



JT Cloud PBX Setting Service 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

Enabling a divert on your service number will allow you to automatically forward all incoming calls to an external number. You are able to quickly and easily make these changes, and then disable them, as and when required.

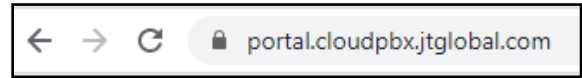
This document contains instructions on how to set up call diverts on your service number from within the JT Cloud PBX Customer Portal.

To start, you will need to have your JT Cloud PBX login information for the Customer Portal



Logging on to the Portal

- Using a web browser navigate to the Portal site. We recommend using Google Chrome <http://portal.cloudpbx.jtglobal.com>
- Enter your Organisation, Username and Password and click the **enter** button to login



JTGlobal

Organisation

Username

Password

enter

- After logging in you will see your JT Cloud PBX service listed
- Click the **manage** button to the right to enter the Portal

Company ID	Full name	Inbound service	Outbound service	Unavailable timeout swb (s)	Blocked	Service Provider	
BlueAndGreen	Blue and Green (Test)	JTInboundV3	JTOutboundV2	30		JT	edit delete manage

Enabling a Service Number Divert

- After clicking **manage**, a new window will open. Maximise this window to make it easier to view
- This window will display each of the users currently on your JT Cloud PBX service.



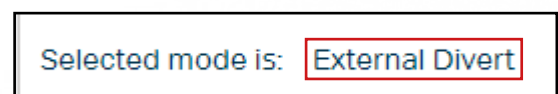
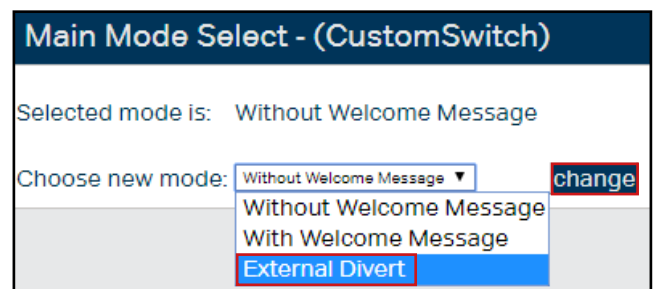
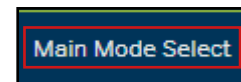
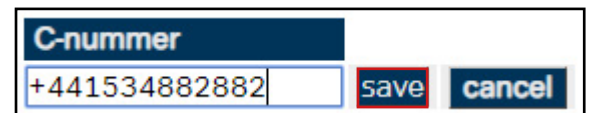
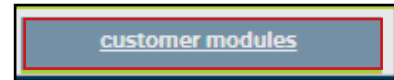
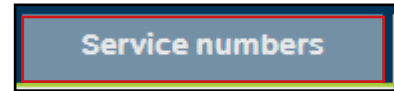
JT Cloud PBX Service numbers Users Statistics

Supervisors End users - [search]

Private number plan	Number	Short number	First name	Last name	Password	Department	Blocked	E-mail	Trunk	
Logo upload	+441534	4			*****	ProDev HPBX 2 (Test)		@jtglobal.com	SIP (SIP, JT)	edit delete manage
Black and white lists	+441534	4			*****	ProDev HPBX 2 (Test)		@jtglobal.com	SIP (JT)	edit delete manage
Outside office hours	+441534	4			*****	ProDev HPBX 2 (Test)			SIP (SIP, JT)	edit delete manage
Departments	+441534	4			*****	ProDev HPBX 2 (Test)			SIP (SIP, JT)	edit delete manage
Users	+448	4			*****	ProDev HPBX 2 (Test)			SIP (SIP, JT)	edit delete manage
	+448	4			*****	ProDev HPBX 2 (Test)			SIP (SIP, JT)	edit delete manage
	+448	4			*****	ProDev HPBX 2 (Test)			SIP (SIP, JT)	edit delete manage



- Select the **Service numbers** button at the top of the window
- Click **customer modules** once the new page loads
- On the left hand menu select **External Divert Number**
- Click the **edit** button next to the C-number box
- If you have enabled a divert in the past, this field will not be blank.
- Enter in the number you wish to divert to, include the full area code (for example +441534)
- Click the **save** button
- Click **Main Mode Select** in the left hand menu
- Use the drop-down menu and select **External Divert**
- Click the **change** button
- If you are instead disabling a divert, simple select **Without Welcome Message** instead
- The Selected mode should update to reflect this change
- Once the divert has been enabled or disabled you can close both portal windows



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