JT Cloud PBX

iOS App User Guide

Introduction

Welcome to the JT Cloud PBX iOS App user guide. This guide is your essential resource for navigating and maximising the functionality of our cloud-based phone system on your Apple device. Whether you're a new user or seeking to optimise your experience, this guide provides detailed steps accompanied by screen shots to assist you every step of the way. Let's get started with optimising your communication and productivity with JT Cloud PBX.

If you require help after reading this guide please feel free to contact customer support by phone: **01534 882345** or by email at: **business.solutions@jtglobal.com**.

Getting started

The first thing we need to do is install or update the JT Cloud PBX App. If you have an older version of the App it is recommended you remove it first before following these steps.

To begin, tap the Apple App Store icon on your device's home screen. In the search bar, type **'JT Cloud PBX'** and press enter. The top result will display the latest version of the app.

Tap the **'Get'** button next to it to initiate the download. Once the download is complete, you're all set to explore the features outlined in this guide.
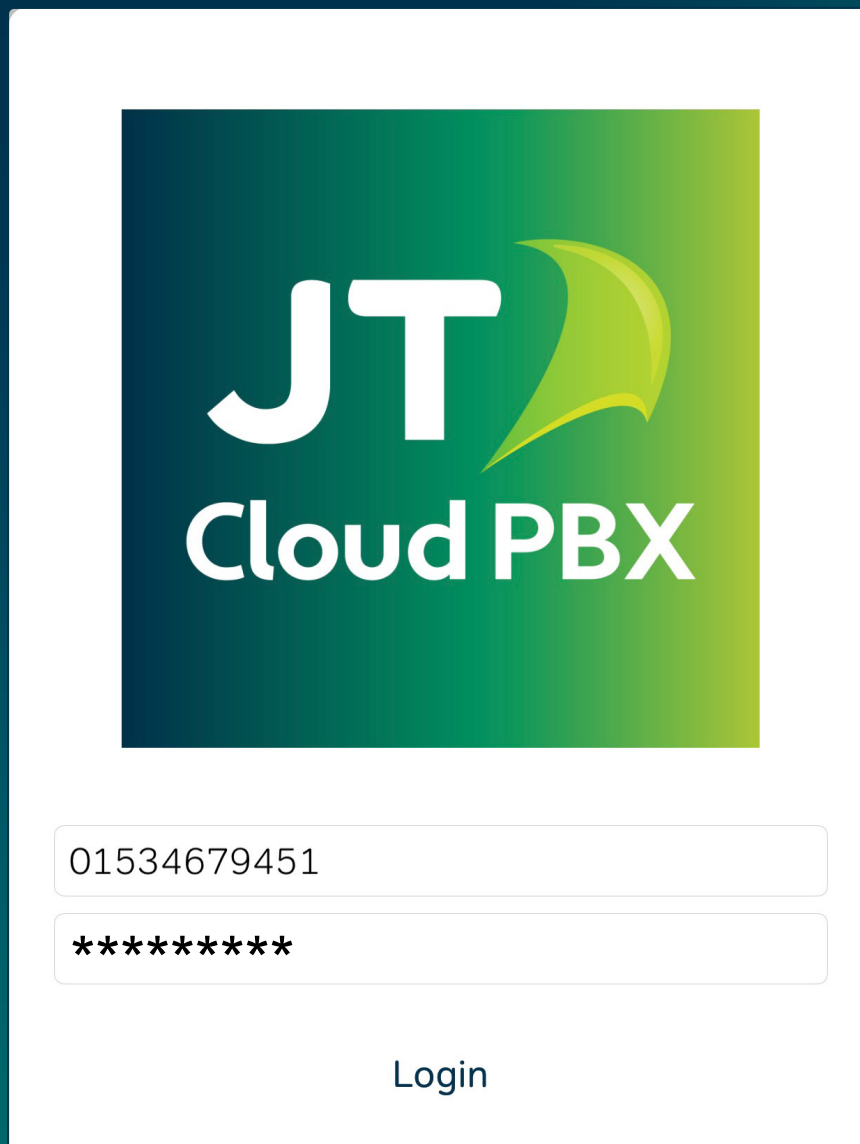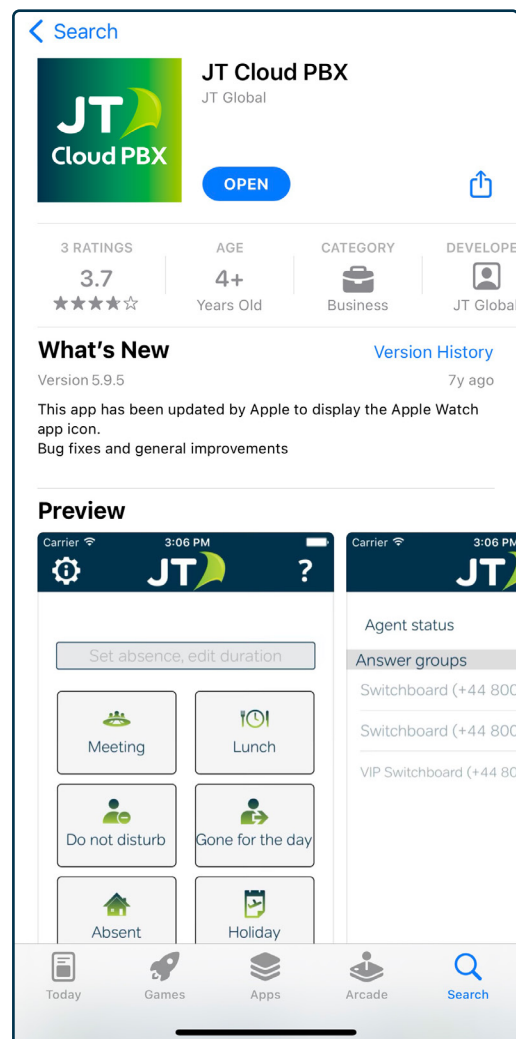
Login screen

To login, enter your JT Cloud PBX phone number and password into the user name and password boxes then tap '**Login**'. Your phone number should be formatted as a Mobile or a Landline number, for example 07797xxxxxx or 01534xxxxxx.

You will only need to perform this action the first time you use the app, unless you switch user or sign out.

After logging in you will be taken to the '**Status**' page.

Status page

On the Status page you will see your current **Availability** or **Absence** state along with a list of available absences.

Tapping one of these options will change the behaviour of users calling your number. You have the freedom to configure these as you like, changing the duration and action that takes place for each.
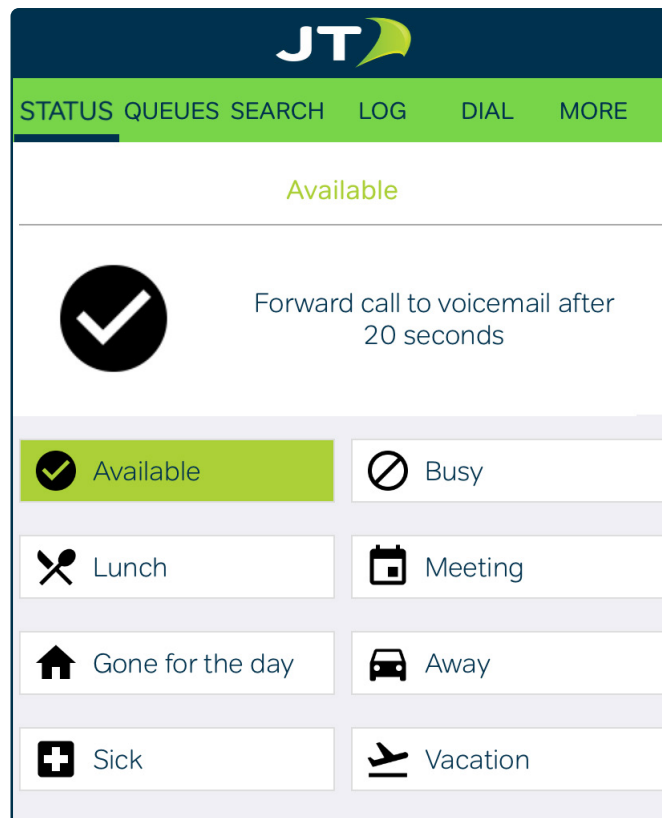
Absence durations can be set for any period (minutes, hours, days, or months).

Forwarding options include voicemail, a colleague, the main number, an external number or directing calls to an answering service. Additionally, you can choose to enable or disable an announcement confirming the reason and duration of the absence.
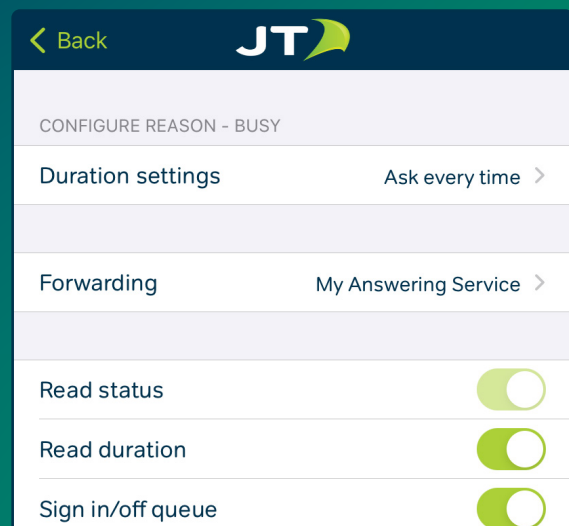
Status page (cont)

Below is a quick example of how to change an absence. Each of the absences has slightly different configuration options. However, the process for changing each absence is the same.

To change your absence settings:

- Select the absence by tapping its name.

- Tap the small icon above the absence list. This icon will change to match the absence you have selected, displaying a short summary of its current configuration.
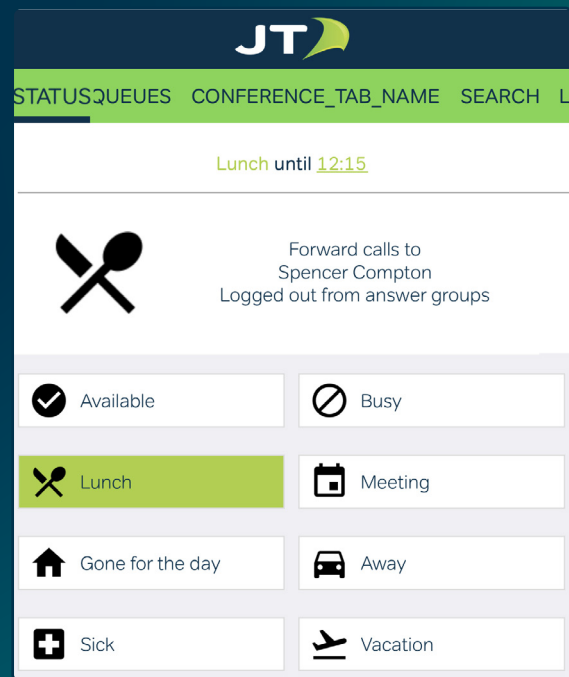

- **Read status:** When enabled this will display the absence reason, (Lunch, Meeting, Busy etc.) as part of the announcement.

- **Read duration:** When enabled this will display the time or date that the absence will end.

- **Sign in/off queue:** When enabled this signs you out of all hunt groups.

Status page (cont)

- Tapping '**Duration settings**' will let you choose between a default or custom time as well as an option to be prompted to choose a duration each time the absence is activated.
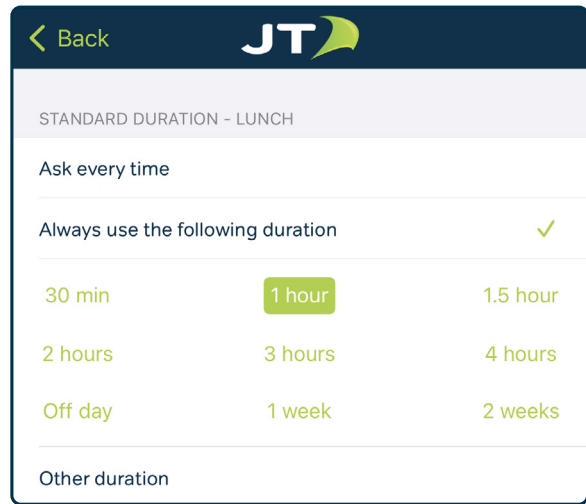
- Tapping '**Forwarding**' from the '**Lunch**' setting will let you chose between yourself, your answer service, a colleague, the main number, an external number or your voicemail.

- Select the desired option and sub options from the drop down menu.

- Once done, use the back button to return to the App's main screen. You can confirm the absence by reviewing the summary on the status page.
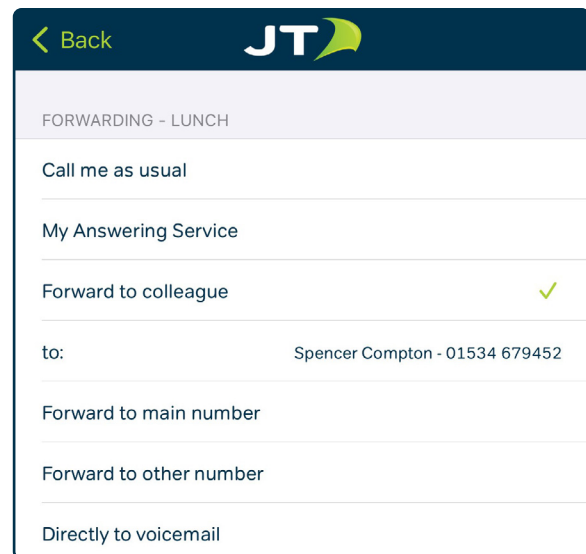
Answer Service

The '**Answer Service**' is an auto attendant that allows a caller to choose what happens if the person they have called is unavailable.

Tap '**Configure Answering Service**' in the absence settings to make changes.

You can enable, disable and edit the following answer service options:

- **Connect call:** This enables the option to continue calling the original user.
- **Connect to a colleague:** This enables the option to forward the call to a colleague, use the drop down list to select the colleague.
- **Connect to main number:** This enables the option to be put through to the main number, which can then be set to be answered by the hunt group.
- **Voicemail and Call Back:** These options are always enabled.
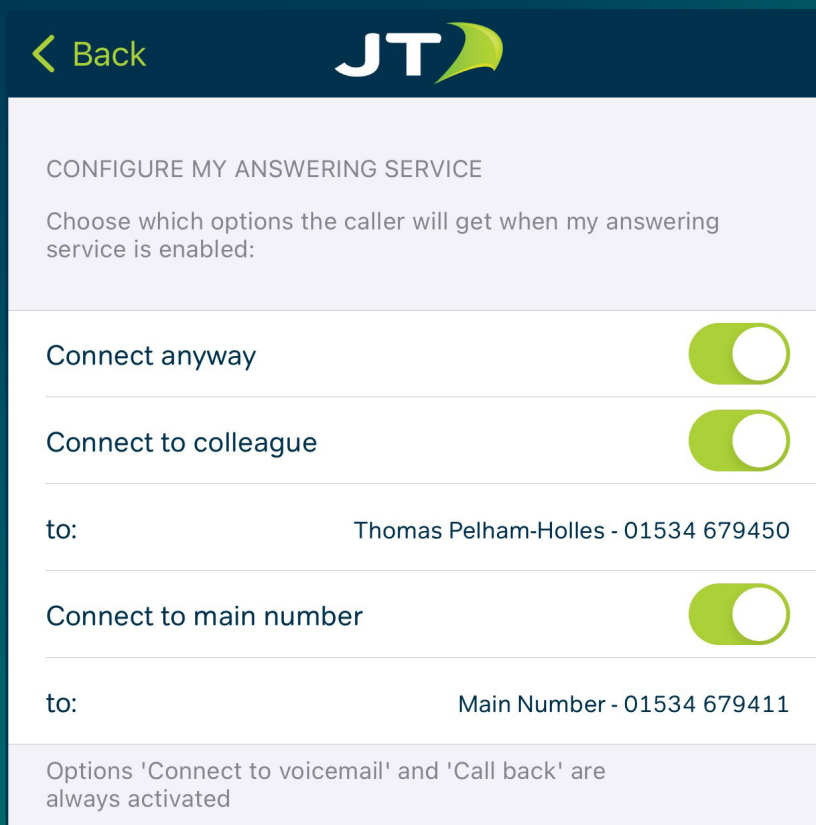
Queues

In the '**Queues**' section of the app, you can adjust your overall availability for all or specific answer groups within your system. Simply toggle on or off as required.

Conference

The '**Conference**' tab gives you the ability to start or schedule a conference call, to start tap '**Reserve Conference**' at the bottom of the tab.
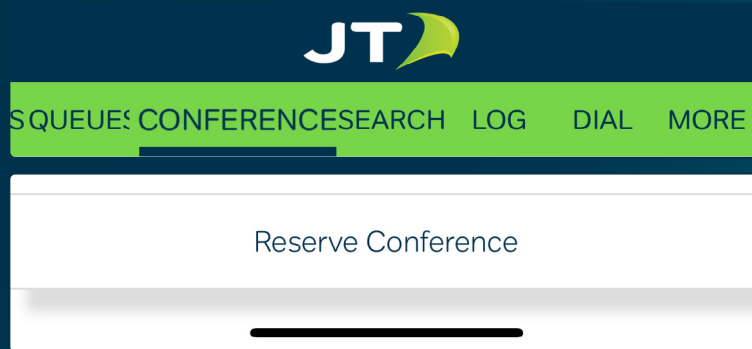

- You can invite participants to the conference by tapping '**Add participant**', then selecting a colleague or entering a phone number. If you will be joining the conference ensure you add yourself to this list.

- You can also choose a start and end time for the conference.

- Enter a message, and select '**E-mail**' and/or '**SMS**'. When you tap the '**Reserve and send notification**' button your message will be sent to all participants. The message will include the phone number and PIN needed to join the conference.
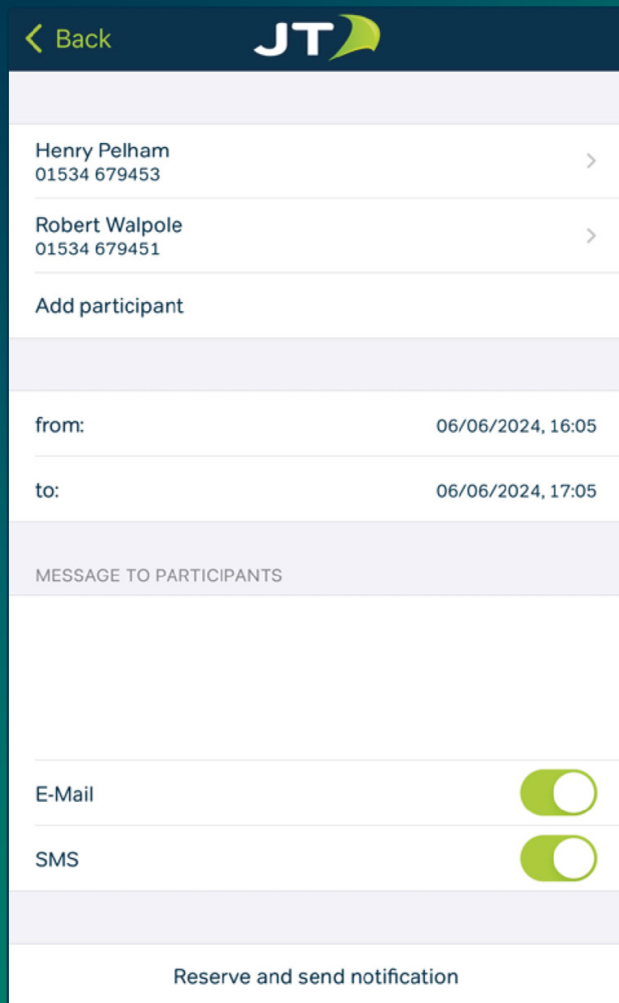
Search

This section of the JT Cloud PBX App allows you to search for contacts within your company's directory, and, with the correct permissions your own device address book.
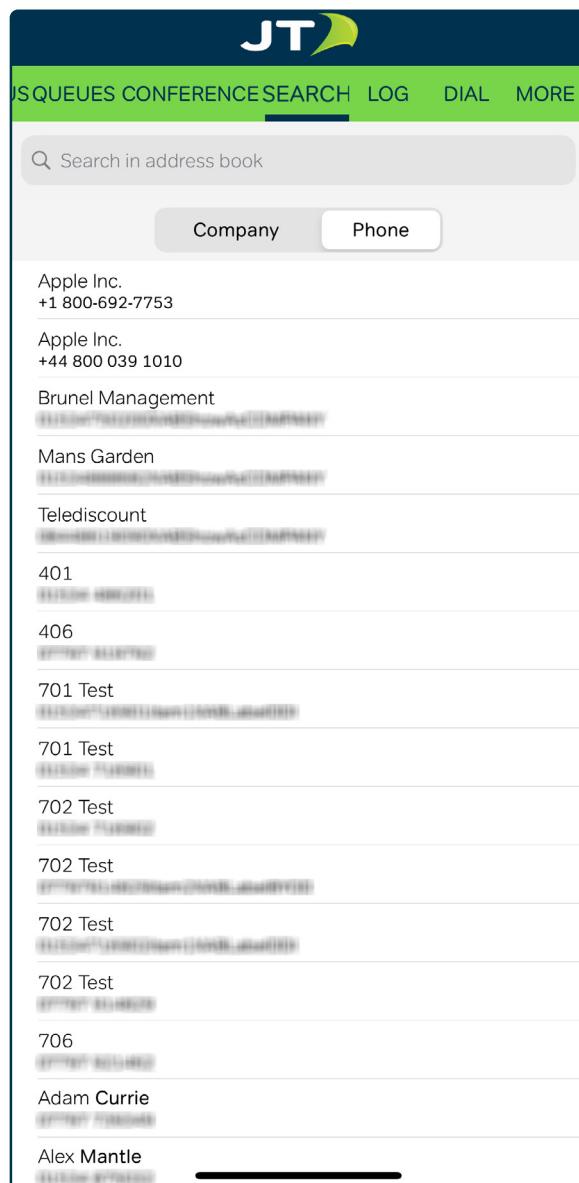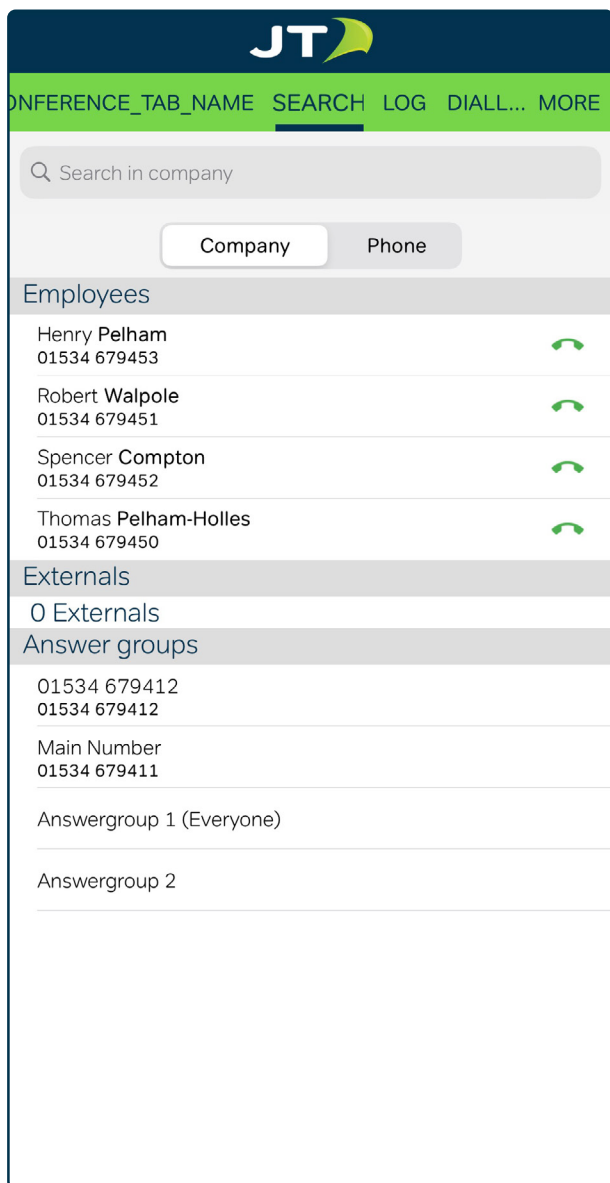
Log

The '**Log**' feature in the JT Cloud PBX App provides a concise record of all incoming, outgoing, and missed calls. It offers detailed information such as call duration, caller ID, and timestamps.

You can also use the search bar to locate calls to or from a specific number, simply tap the Search bar near the top of the screen and enter the number you would like to find.
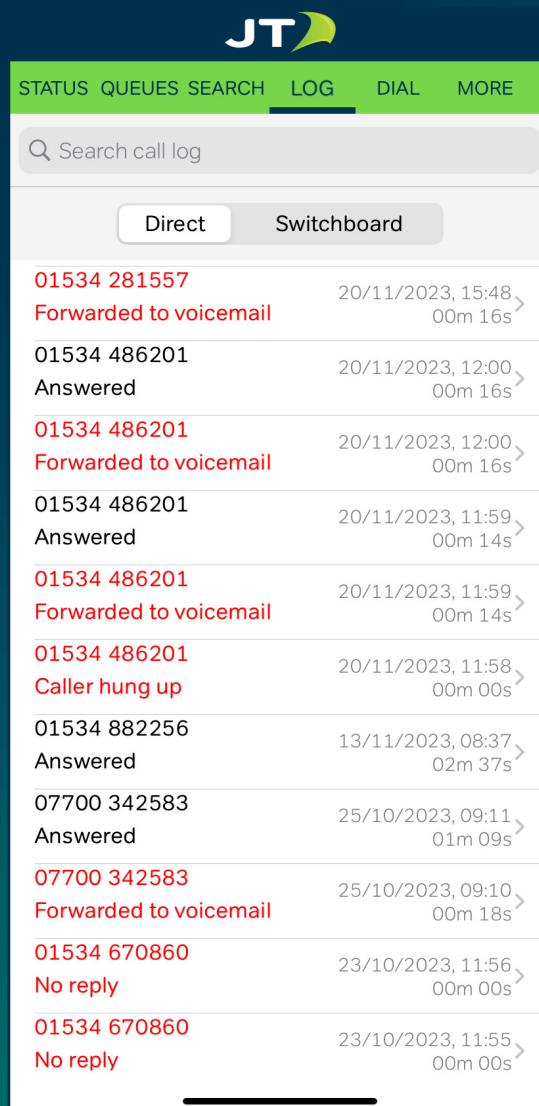
Dial

The '**Dial**' tab enables users to initiate calls directly from their device's SIM card, the Cloud PBX system, or send SMS messages through the Cloud PBX.

Simply enter the phone number you would like to call or text, then tap the desired option from the list.

Call from mobile will use your device's dialler and the current SIM card.

Call from company will make the call from the Cloud PBX. Shortly after tapping the button you will receive an incoming call from the PBX, answering this call will connect you to the person you are calling.

SMS from company will open a new SMS window, allowing you to send a one way SMS from your company's Cloud PBX.
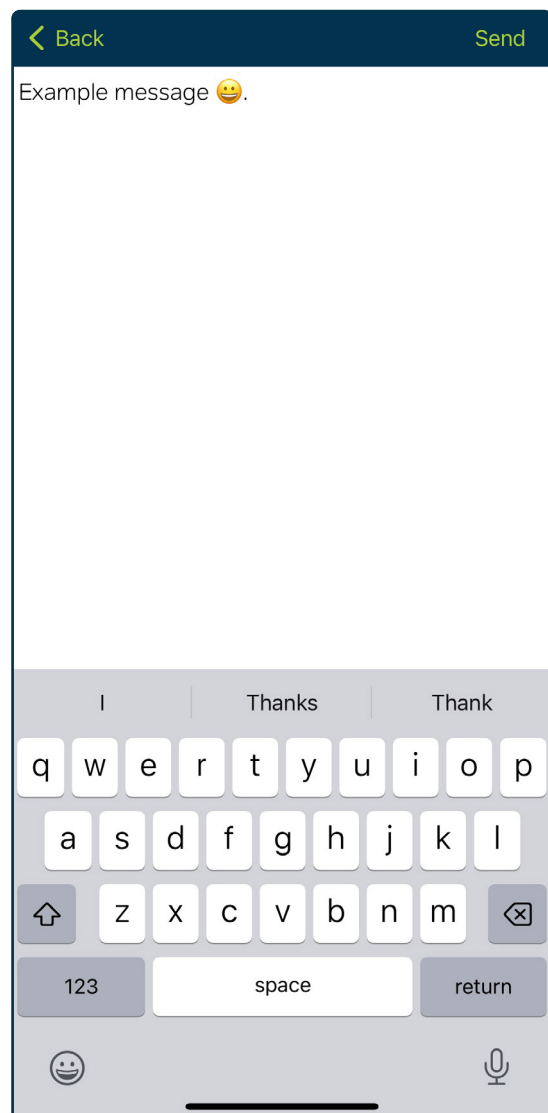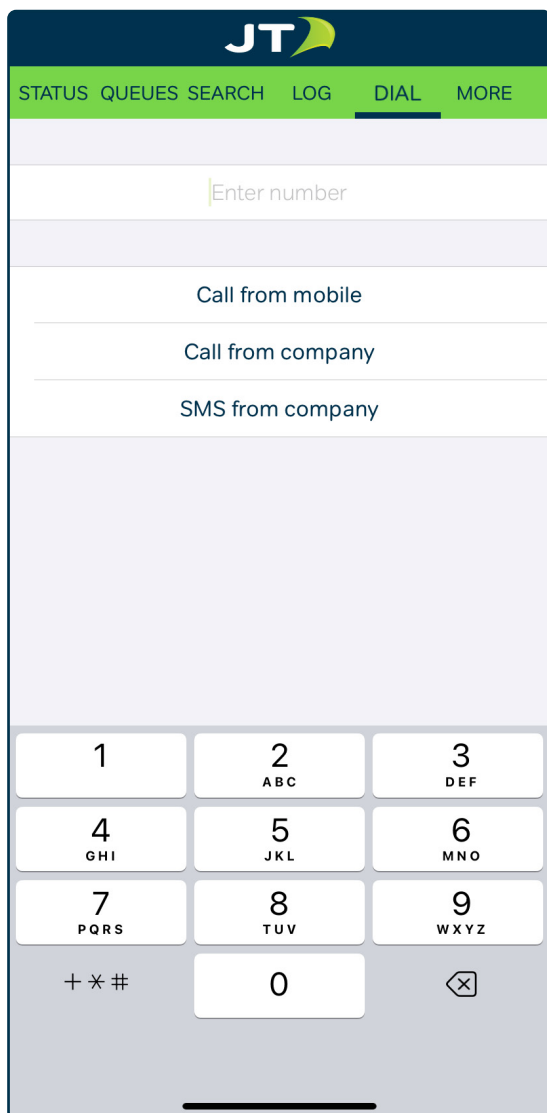
More

The '**More**' tab contains various options and settings, each explained in more detail on the following pages.

The '**Forwarding**' section allows you to change what happens when an absence is NOT active.
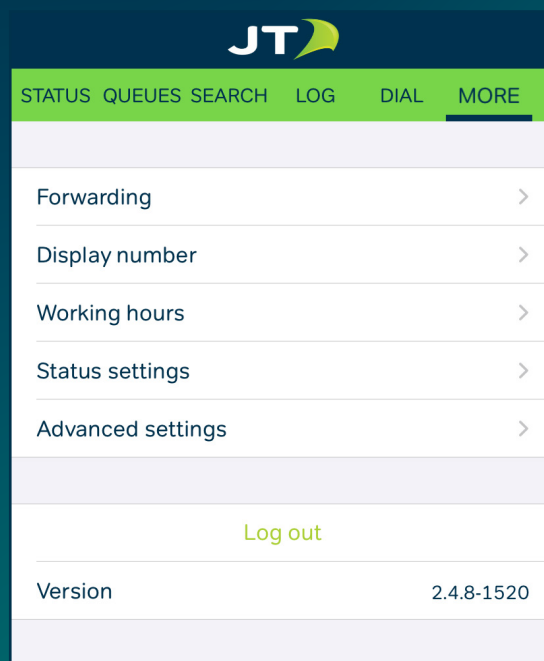
The '**Display number**' section lets you change the number others see when you call them.

The '**Working hours**' section is used to set your work days and times.

The '**Status**' section has options for customising your absence settings.

The '**Advanced settings**' section allows you to block and prioritise callers.

You can also log out and view the current installed version of the JT Cloud PBX App.

| JT |
|---|
| STATUS QUEUES SEARCH LOG DIAL MORE |
| Forwarding > |
| Display number > |
| Working hours > |
| Status settings > |
| Advanced settings > |
| Log out |
| Version 2.4.8-1520 |

Forwarding

Forwarding options will govern the default behaviour when a call is received and no absence is active.

No forwarding: If this is selected, your device will ring as normal.

Forward directly: Selecting this option will cause all incoming calls to be forwarded to the option selected without your device ringing.

Forward after: This option will let you set a duration for a call to ring your number before the forwarding takes effect.

Forwarding numbers: These options appear after selecting forward directly or forward after, these allow you to choose the forwarding behaviour.
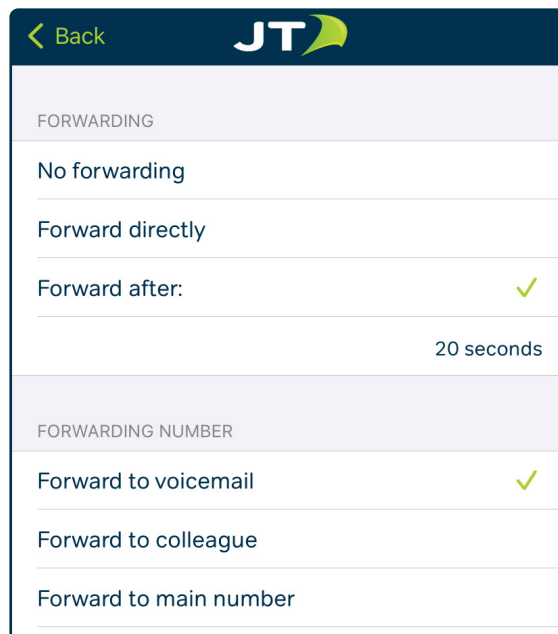
Display Number

These options will govern the number that is displayed when you make a PBX Out-Call. There are 3 options:

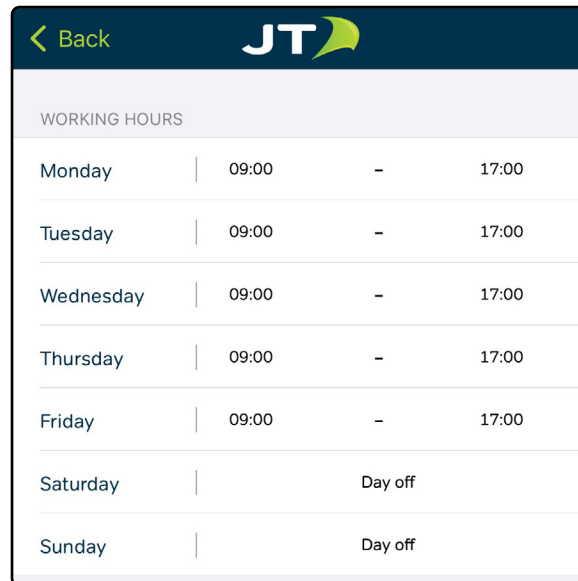**Always show my number**: If this selected, your JT Cloud PBX phone number will be displayed.

Show main number during working hours: Selecting this option will display your company's main number during work hours (see working hours section below) and your phone number at other times.

Always show main number: If this is selected, your company's main number will be displayed. If your system has multiple main numbers you can choose one with the drop-down menu.
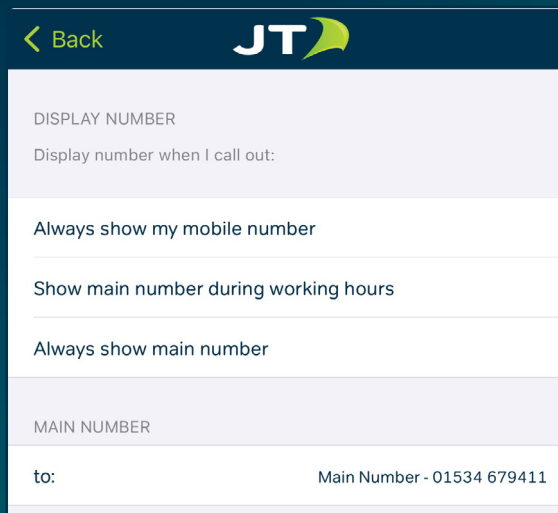
Working Hours

In this section you can set your working hours. These times are used by absences and divert options. You can tap each day of the week and choose a start and end time, you can also set any day to **'Day off'**.

< Back	**JT**		
WORKING HOURS			
Monday	09:00	–	17:00
Tuesday	09:00	–	17:00
Wednesday	09:00	–	17:00
Thursday	09:00	–	17:00
Friday	09:00	–	17:00
Saturday		Day off	
Sunday		Day off	

Status

This section allows you to configure your absences all in one place, without activating them. Changes made here will be reflected in the main status page when you enable an absence. Please see page 4 for details on these options.
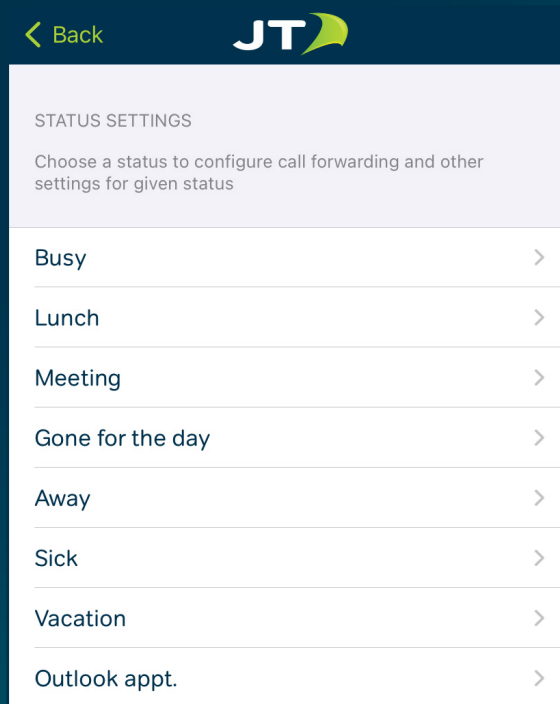
Advanced Settings

Sometimes it may be necessary to block or allow specific numbers from calling your number, you can use these settings for that purpose.

Blocked numbers: This will prevent your device from ringing when specified numbers try to call, simply add the number to the list.

Prioritised numbers: Adding numbers to this list will allow them to always call in, even if an active absence or working hours setting would prevent or divert the call.
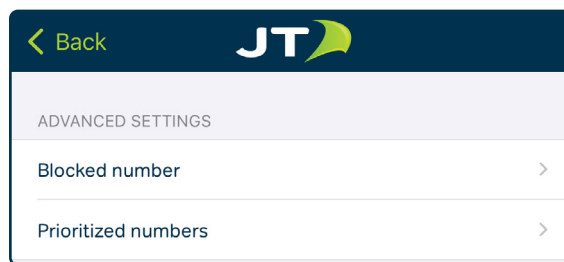
Thank you for using the JT Cloud PBX iOS App. We hope this guide has helped you navigate and utilise the app's features effectively. Our goal is to provide you with a seamless and productive communication experience.

If you have any further questions or need additional support, please don't hesitate to contact our customer service team. We're here to ensure you get the most out of your JT Cloud PBX system.

For more information contact us at:

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