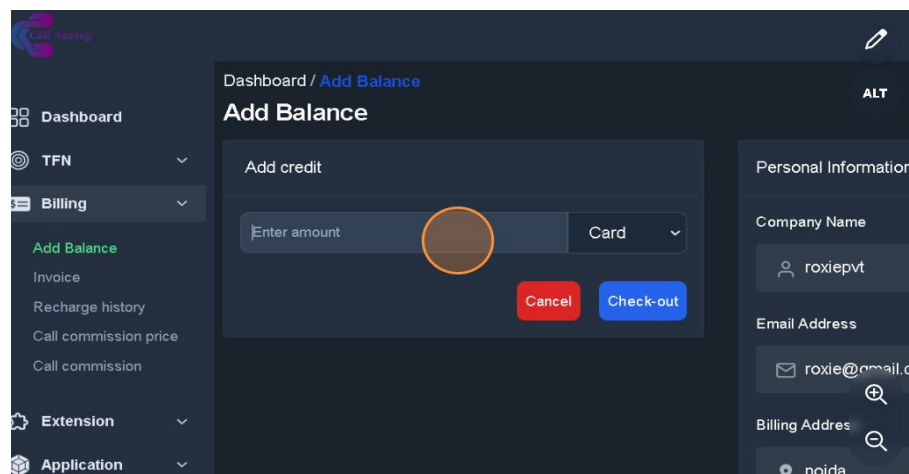


HOW TO ADD BALANCE ON THE PORTAL?

- On the **DASHBOARD** page, you need to click on the **BILLING**.



- Then from dropdown menu, you need to click on **ADD BALANCE**.
- On the next page, you need to **FILL OUT THE AMOUNT OF BALANCE** which you wish to add the on the portal.



- After that you need to **CLICK ON CHECK-OUT** and need to process the **PAYMENT (either from Indian Credit Card or USDT)** from your end (as per the above image).

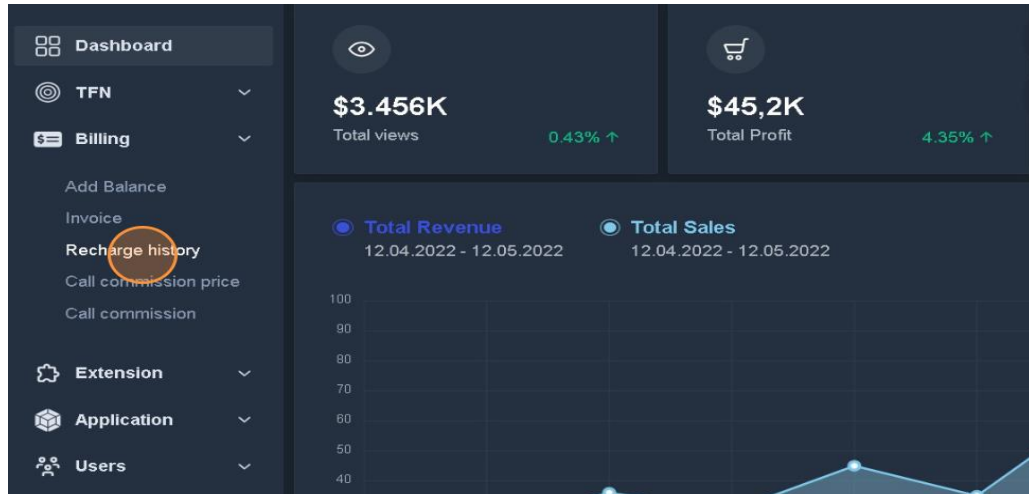
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HOW TO CHECK RECHARGE HISTORY?

- On the **DASHBOARD** page, you need to click on the **BILLING**.



- Then from the dropdown menu, you need to click on **RECHARGE HISTORY** (as per the above image).

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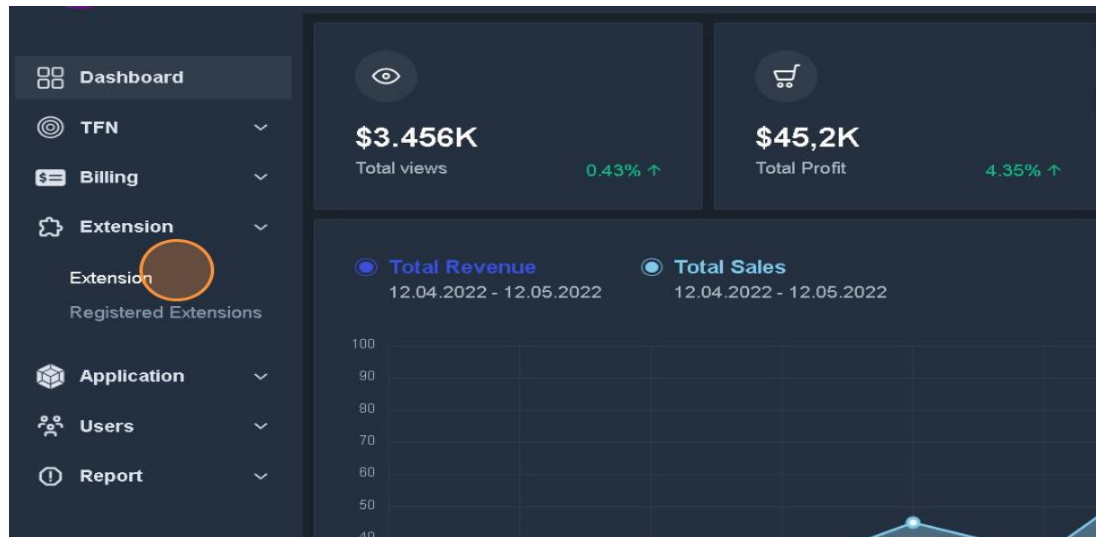
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HOW TO PURCHASE EXTENSION?

- On the **DASHBOARD** page, you need to click on the **EXTENSION**.



- Then from the dropdown menu, you need to click on **EXTENSION**.

The screenshot shows the extension management interface. At the top right, there is a balance of \$100.00 per month and a user profile for 'roxir Admin'. A search bar and a 'Create' button with a red '+' icon (highlighted with a red circle) are visible. Below is a table of extensions:

Name	Intercom	Host	Sip Type	Expire Date	Status	Actions
4479	dynamic	dynamic	WEBRTC	12 Sept 2024	Inactive	[Edit] [View] [Delete] [Toggle]
8298	dynamic	dynamic	WEBRTC	12 Sept 2024	Active	[Edit] [View] [Delete] [Toggle]
4001	dynamic	dynamic	SOFTPHONE	11 Sept 2024	Active	[Edit] [View] [Delete] [Toggle]
3297	dynamic	dynamic	SOFTPHONE	11 Sept 2024	Active	[Edit] [View] [Delete] [Toggle]
4348	dynamic	dynamic	WEBRTC	10 Sept 2024	Active	[Edit] [View] [Delete] [Toggle]
7031	dynamic	dynamic	WEBRTC	10 Sept 2024	Active	[Edit] [View] [Delete] [Toggle]

- On the next page, you need to **CLICK ON (+)** button which is available on the **right hand top side** of the page (as per the above image).

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- Then on the Next page (as per the below image), you need to fill out the required details:
 1. Country (Please select that region only for which extension needed)
 2. No. Of Extensions
 3. Agent Name
 4. Extension Digit
 5. Extension No.
 6. Extension Password

Create Extension

Country *
Select country

Extension digit *
Select extension digit

No of Extension *
Enter Number of Extension

Generate

Extension Number *
Generate extensions number...

Agent name *
Enter Agent name

Extension Password *
Generate password

Call barge *
No Yes

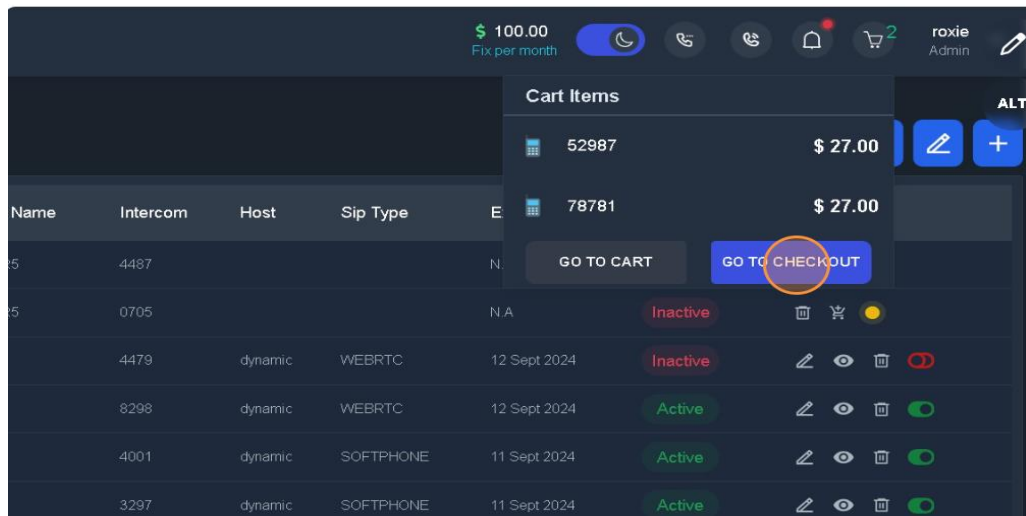
Call recording *
No Yes

Outbound *
No Yes

Mailbox *
No Yes

CANCEL SUBMIT

- After filling the details, you need to click on **SUBMIT**.



- On the next page, you need to click on **CHECKOUT** (as per the above image).

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- On the next page, you need to select the **PAYMENT METHOD (Indian Card. USDT or Wallet)** as per your preference (as per the below image).
- Fill the details and click on **PAY NOW**.

A screenshot of a payment interface with a dark background. At the top, there are three buttons: 'Pay with wallet' (highlighted in light blue), 'Pay with card', and 'Pay with BTC'. Below these are three input fields: 'Company' with the value 'roxiepvt', 'Name' with the value 'roxie', and 'Balance' with the value '100.00'. At the bottom, there is a large teal button labeled 'PAY NOW' which is circled in orange. On the right side, there is a vertical sidebar with some partially visible text like 'ALT', 'IO', 'Tax', 'SU', 'sup', and 'Con'.

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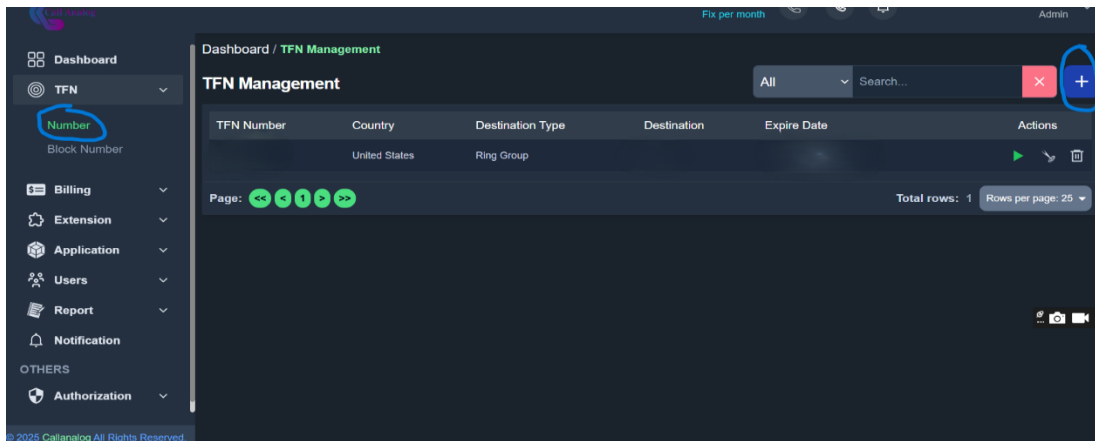
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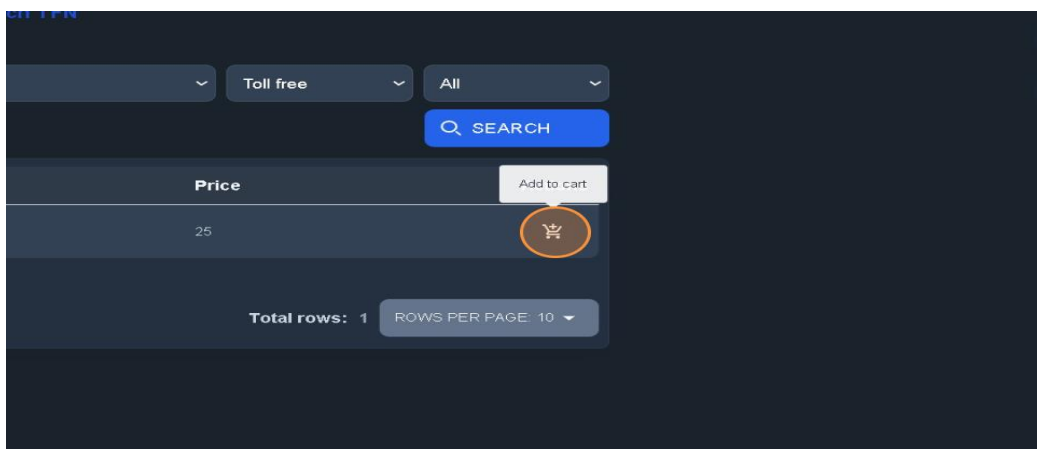



HOW TO PURCHASE TFN?

- On the **DASHBOARD** page, you need to click on the **TFN**.
- Then from dropdown menu, you need to click on **Number**.
- After that you need to click on the **(+)** icon which is available on right hand top side.



- On this page you need to **SELECT THE COUNTRY (Please select that region only for which TFN needed)** and Click on **SEARCH**.



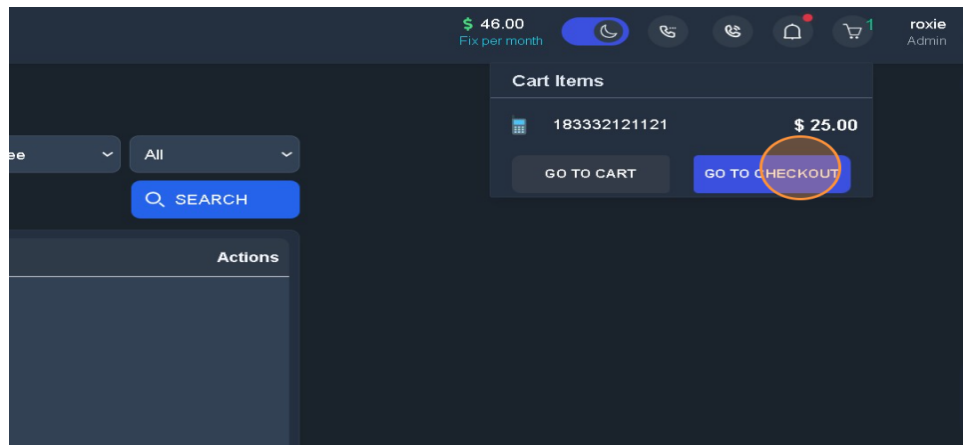
- On the next page, you will see the **list of the available TFN numbers** and you need to **click on the  icon** which will be in front of the number (as per the above image).

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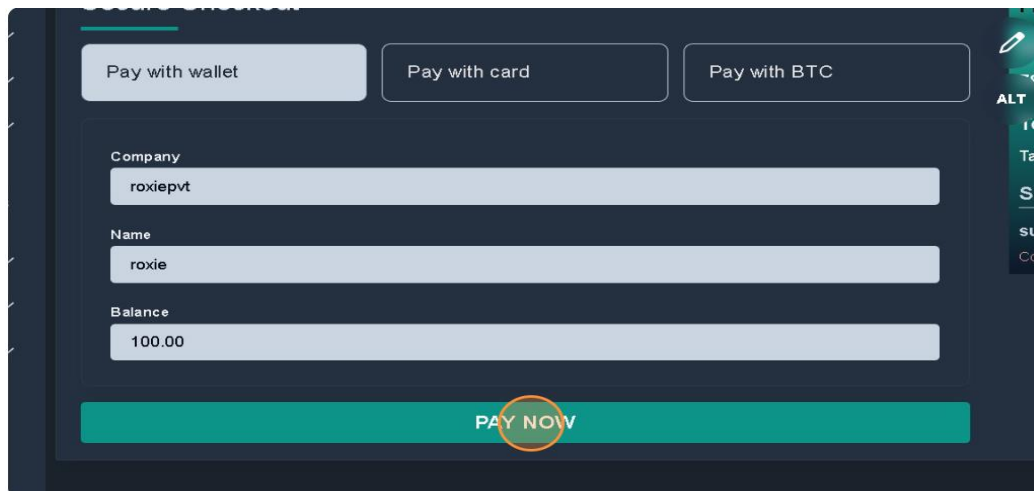
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- On the next page, you need to click on **CHECKOUT** (as per the above image).



- On the next page, you need to select the **PAYMENT METHOD (Wallet, Card or BTC)**. (as per the above image).
- Then fill the details as required and click on **PAY NOW**.

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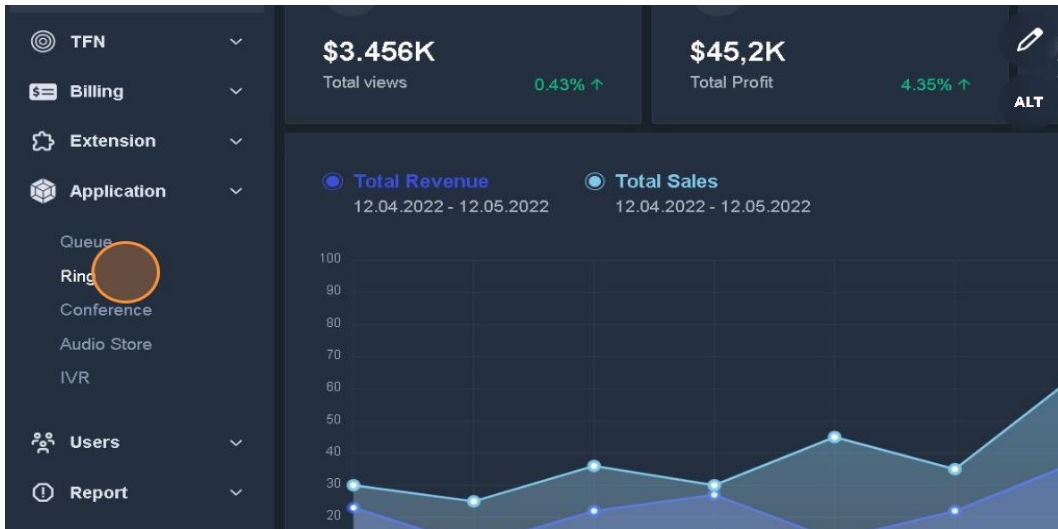
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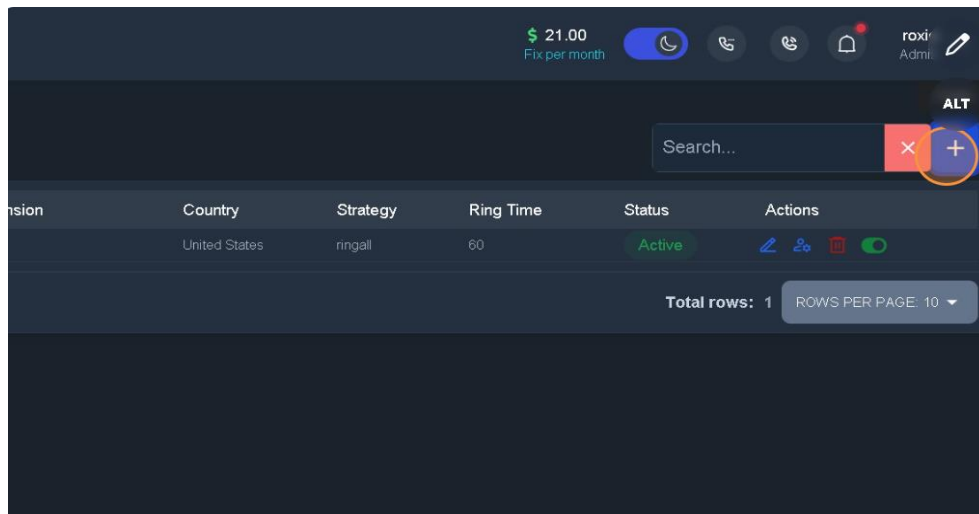


HOW TO CREATE RING GROUP?

- On the **DASHBOARD** page, you need to click on the **APPLICATION**.



- Then from dropdown menu, you need to click on **RING**.



- On the next page you need to **CLICK ON (+)** button which is available on the **RIGHT HAND TOP SIDE** of the page (as per the above image).

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A screenshot of the 'Create Ring group' form in the Call Analog dashboard. The form is titled 'Create Ring group' and is located under the 'Ring Group Management' section. It contains several input fields: 'Select Country*' with a dropdown menu, 'Ring Group Name*' with a text input field, 'Ring Group Extension' with a 'Generate ring group extension' button and a 'Generate' button, and 'Ring Timeout*' with a text input field. There is also a 'Strategy' dropdown menu. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons. The dashboard header shows 'Dashboard / Ring Group Management' and 'ALT'.

- Then on the Next page (as per the above image), you need to fill out the required details:
 1. **SELECT COUNTRY**
 2. **RING GROUP EXTENSION**
 3. **STRATEGY**
 4. **RING GROUP NAME**
 5. **RING TIMEOUT**
- Then you need to Click on **SUBMIT**.

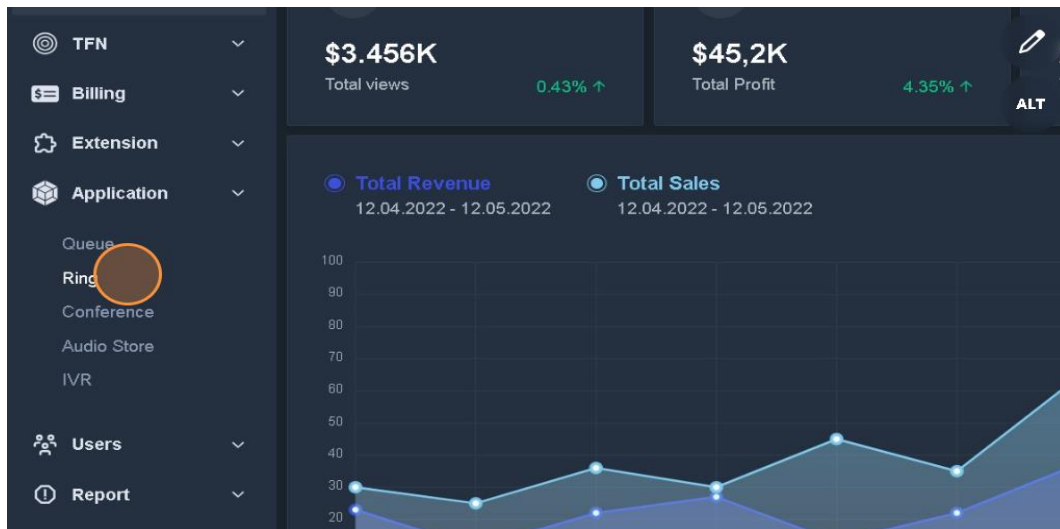
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



HOW TO MANAGE RING?

- On the **DASHBOARD** page, you need to click on the **APPLICATION**.



- Then from dropdown menu, you need to click on **RING**.

The screenshot shows a table with columns: Extension, Country, Strategy, Ring Time, Status, and manage ring. The 'manage ring' column contains icons for edit, delete, and toggle. The 'EDIT' icon is circled in orange. The table shows two rows of data for 'United States' with 'ringall' strategy and '60' ring time, both with 'Active' status.

Extension	Country	Strategy	Ring Time	Status	manage ring
	United States	ringall	60	Active	  
	United States	ringall	60	Active	  

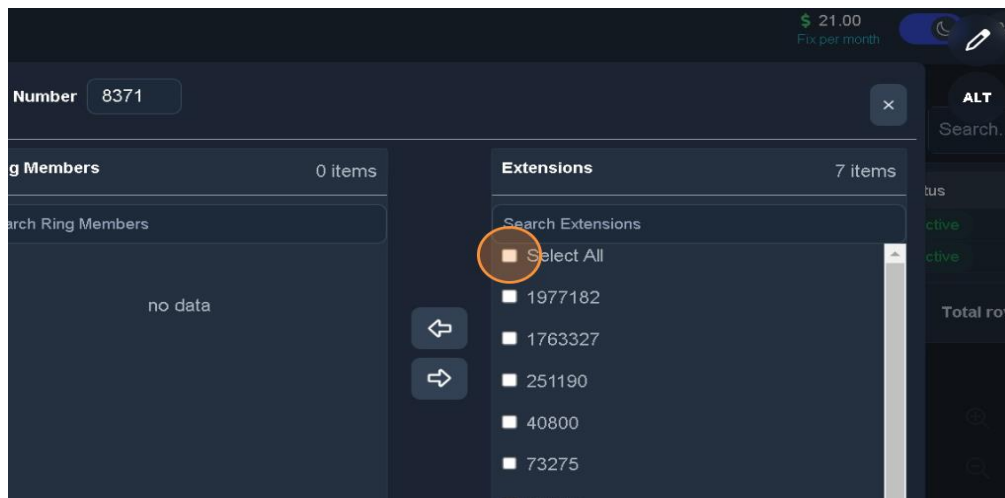
- On the next page, you need to click on the **EDIT** icon (as per the above image).

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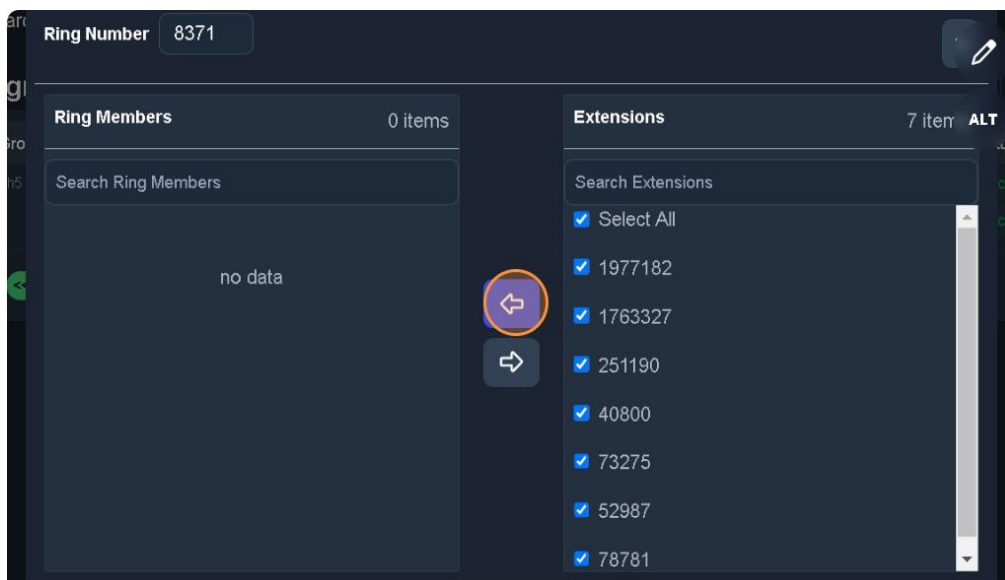
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- On the next page, kindly click the **CHECKBOX** (as per the above image).



- Now you can click on this **SELECTED ICON** and manage the ring as per your convenience (as per the above image).

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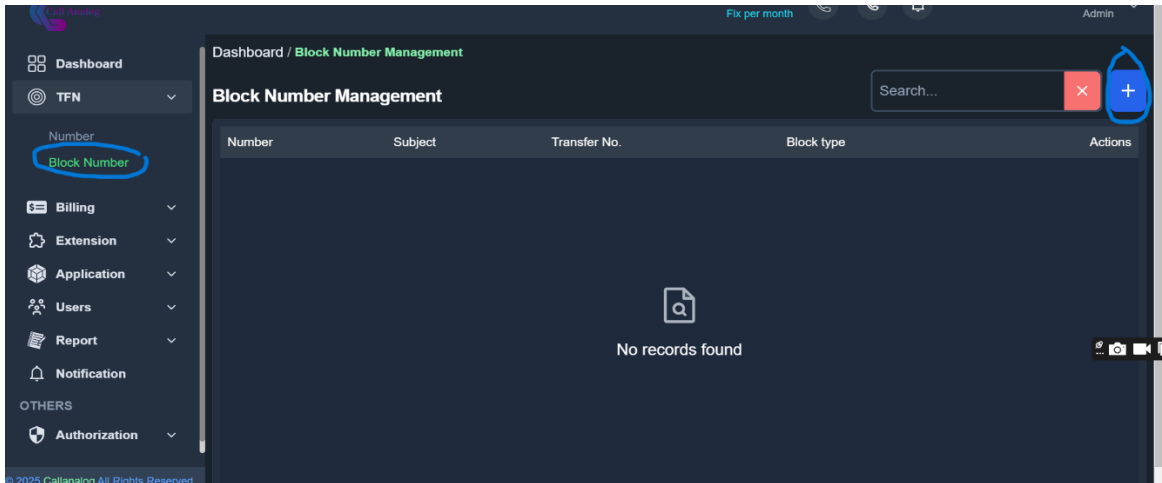
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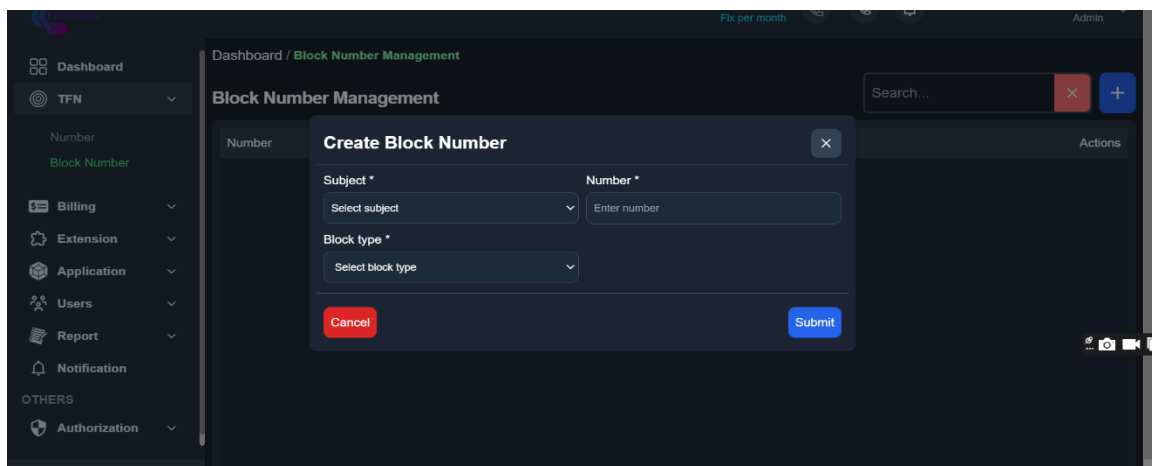


HOW TO BLOCK NUMBER (CALLER ID)?

- On the **DASHBOARD** page, you need to click on the **TFN**.
- Then from dropdown menu, you need to click on **BLOCK NUMBER**.
- After that you need to click on the **(+)** icon which is available on right hand top side.



- On the next page, you need to select the Subject:
 1. Prefix (Initials of any caller ID series which you wish to block)
 2. Phone (The specific number which you want to block)
- Then you need to fill out the number (for prefix or phone).
- Then you need to select the Block type from dropdown menu.



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HOW TO VIEW / DOWNLOAD INVOICE?

- On the **DASHBOARD** page, you need to click on the **BILLING**.
- Then from dropdown menu, you need to click on **INVOICE**.
- After that you can view or download the invoice from the options given. (as per the below image)

A screenshot of the Call Analog dashboard. The left sidebar contains navigation options: Dashboard, TFN, Billing (selected), Add Balance, Invoice, Recharge history, Extension, Application, Users, Report, Notification, and OTHERS. The main content area is titled 'Dashboard / Invoice History' and shows an 'Invoice History' table. The table has columns for Invoice No, Transaction Id, Amount, Payment Type, Transaction Time, Status, and Actions. A single row is visible with Invoice No '#INV/2025/01/02', Transaction Id '328282', Amount '\$ 102.00', Payment Type 'Wallet Payment', Transaction Time '2025-01-02 00:08:02', and Status 'Paid'. Below the table is a pagination control showing 'Page: 1' and 'Total rows: 1'. The footer of the dashboard reads '© 2025 Callanalog All Rights Reserved.'

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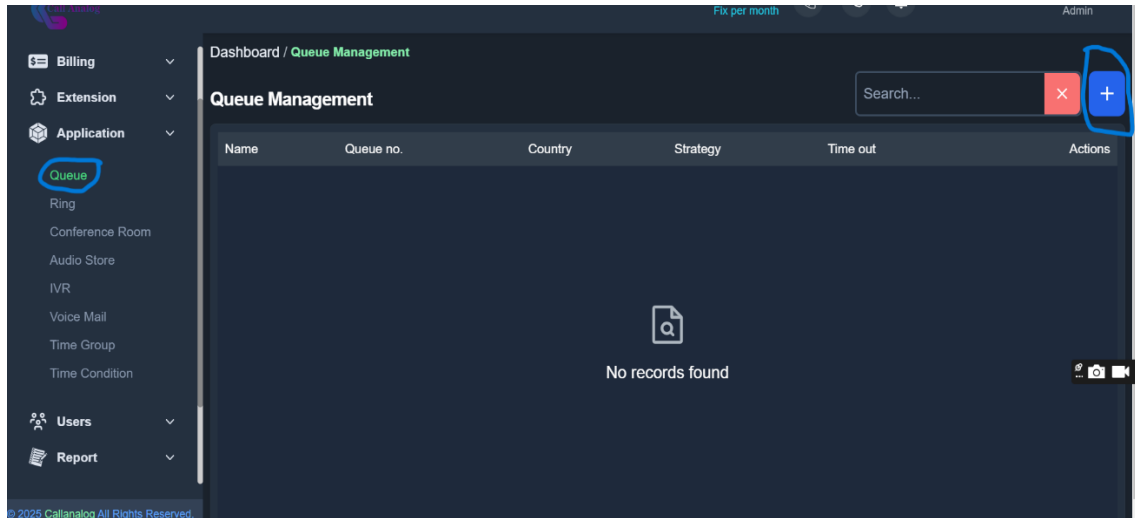
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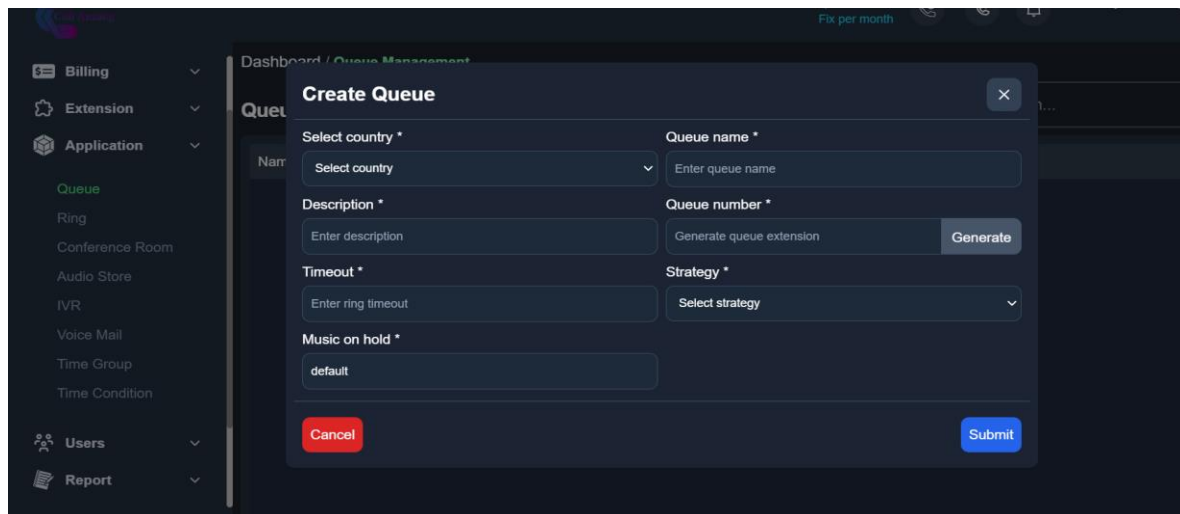


HOW TO CREATE / MANAGE QUEUE?

- On the **DASHBOARD** page, you need to click on the **APPLICATION**.
- Then from dropdown menu, you need to click on **QUEUE**.



- After that you need to click on the **(+)** icon which is available on right hand top side.



- Then on the Next page (as per the above image), you need to fill out the required details.
- Then you need to Click on **SUBMIT**.
- Once the Queue has been created then you can manage it from the **EDIT** option.

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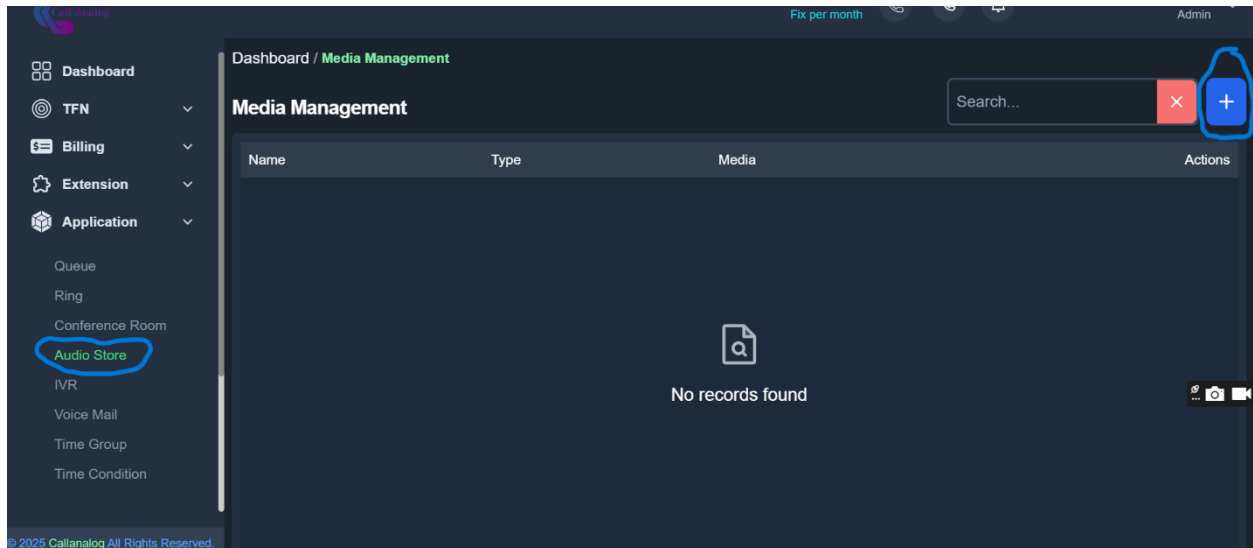
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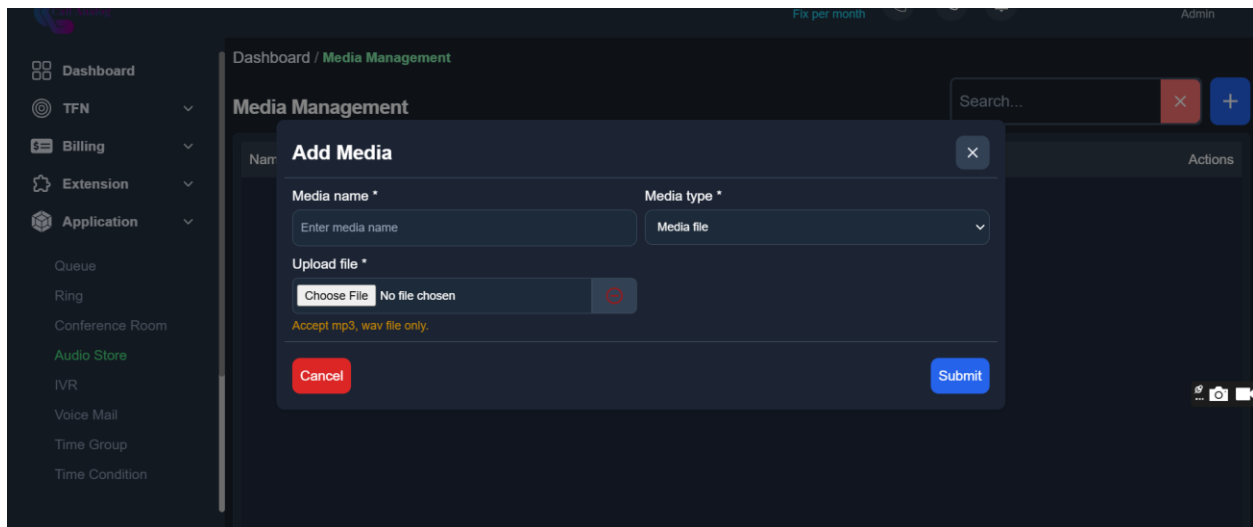


HOW TO CREATE & MANAGE IVR?

- On the **DASHBOARD** page, you need to click on the **APPLICATION**.



- Then from dropdown menu, you need to click on **AUDIO STORE** and click on the **(+)** icon which is available on right hand top side. (As per the above image)



- Then on the Next page (as per the above image), you need to upload the media in the given formats and click on **SUBMIT**.

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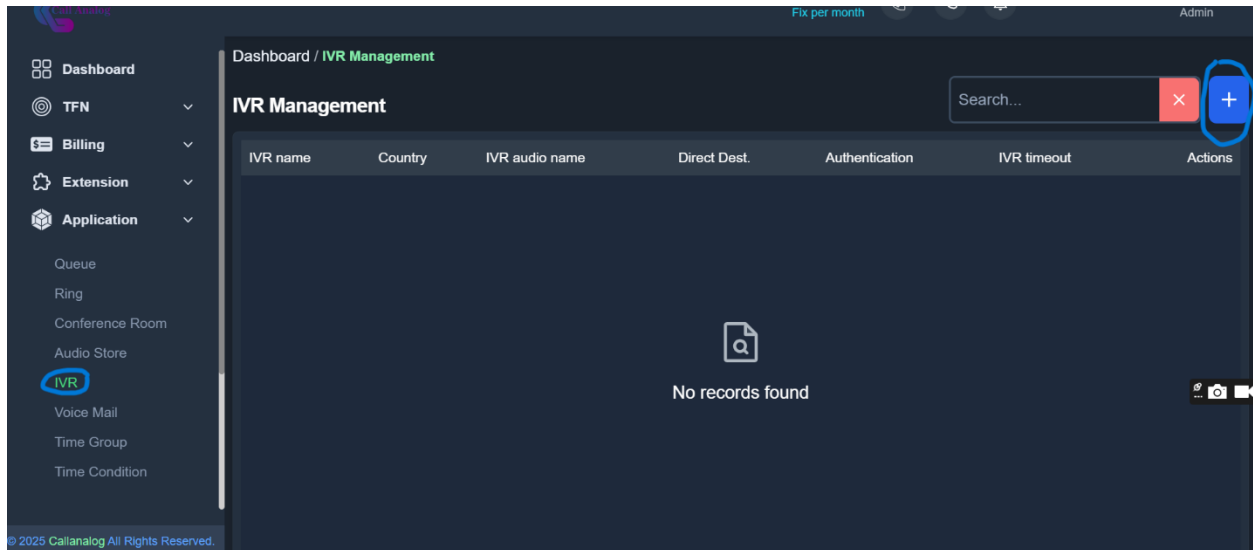
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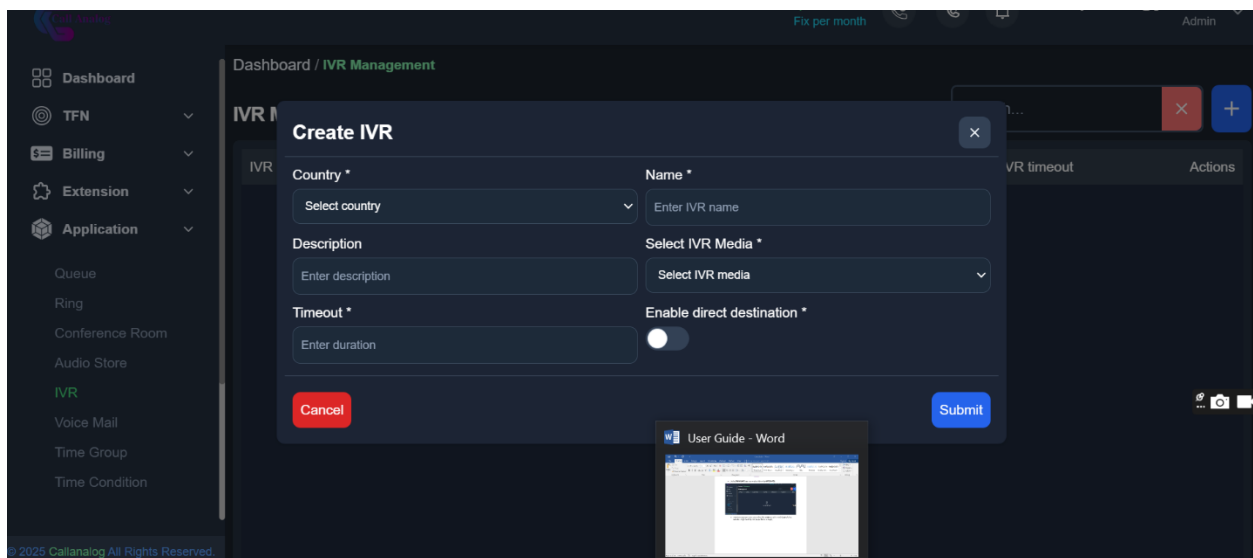
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- On the **DASHBOARD** page, you need to click on the **APPLICATION**.



- Then from dropdown menu, you need to click on **IVR** and click on the **(+)** icon which is available on right hand top side. (As per the above image)



- Then on the Next page (as per the above image), you need to fill out the required details.
- Then you need to Click on **SUBMIT**.
- Once the IVR has been created then you can manage it from the **EDIT** option.

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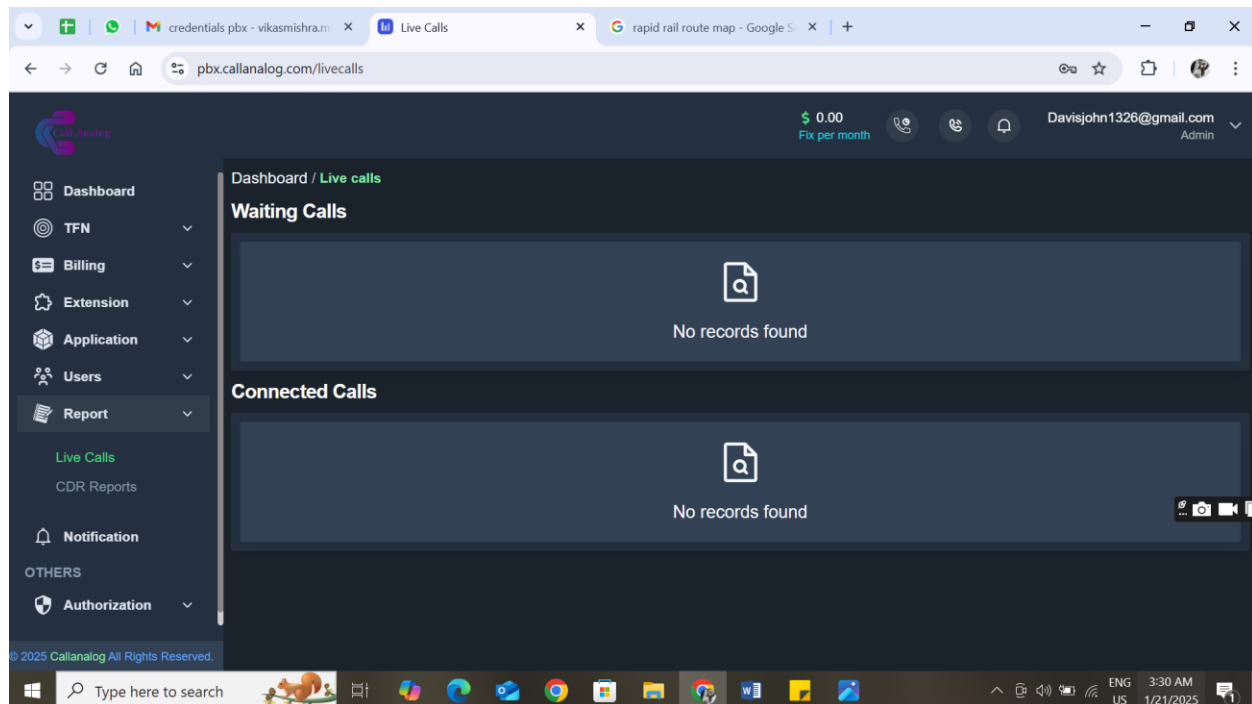
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HOW TO MONITOR THE LIVE CALLS?

- On the **DASHBOARD** page, you need to click on the **REPORT**.



- Then from dropdown menu, you need to click on **LIVE CALLS**, from there you can check **Waiting calls & Connected Calls**.

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