

Create and Edit PJSIP Extensions

Use this page to create or edit a phone extension that registers as a PJSIP endpoint. The form works against the tenant currently selected in the top bar.

The screenshots use the **Canistracci Oil** demo extension **101 Bella Stone**. Creating and editing use the same form: a new extension opens with tenant defaults, while an existing extension opens with saved values.

Creating and editing

| Action | Description |
|--------|---|
| Create | Open Configuration > Extensions and select New PJSIP peer. Fill the required fields and select Save. |
| Edit | Open an existing extension from the Extensions list. Update the required fields and select Save. |
| Delete | When delete permission is available, open the extension and select Delete. Confirm only after checking routing, phones, queues, and other references. |

For PJSIP extensions, the endpoint username normally uses the extension number, a hyphen, and the tenant code, such as 101-CANISTRACCI. Press the swapped-arrow icon beside Username to switch the separator from a hyphen to an underscore, for example 101_CANISTRACCI. If custom usernames are enabled in Admin > Settings, you can enter a username that does not follow the generated tenant-code pattern.

Information

Number:

Name: Trunk

Description:

SIP stack:

Username:

Password:

Codecs:

DTMF Mode:

Progress inband:

Direct Media:

Direct RTP Setup:

Call Group:

Pickup Groups:

Extension Voicemail MWI:

Virtual Voicemail MWI:

Do Not Disturb (DND)

Inbound Dial Timeout:

Information section for PJSIP extension 101.

Use this section for the extension identity, endpoint credentials, media basics, groups, voicemail message-waiting indication, DND state, and inbound ring timeout.

| Block | Purpose |
|---------------------------------|--|
| Number and name | Number is the internal extension number. Name is the display name used in lists, caller ID, and reports. |
| Description and emergency notes | Description is an administrator note. Emergency notes can be used by emergency routing and notification logic. |
| SIP stack | Shows whether the endpoint is using chan_sip or PJSIP. Users with switch permission can change the stack from this form or from the Extensions list. |
| Username and password | Endpoint credentials used by the phone or softphone. The default username pattern is the extension number followed by the tenant code. |
| Codecs and DTMF | Controls the allowed audio/video codecs and DTMF signaling mode used by the endpoint. |
| Media and groups | Direct media, call groups, pickup groups, spy groups, and message-waiting options control how the endpoint participates in calls and monitoring. |
| Voicemail, DND, and timeout | Voicemail MWI, DND, and inbound dial timeout control how incoming calls are presented and how long the extension rings. |

Trunk mode

Information
Show All

Number:

Name: Trunk

Description:

SIP stack: Edit

DID Number:

CallerID Number Override:

Emergency CallerID Number Override:

CallerID Number Source:

Additional trunk mode options visible after enabling Trunk on a PJSIP extension.

Enable **Trunk** only when the PJSIP endpoint is another PBX, gateway, or upstream device that should receive calls by dialed number rather than as a single telephone endpoint. A normal phone extension should usually leave this option disabled.

| Field or option | Effect |
|--------------------------|--|
| Trunk | Changes how calls are sent to the endpoint. With trunk mode disabled, MiRTA PBX dials the PJSIP endpoint contacts as a phone endpoint. With trunk mode enabled, MiRTA PBX sends the called number to the endpoint, or the configured DID override when one is set. |
| DID Number | Automatic sends the original called number to the peer. Set to sends the value entered in the DID number field instead, which is useful when the downstream PBX or gateway expects a fixed pilot number or a rewritten DID. |
| CallerID Number Override | Controls which outbound caller ID values are preserved from the SIP INVITE received from the trunk device. The default behavior can keep both caller ID name and number from the INVITE. The other choices keep only the number, keep only the name, or ignore the INVITE caller ID and use the caller ID configured on the extension. |

| Field or option | Effect |
|------------------------------------|--|
| Emergency CallerID Number Override | For emergency routes, Get Emergency CallerID from SIP Invite allows the emergency caller ID sent by the trunk device to pass through. Do not use Emergency CallerID from SIP Invite makes MiRTA PBX replace it with the extension emergency caller ID, or the tenant default emergency caller ID when the extension does not define one. |
| CallerID Number Source | Selects where inbound trunk caller ID is read from when a specific source is required. Automatic keeps the caller ID parsed by Asterisk. The explicit choices read the From, P-Asserted-Identity, P-Preferred-Identity, or Remote-Party-ID header and use it to set caller ID before routing. |

In the dialplan, PJSIP trunk mode affects both direct endpoint dialing and registered-contact dialing. When contacts are used, MiRTA PBX rewrites the PJSIP contact URI user part from the endpoint identity to the dialed number, or to the DID override. If the endpoint is registered on another node, MiRTA PBX sends the call through the configured inter-node SIP trunking module.

NAT Control

NAT Control

NAT: ▼

Qualify: ▼

Qualify Frequency: ▼

RTP Keep Alive: ▼

NAT Control section for PJSIP extension 101.

Use this section to control endpoint reachability and keepalive behavior for devices behind NAT or with changing network paths.

| Block | Purpose |
|-------------------------------|--|
| NAT | Defines how MiRTA PBX treats NAT traversal for the endpoint. |
| Qualify and qualify frequency | Controls whether the PBX checks endpoint reachability and how often checks are sent. |
| Keep alive and RTP keep alive | Sends periodic traffic to keep network mappings open and detect unavailable devices. |

Call Settings

Call Settings

Fax:

Volume TX level:

Volume RX level:

Music on hold:

Language:

Include in Dial By Name directory:

Additional Dial By Name:

Dial By Name recording:

Include in Phone Books:

Call waiting:

Autoanswer:

Parkinglot:

Push notification

Call Settings section for PJSIP extension 101.

Use this section for call behavior that is not specific to inbound or outbound routing.

| Block | Purpose |
|-----------------------------|--|
| Fax and volume | Controls T.38 fax behavior and transmit/receive volume adjustments. |
| Music on hold and language | Selects media behavior and the preferred language for prompts played to the extension. |
| Directories and phone books | Controls whether the extension appears in dial-by-name directories and phone book generated lists. |

| Block | Purpose |
|-----------------------------|--|
| Call waiting and autoanswer | Controls second-call handling and optional automatic answer behavior for supported phones. |

Inbound Recording

Inbound Recording

Remove inbound recording

Inbound Recording section for PJSIP extension 101.

Use this section for recording behavior applied to calls received by the extension.

| Block | Purpose |
|--------------------------|--|
| Inbound recording policy | Controls whether inbound calls are recorded and whether recording privacy behavior is enabled. |
| Recording notifications | When enabled, recordings can be mailed and processed according to tenant recording settings. |

Outbound Recording

Outbound Recording

Always Record: No ▼

Email recording to:

Transcript recorded calls: No ▼

Summarize recorded calls: No ▼

Sentiment analysis for recorded calls: No ▼

Playback recording announce message: Tenant default ▼

Outbound Recording section for PJSIP extension 101.

Use this section for recording and post-processing behavior applied to calls placed by the extension.

| Block | Purpose |
|--------------------------------|--|
| Always record | Controls whether outbound calls from this extension are recorded, unless tenant-wide settings force recording. |
| Email recording to | Sends matching recordings to the configured address. Minimum size can suppress very small recordings. |
| Transcript, summary, sentiment | Enables transcript, summary, and sentiment processing when the tenant supports those services. |

Security

Security

Host:

Insecure:

Transport:

WebRTC Support:

RTP Encryption (SRTP):

Outbound Proxy:

Send RPID:

Trust RPID:

TOS Audio:

TOS Video:

COS Audio:

COS Video:

Regex Filter on SIP From:

Regex Filter on SIP User Agent: Learn

Abuse Detection:

Apply call cost limits:

Alert when offline

Alert email:

Outbound Destinations:

Lock PIN: Locked

Max outbound call duration:

Working hours restrictions:

Override Tenant IP Restrictions

Security section for PJSIP extension 101.

Use this section to restrict registration, authentication, abuse behavior, cost limits, and outbound availability.

| Block | Purpose |
|------------------------------------|---|
| Authentication and network filters | Controls endpoint trust, allowed IPs, and authentication-related behavior. |
| Abuse detection and cost limits | Locks or warns on suspicious or excessive usage according to tenant policy. |
| Outbound destinations | Allows all calls, blocks calls, or applies a destination regex filter. |
| Lock PIN and max duration | Allows the extension to be locked and caps outbound call duration. |
| Working hours | Restricts outbound calling to the selected weekday condition. |

Web User Panel and Switchboard

Web User Panel and Switchboard

Allow Web User Panel Access

Allow Web Phone Usage

Allow Switchboard Usage

Web User:

Password: LDAP

Never expire

Force password change at login

Lock password, user can't change it

Use Two Factors Authentication (2FA):

Email:

User Profile:

Use IP Filter

Web User Panel and Switchboard section for PJSIP extension 101.

Use this section to enable user-facing web access and related application permissions for the extension.

| Block | Purpose |
|-------------------------------|--|
| Access toggles | Enables the user panel, web phone, switchboard, and optional custom user application. |
| Web user and password | Sets the login identity and password. If no web user is specified, the endpoint username is used. |
| Password policy and 2FA | Controls expiry, forced change, lock state, LDAP use, and two-factor authentication. |
| Email, profile, and IP filter | Sets the user email, sends account information, assigns a user profile, and optionally restricts web access by IP. |

Outbound Calls

Outbound Calls

Block External Caller ID

External CID Number: ▼ Edit

External CID Name: Auto

Override CID Number:

Override CID Name:

Use this callerid when in a virtual extension

Emergency CID Number: ▼ Ignore empty

Area Code: Use default

Area Code Regex: Use default

Use Do Not Call lists: ▼

Use Only Allow Call lists: ▼

Routing Profile: ▼ Apply always

SMS Routing Profile: ▼

Call Rate: ▼

Outbound Calls section for PJSIP extension 101.

Use this section to control the caller ID, emergency caller ID, area-code handling, dialing filters, routing profile, and call rate used by outbound calls.

| Block | Purpose |
|-------------------------------|---|
| External caller ID | Sets or hides the caller ID number and name sent on outbound calls. |
| SMS and override caller ID | Controls SMS caller ID and optional SIP header based caller ID overrides. |
| Emergency caller ID | Defines the emergency number identity and whether empty emergency caller ID warnings are ignored. |
| Area code and caller ID regex | Applies prefixes and caller ID rewrite rules before routing. |

| Block | Purpose |
|-------------------------------|--|
| Do Not and Only Allow lists | Applies tenant call-list restrictions to this extension. |
| Routing profile and call rate | Selects the routing profile, SMS routing profile, and client rate used by calls. |

Inbound Calls

Inbound Calls

Block Inbound Caller ID Number

Block Inbound Caller ID Name

Inbound Calls section for PJSIP extension 101.

Use this section for inbound caller ID privacy controls.

| Block | Purpose |
|--------------------------------|---|
| Block inbound caller ID number | Prevents the caller ID number from being shown to this extension. |
| Block inbound caller ID name | Prevents the caller ID name from being shown to this extension. |

Find me/Follow me Configuration

Find me/Follow me Configuration

FMFM Number: Active if checked

FMFM Condition:

FMFM Dial Method: Request confirmation

FMFM Caller ID:

FMFM Caller ID Num Prefix:

FMFM Caller ID Name Prefix:

FMFM Dial Timeout:

Find me/Follow me Configuration section for PJSIP extension 101.

Use this section to forward calls to an alternate number when find-me/follow-me is enabled.

| Block | Purpose |
|---------------------------|--|
| FMFM number and status | Sets the external follow-me number and enables or disables the feature. |
| Condition and dial method | Limits follow-me behavior to a condition and selects how the alternate number is dialed. |
| Confirmation and messages | Requires answer confirmation and selects confirm/hold messages. |
| Caller ID and timing | Controls caller ID presentation, prefixes, delay, and dial timeout for the follow-me call. |

Additional Destinations - Active if checked

Additional Destinations - Active if checked

Unconditional:

On No Answer:

On Extension Busy:

On Extension Offline:

On Condition:

Missed call notification to: Ignore on internals Ignore from queues

Additional Destinations - Active if checked section for PJSIP extension 101.

Use this section to define failover or conditional routing for calls that do not complete normally.

| Block | Purpose |
|--------------------------------|--|
| Unconditional | Always routes calls to the selected destination when enabled. |
| On no answer, busy, or offline | Routes calls when the extension does not answer, is busy, or is offline. |
| On condition | Routes calls to a selected destination when the chosen condition matches. |
| Missed call notification | Sends email notifications for missed calls, with options to ignore internal or queue-originated calls. |

Note

Note

Reference ID:

Additional Info:

Save
Delete
Back

Note section for PJSIP extension 101.

Use this section for administrative classification and free-form notes, then save or delete the extension.

| Block | Purpose |
|----------------------------------|---|
| Branch and department | Classifies the extension for reporting and administration. |
| Reference ID and additional info | Stores external references and notes. |
| Save, delete, and back | Save applies changes, Delete removes the extension when allowed, and Back returns to the Extensions list. |

Revision #8

Created 2026-06-02 13:42:38 UTC by Admin

Updated 2026-06-04 20:26:27 UTC by Admin