JT Cloud PBX

Quick Start Guide

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JT Group Limited @JT_Business

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Quick Start Guide

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Yealink Handset Quick Reference Guide

Calls

- **Answer a call:**
  Lift the handset, press the flashing line key or press the speaker key
- **End a call:**
  Replace the handset or Press the End Key on the display
- **Last number redial:**
  Press the History key, select the party you wish to call and press the Send key
- **Make a call:**
  Lift the handset and dial the number required. Alternatively, dial the number required and press the Line key or dial the number and press the speaker key

Call Transfer

- **Consulted transfer:**
  Press Tran soft key then dial the extension number or full number for an external transfer, wait to be connected
- **To put a call through:**
  Press the Tran key again
- **To cancel the transfer:**
  Press the End Call key and then the Resume key to return to your original caller
- **Blind transfer:**
  Press the Tran key then dial the extension or full number for an external transfer, after the number press the Tran key again
- **To cancel the transfer:**
  Press the Cancel key and then the Resume key to return to your original caller

Hold

- **To hold a call:**
  Press “Hold” key
- **To retrieve a held call:**
  Press flashing line key

Yealink handset LCD icons

Icon	Description
	Network is unavailable
	Registered successfully
	Registered fail
	Registering
	Handle-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Voice mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0
	Keypad lock
	Received calls
	Dialled Calls
	Missed Calls
	Call Forward
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped

Getting Started with Voicemail

Dial 733011 from your JT Cloud PBX number. You will then be presented with the following two options.

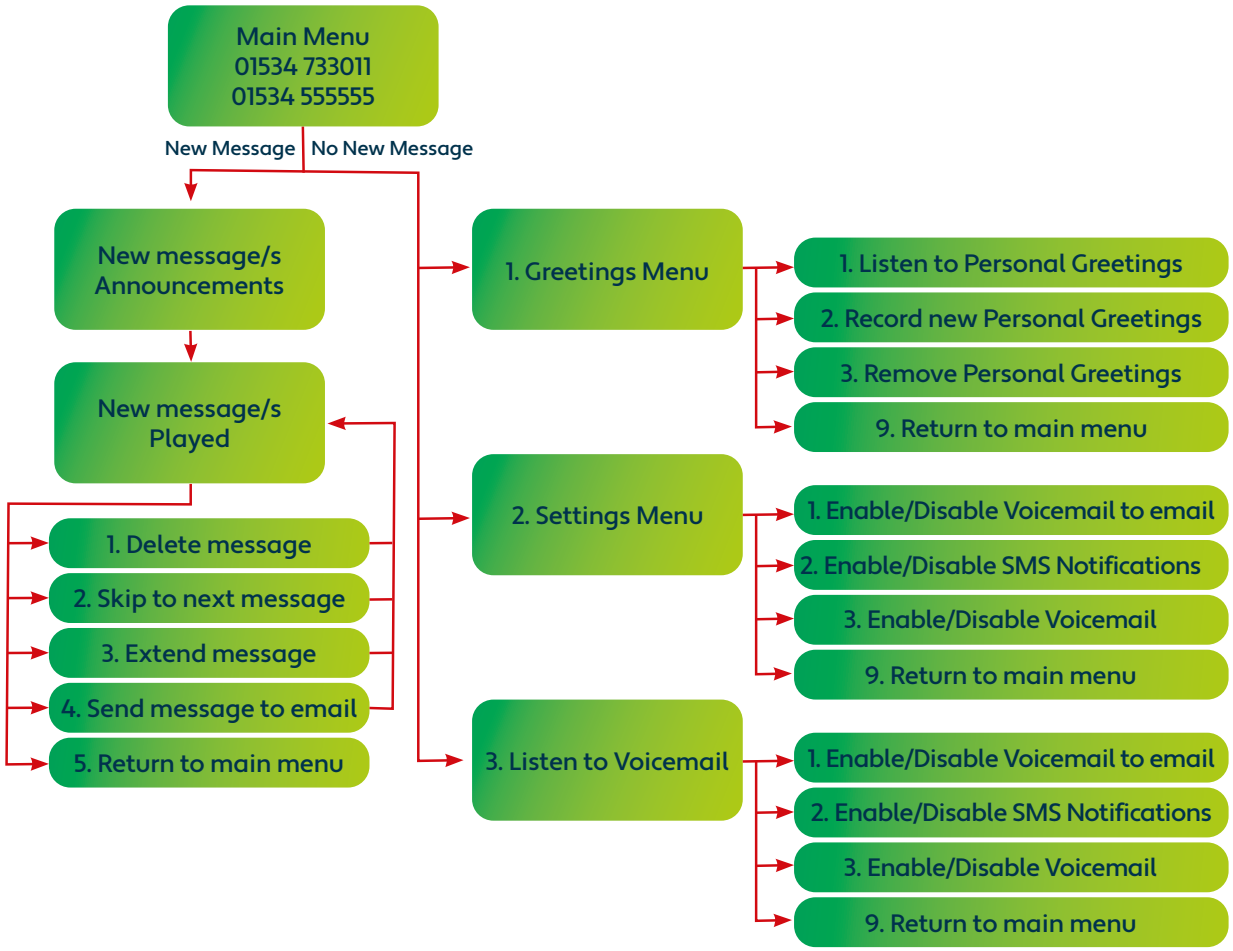
If you have no new messages:

The "Voicemail Main Menu" will play and you will have the choice to press 1 for greetings menu, 2 for the settings menu or 3 to listen to your voicemail. See the "Voicemail Main Menu" section on next page.

If you have any new messages:

A message stating "You have x new message(s). Received from <the number> <date> and <time>" will play. If you remain on the call then each message will be played in turn until they're all played. After each message the following announcements are played:

- **Press 1 to delete this message**
- **Press 2 to skip to the next message**
- **Press 3 to extend message retention to 15 days**
- **Press 4 to send the message to your email**
- **Press 9 to return to the previous menu**



Voicemail Main Menu

You will hear the following:

"Voicemail Main Menu. Press 1 for greetings, 2 for settings or 3 to listen to your voicemail messages".

Note: by pressing any other number after this stage you will hear, "Wrong selection please try again", and be returned to the main menu.

1 Personal greeting menu

You will hear the following:

- **Press 1 to listen to your personal greeting**
  You will hear your current personal greeting
- **Press 2 to record new personal greeting**
  You will hear "Please record your personal greeting followed by the hash key"

  Once you have completed your greeting you hear the confirmation message "Your personal greeting is now activated" and you'll be delivered back to the Settings Main menu
- **Press 3 to rmove your personal greeting**
  You will hear the confirmation message "Your personal greeting is removed" and be returned to the Settings Main menu
- **Press 9 to return to main menu**
  You will be returned to the Settings Main menu

2 Voicemail settings menu

You will hear the following:

- **Settings menu and Press 1 to record your personal greeting**
  See Personal Greeting section
- **Press 2 to enable or disable voicemail to email**
  See manage Voicemail & email settings section
- **Press 3 to enable or disable SMS notifications**
  See manage SMS notifications
- **Press 4 to enable or disable voicemail**
  You will either hear "Your voicemail service is now disabled" or "Your voicemail service is now activated"
- **Press 9 to return to main menu**
  You will be returned to the Settings Main menu

3 Listen to voicemail

Your saved messages will start to play, after each message you will hear the following:

- **Press 1 to delete this message**
- **Press 2 to skip to the next message**
- **Press 3 to extend message retention to 15 days**
- **Press 4 to send the message to your email**
- **Press 9 to return to main menu**
  You will be returned to the Settings Main menu

Voicemail Main Menu

Manage Email Notifications

Press 2 to toggle current voicemail to email setting.

You will either hear “Voicemail to email functionality is turned off” or “Voicemail to email functionality is turned on”.

After this message you will be returned to the Voicemail Main Menu.

Remove this functionality to no longer receive emails containing your voicemail messages.

Manage SMS Notifications

Press 3 to toggle the current SMS notification setting.

You will either hear “SMS notification is turned off” or “SMS notification is turned on”.

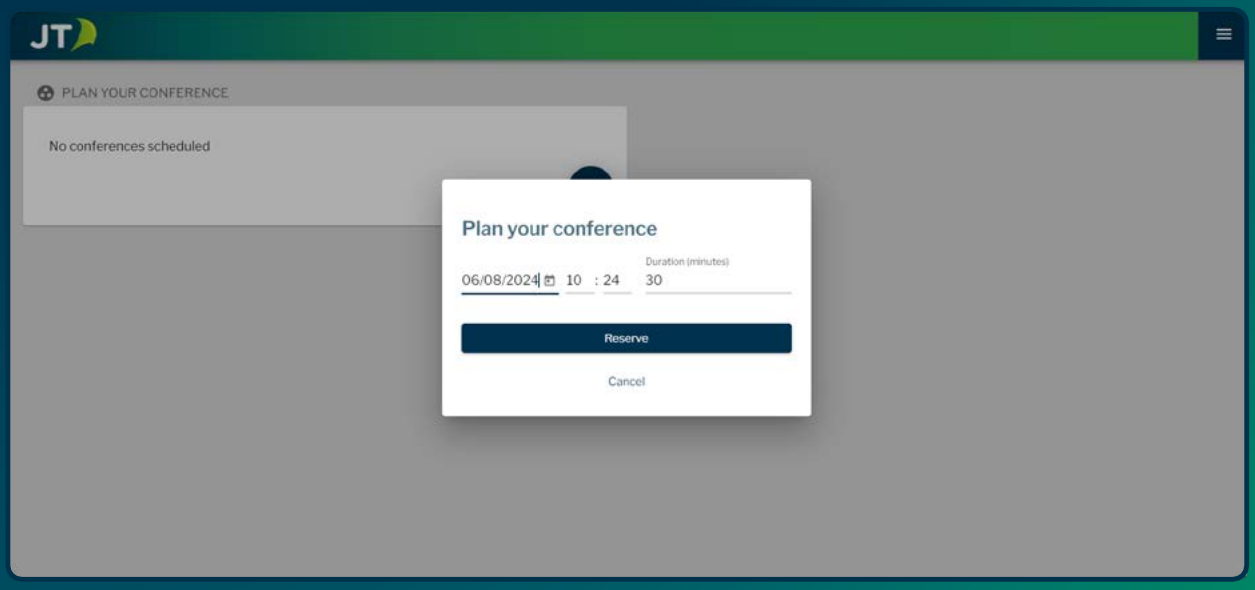
By turning off the SMS notification you will no longer receive SMS’s when voicemails are deposited.

Cloud PBX Conferencing Guide

Creating Conferences

Via the Customer Portal

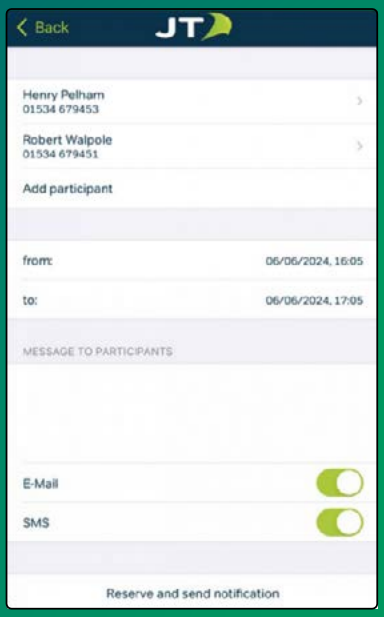
- Enter your Customer Portal and select “Conference” option from the menu
- Click the plus icon then enter the desired date, time and duration and press “Reserve”
- Reserved Conference is displayed in the “Reserved Conference” section together with the PIN number
- Send an SMS or email to chosen participants, copy the information or add it to your calendar by using the icons



Via Mobile App

Your mobile application should display a “Conference Tab”. If not contact your JT Representative.

- Enter participants either from the Company, Phone or Custom” tab
- The Custom tab allows the insertion of name, mobile number and email address
- Select the From and To dates and times
- A standard SMS or Email with the relevant details will be sent to the participants, you can also add a personal message of your own by entering it here
- Select notification method (Email or SMS)
- Reserve and send notification



Cloud PBX Conferencing Guide

Getting Started with Conferencings

- Dial 01534 868844 from your JT Cloud PBX number. You will be presented with:

"Welcome to the JT Audio Conferencing Service. Please enter your pin code followed by the hash key"

- Enter the PIN number sent to you, either by email, or by SMS followed by the hash key
- Depending on whether the PIN has been System generated or is an allocated number, you will: Automatically be placed into conference with music until another participant arrives or
- Be placed in a queue with music on hold until the conference owner dials in. Once they enter you will be asked to state your name followed by the hash key
- Once the conference has more than one participant you will hear how many are in the conference e.g. "you are number 4 in the conference". At this point you will be announced to the other participants
- Upon leaving the conference the other participants will hear an announcement e.g. "Chris Laurie has left the conference"

For more information contact us at:

T: Jersey: +44 (0) 1534 882 345
Guernsey: : +44 (0) 1481 882 345
E: business.solutions@jtglobal.com

www.jtglobal.com/CloudPBX

JT Group Limited @JT_Business