



JT Cloud PBX Setting up DDI Number Diverts

Quick Start Guide

JT's Cloud PBX is a cloud-based, flexible and powerful business telephony solution, providing customers with a future-proof alternative to traditional, on-premise phone systems.



Call Diverts – also called Absence settings

Enabling a divert (or absence) on your JT Cloud PBX extension will allow you to automatically forward calls to an external number. This can be set and un-set from the Mobile App quickly and easily and, if necessary, on the go.

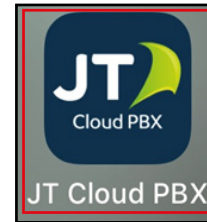
This document contains instructions on how to set up a divert (absence), configure the number to divert to and how long the divert should be set for, plus how to remove the divert, all from the JT Cloud PBX Mobile App.

To start, you will need to have your JT Cloud PBX login information and the JT Cloud PBX mobile app installed on an iOS or Android smart-phone, you will also need an active Wi-Fi or mobile data connection.



Logging on to the JT Cloud PBX app

- Locate the app on the smart-phone and start it



- Locate the app on the smart-phone and start it
- For a mobile only service enter you PBX Mobile number and password if prompted and **Login**
- Otherwise, enter your DDI number and password to **Login**

A screenshot of the login screen in the JT Cloud PBX app. It shows two input fields. The first field contains the number '447797' followed by a masked area. The second field contains a masked password. Below the fields is a dark blue button with the word 'Login' in white. A red rectangular box highlights the 'Login' button.

- If you are using the iOS app, click **Absence** at the bottom left of the screen before continuing



- Click the setting icon in the top left, it looks like a small cog



- At the prompt enter your **password** then click **Ok**

A screenshot of a 'Password required' dialog box. The dialog has a white background and a dark blue border. At the top, there is a purple circular icon with a white pencil. Below the icon, the text 'Password required' is displayed. Underneath is a text input field with the placeholder text 'Password'. At the bottom, there are two buttons: 'OK' and 'Cancel', both in white text on a dark blue background. A red rectangular box highlights the 'OK' button.

Setting a Forwarding Number

- For iOS, click **Forwarding Numbers For Absences**
- For Android, click **Forwarding Numbers**

Forwarding Numbers For Absences

Forwarding Numbers
specify forwarding numbers during absence

- Click **External number** and enter in the number you wish to divert too, this number should include the area code, but not the country code
- Click **Done**

External number

01534882882

Agent settings

Done

1

2
ABC

3
DEF

4
GHI

5
JKL

6
MNO

7
PQRS

8
TUV

9
WXYZ

0



Setting Absences (iOS)

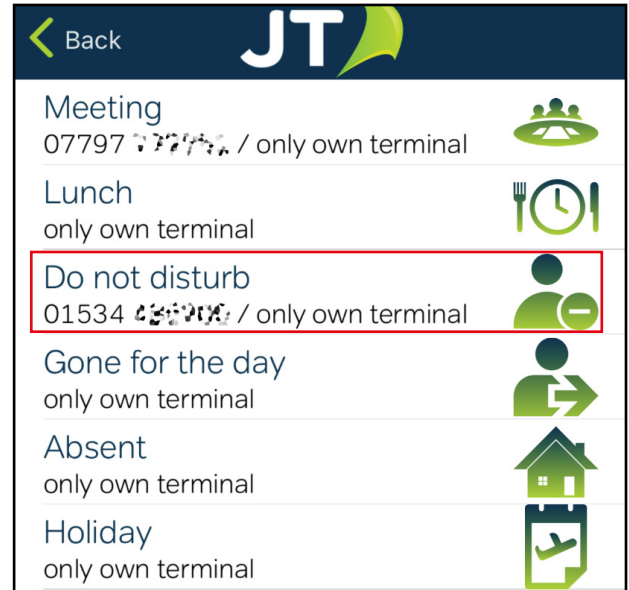
- If you are using an Android phone please skip to the next section
- Click **Absence Settings**, then click **Specify display number and action during an absence**

Absence Settings

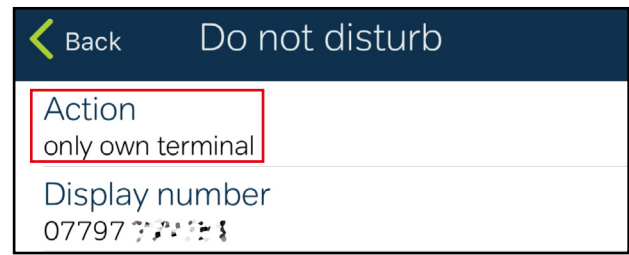
Specify display number and action during an absence >



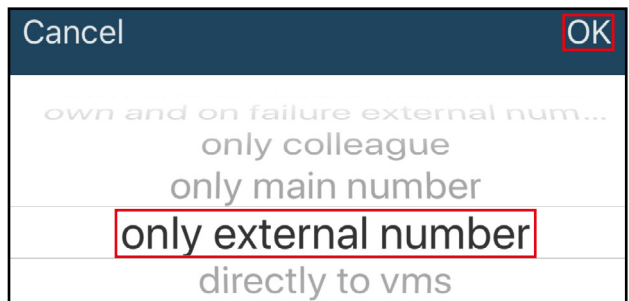
- Click Absence type you would like to configure



- Click **Action**



- In the scrolling menu select **only external number**
- Click **Ok**
- Repeat these steps for each additional absence you would like to configure

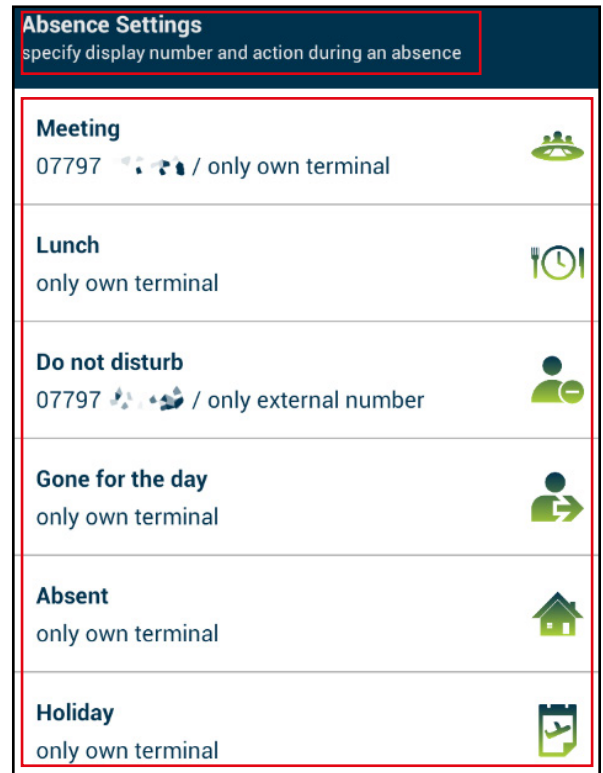


- Click **Back** twice to return to the Absence menu

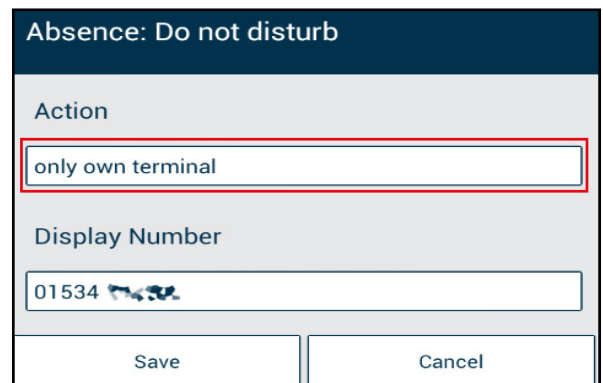


Setting Absences (Android)

- If you are using an iOS phone please use to the previous section
- Click **Absence Settings**, a list of available absence modes will be displayed
- Click the Absence mode you would like to configure



- Click under **Action** to view the list of available options

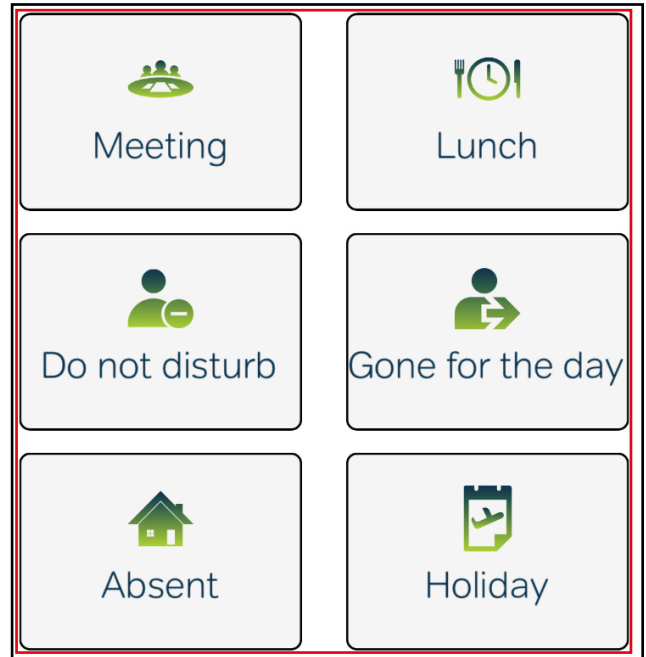


- Select the **only external number** option at the bottom of the list
- Click **Save**
- Repeat these steps for each additional absence you would like to configure
- Click the **Back** icon to return to the Absence menu

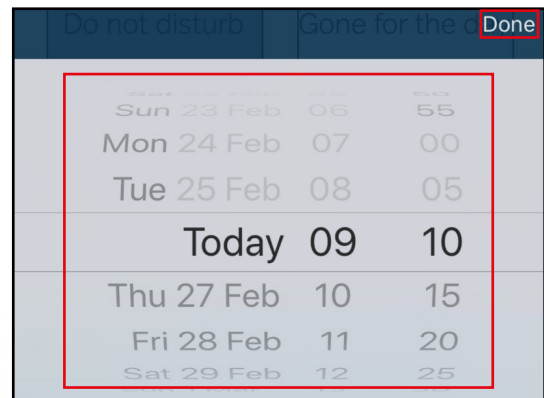


Activating and Disabling an Absence

- To activate an absence simply click the corresponding icon.



- Once the absence is activated the default end time will be displayed at the top of the screen
- If you wish to end the absence early, click the X icon next to the end time
- You can extend the duration manually by clicking the displayed end time and selecting a new time and date as required
- Once an absence has been activated you can continue to use your phone as normal



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