

Creating and Modifying Callback Number Lists

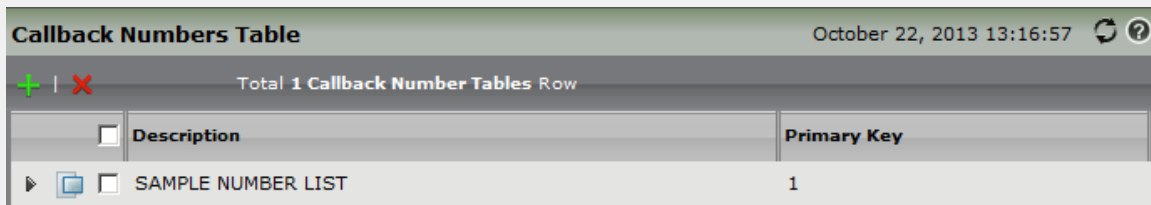
Callback number lists contain up to 16 numbers. These numbers replace the actual number of the calling party when the call is sent to the Emergency Services Operator (PSAP). If the PSAP operator calls back (to the callback number) the call is routed using a Transformation Table entry back to the original calling extension.

- See also: [Working with Telephony Routing](#).
- See also: [Managing Transformation Tables](#).
- See also: [Adding and Modifying Entries to Transformation Tables](#)].

To create or modify Callback Number List:


1. In the WebUI, click the **Settings** tab.
2. In the left navigation pane, go to **Emergency Services > Callback Number Pool**.

Figure 1: Callback Numbers Table



Description	Primary Key
SAMPLE NUMBER LIST	1

Modifying a Callback Number list

1. Click the **expand** () Icon next to the entry you wish to modify.
2. Edit the entry properties as required, [see details below](#).

Creating a Callback Number List


1. Click the Create Callback Numbers List () icon at the top of the Callback Numbers Table page.

Figure 2: Create Callback Number List

Row ID 2

Description Your Facility

Callback Numbers List

- 8885551212
- 8885551213
- 8885551214

PSAP Number 5559911

Up

Down

Add *

Remove

OK

Callback Number List - Field Definitions

Callback Numbers List

A list of numbers which are substituted in a Transformation for the actual number from which the call was initiated. These numbers are used in a round-robin scheme.

PSAP Number

Use this field to specify the **Public Safety Answering Point** (PSAP) number. This is the number to which the call is connected when an extension calls 911. If no value is specified in this field, the call is connected to the local **911** facility.