



End User Guide
Cloud PBX

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INTRODUCTION

Cloud PBX service is a scalable telephony solution featuring a range of traditional telephony and emerging VoIP technologies.

Cloud PBX provides a feature rich hosted PBX solution with powerful add-on Unified Communications capabilities.

Cloud PBX is hosted in secure Data Centre facilities locating within Australia and has been designed to seamlessly integrate with ENTRUST ICT's range of business grade connectivity solutions and work with third party supplied internet services.

Cloud PBX provides all of the powerful features you'd expect with an enterprise PBX solution are available to you on demand including much, much more.

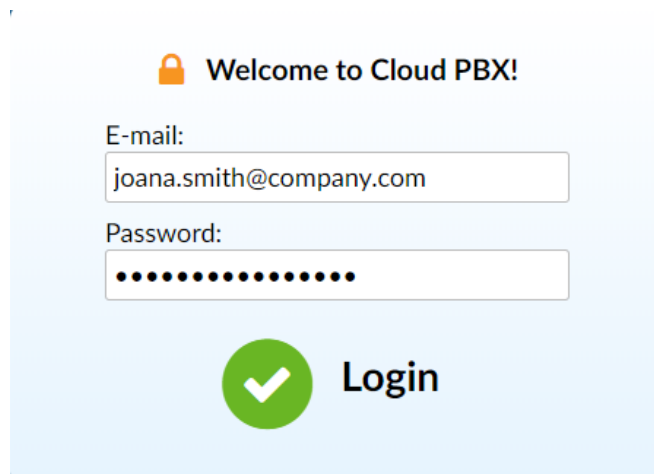
Auto-attendant IVRs, hunt groups and queues simplify your inbound call management and distribution, whilst individual user features such as Find Me, Follow Me, Personal IVR call screening and forwarding are some of the key features available to each extension end user.

All these features are configurable from the intuitive and feature rich web based administrator and end user self-care portals.

GETTING STARTED - LOGGING IN TO YOUR PBX EXTENSION

In order to login into the online self-care portal, point your browser to the domain provided to you for your PBX tenancy (For Example: <https://companyname.cloudpbx.net.au/>).

You will require your registered e-mail address and password to login.

A screenshot of the Cloud PBX login portal. At the top, there is a lock icon followed by the text "Welcome to Cloud PBX!". Below this, there are two input fields: "E-mail:" with the value "joana.smith@company.com" and "Password:" with a series of dots representing a masked password. At the bottom, there is a green circular button with a white checkmark and the text "Login".


ACCESSING THE END USER SELF CARE PORTAL

Once you have logged in successfully, you will be presented with the Cloud PBX End User Self Care Portal.


- The Dashboard provides you with an overview of your settings and registered devices
- My Details allows you to update your authorization settings
- Voicemail provides a web interface to your voicemail


- Services provides a web interface to configuring Enhanced Services such as Call Forwarding
- CDR provides you with access to your Call History


Dashboard My Details Voicemail Services CDR Central Phone Book

Voicemail
 **0**

Today's Calls

TOTAL	ANSWERED	TALK TIME
 2	1	0m 58s

Call Forwarding

OFF

Do Not Disturb

OFF

Devices Online
3

CONFIGURING MY DETAILS

From this menu item you can manage your personal settings including email accounts and passwords associated with your extension.

Dashboard
My Details
Voicemail
CDR

E-mail

Password

PIN

ACCESSING YOUR VOICEMAIL

There are a number of ways to access and manage voicemails on the system, including dialing *123 from the extension handset and via the user self-care portal as shown below.

INBOX ▾
Move
Forward
Listen
Download
Delete

	MSG	Caller	Date	Duration
<input type="checkbox"/>	0000	"Anonymous" <anonymous>	Mon February 10, 2020 11:06:53	00:05

◀ previous
Page 1 of 1

This allows you to:

- Open and listen(Playback) voicemails
- Move voice messages to folders
- Forward voicemail to another extension
- Deleting voice messages

CONFIGURING YOUR EXTENSION ENHANCED SERVICES

Enhanced Services for an extension are enabled by the PBX administrator.

When Enhanced Services are enabled then the required menu options will be made visible in the portal.

The availability of certain Enhanced Services is dependent upon the PBX package purchased and on which features have been enabled by the administrator.

The Enhanced Services menu when selected will display the following screen.

Dashboard	My Details	Voicemail	Services	CDR	Central Phone Book
Caller ID			<input type="checkbox"/> <input checked="" type="checkbox"/>		
Call Pickup		*8/88	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	
Last Caller			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	
Operation Times			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Call Filters & Blocking			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Do Not Disturb		*78/79	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/>	
Call Screening			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Call Forwarding		*71/72	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	
Follow Me		*520/521	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Group Hunt		*510/511	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Mobile Numbers			<input type="checkbox"/> <input checked="" type="checkbox"/>		
Speakerphone Page		*399/400	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	
Speakerphone Page Groups		*600	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	
Directory / BLF List			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Speed Dial		*130	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Instant Recording		*159	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Delete Recordings			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Listen to Recordings			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Remote Access			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
System operation times		*401/402/403/404/405	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	

Save

Each service has two or more accessibility options:

Unavailable



Available



PIN Required



To enable specific service, press the Select button next to the Available icon for that particular service and click save. If service requires additional settings the edit button next to it will become available. Pressing edit button will open up a window with additional options for that specific service.

Precedence

Enhanced services are ordered by priority (marked by numbers 01, 02 ...). The higher the priority equals higher precedence of the enhanced service. For example, due to a similarity of 'Follow Me' and 'Group Hunt' features, if both are enabled, 'Follow Me' will be executed due to higher precedence and not 'Group Hunt'.

Call Pickup (*8/88)

This service enables a user to pick up ringing calls of the same call group. Dial '*8' to pick up a call from the same call group, or '*88 + \$EXTENSION' to pick up calls from different call groups.

Parking allows an incoming call to be parked by transferring to extension 700. The system will park an incoming call and announce the "parked call extension" number where the call is parked. This allows you to continue making other calls.

Last Caller (*149)

This feature notifies you of the last calling extension by dialing '*149'.

Extension Operation Times

This feature allows Operations Times to be configured at the extension level. For example, outside of business hours' calls can be routed to an IVR.

ES
Operation Times
✕

Destination	Days	From	To	
155	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> MonTueWedThuFriSatSun </div> <div style="background-color: #007bff; height: 10px; width: 100%;"></div>	12:00	06:00	✕

Options

Timeout:

Dial options:

Dial type:

Confirm calls:

Last Destination

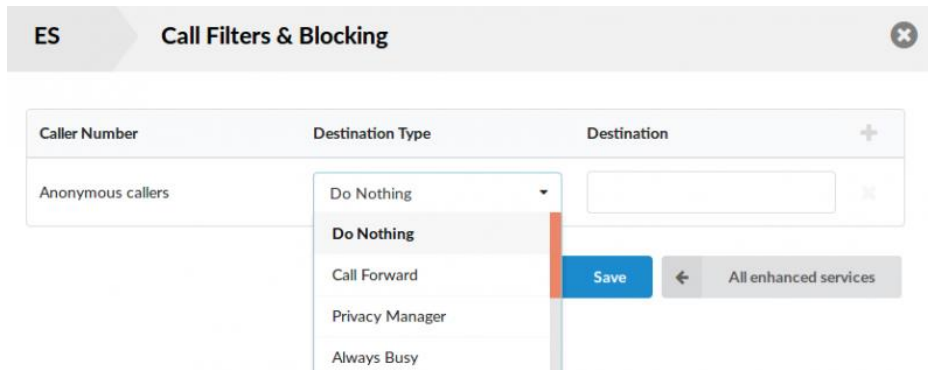
Last Destination: Is Voicemail:

✓ Save
← All enhanced services

Call Filters & Blocking

This features filters and blocks all incoming calls based on a set of rules.

For example, calls can be filtered based on whether they are anonymous, belong to a specific caller (e.g. telemarketer).

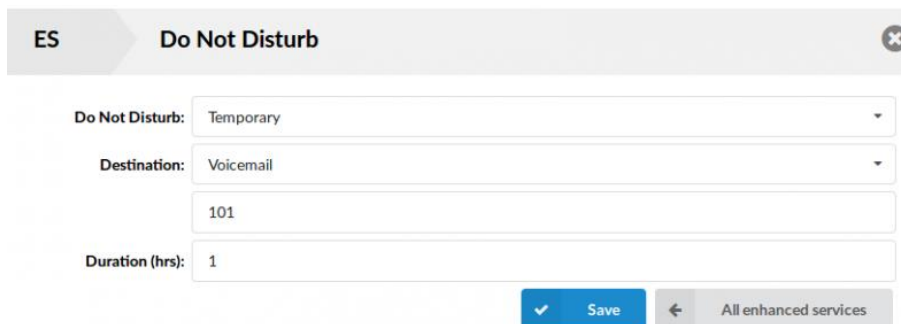


Functions include the following options to filter or block callers:

- Call Forward
- Always Busy
- Voicemail
- Not In Service
- Ring Tone

Do Not Disturb

This feature will redirect all calls to the nominated destination, for example voicemail.



Call Screening

When someone calls an extension, they will be presented with a choice:

- Say your name and wait while the call is being made to one of the destinations in the Call Screening
- Leave a Voicemail to the called extension

ES
Call Screening
✕

Destination	Delay (sec)	Suspend
<input type="text" value="101"/>	<input type="text" value="0"/>	<input type="checkbox"/> ✕

Maximum number of destinations (Outgoing limit): 1

Options:

Timeout:

Dial options:

Dial type: Simultaneous ▾

Replace Caller ID:

Greeting:

Preamble: Please select ▾

Greeting: Please select ▾

Pause before recording (sec):

Max recording length (sec):

Greeting with name: Yes No

Last Destination:

Last Destination: Is Voicemail:

ⓘ If all destinations fail after 'Timeout', 'Last Destination' will be called.

✓ Save
← All enhanced services

Call Forwarding

You can use Call Forwarding to redirect incoming calls to other destinations.

This service forwards calls to other extensions or PSTN numbers depending on your extension response/status. For example, calls can be forwarded to other extensions or voicemail boxes unconditionally, on busy, no answer or line unavailability.

If none of the destinations answer, the call is then directed to the extensions voicemail service.

ES **Call Forwarding** ✕

Unconditional

Destination	Timeout	+
-------------	---------	---

Busy

Destination	Timeout	+
-------------	---------	---

No Answer

Destination	Timeout	+
-------------	---------	---

Line Unavailable

Destination	Timeout	+
-------------	---------	---

Options

Play Call Forward message: Yes No

Allow ES CallerID: Yes No

Save All enhanced services

The Destination filed is used to enter destinations to which you want to forward the current call depending on your extensions state.

You can enter multiple destinations for each state, but they need to be separated by a timeout value (in seconds), meaning that when the first extension in the list hasn't been answered within the specified timeout seconds, the next destination will ring and so on.

For each destination a suitable timeout figure should be set.

NOTE: It is mandatory to set a timeout (in seconds) for each destination, it is recommended that a practical timeout period (e.g. 15 seconds, 20 seconds) be applied.

Unconditional:

Calls can be forwarded to other extension numbers and to local voicemail boxes no matter who is calling. Voicemail is default destination.

NOTE: This service can be enabled via the extension by dialing *71 {Destination} to activate or *72 to deactivate it. If you have previously entered a call forward number and disabled the service, it is necessary only to dial *71 to call forward to last number.

Busy:

Calls can be forwarded to other extension numbers and to local voicemail if busy. Voicemail is default destination.

NOTE: This service may not function correctly if Call Waiting or multiple lines are enabled on the one SIP handset or UAD.

No Answer:

Forward all calls to selected destination if a call is not answered. Voicemail is default Destination Type.

Line Unavailable:

Forward all calls to selected destination if extension is unavailable. Voicemail is default destination.

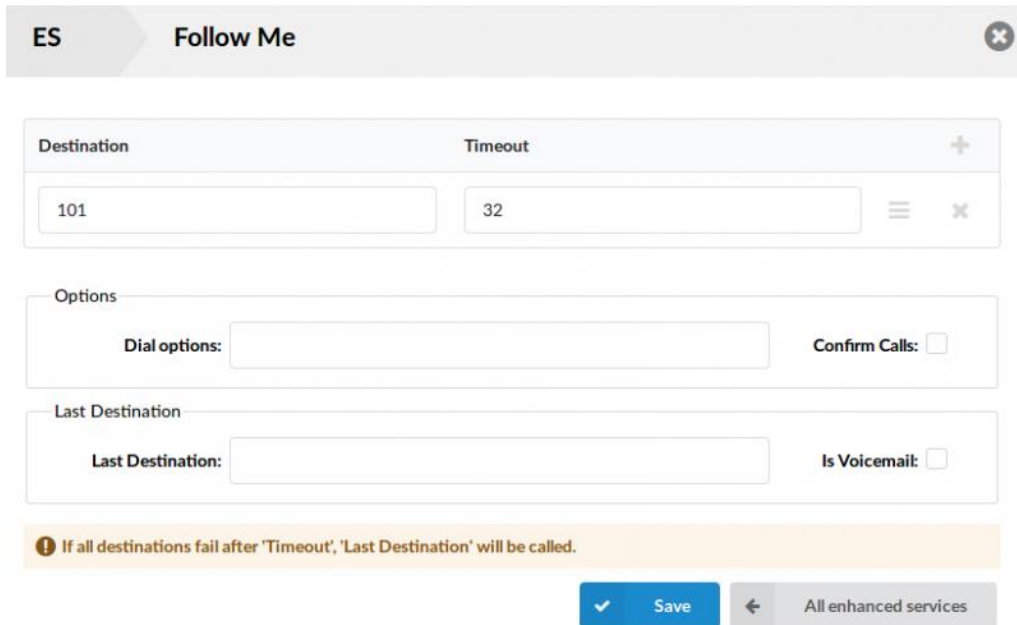
Play Call Forward message:

Select this if you wish to announce to the caller that the call is being forwarded.

Follow Me

This feature is used to nominate call forwarding to multiple destinations in a sequential order.

NOTE: It is mandatory to set a timeout (in seconds) for each destination, it is recommended that a practical timeout period (e.g. 15 seconds, 20 seconds) be applied.



Destination	Timeout	
101	32	⋮ ✕

Options

Dial options: Confirm Calls:

Last Destination

Last Destination: Is Voicemail:

ⓘ If all destinations fail after 'Timeout', 'Last Destination' will be called.

✓ Save ← All enhanced services

Group Hunt or Find Me

This feature allows you to define a group of extensions or numbers to ring at the same time as the dialed extension.

Configuration options include:

- Destinations
- Timeouts
- Last Destination

ES
Group Hunt
✕

Destination	Delay (sec)	Suspend	
<input type="text" value="101"/>	<input type="text" value="0"/>	<input type="checkbox"/>	✕

Maximum number of destinations (Outgoing limit): 1

Options

Timeout: Dial options: Confirm Calls:

Last Destination

Last Destination: Is Voicemail:

ⓘ If all destinations fail after 'Timeout', 'Last Destination' will be called.

✓ Save
← All enhanced services

The destination defines the extension or PSTN number to be called.

Timeout is the time in seconds each priority number will ring before call is considered unanswered. Last Destination is the Last extension to be called if all priority numbers fail to answer. If "Is Voicemail" is selected, then final destination will be extension voicemail

Mobile Numbers

Mobile Numbers option is used with Cloud Communicator. With Mobile Numbers you can assign Mobile Numbers you would like to receive calls on when not in the office. If you enable the Mobile Numbers service and add a number to the Mobile numbers list it will be displayed in Cloud Communicator as one of destinations, you can be reached on.

ES
Mobile Numbers
✕

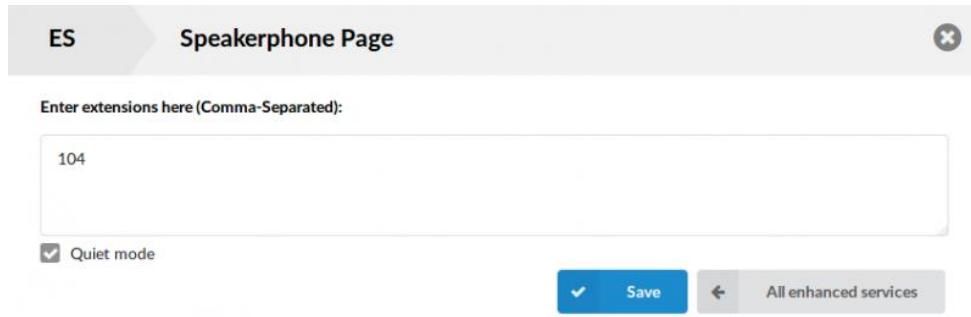
Mobile Number	Label	
<input type="text" value="0038761123456"/>	<input type="text" value="Mobile"/>	✕

✓ Save
← All enhanced services

Speakerphone Page (*399)

This feature enables message to be sent through multiple phones on their loudspeakers. To configure this feature, add the extensions you want to contact via the "Speakerphone" enhanced service. Then use *399.

Note this feature is phone specific and is currently only supported on Polycom handsets.

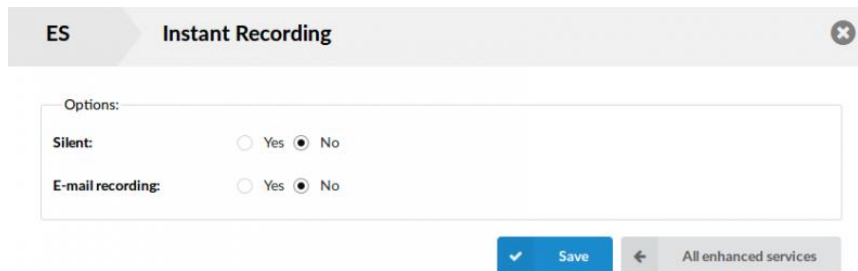


Speakerphone Page Groups (*600 + Paging Group)

This feature enables message to be sent through multiple phones on their loudspeakers.

Instant Recording (*159)

This feature enables instant call recording anytime during the conversation by dialing *159 if call recordings enabled.



Configuration options include Silent & E-mail recording. Silent defines if parties in conversation will be informed that calls are being recorded.

E-mail Recording configures the system to send each recorded file that was activated with Instant recording *159 to your e-mail address.

Delete Recordings

This setting allows users to delete recorded calls.

Listen To Recordings

This setting allows users to download and listen to recorded calls.

Remote Access

This setting allows you to access your extension from a remote location. Please enter the Calling Parties that have access to this service.

ES
Remote Access
✕

CallerID
PIN +

✕

Options

Require Extension PIN:

Options

Timeout:

Dial options:

✓ Save

← All enhanced services

ACCESSING YOUR CALL DATA RECORDS

This area contains a list of extension CDRs (Call Detail Records) for all your placed or received calls on the system. In addition to normal operations, An authorised user is able to perform additional actions such as extension search, and listen to recorded calls.

Call
Print
E-mail
CSV Download

Date Range: Type: All Status: All

	From	To	Date/Time	Total Duration	Status
<input type="checkbox"/>	[REDACTED]	*79	10 Feb 2020 12:05:32	00:00:02	Answered
<input type="checkbox"/>	anonymous	[REDACTED]	10 Feb 2020 11:06:42	00:00:17	Answered
<input type="checkbox"/>	[REDACTED]	[REDACTED]	10 Feb 2020 11:04:58	00:00:26	Answered
<input type="checkbox"/>	J. Alexander Gilman (6092)	*78	10 Feb 2020 11:04:33	00:00:02	Answered
<input type="checkbox"/>	J. Alexander Gilman (6092)	*78	10 Feb 2020 11:04:10	00:00:05	Answered
<input type="checkbox"/>	J. Alexander Gilman (6092)	[REDACTED]	10 Feb 2020 11:03:24	00:00:03	Not Answered
<input type="checkbox"/>	[REDACTED]	[REDACTED]	10 Feb 2020 11:03:17	00:00:00	Not Answered
<input type="checkbox"/>	J. Alexander Gilman (6092)	*68	10 Feb 2020 11:03:10	00:00:02	Answered
<input type="checkbox"/>	J. Alexander Gilman (6092)	[REDACTED]	10 Feb 2020 11:02:58	00:00:04	Not Answered

Call Recordings

This icon is displayed once a call is recorded and 'Delete' or 'Listen' enhanced service is active

Listen:

Listen recorded calls

Example: Select a call record with 'recorded' icon and  click this button to listen

Call:

Calls one of the destinations listed

Example: Select a call record and click 'Call' button.

Provide 'Destination' extension and click 'Call' icon next to a destination



The image shows a user interface element for selecting a destination. It features a dropdown menu with the text "Please select" and a downward arrow icon. To the right of the dropdown is a small icon of a person with a yellow head and a blue body, and a "Call" button.

Destination:

Select a desired destination out of all destinations made

Advanced:

This area allows you to delete recordings and Download CSV files of your CDRs.



CONFIGURING YOUR VOICEMAIL FEATURES

This area allows you to customise your Voicemail features such as e-mail receipt, with the ability to forward and review voice messages, pager notification, custom time zone and additional settings.

General

Send E-mail: Yes No Not Set

Transcribe content: Yes No Not Set

Carbon Copy E-mails:

Pager e-mail:

Greeting message:

Unavailable message:

Reset Unavailable message: Yes No Not Set

Skip Instructions: Yes No Not Set

Attach: Yes No Not Set

Delete After E-mailing: Yes No Not Set

Say CallerID: Yes No Not Set

Allow Review mode: Yes No Not Set

Allow Operator: Yes No Not Set

Operator Extension:

Play Envelope message: Yes No Not Set

Hide from directory: Yes No Not Set

Rings to answer:

Voicemail Delay (sec):

Send e-mail:

This field configures whether or not to send voicemail messages to the e-mail to address given in extensions settings in admin mode. If set, new voicemail message and attachment will be sent to this email address.

Pager e-mail:

This field contains the pager email address associated with the voicemail. If set, new voicemail message notification only will be sent to this email address. If Send E-mail above is selected and Pager E-mail then 2 messages will be sent for each voicemail received. It is recommended to use 1 of these fields only.

Greeting message:

Greeting message played to users before they are allowed to leave a message.

Unavailable message:

Uploads unavailable message from local computer.

Reset Unavailable message:

This field can be used to reset unavailable message to default settings.

Busy message:

Uploads busy message from local computer.

NOTE: Unavailable/Busy message supports: WAV, and GSM files only

Reset Busy message:

This field can be used to reset busy message to default settings.

Skip Instructions:

Skips the instructions on how to leave a voice message.

Attach:

Send voice files as attachments to notification email under Send e-mail field.

Delete After E-mailing:

Delete voice message from system after it has been sent to user's email address. 'Attach' has to be set to 'Yes'.

Say CallerID:

Announce extension from which a voice message has been left.

Allow Review mode:

Allow user to review voice message before committing it permanently to voice inbox.

Allow Operator:

Allow operator to be reached from voice inbox by pressing '0'.

Operator Extension:

Local extension number that acts as an operator. Once the user dials '0', 'Please hold while I try that extension' will be heard and call will be transferred to the operator extension. 'Allow Operator' must be set to 'Yes'.

Play Envelope message:

Announce date/time when a voice message has been left.

Voicemail Delay:

Delay a number of seconds before asking user for 'Password'. Solves the 'half-played' file problem.

Timezone:

Set correct date/time format and messages played to user when in voice inbox.

CENTRAL PHONE BOOK

This area allows you to add directory information to a directory that can be accessed from Communicator and phone.

[+ Add Contact](#) [📄 CSV Upload](#) [📄 CSV Download](#) [📄 Download CSV Template](#)

First Name ▲ ▼	Last Name ▲ ▼	Number ▲ ▼	E-mail	Company ▲ ▼
Colin	Johnson	0388888888	Colin.Johnson@hiscompany.com	Entrust ICT
John	Smith	0488888888	johnasmil@hiscompany.com	Personal

⏪ previous

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SUMMARY OF ACCESS CODES

The following access can be used on your handsets to access Cloud PBX features and Enhanced Services.

Access Code	Function
*8/*88+extension	*8 will pick up a call from the same pickup group *88 + \$extension will pick up a call from a different group
*123/*124	*123 allows you to access voicemail of the extension you are logged in *124 allows you to access another voicemail box. you will be prompted for voicemail box and the password
*300/*600+pager group	*300 is used to make a pager call *600 + pager group is used to make a pager call to predefined pager group
*71/*72	*71 + destination, enables unconditional call forwarding to the destination entered. if you omit the destination the previously entered destination will be used *72 cancels the unconditional call forwarding settings
*67/*68	*67 allows you to block the outbound caller id of calls you make *68 re-enables callerid display
700/800	700 is used to park a call to the pbx parking lot. by default, the parking lot is extension 701 to 720 800 use the enhanced call parking
*301	*301 is used to make a greeting recording
*401/*402	*401 will enable the night switch *402 will disable the night switch
*555	*555 is used for the hot desking feature

DEFINITIONS

TERM	DEFINITION
CDR	Call Detail Record
CSV	Comma Separated Values
IP	Internet Protocol
IVR	Interactive Voice Response
PBX	Private Branch Exchange
PIN	Personal Identification Number
PSTN	Public Switched Telephone Number
UAD	User Agent Device