JT Cloud PBX
Android Mobile App
User 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.

What is the JT Cloud PBX Mobile App?

The JT Cloud PBX App is used to access your JT Cloud PBX service on an Android or iOS device. Using the App, users can make and receive calls on the PBX, set absences and log in and out of hunt groups. This document will guide you through the various tools and options for the Google Android version of the App.

Installing the JT Cloud PBX App

- The Andriod version of the JT Cloud PBX App is not currently avalible for download from the Google Play store. Instead you can download it from the JT Website:
    - **https://business.jtglobal.com/solutions/cloud-pbx/**
- This file can be downloaded directly to your device, shared over email or placed on an SD Card that is then inserted in your device.
- In order to install the app you may need to enable third party apps or unknown sources in the security section of your Android device.
- Once the APK file is on the device, open it and follow the instructions on screen to install the app.
- The method to install an app may be different for each device. Please access the manafacturers site if you requre more detailed instructions for your specific device.
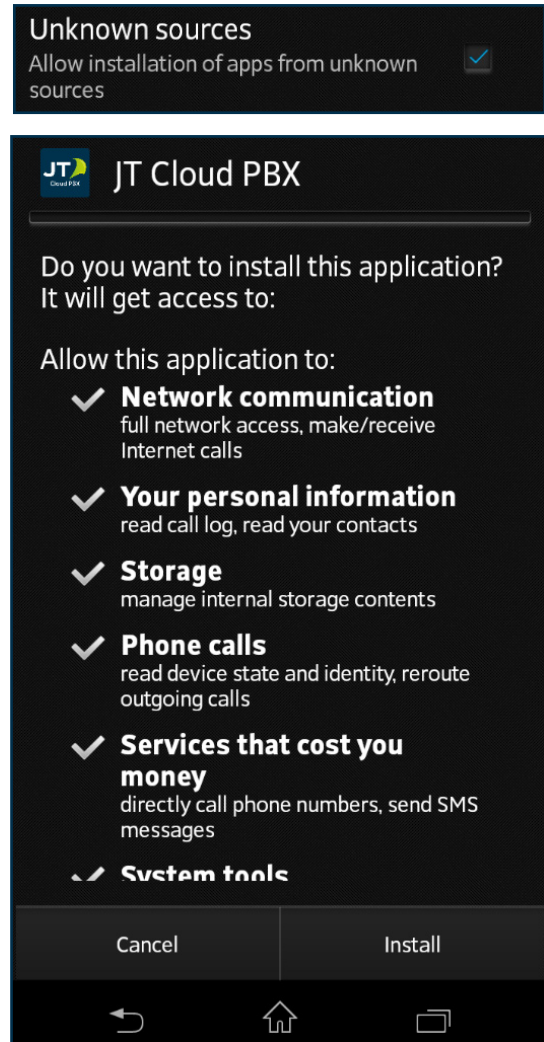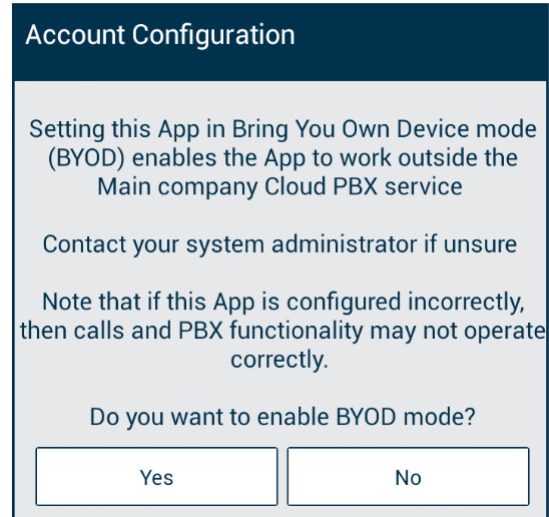
Running the App for the first time

- Locate the App on your device and click the icon to launch it.
- The first time you launch the app after installing, you will be presented with the login screen.
- If you have a DDI number, enter this number and your password.
- If you have a BYOD number enter your mobile number and password.
- Click **Login.**
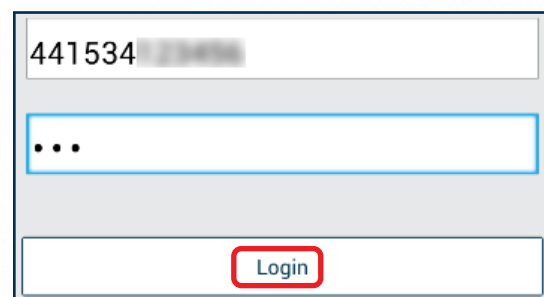
BYOD (Bring Your Own Device) Mode

- After logging in for the first time you will see a popup. You can confirm if you are using a BYOD device by contacting your system administrator and select the appropriate option.
- You can change this later from the settings menu if needed.

Account Configuration

Setting this App in Bring You Own Device mode (BYOD) enables the App to work outside the Main company Cloud PBX service

Contact your system administrator if unsure

Note that if this App is configured incorrectly, then calls and PBX functionality may not operate correctly.

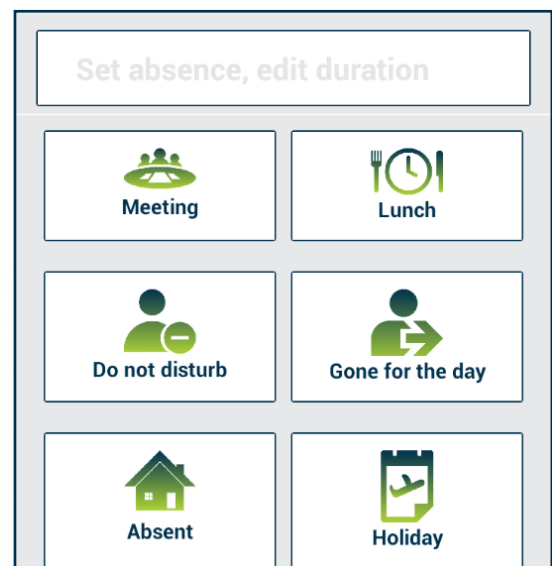Do you want to enable BYOD mode?

| Yes | No |

Menu Bar

- The menu bar is located at the bottom of the screen, there are buttons for **Absence**, **Group**, **Log** and **Contacts**.
- The Absence tab contains a list of avalible absences, it also contains a button to the setting menu.
- The Groups tab contains your agent status and a list of any groups your JT Cloud PBX service is subscribed to.
- The Log tab contains a list of JT Cloud PBX calls that the service has made and recived recently.
- The Contacts tab contains a list on contacts from your companys Cloud PBX service, as well as a copy of your devices contact list.
- The Call lets you make mobile or PBX calls.

Absence   Groups   Logs   Contacts   Call

Absence tab

- The Absence tab lists the 6 avalible absence options. please note these will show even if they have not been fully set up yet.
- Once configured, activating an abcence will allow you to divert incoming calls to another number.
- At the top left of the screen is a gear icon that will open the settings menu.
- The **?** icon in the top right will take you to the JT Cloud PBX website.
- Detailed guides to setting up and enabling abcences and diverts can be found on the JT Cloud PBX web-site.

Set absence, edit duration

Meeting   Lunch

Do not disturb   Gone for the day

Absent   Holiday

Groups tab

- In the Groupd tab you can toggle your **Agent status** and **Group Settings.**
- Enabling the agent status will make your number avalible in the PBX group.
- Enabling the group settings will apply any group settings to your number.
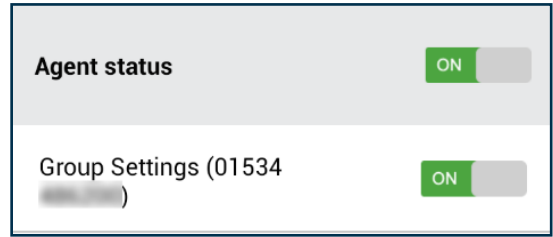
Logs tab

- The Logs tab will show a list of recent calls that you have made and recived on this device.
- You can click an entry to call the number using the various call methods.
- There are logs for both **End User** and **Group Number.**
- To make it easier to manage a large call log you can use the search option in the top left to locate specific calls.
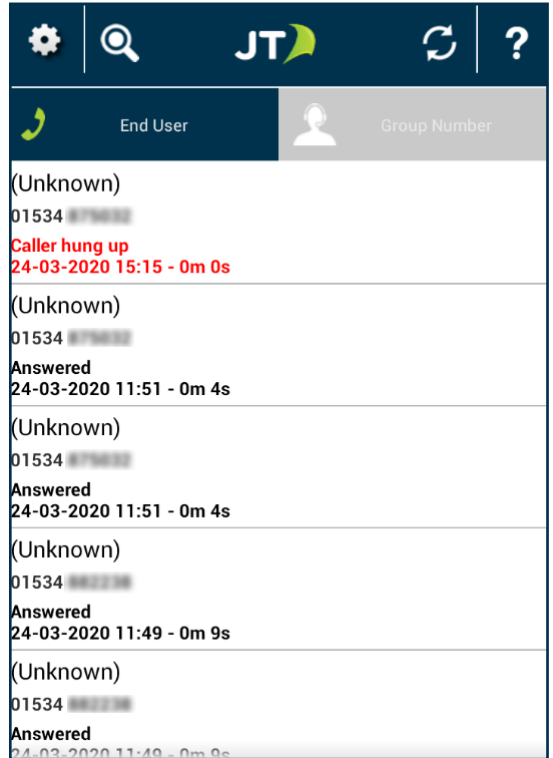
Contacts tab

- The **Company** section of the contacts tab will take you to a list of all numbers on your current JT Cloud PBX service. Clicking any one the entries will show some details, and alow you to call the contact with a mobile call or a PBX Out-Call.
- The list under **Phone** will display your devices contact list and also show some details, and alow you to call the contact with a mobile call or a PBX Out-Call after clicking the entry.
- The search function can be used to quickly find a contact, it is located at the top left.
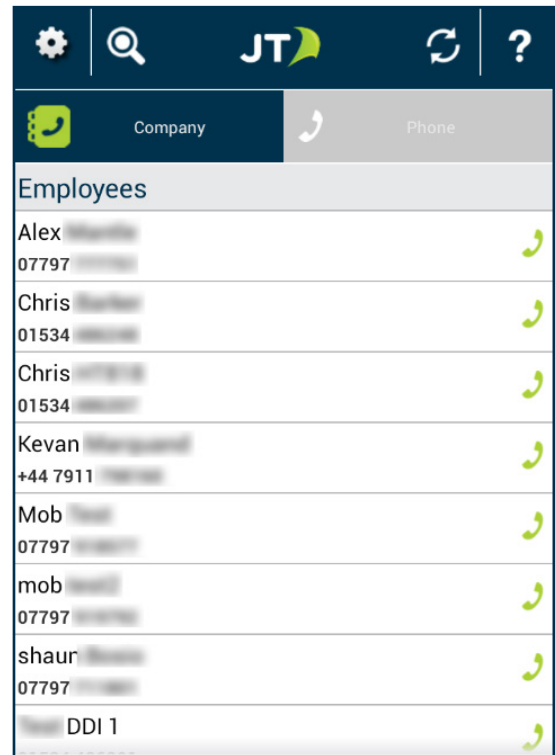
Call tab

- In the **Call** section you can manualy enter a number and chose to make a mobile call or a PBX Out-Call.
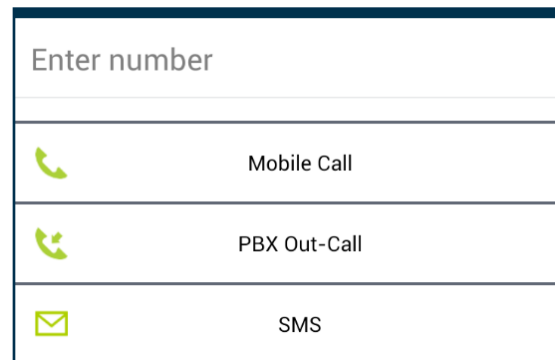
Call from mobile

- When you make call using **Call from mobile,** the call will use the minutes on your exising mobile contract.

PBX Out-Calls

- When you make a call using **PBX Out-Call** you will not depleate any of your contract minutes.
- After dialing, the JT Cloud PBX system will initiate a call to your device, once you answer this call it will connect you to the destination number.
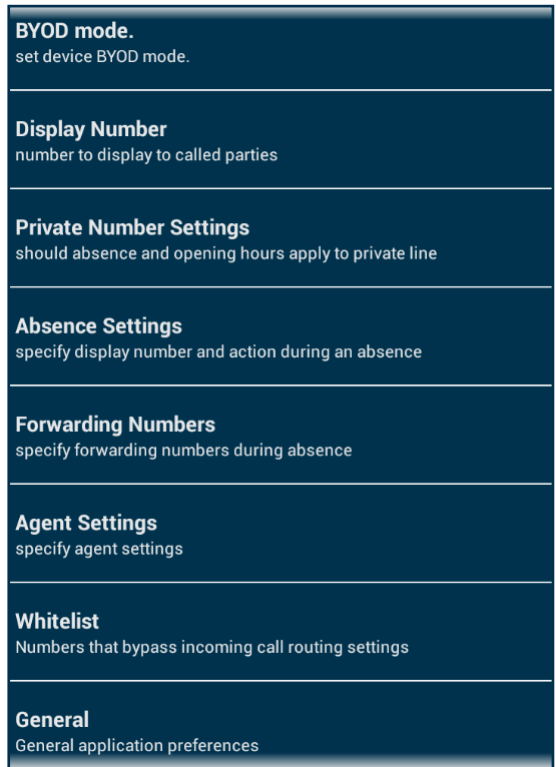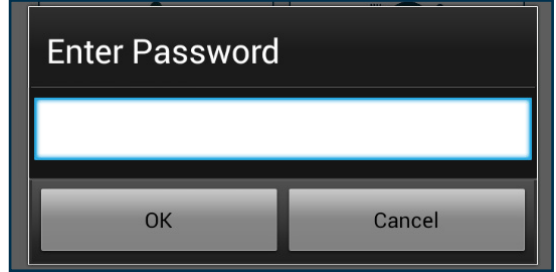
SMS

- Selecting the SMS options will redirect you to the Android Messages app.
- Any SMS mesages sent from here will use your contracts text allowance or charge if you have no text allowance .

Settings

- The Settings menu is located in the top left of the screen.
- Once selected, you will be required to verify your password before continuing.
- Within the settings menu there are the following options:
  - BYOD mode
  - Display Number
  - Private Number Settings
  - Absence Settings
  - Forwarding Numbers
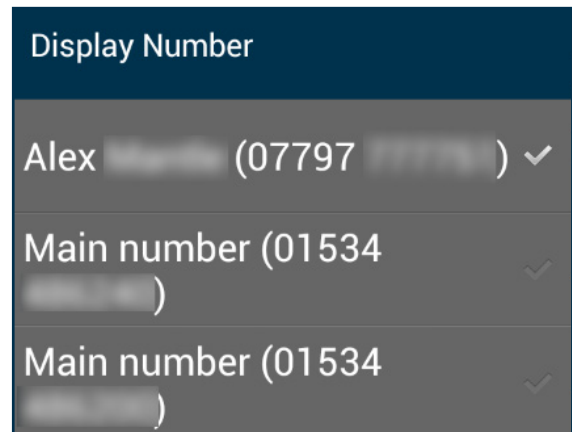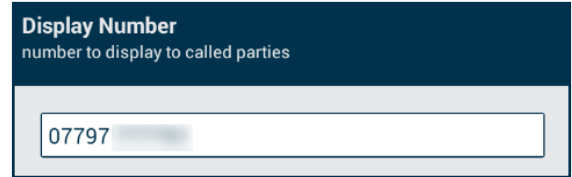 - Agen settings
  - Whitelist
  - General

Enter Password

OK   Cancel

BYOD mode.
set device BYOD mode.

Display Number
number to display to called parties

Private Number Settings
should absence and opening hours apply to private line

Absence Settings
specify display number and action during an absence

Forwarding Numbers
specify forwarding numbers during absence

Agent Settings
specify agent settings

Whitelist
Numbers that bypass incoming call routing settings

General
General application preferences

BYOD Mode

- Toggle this option to change to or from BYOD mode.
- A brief explination will pop up alowing you to confirm.

BYOD mode.
set device BYOD mode.

OFF   BYOD mode
Click for more details.
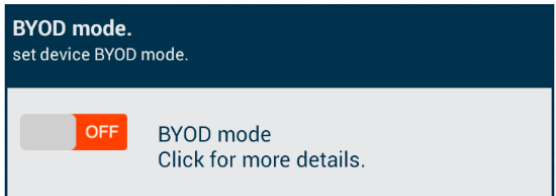
Display Number

- The display number will be shown when making outgoing calls.
- If you have a service with multiple numbers, for example a DDI number, mobile or you are part of the hunt group for the main number, you can change between these by selecting the required display number from the list and clicking **Done..**

Display Number
number to display to called parties

07797

Display Number

Alex (07797) ✓

Main number (01534)

Main number (01534)

Private Number Settings

- Enabling the **Open hours active for private line** toggle will apply the open hours option onto your mobile number, anyone calling outside of the time will recive an automated message informing them that the line is closed. this tiem can be configred using the JT Cloud PBX Customer Portal.
- Enabling the Absence activated for private line toggle will allow you to use abscences.

Private Number Settings
should absence and opening hours apply to private line

☑ Opening hours activated for private line

☐ Absence activated for private line
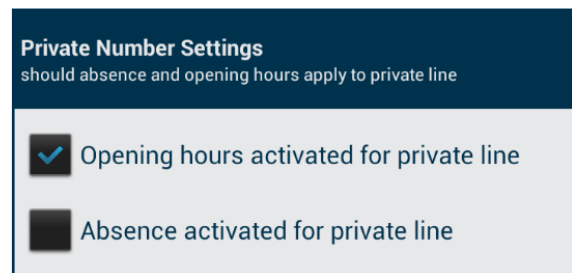
Absence Settings

- These options allow you to change how your absences behave.
- You can change the display number and response to incoming calls.
- Please refer to the guide **JT Cloud PBX - Setting DDI Diverts via the App** for detailed instructions on this feature.

Forwarding Numbers

- These settings allow you to change the numbers used with absences.
- Clicking **Colleague number** will open a dropdown list of available numbers.
- **External number** will allow you to manually enter a number.
- Please refer to the guide **JT Cloud PBX - Setting DDI Diverts via the App** for detailed instructions on this feature.

Agent settings

- If your service is part of a a hunt group and is not answerd after this ammount of time it will be returned to the queue.

Agent Settings
specify agent settings

No Reply Time
(Return call to queue after time in seconds)

25

Whitelist

- Adding a number to the whitelist will allow it to call you directly, even if abcences are enabled.
- Multiple numbers can be added.
- To delete a number from the whitlist click the red X.

Whitelist

Numbers that bypass incoming call routing settings

Whitelist
Numbers that bypass incoming call routing settings

Enter number

example(01534 123456)

General

- By enabling **Auto login** the app will not ask for a password other than accessing settings .
- You can change the default tab to your prefrence, ths will then display each time you start the app.
- Selecting Logout will take you back to the login screen, alowing you to log in with a different service if required.

General
General application preferences

☑ Auto login

Select first tab displayed:

⦿ Absence

○ Groups

○ Logs

○ Contacts

○ Call

Logout

To find out more contact us at:

T **Jersey:** +44 (0) 1534 882 345
E business.solutions@jtglobal.com
W www.jtglobal.com/cloudpx

JT