

Settings

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Overview

The **Settings** page edits tenant-wide dialing, recording, AI, fax, API, destination, security, and call settings. Open it from **Configuration > Settings**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.

The screenshot shows the 'Settings -' page for the Canistracci OIL tenant. The settings are as follows:

Setting Name	Current Value
Recover VM messages dialing your own same number:	No
When recovering your same number VM, prompt for password:	Yes
Dial timeout:	60
Extension dial timeout:	
Blind transfer dial timeout:	
Blind transfer dial options:	
Max call duration:	7200
Dialout digit:	
Voice message language:	System Default
Parking lot timeout:	120
Parking lot default return number:	
Call waiting:	Always dial the extension, relay on phone Call Waiting settings
Inbound CallerID modifications:	Use Default
Queue External Agents:	Use Custom Destinations "Forward To" and External Agents
Queue Stats Reset:	System defaults

Settings list page in the Canistracci OIL tenant.

Working with objects

Task	How to do it
Edit	Change the required settings and select Save. The page edits tenant settings directly.
Delete	There is no delete action for the Settings page itself. Delete actions are handled on the linked object pages.

Page functions

Action	Description
Edit	Runs the Edit action.
Speech to Text	Runs the Speech to Text action.
Test	Runs a test for the selected configuration.
Autofill	Runs the Autofill action.
Manage CNAM Cache	Opens the related management page.
Generate	Generates a value for the adjacent field.
Exceptions	Runs the Exceptions action.
Manage IP List	Opens the related management page.
Save	Saves the current form.
Manager Users	Opens the related management page.
Pickup group names	Runs the Pickup group names action.
Internal Phone Book	Runs the Internal Phone Book action.
Internal Routing Rules	Runs the Internal Routing Rules action.
Outbound PIN codes	Runs the Outbound PIN codes action.

Edit Settings

Use this page to edit tenant-wide settings from **Configuration > Settings**. The settings are stored directly for the selected tenant, so review each block before saving.

The screenshots below show the form block by block in the **Canistracci OIL** tenant.

Form sections

Section	Description
Settings	Object-specific settings that change runtime behavior.
Dialing	Settings shown in the Dialing block.
Diversion field for External Agents	Agent assignment and queue membership behavior.
Autocreated Custom Destination	Settings shown in the Autocreated Custom Destination block.
Recording	Recording storage and recording-related options.
Voice Synthesizer	Voice calling behavior, caller handling, recording, and voice-specific limits.
Speech to Text	Settings shown in the Speech to Text block.
Generative Artificial Intelligent chat models	Settings shown in the Generative Artificial Intelligent chat models block.
Dial By Name Directory	Settings shown in the Dial By Name Directory block.
CNAM service	Settings shown in the CNAM service block.
Faxing	Fax handling, quality, storage, delivery, and fax-specific transport settings.
MS Teams integration	Settings shown in the MS Teams integration block.
API Interface	API-related credentials, restrictions, and integration controls.
Default Music On Hold	Settings shown in the Default Music On Hold block.
Unassigned DID destination	Settings shown in the Unassigned DID destination block.
General DID destination	Settings shown in the General DID destination block.
General Outbound destination	Settings shown in the General Outbound destination block.

Section	Description
Emergency numbers notification	Settings shown in the Emergency numbers notification block.
Security	Tenant security, limits, and access controls.
Call Settings	Object-specific settings that change runtime behavior.
Outbound Calls	Settings shown in the Outbound Calls block.
CSV Exports	Settings shown in the CSV Exports block.
Voicemail Settings	Voice calling behavior, caller handling, recording, and voice-specific limits.
Voicemail backup	Voice calling behavior, caller handling, recording, and voice-specific limits.

Settings

Settings -

Recover VM messages dialing your own same number:

When recovering your same number VM, prompt for password:

Dial timeout:

Extension dial timeout:

Blind transfer dial timeout:

Blind transfer dial options:

Max call duration:

Dialout digit:

Voice message language:

Parking lot timeout:

Parking lot default return number:

Call waiting:

Inbound CallerID modifications:

Queue External Agents:

Queue Stats Reset:

Queue max available penalty:

Settings section on the page.

Object-specific settings that change runtime behavior.

Dialing

Dialing

DID matching:

[NUM] param minimum length:

Use Do Not Call lists:

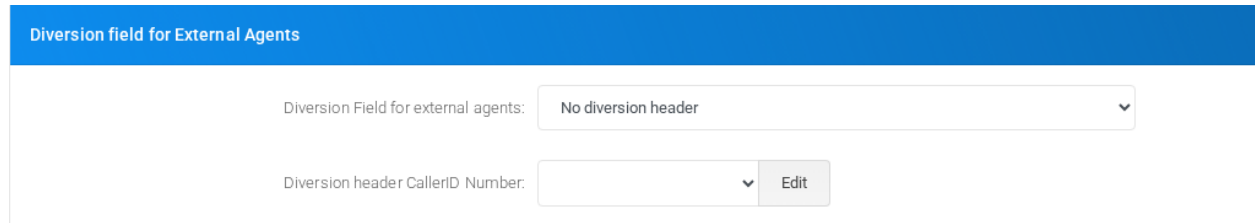
Use Only Allow Call lists:

Additional Do Not Call lists for campaigns:

Dialing section on the page.

Settings shown in the Dialing block.

Diversion field for External Agents




The screenshot shows a settings block titled "Diversion field for External Agents". It contains two main settings:

- "Diversion Field for external agents:" with a dropdown menu currently set to "No diversion header".
- "Diversion header CallerID Number:" with a text input field and an "Edit" button.

Diversion field for External Agents section on the page.

Agent assignment and queue membership behavior.

Autocreated Custom Destination



The screenshot shows a settings block titled "Autocreated Custom Destination". It contains three settings:

- "Default CallerID for autocreated custom destination:" with a dropdown menu set to "Original".
- "Default Dial Timeout for autocreated custom destination:" with a text input field containing the value "30".
- "Default Diversion Field for autocreated custom destination:" with a dropdown menu set to "No diversion header".

Autocreated Custom Destination section on the page.

Settings shown in the Autocreated Custom Destination block.

Recording

Recording

Always Record:	<input type="text" value="Allows to select recording in Extensions and DIDs"/>
Recording name:	<input type="text" value="System Default"/>
Recording format:	<input type="text" value="System Default"/>
Recording conversion:	<input type="text" value="System Default"/>
Batch recording matching:	<input type="text" value="System default"/>
	<input type="checkbox"/> Play a beep when starting/stopping "on call" recording
	<input type="checkbox"/> Warning notice for call recording
	<input type="checkbox"/> Record the beep warning about the recording (it can be nasty)
Playback recording announce message:	<input type="text" value="No message"/>
Multi channel recording	<input type="text" value="System Default"/>
Stereo recording	<input type="text" value="System Default"/>
Early recording	<input type="text" value="System Default"/>
Conduit Record:	<input type="text" value="No"/>
Email conduit recording to:	<input type="text"/>
Secondary storage type:	<input type="text" value="No secondary storage"/>
Post recording:	<input type="text"/>
Post recording header:	<input type="text"/>
Post recording transcript:	<input type="text"/>

Recording section on the page.

Recording storage and recording-related options.

Voice Synthesizer

Voice Synthesizer section on the page.

Voice calling behavior, caller handling, recording, and voice-specific limits.

Speech to Text

The **Speech to Text** block configures the recognition engine used by the selected tenant. The screenshots use fictional values in the **Canistracci Oil** tenant. Do not save these values on a production system.

Choose **System Default** when the tenant should inherit the global engine and credentials. Choose a specific engine when this tenant needs its own language, endpoint, credentials, model, or provider-specific options.

System Default

Speech to Text settings for System Default with fictional documentation values.

Field	Meaning
Engine	Use System Default to inherit the global Speech to Text engine. This is the normal choice when all tenants share the same transcription provider.
Language	Leave as System Default to inherit the global language selection. If a tenant override is available, select the language expected for that tenant audio.

Field	Meaning
Speech To Text Engine API password	Leave empty to inherit the global secret. Fill it only when the tenant must override the credential used by the inherited engine.
Minimum call time for transcript	Calls shorter than this number of seconds are not sent for transcription. This avoids sending very short recordings to the external service.
Test speech recognition	Upload a WAV file and select Test to verify the currently selected engine configuration before relying on it for call transcripts.

IBM Watson TTS

The screenshot shows a configuration page titled "Speech to Text". It contains several input fields and a test button:

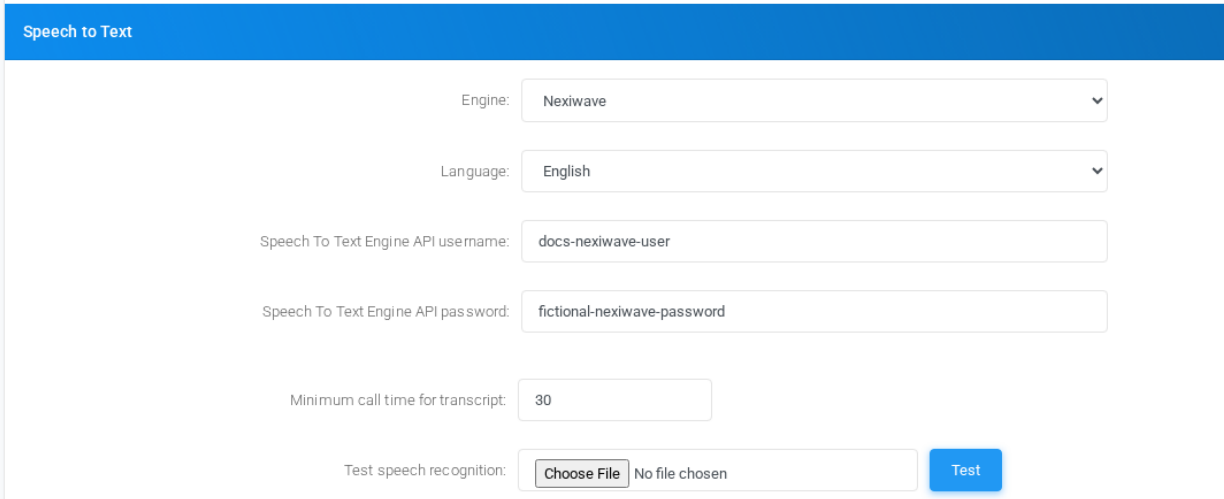
- Engine:** A dropdown menu set to "IBM Watson TTS".
- Full Endpoint URL:** A text input field containing "https://api.us-south.speech-to-text.watson.cloud.ibm.com/instances/11111111-2222".
- Language:** A dropdown menu set to "American English Broadband".
- Speech To Text Engine API username:** A text input field containing "apikey".
- Speech To Text Engine API password:** A text input field containing "fictional-watson-api-key".
- Minimum call time for transcript:** A text input field containing "30".
- Test speech recognition:** A section with a "Choose File" button (showing "No file chosen") and a blue "Test" button.

Speech to Text settings for IBM Watson TTS with fictional documentation values.

Field	Meaning
Engine	Selects IBM Watson as the tenant Speech to Text provider. The historical engine name includes TTS, but this block is used for speech recognition.
Full Endpoint URL	Watson recognition endpoint, including the service instance path. Use the recognize endpoint supplied by IBM for the tenant account or service instance.
Language	Recognition model used by Watson, such as an American English broadband model. Choose the model that matches the audio language and expected bandwidth.
Speech To Text Engine API username	Watson credential username. Many IBM deployments use <code>apikey</code> as the username when authenticating with an API key.
Speech To Text Engine API password	Watson API key or password. The screenshot uses a fictional value.

Field	Meaning
Minimum call time for transcript	Minimum recording duration, in seconds, before MiRTA PBX attempts transcription.
Test speech recognition	Runs a test upload through the configured Watson settings.

Nexiwave



Speech to Text settings for Nexiwave with fictional documentation values.

Field	Meaning
Engine	Selects Nexiwave as the tenant Speech to Text provider.
Language	Language sent to Nexiwave for recognition. The installed option shown in the example is English.
Speech To Text Engine API username	Nexiwave account username for the tenant-specific integration.
Speech To Text Engine API password	Nexiwave password or API secret. The screenshot uses a fictional value.
Minimum call time for transcript	Minimum recording duration before the call is eligible for transcription.
Test speech recognition	Uploads a WAV file to test the configured Nexiwave credentials and language.

Google Cloud Speech to Text

Speech to Text

Engine:

Language:

Speech To Text Engine API password:

JSON Service Account key:

```
{
  "type": "service_account",
  "project_id": "docs-demo-stt",
  "private_key_id": "fictionalkeyid",
  "private_key": "-----BEGIN PRIVATE KEY-----\nFICTIONAL-KEY\n-----END PRIVATE KEY-----"
}
```

Bucket Name:

Profanity filter:

Minimum call time for transcript:

Test speech recognition: No file chosen

Speech to Text settings for Google Cloud Speech to Text with fictional documentation values.

Field	Meaning
Engine	Selects Google Cloud Speech to Text for tenant transcription.
Language	Google recognition language code. Choose the language that best matches the callers; the example uses English (United States).
Speech To Text Engine API password	Google API key used when audio is submitted directly without a storage bucket. Leave empty only when the deployment inherits the value elsewhere.
JSON Service Account key	Service account JSON used when audio is uploaded to Google Cloud Storage before transcription. The account must have access to the bucket.
Bucket Name	Google Cloud Storage bucket used to stage audio for transcription. The bucket must already exist and be accessible by the service account.
Profanity filter	Controls whether Google should attempt to mask profanity in returned transcripts. Use System Default to inherit the global behavior, or force Yes or No for this tenant.
Minimum call time for transcript	Minimum recording duration before MiRTA PBX sends the call to Google.
Test speech recognition	Uploads a WAV file and validates the Google configuration.

The screenshot shows a configuration page titled "Speech to Text". It contains several input fields and dropdown menus:

- Engine:** AssemblyAI
- Endpoint server:** api.assemblyai.com
- Model:** Universal-3 Pro
- Keyterms Prompt:** Canistracci Oil, PJSIP, invoice desk
- Custom Spelling:** canistracci:Canistracci, pj sip:PJSIP
- Language:** US English
- Speech To Text Engine API password:** fictional-assemblyai-token
- Minimum call time for transcript:** 30
- Test speech recognition:** Choose File (No file chosen) and Test button

Speech to Text settings for AssemblyAI with fictional documentation values.

Field	Meaning
Engine	Selects AssemblyAI as the tenant Speech to Text provider.
Endpoint server	AssemblyAI API host. Leave empty for the platform default, or set a host such as <code>api.assemblyai.com</code> when documenting or overriding the endpoint.
Model	AssemblyAI model used for the transcript request. Use the stronger model when accuracy matters, or a fallback combination when availability is more important.
Language	Language sent to AssemblyAI. Automatic lets AssemblyAI detect the language, while a specific language restricts recognition to that language.
Speech To Text Engine API password	AssemblyAI API token. The screenshot uses a fictional value.
Minimum call time for transcript	Minimum recording duration before the call is eligible for transcription.
Test speech recognition	Uploads a WAV file to test the AssemblyAI endpoint, model, token, and language choices.

Some installations also render AssemblyAI tuning fields for key terms and custom spelling. When present, use key terms to bias recognition toward tenant names or PBX terminology, and use custom spelling for corrections such as `heard term:correct spelling`.

GeminiAI

Speech to Text settings for GeminiAI with fictional documentation values.

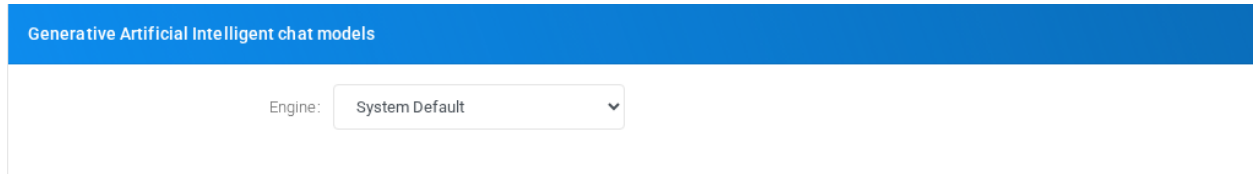
Field	Meaning
Engine	Selects GeminiAI for speech recognition through a generative AI model.
Model	Gemini model used for transcription. Select the model according to the required balance of speed, cost, and accuracy.
Model command	Instruction sent to the model for the transcription task. Leave it empty to use the default command, or provide tenant-specific instructions such as speaker separation and terminology handling.
Language	Recognition language. The GeminiAI language list can be left at the inherited value or set to an available language option such as any language.
Speech To Text Engine API password	Gemini API key. The screenshot uses a fictional value.
Minimum call time for transcript	Minimum recording duration before MiRTA PBX asks GeminiAI to transcribe the call.
Test speech recognition	Uploads a WAV file and verifies the GeminiAI model, command, key, and language settings.

Operational Notes

- Speech recognition is an external-service workflow. Confirm provider cost, privacy, retention, and data-processing requirements before enabling it for a tenant.
- The selected engine, language, credentials, and provider-specific fields are read when a recording is submitted for transcription. Changing these settings affects future transcription attempts.
- Use the test upload after changing credentials, language, endpoint, bucket, or model options. A successful test is the quickest confirmation that the tenant-level override is

usable.

Generative Artificial Intelligent chat models



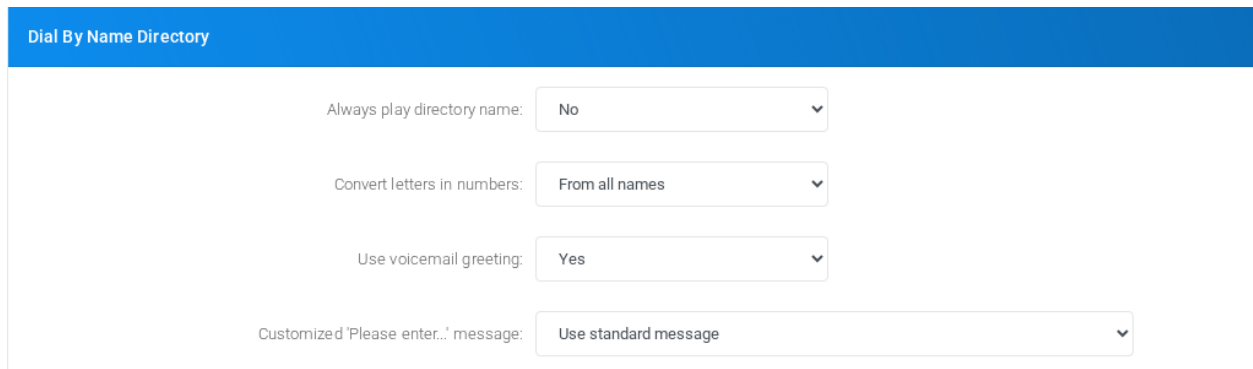
Generative Artificial Intelligent chat models

Engine: System Default

Generative Artificial Intelligent chat models section on the page.

Settings shown in the Generative Artificial Intelligent chat models block.

Dial By Name Directory



Dial By Name Directory

Always play directory name: No

Convert letters in numbers: From all names

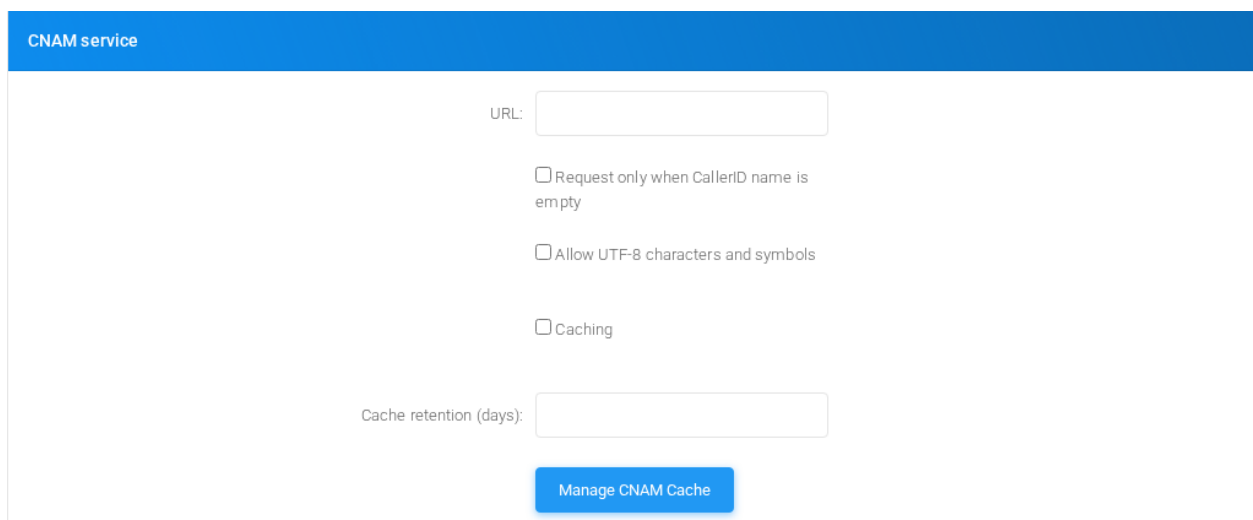
Use voicemail greeting: Yes

Customized 'Please enter...' message: Use standard message

Dial By Name Directory section on the page.

Settings shown in the Dial By Name Directory block.

CNAM service



CNAM service

URL:

Request only when CallerID name is empty

Allow UTF-8 characters and symbols

Caching

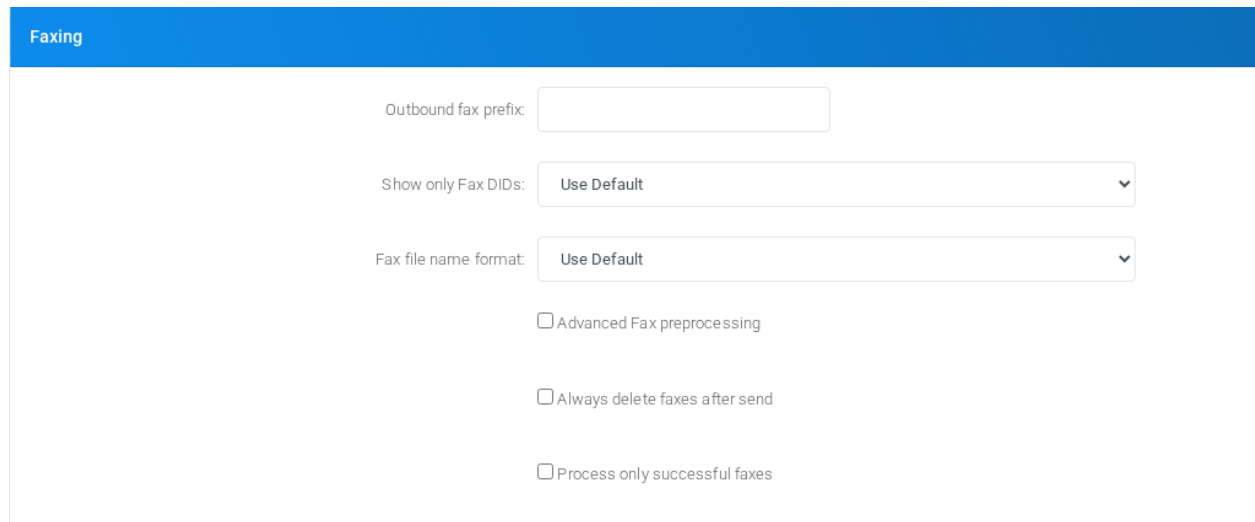
Cache retention (days):

Manage CNAM Cache

CNAM service section on the page.

Settings shown in the CNAM service block.

Faxing

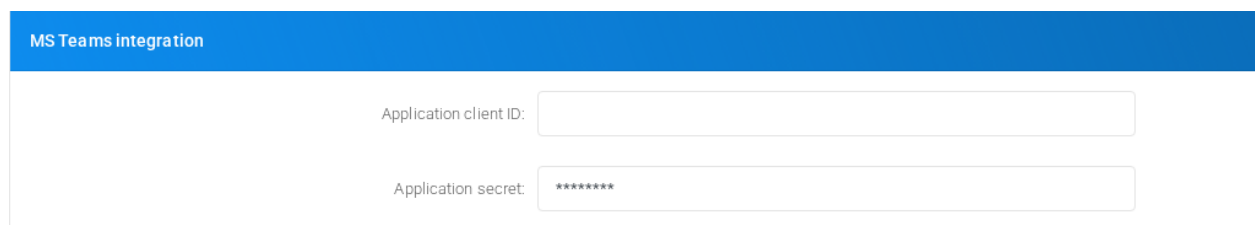


The screenshot shows the 'Faxing' settings section. It features a blue header with the title 'Faxing'. Below the header, there are several configuration options: 'Outbound fax prefix' is a text input field; 'Show only Fax DIDs:' is a dropdown menu currently set to 'Use Default'; 'Fax file name format:' is another dropdown menu also set to 'Use Default'; and three checkboxes are listed: 'Advanced Fax preprocessing', 'Always delete faxes after send', and 'Process only successful faxes', all of which are currently unchecked.

Faxing section on the page.

Fax handling, quality, storage, delivery, and fax-specific transport settings.

MS Teams integration

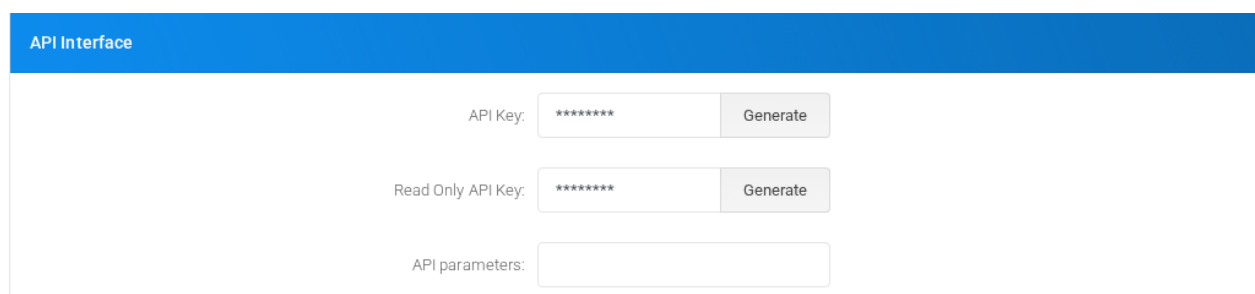


The screenshot shows the 'MS Teams integration' settings section. It has a blue header with the title 'MS Teams integration'. Below the header, there are two input fields: 'Application client ID:' is a text input field, and 'Application secret:' is a text input field containing several asterisks to represent a masked secret.

MS Teams integration section on the page.

Settings shown in the MS Teams integration block.

API Interface

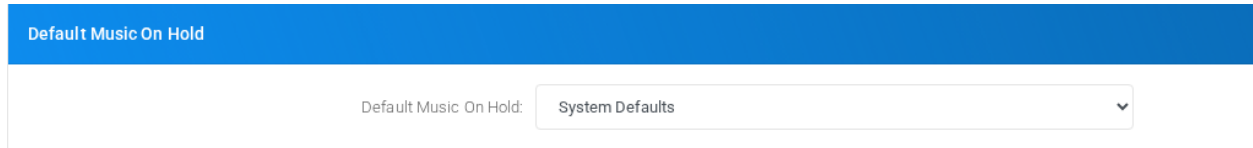


The screenshot shows the 'API Interface' settings section. It features a blue header with the title 'API Interface'. Below the header, there are three input areas: 'API Key:' is a text input field with asterisks and a 'Generate' button; 'Read Only API Key:' is another text input field with asterisks and a 'Generate' button; and 'API parameters:' is a text input field.

API Interface section on the page.

API-related credentials, restrictions, and integration controls.

Default Music On Hold

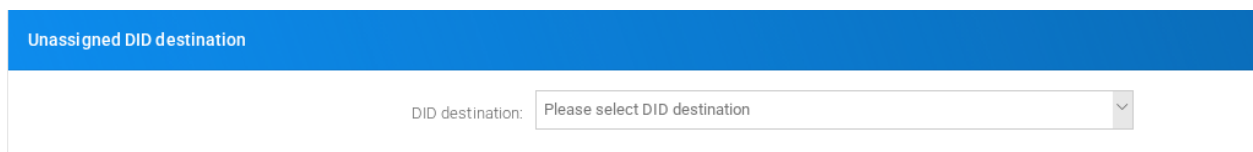


The screenshot shows a blue header bar with the text "Default Music On Hold". Below the header is a white form area with a label "Default Music On Hold:" followed by a dropdown menu currently displaying "System Defaults".

Default Music On Hold section on the page.

Settings shown in the Default Music On Hold block.

Unassigned DID destination

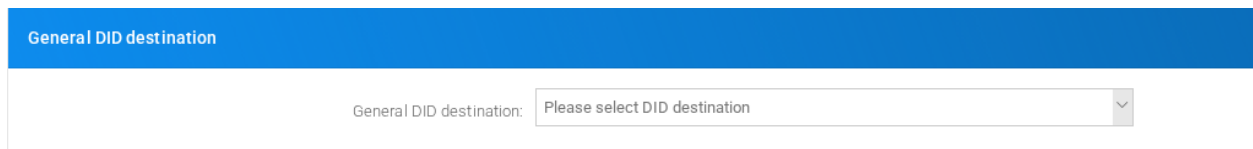


The screenshot shows a blue header bar with the text "Unassigned DID destination". Below the header is a white form area with a label "DID destination:" followed by a dropdown menu displaying "Please select DID destination".

Unassigned DID destination section on the page.

Settings shown in the Unassigned DID destination block.

General DID destination

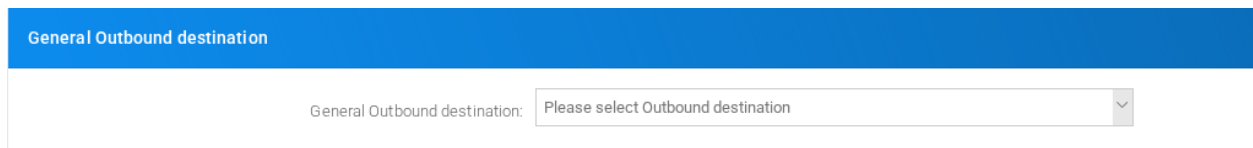


The screenshot shows a blue header bar with the text "General DID destination". Below the header is a white form area with a label "General DID destination:" followed by a dropdown menu displaying "Please select DID destination".

General DID destination section on the page.

Settings shown in the General DID destination block.

General Outbound destination



The screenshot shows a blue header bar with the text "General Outbound destination". Below the header is a white form area with a label "General Outbound destination:" followed by a dropdown menu displaying "Please select Outbound destination".

General Outbound destination section on the page.

Settings shown in the General Outbound destination block.

Emergency numbers notification

Emergency numbers notification

Run notification:

Emergency numbers notification section on the page.

Settings shown in the Emergency numbers notification block.

Security

Security

Restrict to IP Addresses:

Change extension password enforcement regex:

Change extension password enforcement message:

Block DTMF transfers

Skip PIN for short numbers

Enable Working hours restrictions

Extension dialing: [Exceptions](#)

Security section on the page.

Tenant security, limits, and access controls.

Call Settings

Call Settings

Volume TX level:

Volume RX level:

Enable DTMF volume control using * and #

Extension used by Additional Destinations:

Internal call distinctive ring:

External call distinctive ring:

Transfer call distinctive ring:

Queue call distinctive ring:

Parked call timeout distinctive ring:

Blind transferred call timeout distinctive ring:

On inbound call, run AGI script. The AGI script needs to be created as Custom Destination:

On call start, run AGI script. The AGI script needs to be created as Custom Destination:

On call end, run AGI script:

On missed call, run AGI script: Ignore on internals Ignore from queues

Before dialing extension, run AGI script:

Before dialing outbound, run AGI script:

When an agent log into a queue, run AGI script:

When an agent log out from a queue, run AGI script:

Call from outside run on answer custom destination:

Dialing out run on answer custom destination:

On internal call busy:

CallerID on blind transfer:

CallerID on attended transfer:

Call return on failed blind transfer:

CallerID name return on failed blind transfer:

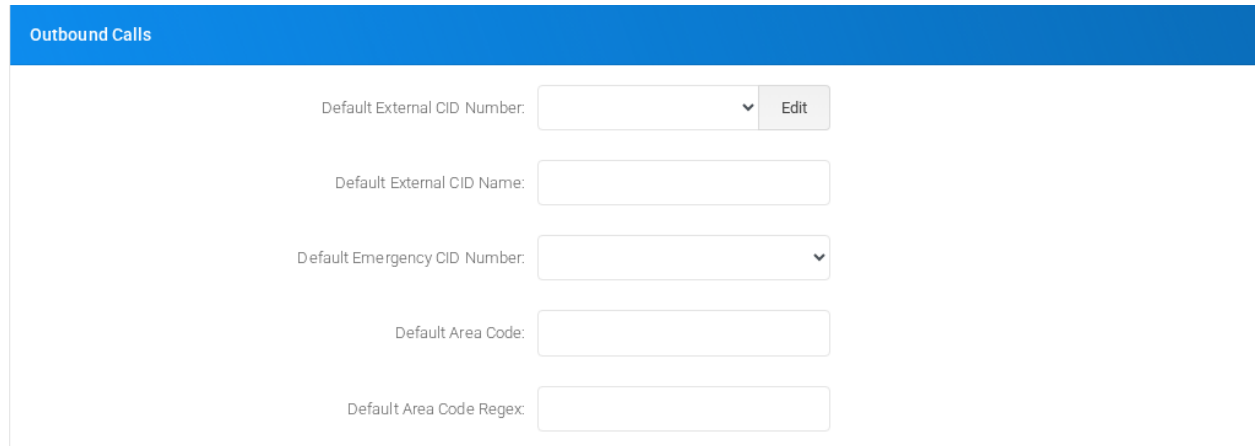
Paging and Intercom:

Privacy:

Call Settings section on the page.

Object-specific settings that change runtime behavior.

Outbound Calls

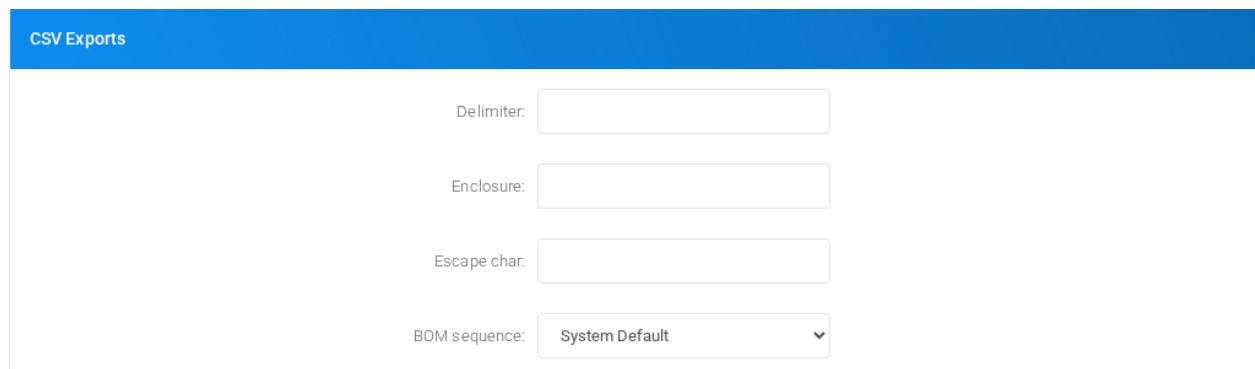


The screenshot shows the 'Outbound Calls' settings section. It features a blue header with the text 'Outbound Calls'. Below the header, there are five input fields: 'Default External CID Number' (a dropdown menu with an 'Edit' button), 'Default External CID Name' (a text input), 'Default Emergency CID Number' (a dropdown menu), 'Default Area Code' (a text input), and 'Default Area Code Regex' (a text input).

Outbound Calls section on the page.

Settings shown in the Outbound Calls block.

CSV Exports

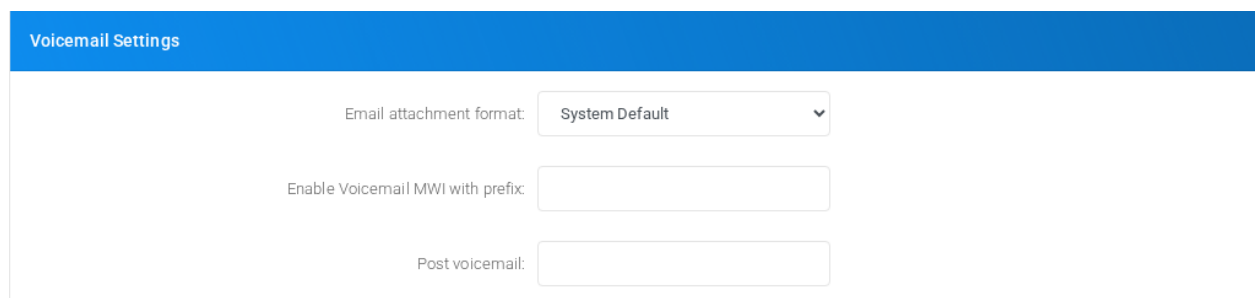


The screenshot shows the 'CSV Exports' settings section. It features a blue header with the text 'CSV Exports'. Below the header, there are four input fields: 'Delimiter' (a text input), 'Enclosure' (a text input), 'Escape char.' (a text input), and 'BOM sequence' (a dropdown menu with 'System Default' selected).

CSV Exports section on the page.

Settings shown in the CSV Exports block.

Voicemail Settings

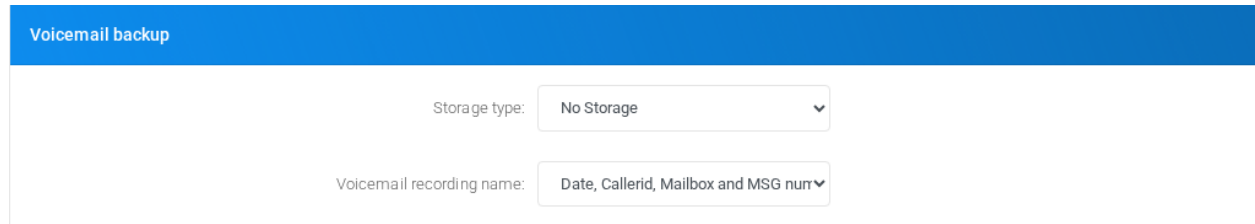


The screenshot shows the 'Voicemail Settings' section. It features a blue header with the text 'Voicemail Settings'. Below the header, there are three input fields: 'Email attachment format' (a dropdown menu with 'System Default' selected), 'Enable Voicemail MWI with prefix' (a text input), and 'Post voicemail' (a text input).

Voicemail Settings section on the page.

Voice calling behavior, caller handling, recording, and voice-specific limits.

Voicemail backup



Voicemail backup

Storage type: No Storage

Voicemail recording name: Date, Callerid, Mailbox and MSG num

Voicemail backup section on the page.

Voice calling behavior, caller handling, recording, and voice-specific limits.

Saving changes

Task	How to do it
Edit	Change the required tenant settings in the relevant block, then select Save.
Linked pages	Use the buttons inside Settings to open related management pages such as CNAM cache, manager users, routing rules, and PIN codes.
Delete	Settings itself is not deleted. Delete actions are handled on the linked object pages.