

JT CLOUD PBX

— Quick User Guide



YEALINK HANDSET QUICK REFERENCE GUIDE

CALLS

Answer a call:

Lift handset, press the flashing line key or press the speaker key.

End a call:

Replace the handset or Press the End Key on the display.

Last number redial:

Press the History key, select the party you wish to call and press the Send key.

Make a call:

Lift the handset and dial the number required.

Alternatively, dial the number required and press the Line key or dial the number and press the speaker key.

HOLD

To hold a call:

Press "Hold" key.

To retrieve a held call:

Press flashing line key.

CALL TRANSFER

Consulted Transfer:

Press Tran soft key then dial the extension number or full number for an external transfer, wait to be connected.

To put a call through:

Press the Tran key again.

To cancel the transfer:

Press the End Call key and then the Resume key to return to your original caller.

Blind Transfer:

Press the Tran key then dial the extension or full number for an external transfer, after the number press the Tran key again.

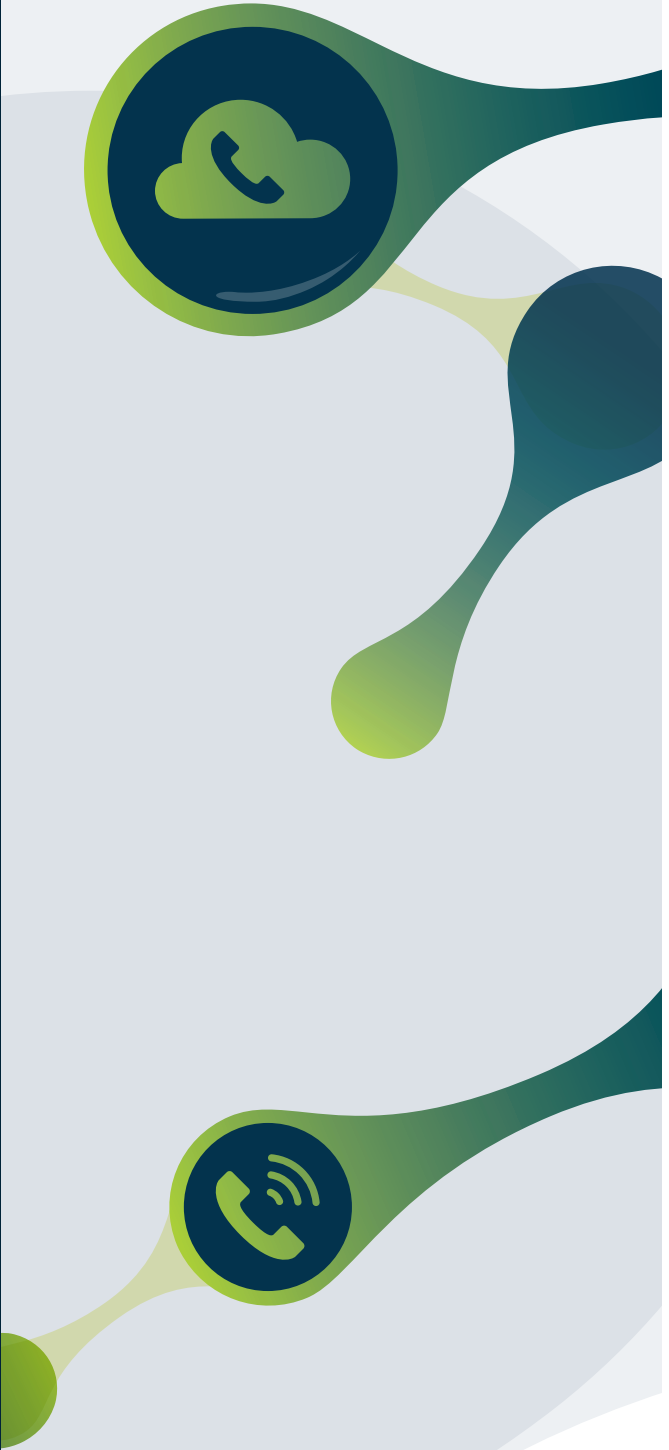
To cancel the transfer:

Press the Cancel key and then the Resume key to return to your original caller.



YEALINK HANDSET LCD ICONS

Icon	Description
	Network is unavailable
	Registered successfully
	Registered fail
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0
	Keypad Lock
	Received Calls
	Dialed Calls
	Missed Calls
	Call Forward
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped



CLOUD PBX USER VOICEMAIL GUIDE

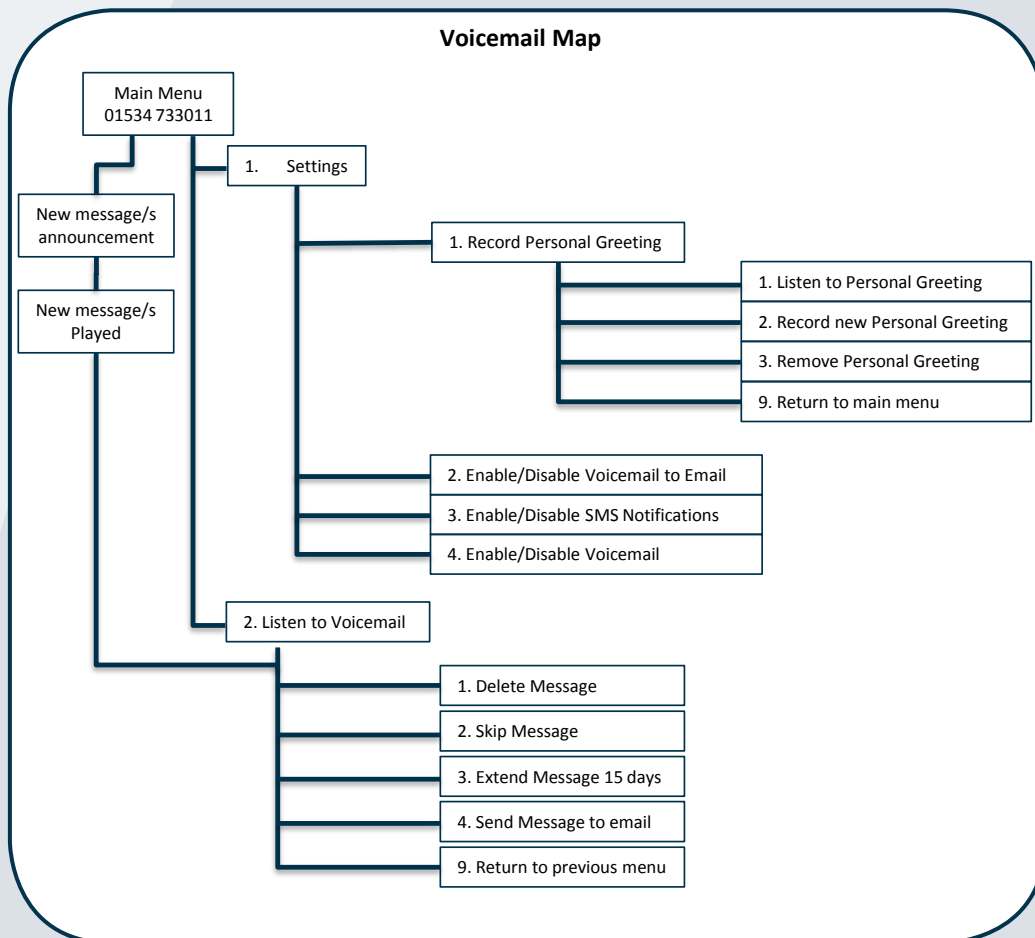
GETTING STARTED WITH VOICEMAIL

Dial 01534 733011 from your JT Cloud PBX number. You will be presented with either:-

If you have no new messages “Voicemail Main Menu” and have the choice to press 1 for voicemail settings or 2 to listen to your voicemails. See Voicemail Main Menu section on next Page.

If you have any new messages “You have x new message(s). Received from <the number> <date> and <time>”. If you remain on the call then each message will be played in turn until they’re all played. After each message the following announcements are played:

- **Press 1 to delete this message**
- **Press 2 to skip to the next message**
- **Press 3 to extend message retention to 15 days**
- **Press 4 to send the message to your email**
- **Press 9 to return to the previous menu**



CLOUD PBX USER VOICEMAIL GUIDE

continued...

VOICEMAIL MAIN MENU

You will hear the following :

“Voicemail Main Menu. Press 1 for settings or 2 to listen to your voicemail messages”

At this stage you have the options to enter the settings menu and change your personal settings for voicemail or listen to any current or stored voicemails.

VOICEMAIL SETTINGS MENU

You will hear the following :

- “Settings menu” and “Press 1 to record your personal greeting”. See Personal Greeting section.
- “2 to enable or disable voicemail to email”. See manage Voicemail & email settings section.
- “3 to enable or disable SMS notifications”. See manage SMS notifications.
- “or 4 to enable or disable voicemail”.

Note: by pressing any other number at this stage you will hear “wrong selection please try again” and be returned to the main menu.

PERSONAL GREETING MENU

You will hear the following :

- Press 1 to listen to your Personal Greeting
- Press 2 to record new personal greeting — you will hear “Please record your personal greeting followed by the hash key”.

Once you have completed your greeting you hear the confirmation message “Your personal greeting is now activated” and you’ll be delivered back to the Settings Main menu.

- Press 3 to remove your personal greeting - you will hear the confirmation message “Your personal greeting is removed” and be returned to the Settings Main menu.
- Press 9 to return to main menu.

MANAGE EMAIL NOTIFICATIONS

Press 2 to toggle current voicemail to email setting.

You will either hear “Voicemail to email functionality is turned off” or “Voicemail to email functionality is turned on”.

After this message you will be returned to the Voicemail Main Menu.

Remove this functionality to no longer receive emails containing your voicemail messages.

MANAGE SMS NOTIFICATIONS

Press 3 to toggle the current SMS notification setting.

You will either hear “SMS notification is turned off” or “SMS notification is turned on”.

By turning off the SMS notification you will no longer receive SMS’s when voicemails are deposited.

MANAGE VOICEMAIL ON/OFF

Press 4 to toggle the current Voicemail on/off setting.

You will either hear “Your voicemail service is now disabled” or “Your voicemail service is now activated”.

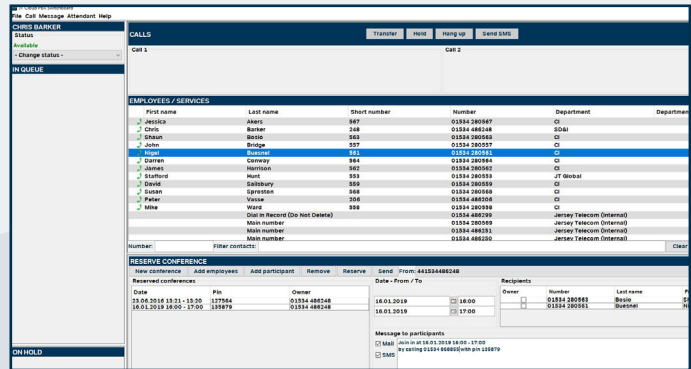


CLOUD PBX CONFERENCING GUIDE

CREATING CONFERENCES

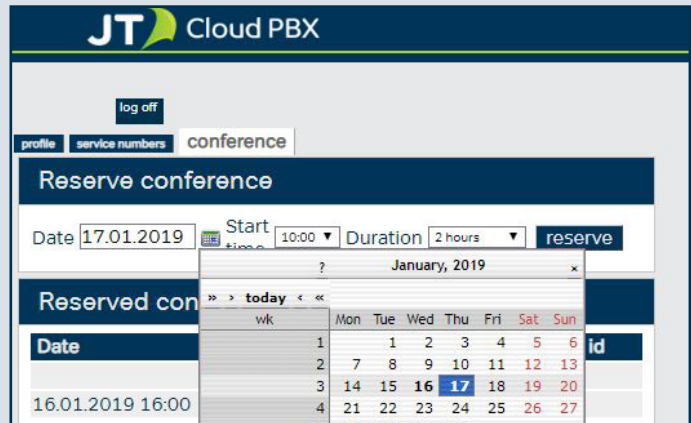
Via the Switchboard (SWB)

- Creating Conferences is easy and part of the facilities of the SWB.
- Select the “Reserve Conference” tab at the bottom of the SWB.
- Select “New Conference” and then “Add Employees” or “Add Participants” as required. The latter presents you with the option to add a contact number and email address.
- Once complete then select email and/or SMS notification and reserve the conference.
- Now press “Send” which creates an email with the details of the conference.



Via the Customer Portal

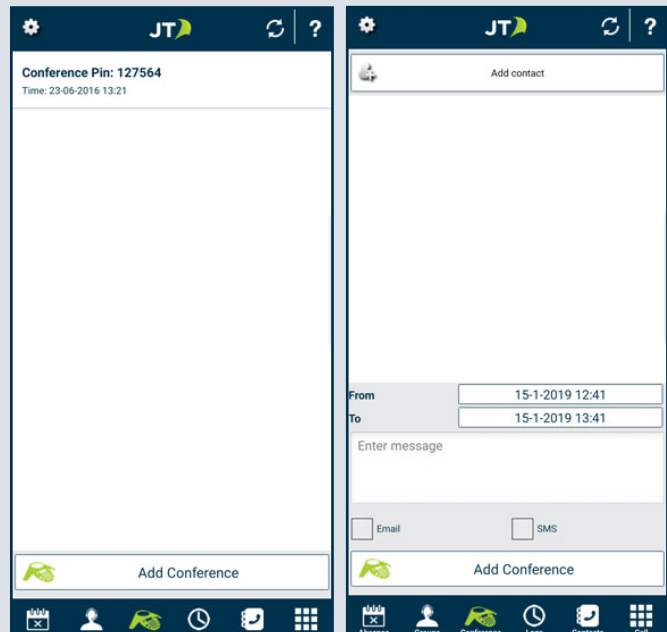
- Enter your Customer Portal and select the “Conference” tab.
- Enter the date, time and duration and press “Reserve”.
- Reserved Conference is displayed in the “Reserved Conference” section together with the PIN number.
- Create your own email to chosen participants and copy the information into it.



Via Mobile App

Your mobile application should display a “Conference Tab”. If not contact your JT Representative.

- Enter participants either from the Company, Phone or Custom” tab.
- The Custom tab allows the insertion of name, mobile number and email address.
- Select the From and To dates and times.
- Add a message to the participants.
- Select notification method (Email or SMS).
- Reserve and send notification.
- As with the SWB reservation method a standard email and SMS with the relevant details will be sent to the participants.



CLOUD PBX CONFERENCING GUIDE

Continued...

Getting Started with Conferencing

- Dial 01534 868844 from your JT Cloud PBX number. You will be presented with:-
- “Welcome to the JT Audio Conferencing Service, Please enter your pin code followed by the hash key”
- Enter the PIN number sent to you either by email or by SMS followed by the hash key
- Depending on whether the PIN has been System generated or is an allocated number you will:-
- Automatically be placed into conference with music until another participant arrives or
- Be placed in a queue with music on hold until the conference owner dials in. Once they enter you will be asked to state your name followed by the hash key.
- Once the conference has more than one participant you will hear how many are in the conference e.g. “you are number 4 in the conference”. At this point you will be announced to the other participants.
- Upon leaving the conference the other participants will hear an announcement e.g. Chris Laurie has left the conference”.

If you require further information please contact our Business Solutions Team on:

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