



CONNECTICA
SOLUTIONS

PBX
On The **Cloud**

Your phone extension, anywhere in the world!

Smartphone User Guide

For: User Name

Welcome to ^{PBX} On The Cloud !

Dear **User**,

We are thrilled to have you as our customer. Rest assured that we will do our best to earn your business by maintaining the best quality and price in your phone service.

If you have any question or recommendation, feel free to dial 6111 from your PBX On The Cloud phone to reach us, or send us an e-mail to support@connecticasolutions.com.

This User Guide will help you install and use Smartphone to access your new service.

If you find our services useful, your recommendation to other potential customers will be our best reward. We look forward to serve you.

Nicolas M. Martinez
General Manager



Which phones can I use with **PBX On The Cloud** ?

- **Any Android or iPhone smartphone with 4G/LTE is supported.**

- You will need to install any of our recommended Apps to be able to use our service. Most of them are free. Instructions on next page.



- Your Smartphone will use your WiFi network to make calls using the Internet. When you are on the move, outside of WiFi coverage, you will use your smartphone 4G/LTE data plan (Charges apply according to your carrier plan).
- You can also install your service in a VoIP deskphone, PC, Mac or Tablet. Visit our [online store](#) if you would like to order VoIP deskphones.



How do I configure my phones for **PBX On The Cloud** ?

- Visit our [Softphones Configuration web page](#) for a list of recommended Apps and step-by-step instructions on how to configure your Smartphone.
- **Information needed to configure your Softphone:**
 - **Username or User ID:** Your phone number in the table below.
 - **Password:** Password for your phone in the table below.
 - **Server Address:** s1.pbxonthecloud.com
 - **Port:** 5081

Phone Number	Password
Phone	Password



How do I make calls with **PBX On The Cloud** ?

- **How to dial external numbers:**

Location	Dial (Press # or Send at the end for faster dialing)
Calls within USA	Area Code + 7 digits number or 1 + Area Code + 7 digits number
International calls	Country Code + City Code + Number or 011 + Country Code + City Code + Number

- **Before being able to make International calls, you will need to let us know which Country Codes are approved for dialing.**



How do I receive calls with **PBX On The Cloud** ?

- **If your family and friends in any of our supported countries want to call you, they can dial any of our local numbers and then enter your phone number. You will be charged for the call using the same low rates you will be paying to that local number.**
- **Visit our [Local numbers in other countries](#) page to get the latest information. If you are interested in us adding other countries, please give us a call or contact us at sales@pbxonthecloud.com and we will review options with you.**



How do I use Customer Portal?

- Visit <http://pbxonthecloud.com> and click on “Customer Login” link on top of the page. The Portal provides valuable account information, including:
 - Detailed record of your calls and cost associated to them
 - Check our rates per minute to any number
 - Our “Simulator” provides cost information by typing the number you would like to call
 - Open and manage Support tickets
 - Check and update your account information, including your Password
- Here is your login information:
 - User: **We will provide**
 - Password: **We will provide**

PBX
On The 

AUTHENTICATION

User:

Password:

English

Forgot your password ? [Click here.](#)

To sign up [Click here.](#)

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How do I use **PBX On The Cloud** Customer Portal?

- **ACCOUNT INFO screen:**

- Here you can update your contact information. The menu on the left will take you through all Portal functions.

The screenshot displays the 'ACCOUNT INFO' screen. On the left is a navigation menu with the following items: ACCOUNT INFO, CALL HISTORY, RATECARD, SIMULATOR, PASSWORD, SUPPORT, and LOGOUT. Below the menu is a language selection area with various national flags. The main content area shows a user profile with a blue person icon, personal details (LAST NAME: Telum, FIRST NAME, EMAIL: Sergio.Partido@Telum.mx, PHONE: 521 81 17016133, FAX), and address (ADDRESS: Paricutin 550, Col. Roma, ZIP CODE: 64750, CITY: Monterrey, STATE: NL, COUNTRY: MEX). Below this is a yellow box containing 'CARD NUMBER : 1582717236' and 'BALANCE REMAINING : -0.068 USD' with a magnifying glass icon. A red 'EDIT PERSONAL INFORMATION' button is located to the right of the profile details. A red callout box points to the 'EDIT PERSONAL INFORMATION' button with the text 'Edit your Account information'. Another red callout box points to the yellow box with the text 'This section only applies to Calling Cards'. The left navigation menu has several callouts: 'Change your Password' points to 'PASSWORD', 'Ask for help' points to 'SUPPORT', and 'Logout' points to 'LOGOUT'. 'ACCOUNT INFO' has a callout 'Show account information'. 'CALL HISTORY' has a callout 'Check calls made and received'. 'RATECARD' has a callout 'Check our per-minute rates'. 'SIMULATOR' has a callout 'Type a phone number and check location and cost per minute'. Below the language selection area is a callout 'Select Portal Language'.

How do I use ^{PBX} On The ^{Cloud} Customer Portal?

- **CALL HISTORY screen:**
 - Check your calls and costs

Select the FROM and TO check marks and dates

You can look for specific phone numbers (or part of them, answered calls or all, Minutes or Seconds and Currency)

All calls are listed below. Search by month, day or status. Additionally, you can check the rate and price.

DATE	<input checked="" type="checkbox"/> FROM : 01 JANUARY-2013	<input checked="" type="checkbox"/> TO : 01 MARCH-2014
PHONENUMBER	<input type="radio"/> Exact <input type="radio"/> Begins with <input type="radio"/> Contains <input type="radio"/> Ends with	
CALL TYPE	ALL CALLS	
OPTIONS	SHOW : Answered Calls <input type="radio"/> All Calls <input checked="" type="radio"/> RESULT : Minutes <input type="radio"/> - Seconds <input checked="" type="radio"/> CURRENCY : U.S. Dollar (USD) (1.00000)	
Search		

Number of Calls: 9

Date	CallerID	PhoneNumber	Destination	Duration	TC	Call Type	Cost
2013-11-21 13:47:48	8329090060	17135577635		00:12	ANSWER	STANDARD	0.003 USD
2013-11-21 07:10:55	8329090060	17135577635		00:00	NOANSWER	STANDARD	0.000 USD
2013-11-01 13:45:07	2813158897	8329090060		00:24	ANSWER	STANDARD	0.006 USD
2013-11-01 13:44:12	2813158897	8329090060		00:48	ANSWER	STANDARD	0.012 USD
2013-11-01 13:43:14	2813158897	8329090060		00:48	ANSWER	STANDARD	0.012 USD
2013-11-01 13:41:16	8329090060	011528188801000		01:06	ANSWER	STANDARD	0.009 USD
2013-11-01 12:44:39	8329090060	011528188801121		00:30	ANSWER	STANDARD	0.004 USD
2013-10-28 05:37:49	2813158897	8329090060		00:24	ANSWER	STANDARD	0.006 USD
2013-10-25 12:06:28	2813158897	8329090060		00:18	ANSWER	STANDARD	0.004 USD

Click here to start Searching

SUMMARY

DATE	DURATION	CALLS	ALOC	TOTAL COST
2013-10-25	00:18	1	00:18	0.004 USD
2013-10-28	00:24	1	00:24	0.006 USD
2013-11-01	03:36	5	00:43	0.042 USD
2013-11-21	00:12	2	00:06	0.003 USD
TOTAL	04:30	9	00:30	0.056 USD

Click here to export data

Export CSV - Export XML



How do I use **PBX On The Cloud** Customer Portal?

- **RATECARD screen:**
 - Check the Per-Minute rates to any Country and Area Code we serve

 View Rates


NONE - A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W -
 X - Y - Z

- RATES LIST - 9470 Records

PREFIX	DESTINATION 	SR
52637	MEXICO CABORCA	0.0077083
52828	MEXICO CADEREYTA	0.0077083
52981	MEXICO CAMPECHE	0.0077083
52645	MEXICO CANANEA	0.0077083
52998	MEXICO CANCUN	0.0077083
52877	MEXICO CD ACUNA	0.0077083
52767	MEXICO CD ALTAMIRANO	0.0077083
52613	MEXICO CD CONSTITUCION	0.0077083
52625	MEXICO CD CUAUHEMOC	0.0077083
52938	MEXICO CD DEL CARMEN	0.0077083

<< First < Prev 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 Next > Last >>

DISPLAY 10 GO

Click on the first letter of the Country which per-minute rates you would like to check

Scroll through the window until you locate your City or area code

How do I use **PBX On The Cloud** Customer Portal?

- **SIMULATOR screen:**

- **Check the Destination and Per-minute cost for any number you want to dial. You may type just the Country and Area codes for this purpose.**

 Simulate the calling process to discover the cost per minute of a call, and the number of minutes you can call that number with your current credit. 

Type the phone number you would like to check (or first digits, like Country code or Country and Area Code). Don't include a 9 in front (Start with Country Code)

Simulator

Enter the number you wish to call :

525512345678

SEARCH

Click this button to Search

Simulator found a rate for your destination

DESTINATION :# 1	
CallTime available	Postpaid Model
Destination	MEXICO MEXICO CITY
Cost per minute	0.0054167

Check Destination and Cost per Minute here



How do I use **PBX On The Cloud** Customer Portal?

- **PASSWORD screen:**
 - **Change your account password**

 On this page you will be able to change your password, You have to enter the New Password and Confirm it. 

- Change Password -

Do not use " or = characters in your password

Old Password :

New Password :

Confirm Password :

To change your Password, type your Old Password, New Password and Confirm the New Password then click Save



How do I use **PBX On The Cloud** Customer Portal?

- **SUPPORT screen:**
 - Request help and support by opening Support Tickets

 On this page, you can open a support ticket and consult the status of your existing ticket. 

Create support ticket

Title :

Priority :

Component :

Description :

CREATE

Please complete the title and description portions of the form.

There are no tickets created

Your Tickets will appear here after submitted

Enter your Support Ticket Title, Priority, Component (Subject) and a description of your request and we will get back to you in this same tool.

Hit the Create button to submit



How do I use **PBX On The Cloud** Customer Portal?

- **SUPPORT screen:**
 - Check the status of Support Tickets

Ticket added successfully

- TICKET LIST - 1 Records

ID	TITLE	CREATIONDATE	COMPONENT	PRIORITY	VIEWED	STATUS	ACTION
19	I need a new phone line in Sao Paulo Brazil	2014-03-23 12:25:15	New Phone Line	MEDIUM	VIEWED	NEW	VIEW DETAILS

TICKET: I NEED A NEW PHONE LINE IN SAO PAULO BRAZIL **NUMBER : 19**

BY : Telum **DATE : 2014-03-23 12:25:15**

PRIORITY : MEDIUM

COMPONENT : Account Security

DESCRIPTION :
Can you please add a new phone line to my account in Sao Paulo, Brazil? Regards Customer Name

DISPLAY

STATUS :

COMMENT :

BY : (ADMINISTRATOR) NICOLAS MARTINEZ 2014-03-23 13:01:52

We have added the number 515xxxxxxxxx to your account.

NEW

Here you can see your open Support Tickets . Click on VIEW DETAILS to open

This is the VIEW DETAILS screen that shows responses from our Customer Service team





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