

HSB IPBX Administrator Quick Start

Oct 7, 2026 · @jabed

This guide takes a freshly installed and licensed HSB IPBX to a working phone system in about an hour: trunk, extensions, phones, incoming and outgoing calls, a voice menu and a call queue.

Before you begin

Have these four things ready; they make every later step quick.

1. **SIP trunk details** from your telephone provider: server address and port, username, password, and your phone number(s) in the format the provider sends them (for example `+97316xxxxxx`).
2. **A numbering plan**: extensions use 4 digits (`1000` - `1999` works well). Keep a separate range for special numbers, for example `0400` for a department, `6000` for a call queue.
3. **Who answers which calls**: a reception, departments that ring together, or a queue of agents.
4. **The admin dashboard open** at `https://<PBX address>:8080` , signed in as admin, with the license activated (see the Installation guide).

The menu names in this guide match the **Classic** dashboard look. In the **Modern** look the same pages sit under the tabs at the top.

1. Add your SIP trunk

The trunk connects HSB IPBX to the public phone network through your provider.

1. Open **Outbound Control** → **Trunks** → **Add**.
2. Give it a short name without spaces (for example `kalaam`).
3. Enter the provider's **server address** and **port** (usually `5060`), your **username** and **password**, exactly as the provider gave them.
4. Save.

Check it on the **Dashboard**: under *Trunk status* the trunk should show **Registered** within a minute. If it shows *Unregistered*, re-check the username and password, and make sure the PBX has internet access (console option 5).

2. Create extensions and departments

Every person, desk phone or softphone needs its own extension.

1. Open **Extensions → IP Extensions → Add**.
2. Enter the **extension number** (for example **1001**) and the person's **name**.
3. Set a **password** of at least 12 characters, different for each extension. The phone uses it to sign in.
4. Save, and repeat for each user. The License page shows how many extensions your model allows.

Departments ring several extensions at once from one number:

1. Open **Extensions → Departments → Add**.
2. Give it a number (for example **0400**) and a name (for example *Sales*).
3. Select the member extensions → Save.

Calling **0400** now rings every Sales phone together. You can also send incoming calls to a department (step 5).

After adding extensions, open **System → Security Center → Password Health** to confirm every extension shows **Strong**.

3. Connect phones

Choose one way per phone.

Phone type	How to connect	Where
Yealink or Grandstream desk phone	Automatic: add the phone by MAC address and link it to an extension. Set the provisioning URL on the phone or in your DHCP server (option 66), then reboot the phone.	Extensions → Phone Provisioning

Phone type	How to connect	Where
Any other SIP desk phone	By hand: in the phone's web page, enter SIP server = PBX address, port 5060 , user and auth ID = extension number, password = extension password.	The phone's own settings
Analog phone or fax	Through an FXS gateway or ATA : add the gateway, then assign each port to an extension; the page shows the exact settings for the gateway.	Extensions → Gateways, then Analog Extensions
Computer (agents)	HSB-Call Wave in Chrome or Edge — see step 8.	Add-ons → HSB-Call Wave

Phones you haven't added yet appear under **Phones asking for settings** on the Phone Provisioning page — click **Set up** to add them in one step.

Check registrations on the **Dashboard** (*Extension status*) or with console option 4.

4. Outgoing calls

Dial rules decide which numbers go out through which trunk.

1. Open **Outbound Control → Dial Rules → Add**.
2. Pattern: **_X.** sends every number that isn't an extension to the trunk. To keep a prefix (for example dial 9 for an outside line), use **_9X.** and strip the first digit.
3. Select your trunk → Save.

Test: from any extension, call your own mobile number. If it fails, check that the trunk is *Registered* and that the number format matches what your provider expects (with or without country code).

Optional controls:

- **Dial Permission** — limit which extensions can call international or premium numbers
- **PIN Sets** — ask for a PIN before expensive calls
- **Gateways** — an FXO or E1 gateway with a prefix (for example 8) sends calls out over analog or E1 lines

5. Incoming calls

An inbound route sends calls for one of your numbers to a destination.

1. Open **Inbound Control → Inbound Routes → Add**.
2. **Number (DID)**: your phone number exactly as the provider sends it (for example `+97316xxxxxx`).
3. **Trunk**: the trunk the number arrives on.
4. **Destination**: an extension, a department, a voice menu (IVR) or a call queue.
5. Save.

Test: call your number from a mobile. The chosen destination should ring.

Useful additions on the same menu:

- **Time Conditions** — send calls to the voice menu during office hours and to voicemail after hours
- **Blacklist** — block nuisance callers by number
- **Direct Routing** — send a specific number straight to one person

6. Voice menu (IVR)

A voice menu greets callers and lets them choose a department.

1. **Prepare the greeting**, for example: *"Welcome to Company. For sales press 1, for support press 2, or stay on the line for reception."* Record it as a WAV or MP3 file.
2. Upload it under **Audio Library → Voice Prompts**.
3. Open **Inbound Control → IVR → Add**, give it a name and select the greeting.
4. Add one option per key, for example:

Key	Destination
1	Department Sales (0400)
2	Call queue Support (6000)
No key pressed	Reception extension (1001)

5. Save, then change your **inbound route** (step 5) so its destination is this IVR.

Test: call your number, listen to the greeting and try each key.

7. Call queue and agents

A call queue holds callers with music until an agent is free.

1. Open **Inbound Control** → **Call Queue** → **Add**.
2. Name it (for example `support`), give it a **queue number** (for example `6000`) and choose the ringing strategy — **Ring all** rings every free agent at once.
3. Save.
4. Open **Add-ons** → **Call Center** → **Add Agent** for each person: choose the extension, the queue and the agent type.

Agent type	When it rings
Static	Always, whenever the queue rings — for a fixed team on desk phones
Dynamic	Only while the agent is signed in — they sign in with HSB-Call Wave or by dialing <code>*45</code> , and sign out by signing out of the app or dialing <code>*46</code>

Your license sets how many agents you can add: 5 on HSB IPBX-20, 15 on IPBX-50, 30 on IPBX-100, 60 on IPBX-200.

Send calls to the queue from an inbound route or an IVR option, then watch waiting callers and agent status live on the **Call Center** page.

8. HSB-Call Wave for agents

HSB-Call Wave turns a computer into a phone, with no desk phone needed.

1. Open **Add-ons** → **HSB-Call Wave** → **+ Add Agent**.
2. Enter the agent's **username** and a **password** (at least 8 characters), pick their **extension**, and optionally a **call queue** with **Dynamic** membership.
3. Click **Copy Install Link** and send the agent the link plus their username and password.

The agent then:

1. Opens the link in **Chrome or Edge** and signs in. The first time, the browser shows a certificate warning (**Advanced** → **Continue**) and asks to use the microphone (**Allow**).
2. Clicks **Install app** at the top — HSB-Call Wave gets its own icon on the desktop and in the Start menu.

3. Is now connected, and joins the queue automatically when signed in.

Agents see their dialpad, call history and contacts, and can set do-not-disturb, ringtone, desktop notifications, microphone and speaker under **Settings**.

Agent accounts can only use the softphone — they can't open the admin dashboard.

9. Secure and back up

Do these five checks before the PBX goes into daily use.

- ☐ **Password Health** (System → Security Center): every extension shows *Strong*. Use **Fix all weak passwords** if not — provisioned phones receive the new password automatically.
- ☐ **Firewall** (Security Center → Firewall): click **Turn on**. Essential ports stay open, so you can't lock yourself out.
- ☐ **GeoIP Policy**: if SIP is reachable from the internet, allow only your own country (and your provider's).
- ☐ **Backup** (Maintenance → Backup): make a backup now and keep a copy off the PBX. Repeat after big changes.
- ☐ **Console password**: change the `hsbadmin` password with console option 6.

The Dashboard's **Setup checklist** (Modern look) shows which of these are still open.

Quick reference

Feature codes (dial from any extension)

Code	What it does
*97	Your own voicemail
*98	Another mailbox (asks for the mailbox number)
*72	Turn on call forwarding
*73	Turn off call forwarding
*45	Agent: sign in to your call queues
*46	Agent: sign out of your call queues

Code	What it does
*43	Echo test — hear your own voice to check audio
*65	Hear your extension number

The full list, and the default voicemail PIN, are under **Feature Codes**. Change each user's voicemail PIN on first use.

Where to find things

Task	Menu
Trunks, dial rules, permissions	Outbound Control
Extensions, departments, phones, gateways	Extensions
IVR, queues, inbound routes, time conditions	Inbound Control
Greetings and music on hold	Audio Library
Ring groups, conference, paging, follow me	Advanced Features
Call log and recordings	Reports
Firewall, GeoIP, passwords	System → Security Center
License, updates, backup	Maintenance
Call center, HSB-Call Wave, hotel, nurse call, billing	Add-ons

Need help? support@hiddensystemssecurity.com · +973 16609158