



User Guide

Welcome to **PBX** On The **Cloud** !

We are thrilled to have you as our customer. Rest assured that we will do our best to earn your business by maintaining the best quality and price for your phone service.

If you have any question or recommendation, feel free to dial 6111 from your PBX On The Cloud phone to reach us, or send us an e-mail to support@pbxonthecloud.com.

This User Guide will help you configure and use your new service.

Your recommendation to other potential customers will be our best reward. We look forward to serve you.

Nicolas M. Martinez
General Manager

Which phones can I use with ?

- **Softphones:**

- We provide free Softphones for Android, iPhone/iOS, Windows and MacOS. Visit [Phones Configuration](#) to get them and check our User Guides.

Links to Softphones downloads depending on your device type:

- [Android](#)
- [iPhone IOS](#)
- [Windows](#)
- [Mac](#)

Links to our Softphone User Guides including installation steps, configuration and use:

- [Android o iPhone](#)
- [Windows](#)
- [Mac](#)

Which phones can I use with ?

- **Softphones (Continue):**

On the first Softphone configuration screen, use these answers:

Provider: PBX On The Cloud (Caps are important)

Password: Leave blank and click on “SIGN IN”

It is very important to **ALLOW** all permits requested by the App.

On the second configuration screen, these are the answers (Each row is for each extension or direct phone number):

Username	Password	Domain or Subdomain

Which phones can I use with **PBX On The Cloud** ?

- **VoIP phones (This is just a partial list):**

- **GS0200P** - Wired Phone, 2 Lines, PoE, 10/100 Mbps, Black & White: \$59 USD
- **GS0200W** - WiFi Phone, 2 Lines, 10/100 Mbps, Black & White: \$85 USD
- **GS0203W** - WiFi Phone, 2 Lines, monitor 3 ext, 10/100 Mbps, Color: \$119 USD



Visit our [Softphones Configuration](#) page for configuration instructions.

How do I configure my phones for ?

- **Information needed to configure VoIP phones, ATAs or Softphones:**

- **SIP Server or Domain:** s1.pbxonthecloud.com
If you have any connection problem, use:
s1.pbxonthecloud.com:5081
 - Depending on the phone, the previous field may need to be split in:
 - **SIP Server:** s1.pbxonthecloud.com
 - **Port:** [5060 \(Or 5081 if you have any connection problem\)](http://s1.pbxonthecloud.com:5060)
- **NAT Traversal (Optional):** Keep alive
- **User ID:** Extension number (See table below)
- **Password:** Extension password (See table below)

Extension	Name	Password

How do I make calls with **PBX On The Cloud** ?

- **How to dial external numbers:**

Location	Dial (Press # or Send at the end for faster dialing)
Calls within USA	Area Code + 7 digits number
International calls	011 + Country Code + City Code + Number

- **For International numbers, you need to let us know which Country Codes you would like to approve for dialing. **Initially we activate USA and Mexico.****

How do I use **PBX** On The **Cloud** ?

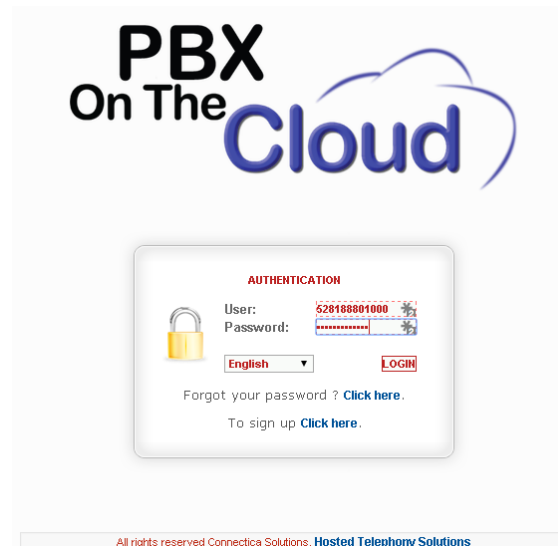
- **To ask for support: Dial extension 6111**
- **Place call on hold: Press “Hold” button. Press “Line” button to **retake**** (For Softphones visit our [Softphones Configuration](#) page)
- **To mute a call: Press “Mute” button. Press again or “Unmute” to **cancel**** (For Softphones visit our [Softphones Configuration](#) page)
- **To transfer a call in a VoIP desk phone: Press “Transfer” button, dial extension or phone number, announce the transfer to dialed party, press “Transfer” button again. If the phone doesn’t have a “Transfer” button or you are using a Softphone, dial *2 and the extension you want to transfer to followed by #.** (For Softphones visit our [Softphones Configuration](#) page)
- **To create a Conference in a VoIP desk phone: Press “Conference” button, dial extension or phone number, announce yourself to dialed party, press “Conference” button again.** (For Softphones visit our [Softphones Configuration](#) page)

How do I use **PBX** On The **Cloud** ?

- **To forward your extension to another extension or an external phone number, dial *72 followed by the extension number or the phone number exactly as you would dial it. To remove call forwarding, dial *73**
- **To activate “Do Not Disturb” function, dial *78. To deactivate, press *79**
- **Configure Voice Mail name and greeting messages, get Voice Mail: Dial *97, default/initial password: **1234****
- **Test audio call quality: Dial *43**
- **Get time: Dial *60**
- **Get your extension number: Dial *65**
- **To “Park” a call so it can be taken from another extension, dial *270#, take note of the parking location number (71 to 78) and hang up. Go to another phone and dial the parking location number (71 to 78)**

How do I use Customer Portal?

- Visit <http://pbxonthecloud.com> and click on “Customer Login” link on top of the page. The Portal provides valuable account information, including:
 - Detailed record of your calls and cost associated to them
 - Check our rates per minute to any number
 - Our “Simulator” provides cost information by typing the number you would like to call
 - Open and manage Support tickets
 - Check and update your account information, including your Password
- Here is your login information:
 - User: **We will provide**
 - Password: **We will provide**



The screenshot shows the login interface for the PBX On The Cloud portal. At the top, the logo 'PBX On The Cloud' is displayed. Below it is a white box titled 'AUTHENTICATION'. Inside this box, there is a yellow padlock icon on the left. To its right, the 'User:' field contains the number '528188801000' and the 'Password:' field contains a series of asterisks. Below these fields is a dropdown menu set to 'English' and a red 'LOGIN' button. At the bottom of the box, there are two links: 'Forgot your password ? Click here.' and 'To sign up Click here.'

How do I use **PBX On The Cloud** Customer Portal?

- **ACCOUNT INFO screen:**

- Here you can update your contact information. The menu on the left will take you through all Portal functions.

The screenshot displays the 'ACCOUNT INFO' screen. On the left is a vertical menu with options: ACCOUNT INFO, CALL HISTORY, RATECARD, SIMULATOR, PASSWORD, SUPPORT, and LOGOUT. Below the menu are language selection flags and a 'LOGOUT' button. The main content area shows a user profile with a blue person icon, personal details (LAST NAME: Telum, FIRST NAME, EMAIL: Sergio.Partido@Telum.mx, PHONE: 521 81 17016133, FAX), and address (ADDRESS: Paricutin 550, Col. Roma, ZIP CODE: 64750, CITY: Monterrey, STATE: NL, COUNTRY: MEX). Below this is a yellow box with 'CARD NUMBER: 1582717236' and 'BALANCE REMAINING: -0.068 USD' next to a magnifying glass icon. An 'EDIT PERSONAL INFORMATION' button is visible next to the address. Callouts point to various elements: 'Change your Password' points to the PASSWORD menu item; 'Ask for help' points to the SUPPORT menu item; 'Logout' points to the LOGOUT button; 'Show account information' points to the ACCOUNT INFO menu item; 'Check calls made and received' points to the CALL HISTORY menu item; 'Check our per-minute rates' points to the RATECARD menu item; 'Type a phone number and check location and cost per minute' points to the SIMULATOR menu item; 'Select Portal Language' points to the language flags; 'Edit your Account information' points to the EDIT PERSONAL INFORMATION button; and 'This section only applies to Calling Cards' points to the yellow balance box.

How do I use **PBX On The Cloud** Customer Portal?

- **CALL HISTORY screen:**
 - Check your calls and costs

Select the FROM and TO check marks and dates

You can look for specific phone numbers (or part of them, answered calls or all, Minutes or Seconds and Currency)

All calls are listed below. Search by month, day or status. Additionally, you can check the rate and price.

FROM : 01 JANUARY-2013 TO : 01 MARCH-2014
 PHONENUMBER: Exact Begins with Contains Ends with
 CALL TYPE: ALL CALLS
 SHOW: Answered Calls All Calls
 RESULT: Minutes - Seconds
 CURRENCY: U.S. Dollar (USD) (1.00000)

Number of Calls: 9

Date	CallerID	PhoneNumber	Destination	Duration	TC	Call Type	Cost
2013-11-21 13:47:48	8329090060	17135577635		00:12	ANSWER	STANDARD	0.003 USD
2013-11-21 07:10:55	8329090060	17135577635		00:00	NOANSWER	STANDARD	0.000 USD
2013-11-01 13:45:07	2813158897	8329090060		00:24	ANSWER	STANDARD	0.006 USD
2013-11-01 13:44:12	2813158897	8329090060		00:48	ANSWER	STANDARD	0.012 USD
2013-11-01 13:43:14	2813158897	8329090060		00:48	ANSWER	STANDARD	0.012 USD
2013-11-01 13:41:16	8329090060	011529188801000		01:06	ANSWER	STANDARD	0.009 USD
2013-11-01 12:44:39	8329090060	011529188801121		00:30	ANSWER	STANDARD	0.004 USD
2013-10-28 05:37:49	2813158897	8329090060		00:24	ANSWER	STANDARD	0.006 USD
2013-10-25 12:06:28	2813158897	8329090060		00:18	ANSWER	STANDARD	0.004 USD

Click here to start Searching

SUMMARY

DATE	DURATION	CALLS	ALOC	TOTAL COST
2013-10-25	00:18	1	00:18	0.004 USD
2013-10-28	00:24	1	00:24	0.006 USD
2013-11-01	03:36	5	00:43	0.042 USD
2013-11-21	00:12	2	00:06	0.003 USD
TOTAL	04:30	9	00:30	0.056 USD

Click here to export data

Export CSV - Export XML

How do I use **PBX On The Cloud** Customer Portal?

- **RATECARD screen:**

- Check the Per-Minute rates to any Country and Area Code we serve

View Rates

NONE - A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z

- RATES LIST - 9470 Records

PREFIX	DESTINATION	SR
52637	MEXICO CABORCA	0.0077083
52828	MEXICO CADEREYTA	0.0077083
52981	MEXICO CAMPECHE	0.0077083
52645	MEXICO CANANEA	0.0077083
52998	MEXICO CANCUN	0.0077083
52877	MEXICO CD ACUNA	0.0077083
52767	MEXICO CD ALTAMIRANO	0.0077083
52613	MEXICO CD CONSTITUCION	0.0077083
52625	MEXICO CD CUAUHTEMOC	0.0077083
52938	MEXICO CD DEL CARMEN	0.0077083

<< First < Prev 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 Next > Last >>

DISPLAY 10 GO



Click on the first letter of the Country which per-minute rates you would like to check

Scroll through the window until you locate your City or area code

How do I use **PBX On The Cloud** Customer Portal?

- **SIMULATOR screen:**

- **Check the Destination and Per-minute cost for any number you want to dial. You may type just the Country and Area codes for this purpose.**

 Simulate the calling process to discover the cost per minute of a call, and the number of minutes you can call that number with your current credit. 

Type the phone number you would like to check (or first digits, like Country code or Country and Area Code). Don't include a 9 in front (Start with Country Code)

Simulator

Enter the number you wish to call :
525512345678 **SEARCH**

Click this button to Search



Simulator found a rate for your destination

DESTINATION :# 1	
CallTime available	Postpaid Model
Destination	MEXICO MEXICO CITY
Cost per minute	0.0054167

Check Destination and Cost per Minute here

How do I use **PBX On The Cloud** Customer Portal?

- **PASSWORD screen:**
 - **Change your account password**

 On this page you will be able to change your password, You have to enter the New Password and Confirm it. 

- Change Password -

Do not use " or = characters in your password

Old Password :

New Password :

Confirm Password :

To change your Password, type your Old Password, New Password and Confirm the New Password then click Save

How do I use **PBX On The Cloud** Customer Portal?

- **SUPPORT screen:**
 - Request help and support by opening Support Tickets

The screenshot shows the 'Create support ticket' form in the PBX On The Cloud Customer Portal. At the top, a blue information bar states: 'On this page, you can open a support ticket and consult the status of your existing ticket.' The form fields are: Title (with a red dashed box around the text 'I need a new phone line in Sao Paulo Brazil'), Priority (set to 'MEDIUM'), Component (set to 'New Phone Line Order'), and Description (with a blue dashed box around the text 'Can you please add a new phone line to my account in Sao Paulo, Brazil?'). Below the description is a signature line with 'Regards' and 'Customer Name'. A red 'CREATE' button is at the bottom right of the form. A red message box below the form says 'Please complete the title and description portions of the form.' At the bottom of the page, the text 'There are no tickets created' is displayed. Three red callout boxes provide instructions: one pointing to the form fields says 'Enter your Support Ticket Title, Priority, Component (Subject) and a description of your request and we will get back to you in this same tool.', one pointing to the 'CREATE' button says 'Hit the Create button to submit', and one pointing to the 'There are no tickets created' text says 'Your Tickets will appear here after submitted'.

How do I use **PBX On The Cloud** Customer Portal?

- **SUPPORT screen:**
 - Check the status of Support Tickets

Ticket added successfully

- TICKET LIST - 1 Records

ID	TITLE	CREATIONDATE	COMPONENT	PRIORITY	VIEWED	STATUS	ACTION
19	I need a new phone line in Sao Paulo Brazil	2014-03-23 12:25:15	New Phone Line	MEDIUM	VIEWED	NEW	VIEW DETAILS

DISPLAY

TICKET: I NEED A NEW PHONE LINE IN SAO PAULO BRAZIL NUMBER : 19

BY : Telum
DATE : 2014-03-23 12:25:15
PRIORITY : MEDIUM
COMPONENT : Account Security

DESCRIPTION :
Can you please add a new phone line to my account in Sao Paulo, Brazil? Regards Customer Name

STATUS :

COMMENT :

BY : (ADMINISTRATOR) NICOLAS MARTINEZ 2014-03-23 13:01:52

We have added the number 515xxxxxxxxx to your account.

NEW

Here you can see your open Support Tickets . Click on **VIEW DETAILS** to open

This is the **VIEW DETAILS** screen that shows responses from our Customer Service team



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by

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