



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: <http://companyname.cloudpbx.net.au/>).

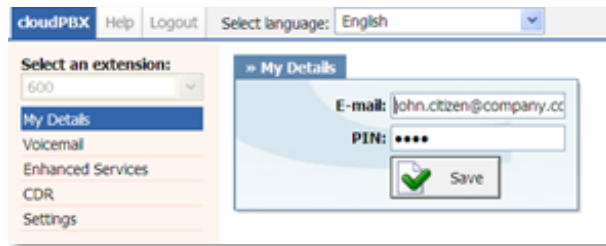
You will require your registered e-mail address and PIN to login.



The screenshot shows a web browser window displaying a login form. At the top, there is a 'This is a SECURE area' warning icon. Below it, a blue header bar contains the text '» Site Manager'. The main content area has the text 'You are currently using SSL.' followed by 'Please enter your details below:'. There are three input fields: 'E-mail:' with a text box, 'Password/PIN:' with a text box, and 'Language:' with a dropdown menu currently set to 'English'. At the bottom of the form is a '» Login' button.

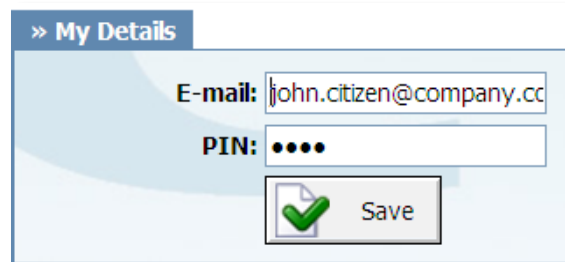
ACCESSING THE END USER SELF CARE PORTAL

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



CONFIGURING MY DETAILS

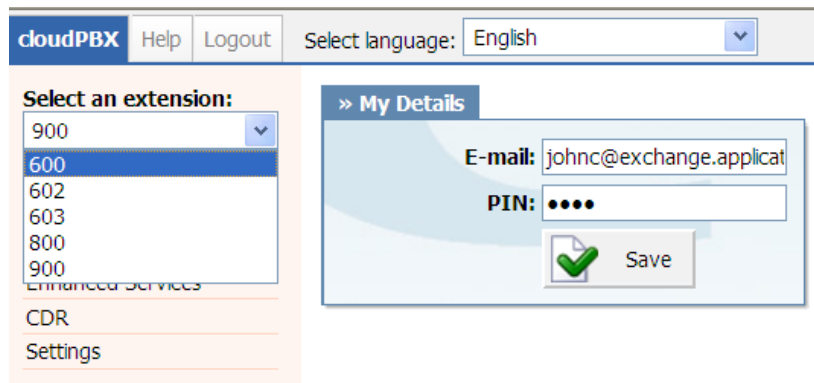
From this menu item you can manage your personal settings including email accounts and password associated with your extension.



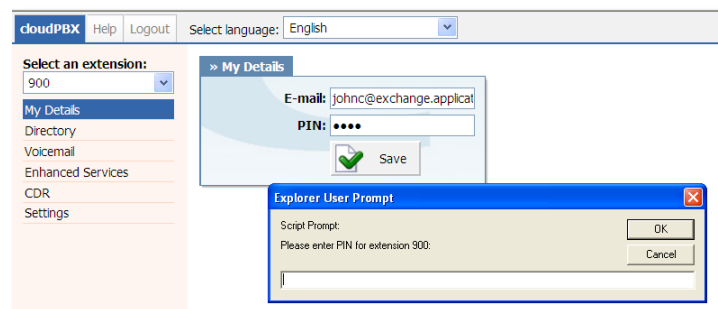
MANAGING MULTIPLE EXTENSIONS

When users have been allocated multiple extensions by the PBX administrator they can manage them from their login.

Simply select the extension you wish to access by selecting the appropriate extension as shown below.



In the example below the user is accessing extension 900 is registered to the user. In order to do so, the user is prompted for the PIN for extension 900. The extension PIN number is initially set and provided by the PBX administrator during setup.

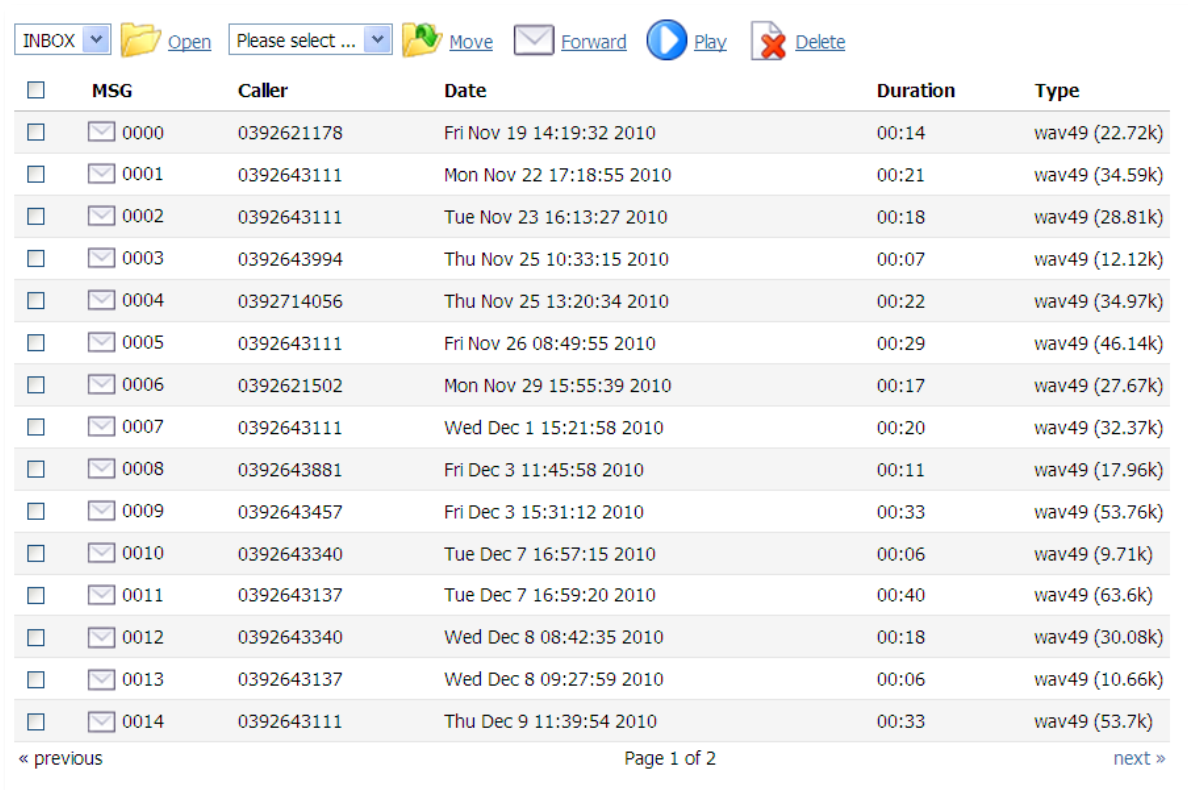


The user can change the extension PIN after successfully accessing the extension management account.

NOTE: Users should enable scripted windows in their browser.

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.



MSG	Caller	Date	Duration	Type
0000	0392621178	Fri Nov 19 14:19:32 2010	00:14	wav49 (22.72k)
0001	0392643111	Mon Nov 22 17:18:55 2010	00:21	wav49 (34.59k)
0002	0392643111	Tue Nov 23 16:13:27 2010	00:18	wav49 (28.81k)
0003	0392643994	Thu Nov 25 10:33:15 2010	00:07	wav49 (12.12k)
0004	0392714056	Thu Nov 25 13:20:34 2010	00:22	wav49 (34.97k)
0005	0392643111	Fri Nov 26 08:49:55 2010	00:29	wav49 (46.14k)
0006	0392621502	Mon Nov 29 15:55:39 2010	00:17	wav49 (27.67k)
0007	0392643111	Wed Dec 1 15:21:58 2010	00:20	wav49 (32.37k)
0008	0392643881	Fri Dec 3 11:45:58 2010	00:11	wav49 (17.96k)
0009	0392643457	Fri Dec 3 15:31:12 2010	00:33	wav49 (53.76k)
0010	0392643340	Tue Dec 7 16:57:15 2010	00:06	wav49 (9.71k)
0011	0392643137	Tue Dec 7 16:59:20 2010	00:40	wav49 (63.6k)
0012	0392643340	Wed Dec 8 08:42:35 2010	00:18	wav49 (30.08k)
0013	0392643137	Wed Dec 8 09:27:59 2010	00:06	wav49 (10.66k)
0014	0392643111	Thu Dec 9 11:39:54 2010	00:33	wav49 (53.7k)

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This allows you to:

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

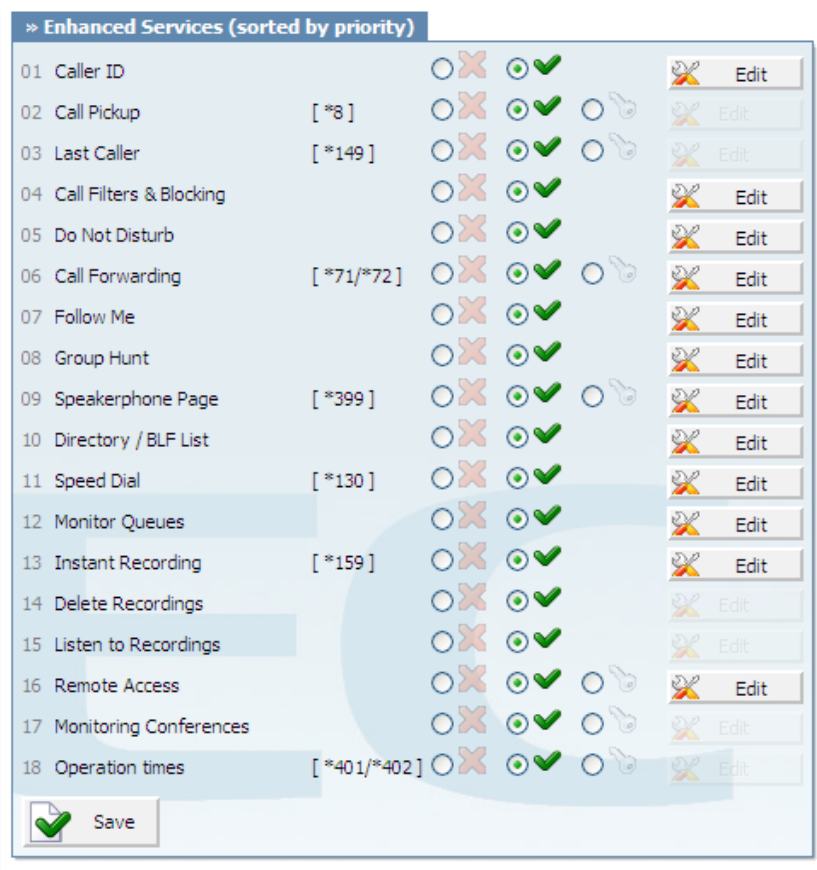
CONFIGURING YOUR EXTENSION ENHANCED SERVICES

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

When enhanced services are enabled necessary menu options to configure a range of features are made visible.

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.





When enabled the enhanced features can be accessed directly from the handsets using the '*' short codes.

Accessibility

Accessibility of enhanced option features are selected as described below:

ICON	FUNCTION
	Unavailable

	PIN Required
	available/enabled

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 Park

Call 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.

In order to retrieve a call, the “parked call extension” number needs to be dialed.

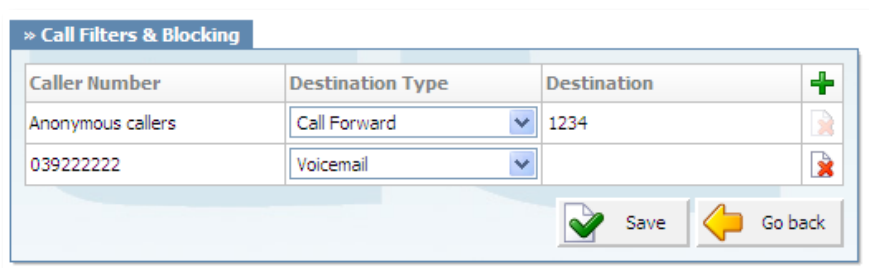
Last Caller

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

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:

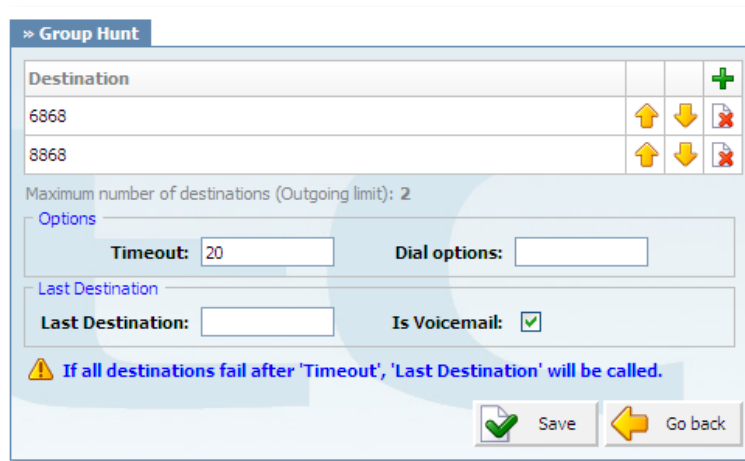
- Call Forward
- Always Busy
- Voicemail
- Not In Service
- Ring Tone

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



The screenshot shows a configuration window titled "Group Hunt". It contains a table with two rows for destinations: "6868" and "8868". Each row has up and down arrow icons and a delete icon. Below the table, there is a section for "Options" with a "Timeout" field set to "20" and a "Dial options" field. A "Last Destination" section includes a "Last Destination" field and a checked "Is Voicemail" checkbox. A warning message states: "If all destinations fail after 'Timeout', 'Last Destination' will be called." At the bottom, there are "Save" and "Go back" buttons.

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.

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.

» Call Forwarding

Unconditional

Destination	Timeout				
00434121121	15	↑	↓	✖	+

Busy

Destination	Timeout				
					+

No Answer

Destination	Timeout				
					+

Line Unavailable

Destination	Timeout				
					+

Options

Play Call Forward message: Yes No Allow ES CallerID: Yes No

Save Go back

Destination:

In this field you will 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 timeout in seconds, meaning that when the first extension in 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.

Do Not Disturb

This feature will redirect all calls to the nominated destination.

» Do Not Disturb

Do Not Disturb: Temporary Not Active

Destination: Voicemail

Duration:
(hours)

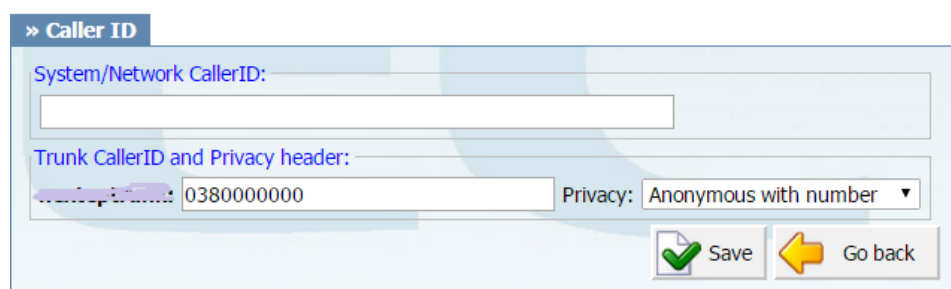
Caller ID

This feature can be used to override the extensions standard Caller ID information with a custom one within the allocated DID range.

For example to set caller id to 0380000000 enter the following option



To hide Caller ID enter the following option below. Users can also enter ***67** to block Caller ID and ***68** to unblock Caller ID.



Call Pickup (*8 and *88<extension>)

This feature allows you to pick-up calls within the same call group. To pick-up a call from the same call group dial *8. To pickup a call from a specific extension dial *88 followed by the extension.

Follow Me

This feature is use to nominate call forwarding 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.

» Follow Me

Destination	Timeout				+
6888	10	↑	↓	✖	
9888	10	↑	↓	✖	
00434121121	10	↑	↓	✖	

Options

Dial options:

Last Destination

Last Destination: Is Voicemail:

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

Delete Recordings

This setting allows users to delete recorded calls.

Listen To Recordings

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

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 to use.

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

» Speakerphone Page

Enter extensions here (Comma-Separated):

6888,6806,6841

Instant Recording (*159)

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

» Instant Recording

Silent: Yes No

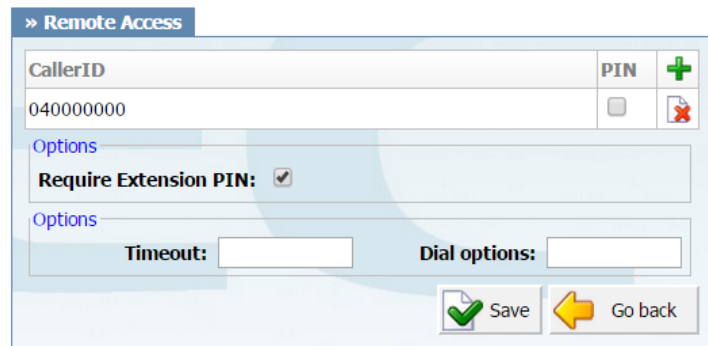
E-mail recording: Yes No

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.

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.



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 extensive search, listen to recorded calls, call any destinations listed and access advanced features.

From	To	Date/Time	Duration	Status	
John Citizen (600)	Frank James (602)	17 Dec 2010 11:39:35	00:00:22	Answered	<input type="checkbox"/>
John Citizen (600)	Gladys Pitman (607)	17 Dec 2010 11:38:45	00:00:15	Not Answered	<input type="checkbox"/>
John Citizen (600)	Gladys Pitman (607)	17 Dec 2010 08:37:35	00:01:15	Answered	<input type="checkbox"/>
John Citizen (600)	Gladys Pitman (607)	17 Dec 2010 08:36:22	00:00:07	Answered	<input type="checkbox"/>
John Citizen (600)	0392643124	10 Dec 2010 17:27:13	00:00:07	Answered	<input type="checkbox"/>
John Citizen (600)	Conference (101)	10 Dec 2010 17:26:58	00:00:13	Answered	<input type="checkbox"/>
John Citizen (600)	0408349842	09 Dec 2010 13:35:00	00:00:18	Answered	<input type="checkbox"/>
John Citizen (600)	Conference (101)	09 Dec 2010 11:35:43	00:00:10	Answered	<input type="checkbox"/>
John Citizen (600)	Dave Smith (601)	08 Dec 2010 14:08:59	00:00:12	Answered	<input type="checkbox"/>
John Citizen (600)	Dave Smith (601)	08 Dec 2010 14:08:25	00:00:13	Answered	<input type="checkbox"/>
John Citizen (600)	Conference (101)	08 Dec 2010 14:03:53	00:00:11	Answered	<input type="checkbox"/>
John Citizen (600)	Gladys Pitman (607)	06 Dec 2010 13:55:12	00:09:55	Answered	<input type="checkbox"/>

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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



Destination:

Select a desired destination out of all destinations made

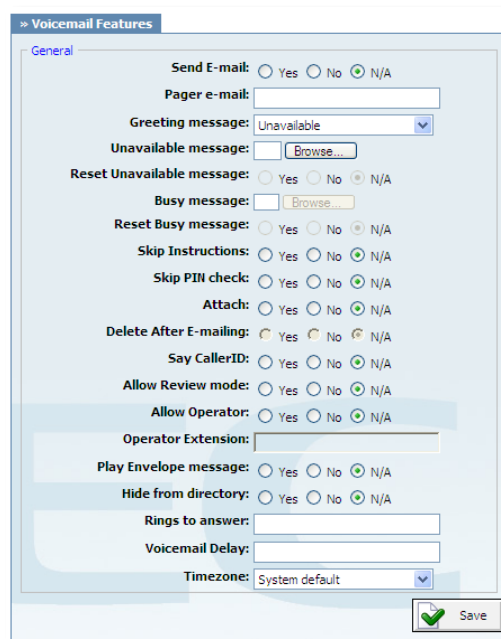
Advanced:

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.



The screenshot shows the 'Voicemail Features' configuration window. The 'General' tab is active. The settings include:

- Send E-mail:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Pager e-mail:** A text input field.
- Greeting message:** A dropdown menu currently set to 'Unavailable'.
- Unavailable message:** A text input field with a 'Browse...' button.
- Reset Unavailable message:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Busy message:** A text input field with a 'Browse...' button.
- Reset Busy message:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Skip Instructions:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Skip PIN check:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Attach:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Delete After E-mailing:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Say CallerID:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Allow Review mode:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Allow Operator:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Operator Extension:** A text input field.
- Play Envelope message:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Hide from directory:** Radio buttons for Yes, No, and N/A (N/A is selected).
- Rings to answer:** A text input field.
- Voicemail Delay:** A text input field.
- Timezone:** A dropdown menu currently set to 'System default'.

A green checkmark icon and a 'Save' button are located at the bottom right of the configuration window.

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.

ONLINE HELP RESOURCES

A click on 'Help' button from the End User Self Care portal opens Cloud PBX online help manual. You may access this manual by pointing your browser to <http://www.cloudpbx.net.au/support/> location.

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