



JT Cloud PBX iOS 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.



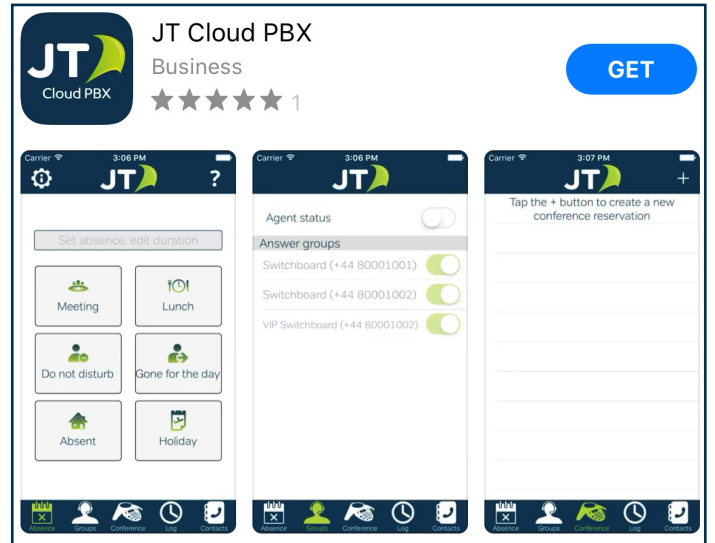
What is the JT Cloud PBX Mobile App?

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 Apple iOS version of the App.



Installing the JT Cloud PBX App (iOS)

- The iOS version of the JT Cloud PBX App is available for download directly from the iOS App store. Simply search for **JT Cloud PBX** and select **GET**.
- Enter your Apple account details when prompted start the download.



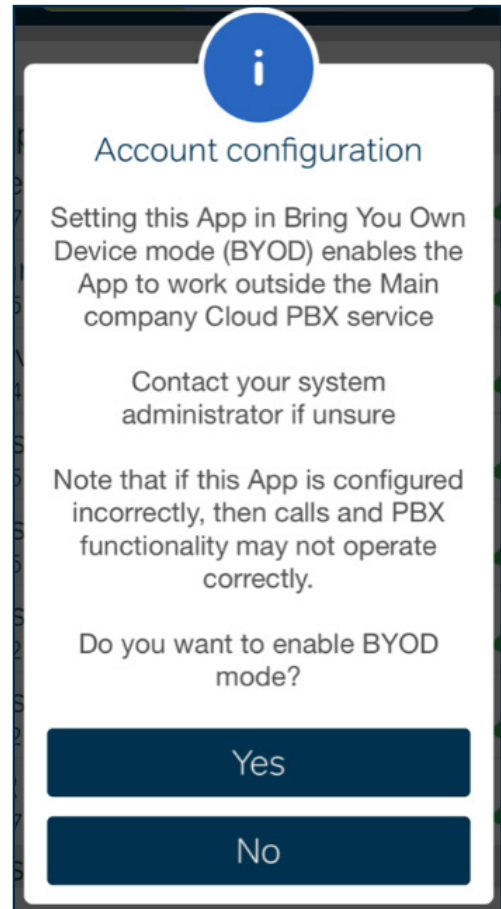
Running the App for the first time

- 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 only have a mobile extension enter your mobile number and password
- Click **Login**.

A screenshot of the login screen. It features two input fields: the top one contains the number '441534' and the bottom one is empty. Below the fields is a dark blue button with the word 'Login' in white text, which is highlighted with a red rectangular box.

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.



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 available absences, it also contains a button to the setting menu.
- The Groups tab contains your agent status and a list of any groups you are part of.
- The Log tab contains a list of JT Cloud PBX calls that the service has made and received recently.
- The Contacts tab contains a list of contacts from your company's Cloud PBX service, as well as a copy of your device's contact list. It also contains the Call function.



Call from mobile

- When you make a call using **Call from mobile**, the call will be deducted from your minutes or charged based on your existing mobile contract.

PBX Out-Calls

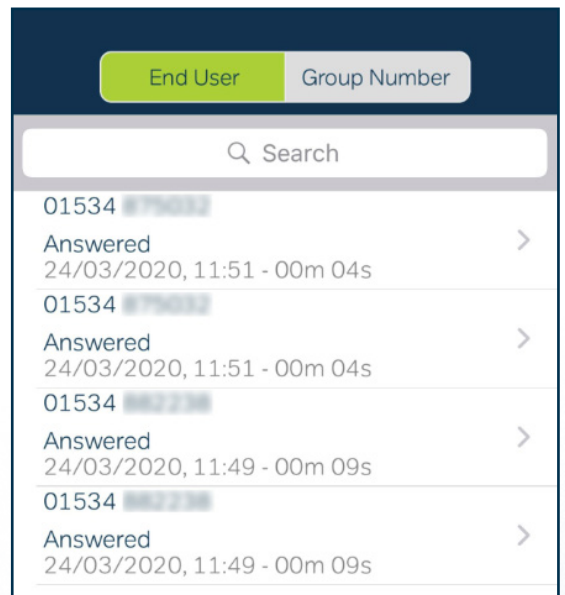
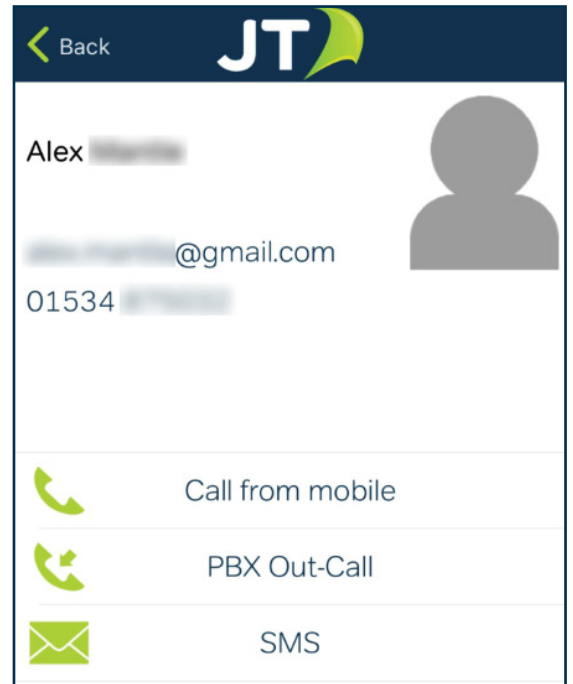
- When you make a call using **PBX Out-Call** you will not deplete any of your contract minutes, calls will be charged to the PBX.
- After dialing, the JT Cloud PBX system will initiate a call to your device, once you answer this call it will connect you to the destination number.

SMS

- Selecting the SMS options will redirect you to the iOS Messenger app.
- Any SMS messages sent from here will be deducted from your text allowance or charged based on your existing mobile contract.

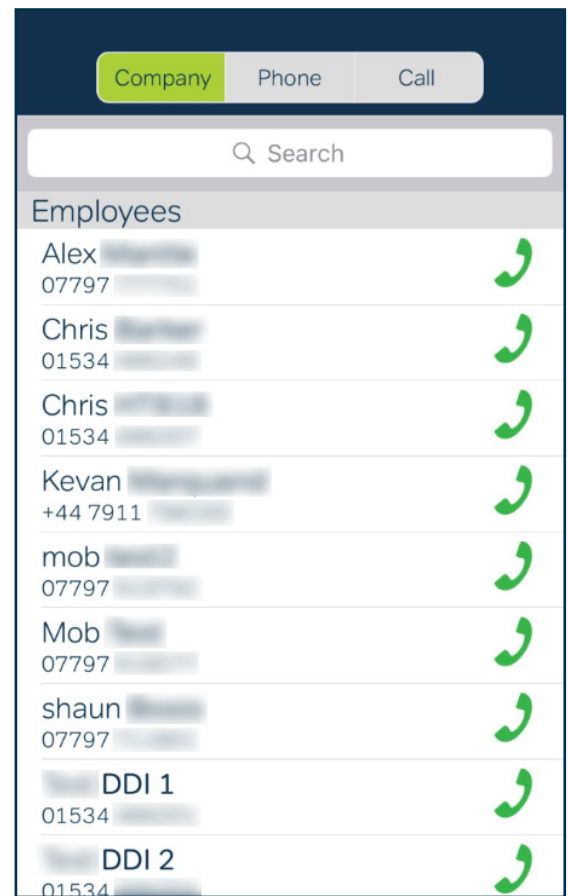
Logs tab

- The Logs tab will show a list of recent calls that you have made and received 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 to locate specific calls.



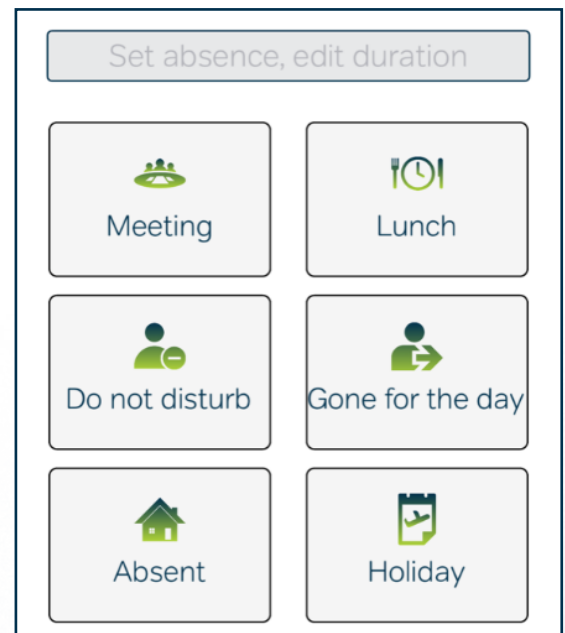
Contacts tab

- The **Company** section of the contacts tab will take you to a list off all numbers on your current JT Cloud PBX service. Clicking any one the entries will show some details, and allow you to call the contact with a mobile call or a PBX Out-Call.
- The list under **Phone** will display your mobile’s contact list and allow you to call the contact via mobile call or PBX Out-Call.
- In the **Call** section you can manually enter a number and chose to make a mobile call or a PBX Out-Call.



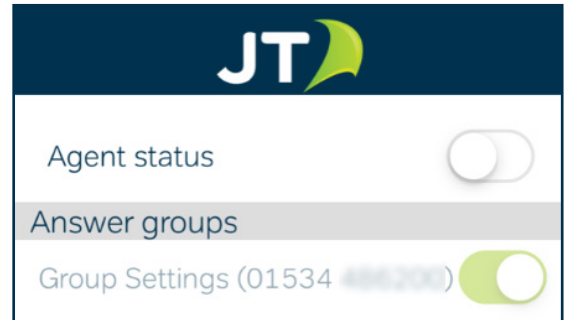
Absence tab

- The Absence tab lists the 6 available absence options. Please note these will show even if they have not been fully set up yet.
- Once configured, activating an absence 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 for setting up and enabling absences and diverts can be found on the JT Cloud PBX website.



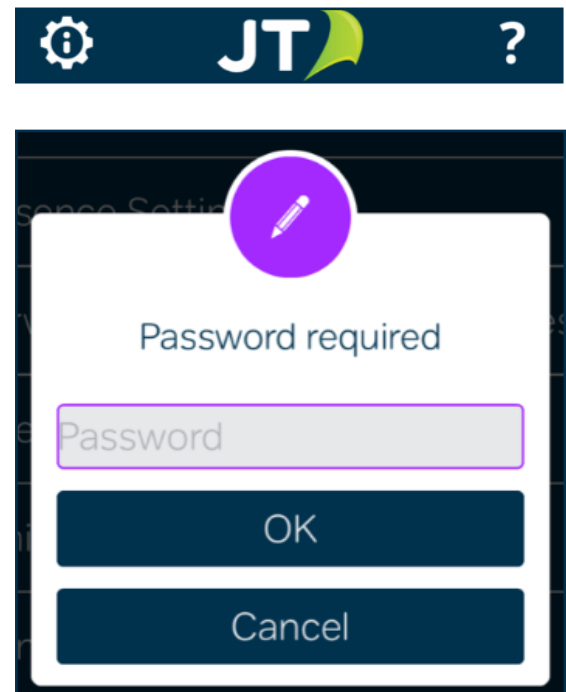
Groups tab

- In the Group tab you can toggle your **Agent status** and **Answer groups**.
- Enabling the agent status will make your number available in the PBX group.



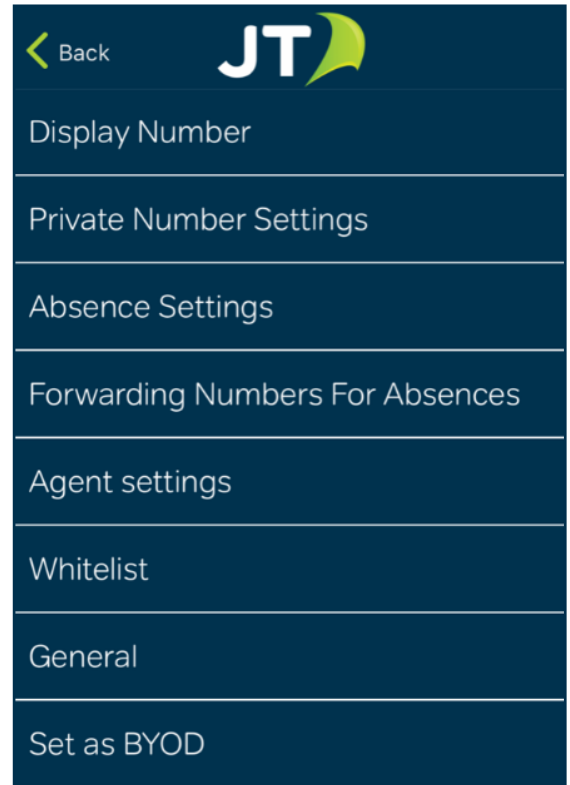
Settings

- The Settings menu is located in the top left of the Absence tab.
- Once selected, you will be required to verify your password before continuing.



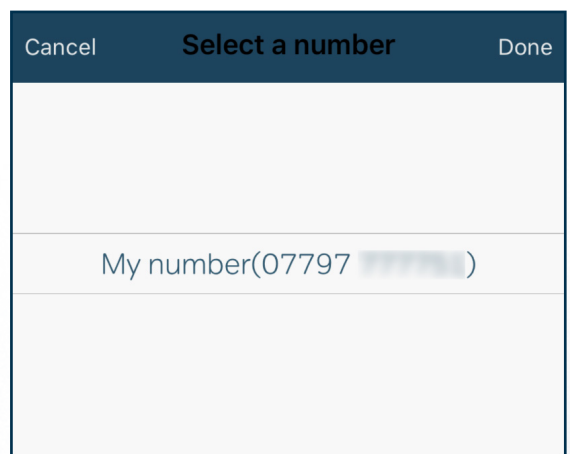
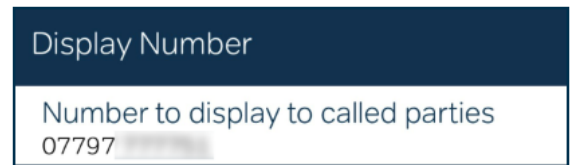
List of options

- Within the settings menu there are the following options:
 - Display Number
 - Private Number Settings
 - Absence Settings
 - Forwarding Number For Absences
 - Agen settings
 - Whitelist
 - General
 - Set as BYOD



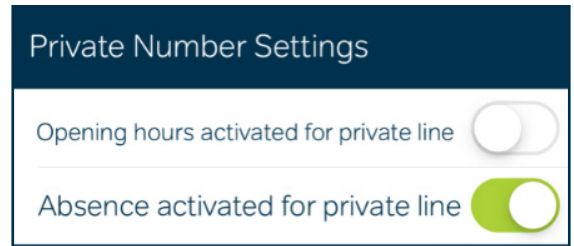
Display Number

- 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**.



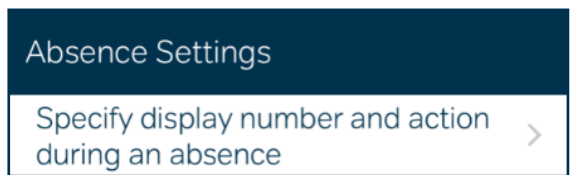
Private Number Settings

- Enabling the **Open hours active for private line** toggle will apply the open hours option onto your extension, anyone calling outside of the time will receive an automated message informing them that the line is closed. This time can be configured using the JT Cloud PBX Customer Portal.
- Enabling the **Absence activated for private line** toggle will allow you to use absences.



Absence Settings

- These options allow you to change how your absences behave.
- You can change the display number and reponse 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 For Absences

- 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.

Forwarding Numbers For Absences

Main number	01534
Colleague number	
External number	01534

Agent settings (Hunt Group)

- If your extension is part of a hunt group, this is the amount of time the system will wait before you will be returned to the queue after you finish a call.

Agent settings

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 absences are enabled.
- Multiple numbers can be added.
- In order to remove a number from the whitelist, swipe left on the existing number entry and click **Delete**.

Whitelist

Numbers that bypass incoming call routing settings >

< Back
Save

Add whitelist entry

Name	<input style="width: 80%;" type="text" value="Example"/>
Number	<input style="width: 80%;" type="text" value="01534123123"/>

< Back
+

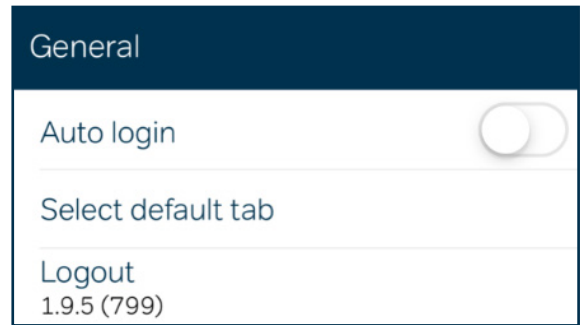
e
23123
>

Delete



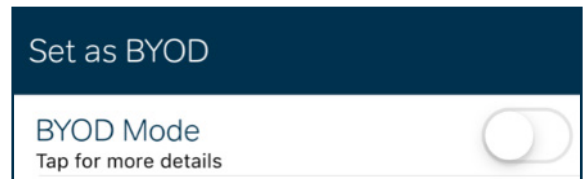
General

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



Set as BYOD

- Toggle this option to change to or from BYOD mode.
- a brief explanation will pop up allowing you to confirm.



To find out more contact us at:

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

