



Phone System User Guide



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 your new phone system or line.

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 Cloud



- **Softphones:**
 - Most of them are free to use. Visit our **Softphones Configuration** page
- **VoIP** phones (This is just a partial list):
 - **GS0100** Wired Phone, 2 lines, 1 account \$59 USD *Free with 1 year plan
 - GS0308 Wired Phone, 3 lines, 1Gb ports, Color, Monitor 8 ext.\$79 USD *Free with 2 year plan





- **Traditional analog telephone adapter (ATA):**
 - GS1FXS \$45 USD

VoIP phone or ATA will be shipped already configured. For Softphones we provide instructions. You can use any VoIP/SIP compatible phone.

How do I configure my phones for PBX Cloud



Information needed to configure VoIP phones, ATAs or Softphones:

SIP Server or Domain: xyyy.pbxonthecloud.com:50xx

Depending on the phone, the previous field may need to be split in:

SIP Server: xyyy.pbxonthecloud1.com

Port: **50xx**

NAT Traversal (Optional): Keep alive

User ID: Extension number (See table below)

Password: Extension password (See table below)

Extension	Name	Password
Extension	Name	Password



How do I make calls with On The Cloud?

How to dial external numbers:

Location	Dial (Press # or Send at the end for faster dialing)
Domestic	Area Code + 7 digits number
International	Country Code + City Code + Number

For International numbers, you need to let us know which Country Codes are approved for dialing



How do I receive calls with on The Cloud?

- You can receive calls in any of the phone numbers you requested for your account
 - You can move your numbers to us or we can provide numbers for any of the 45 countries we cover.

Phone Number	Assignment
Phone	Automated attendant



How do I use on The Cloud?

- To ask for support: Dial extension 6111
- Place call on hold: Press "Hold" button. Press "Line" button to retake (For Softphones visit our <u>Softphones Configuration</u> page)
- To mute a call: Press "Mute" button. Press again or "Unmute" to cancel (For Softphones visit our <u>Softphones Configuration</u> page)
- To transfer a call in a VoIP desk phone: Press "Transfer" button, dial extension or phone number, announce the transfer to dialed party, press "Transfer" button again. If the phone doesn't have a "Transfer" button or you are using a Softphone, dial ## and the extension you want to transfer to followed by #. (For Softphones visit our Softphones Configuration page)
- To create a Conference in a VoIP desk phone: Press "Conference" button, dial extension or phone number, announce yourself to dialed party, press "Conference" button again. (For Softphones visit our Softphones Configuration page)



How do I use on The Cloud?

- Conference Bridge: You can have a conference bridge with any number of extensions and external callers. Internally, you dial extension 7000. External callers will dial your main phone number and select the Conference Bridge option in the Automated Attendant menu. The leader of the call will use PIN xxxxxx# and participants will use PIN xxxxxx#. Follow instructions once you join. The conference call will be terminated if the leader leaves (We can change that if you require).
- To answer a call ringing in another extension: Dial *8 (Can be configured by groups of phones if you need it that way)
- To answer a call ringing at a specific extension: Dial ** followed by the extension number.
- To activate "Do Not Disturb" function, dial *78. To deactivate, press *79
- Configure Voice Mail name and greeting messages, get Voice Mail: Dial *97, default/initial password: 1234



How do I use on The Cloud?

- To forward your extension to another extension or an external phone number, dial *72 followed by the extension number or the phone number exactly as you would dial it. To remove call forwarding, dial *73
- To switch from Day to Night mode (If you have different messages or automated attendant menus): Dial *271
- To hear your Automated Attendant Menu (The one your callers will hear when dialing your main numbers): Dial 7777
- Test audio call quality: Dial *43
- Get time: Dial *60
- Get your extension number: Dial *65
- To "Park" a call so it can be taken from another extension, dial *270#, take note of the parking location number (71 to 78) and hang up. Go to another phone and dial the parking location number (71 to 78)





- 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



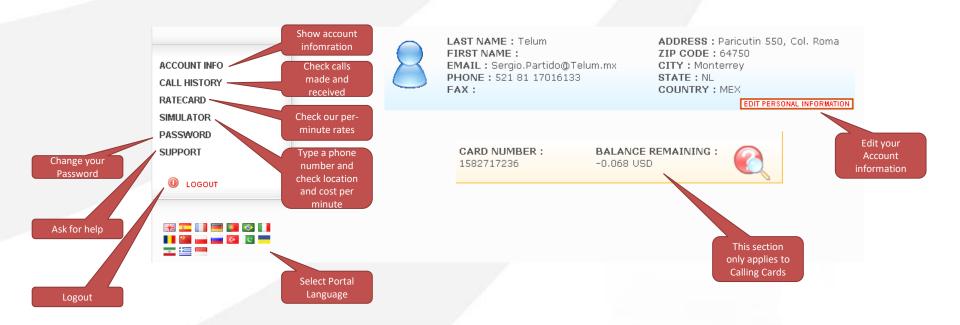






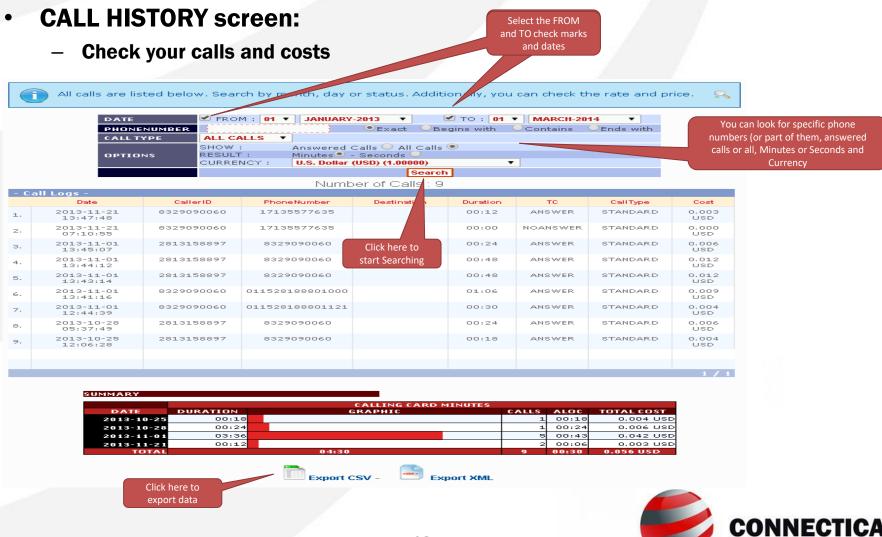
ACCOUNT INFO screen:

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





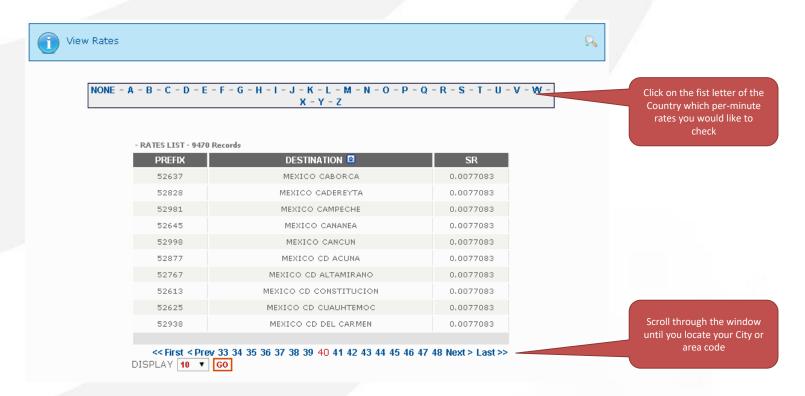






RATECARD screen:

Check the Per-Minute rates to any Country and Area Code we serve

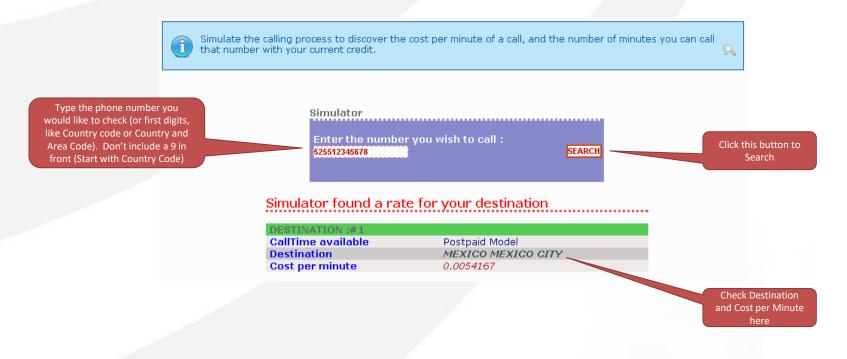






SIMULATOR screen:

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.







- PASSWORD screen:
 - Change your account password

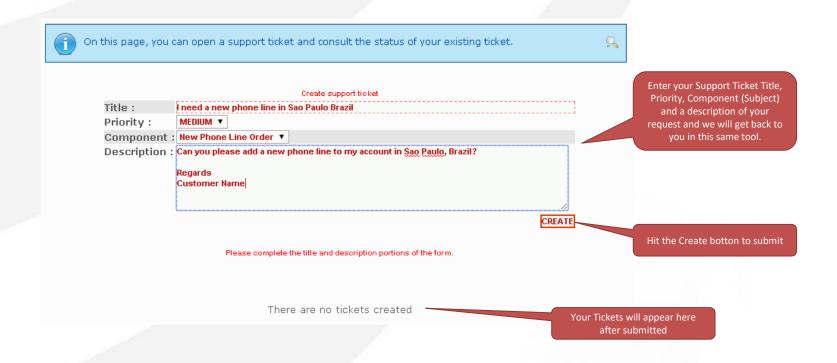






SUPPORT screen:

Request help and support by opening Support Tickets

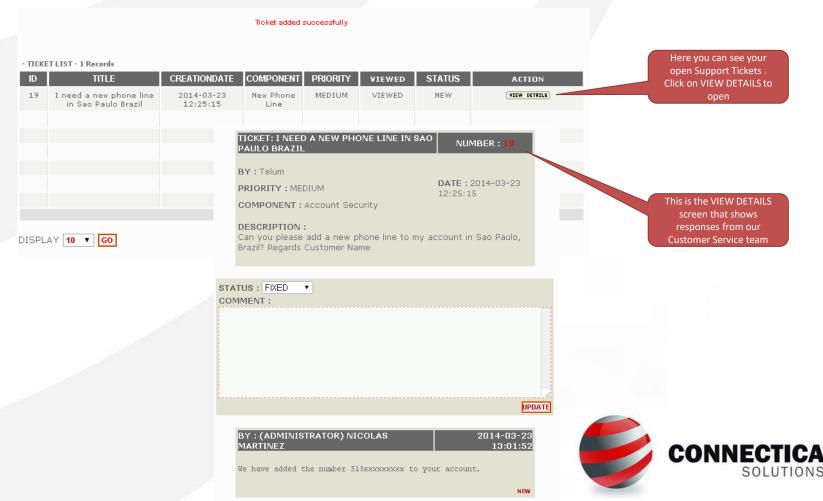






SUPPORT screen:

Check the status of Support Tickets





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