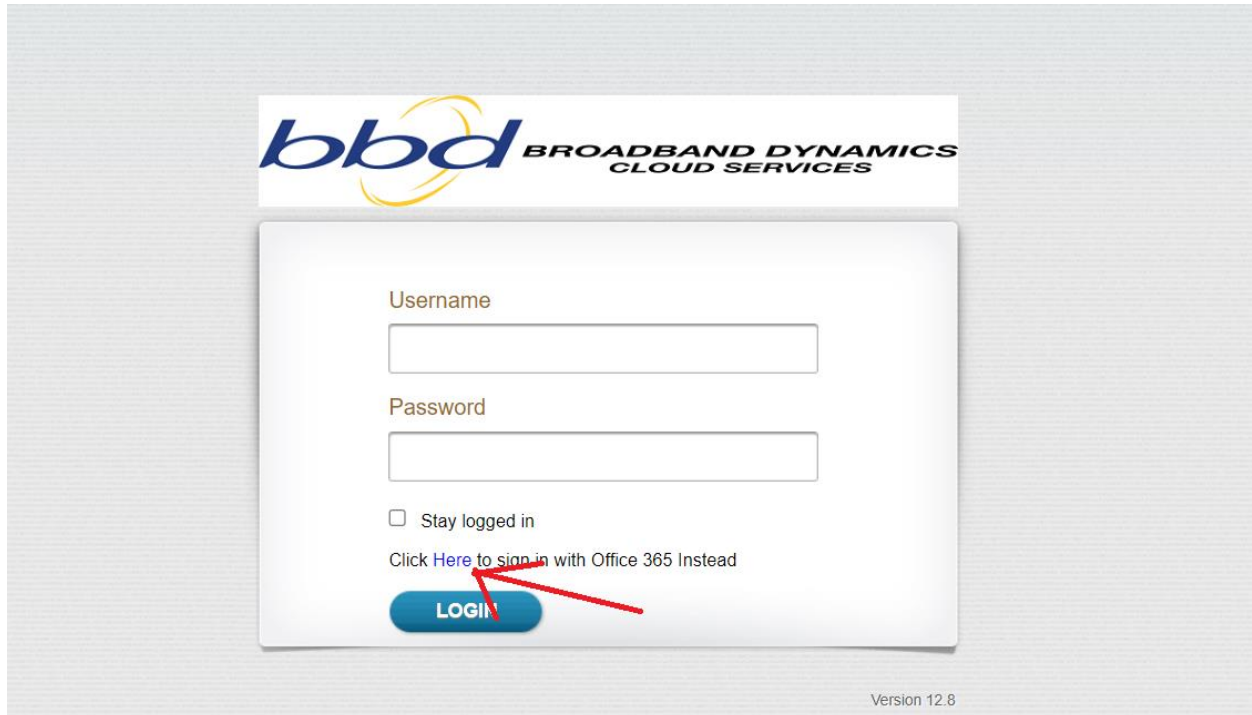


# Cloud PBX End-User User Guide

Web Phone should only be used with Google Chrome (recommended) or Fire Fox browser.



**bbd** BROADBAND DYNAMICS  
CLOUD SERVICES

Username

Password

Stay logged in

Click [Here](#) to sign in with Office 365 Instead

**LOGIN**

Version 12.8

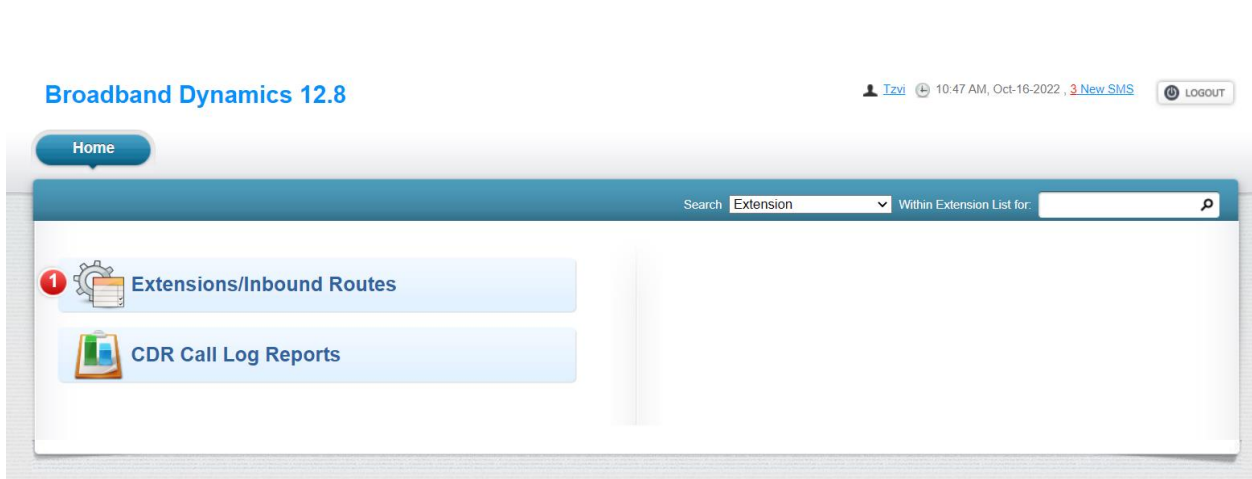
Logging in to the CloudPBX Portal can be done in two ways.

## 1.) Local Username and Password Authentication

- 2.) Single Sign-on Authentication via Microsoft office 365. When using Single sign-on, Local user accounts are still required to be created for the purposes of user rights, restrictions, and Associated Extensions, however, the password will not be used. Instead, the password will be authenticated within Microsoft's Office 365. You can always switch to whichever authentication you'd like by either entering a username and password or click the link below for single sign-on.

Once logged in, the End-user will have some basic features on their home screen.

The bare minimum is the Extensions which the End-User are associated with and CDRs.



After clicking on the Extension List button, you will be directed to a list of extensions.

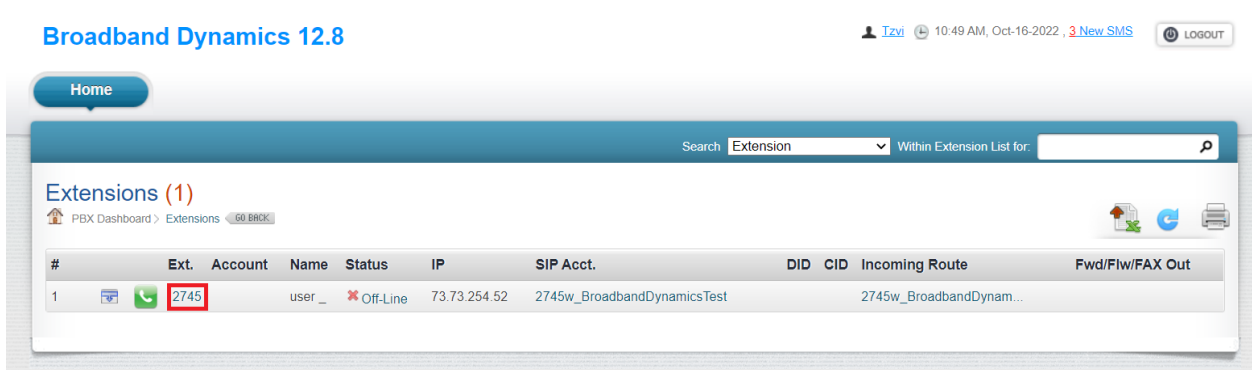
In most cases, and end-user will just be associated with one extension.

The End-User will have the ability to Change the following info for their associated Extension.

- 1.) Name
- 2.) Voicemail Password
- 3.) Voicemail Email Address
- 4.) Caller ID
- 5.) Number of Rings
- 6.) Forwarding / Followme
- 7.) Inbound Route

To edit the Extension info, Click on the extension number, which will then popup a window with some info.

You can then click Edit Data below or click on the notepad icon on the first icon on upper right side.



https://cloudpbx.bbdtel.com/BroadbandDynamicsTest/extinfo.php?ext=2745&sipuser=2745w\_BroadbandDynamicsTest - Google Chrome

cloudpbx.bbdtel.com/BroadbandDynamicsTest/extinfo.php?ext=2745&sipuser=2745w\_BroadbandDynamicsTest

### Routing Info on Extension (Ring All At Once - Extension) 2745

DIAL to Incoming Route Endpoint(s) (All at Once) : 2745w\_BroadbandDynamicsTest, 2745\_BroadbandDynamicsTest

Account Name / Number:	
First Name: <b>user</b>	Last Name: <b>-</b>
DID #:	Voicemail Email <b>-</b>
Caller ID: <b>Shown - E911:</b>	Voicemail SMS Notification
Forwarding: <b>No</b>	Follow Me <b>No</b>
Associated End-User: <b>tmirell@broadbanddynamics.com</b>	Primary Outbound Trunk: <b>Default Route</b>

[EDIT DATA](#) (Close)

You can add your First & Last Name (or just initial of last name).

### Edit/Update Extension 2745

Route Type:

First Name:

Last Name:

Voicemail Password:

Send Voicemail Email Notification to Email Address(s):  (Separate Email Addresses With a Semi-Colon)

Choose Caller ID from DID #:

Outgoing Caller ID Number:

Rings Per Phone, Transfer to VM or Forwarding/Followme:

Manual Forwarding:  (Takes Precedence over VM and Follow me)

Follow me:  Ring Time

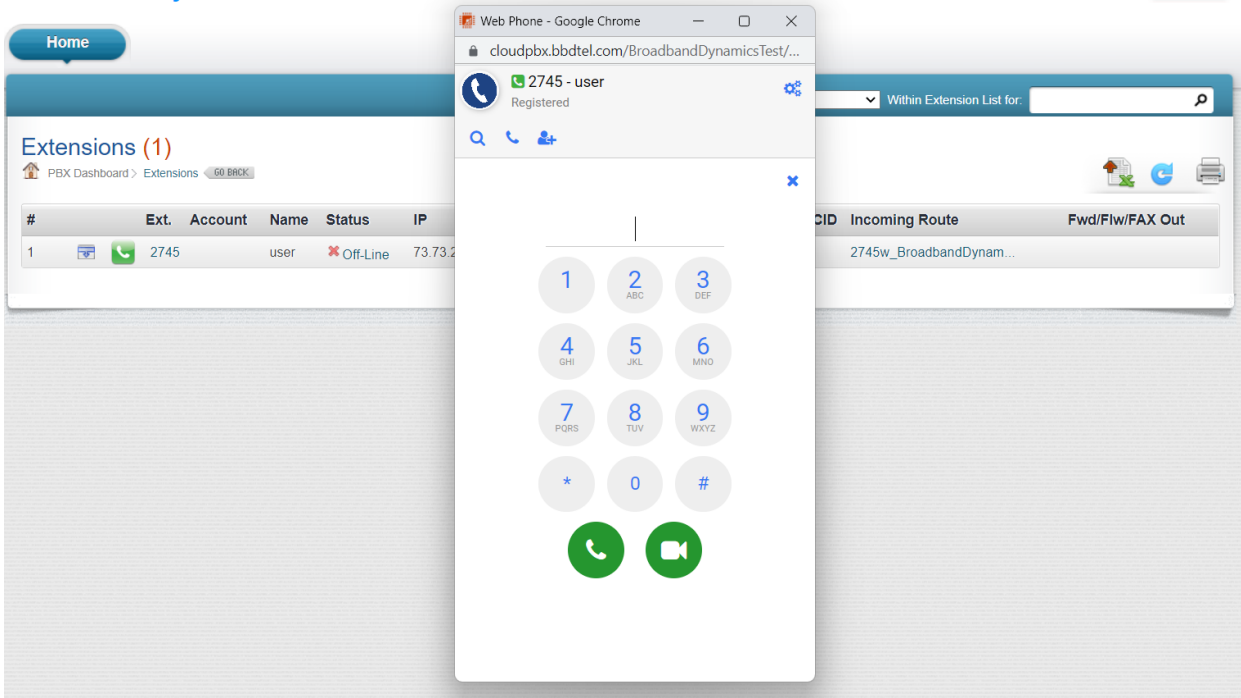
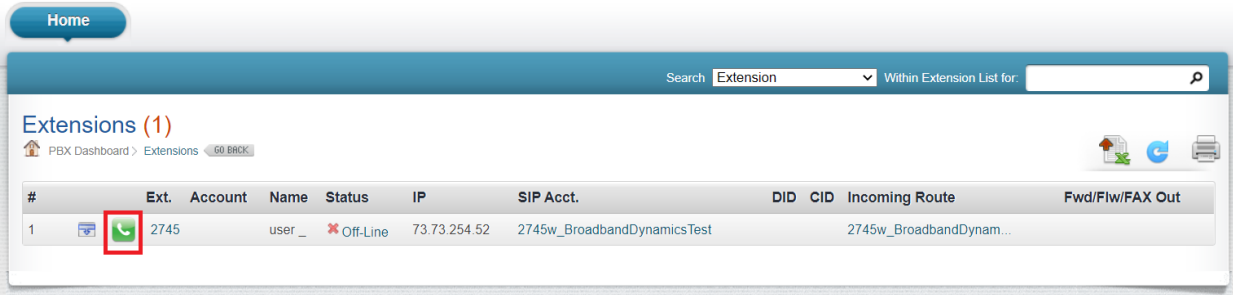
Forward/Followme To Ext./Phone Number: (optional)  (Separate Multiple Phone Numbers with '&')

Select SIP Endpoint / Extension:

Ring Strategy:

Incoming Route Endpoint Device:

To open the Web Phone, Click on the green Phone Icon, which will then pop-up a Webphone session.

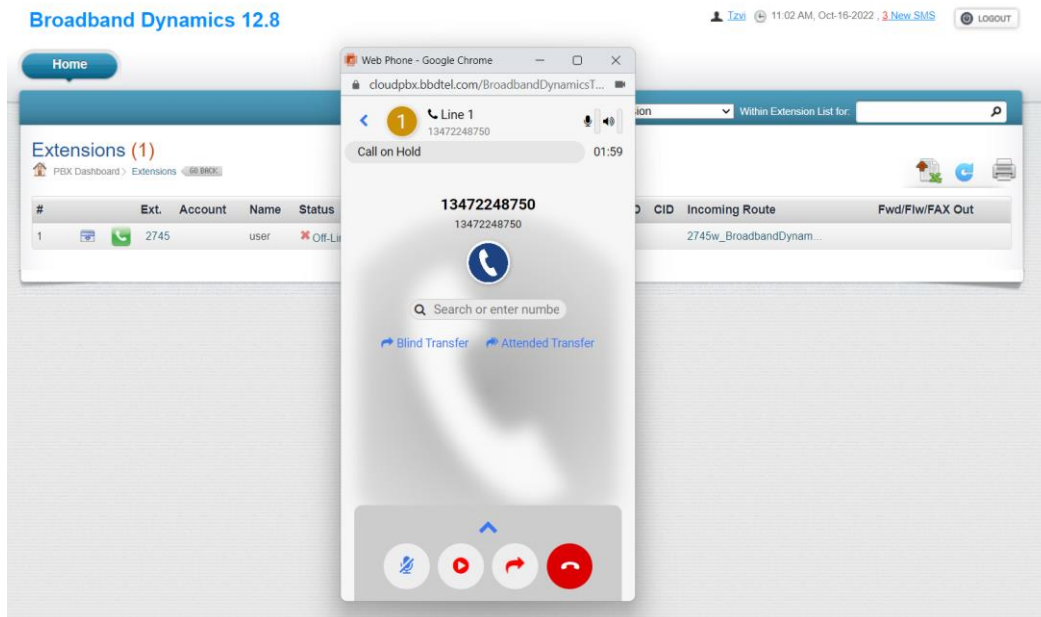
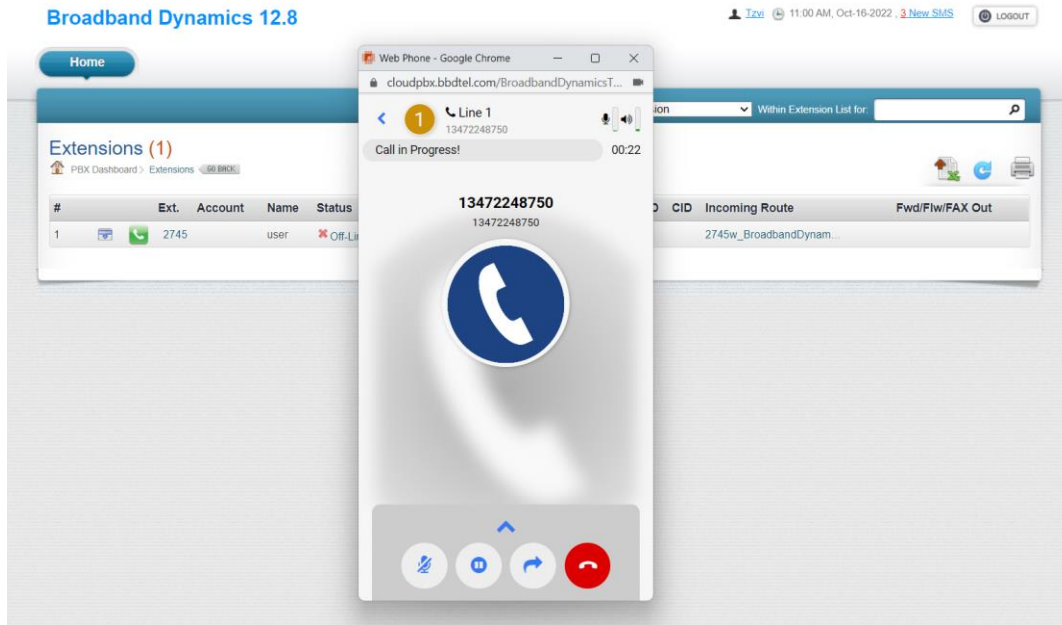


Simply enter the number you wish to call and press the green button.

This phone can handle multiple calls at once.

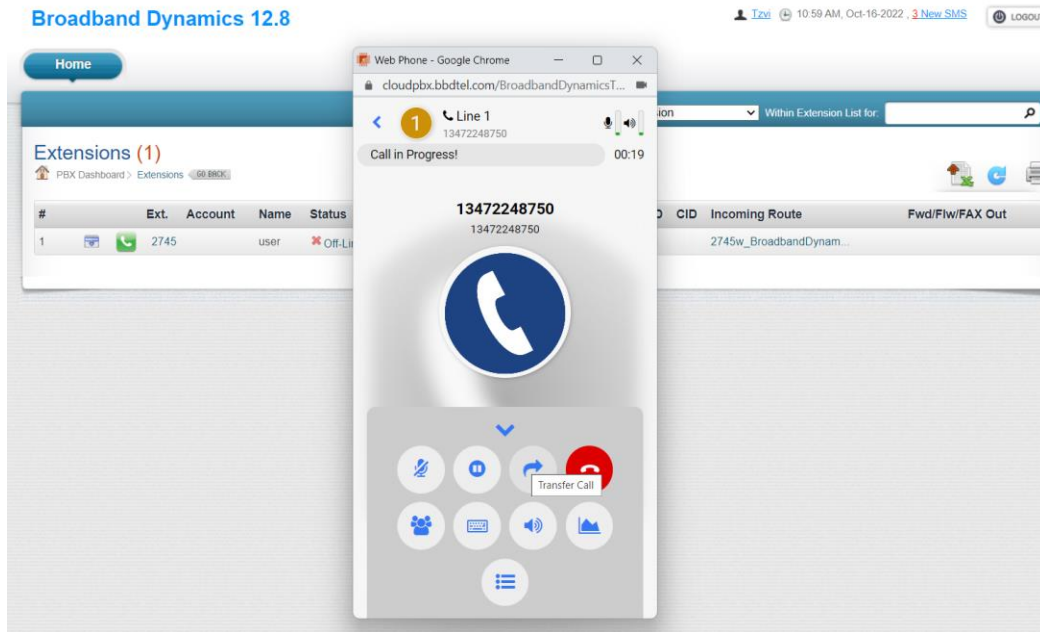
Once on a call, you can easily pickup other incoming calls, or go back to the dial pad by pressing the "<" button and place a new call, which will open another line.

Once a call is in progress, you will have many options --



To transfer a call, press the arrow button during the call, then enter the number in the search field you wish to transfer to, then press either blind or attended transfer.

Press the up arrow to view more options.



The following are the options given while on a call.

- 1.) Place call on hold
- 2.) Call Transfer (Blind or Attended)
- 3.) Hangup
- 4.) Show stats
- 5.) Enter DTMF
- 6.) Conference
- 7.) Activity Timeline

\*Never "X" out of your web phone while working unless you are having connection issues.

\*If you minimize the phone, it will stay on your toolbar. Click on browser in toolbar to maximize it again.

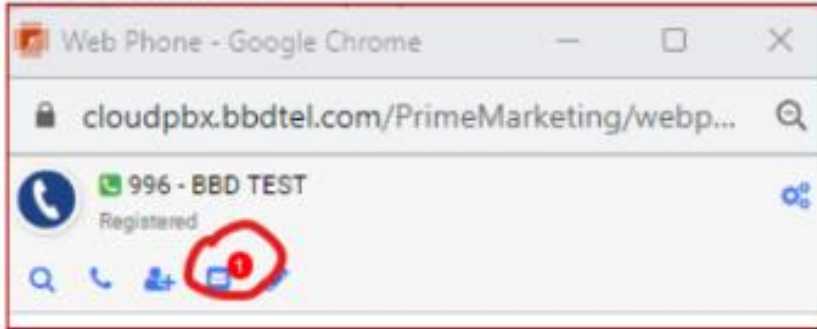
\*You can move web phone anywhere on your screen by clicking on it, hold left mouse button and move.

\*Always "X" out of web phone at the end of your shift

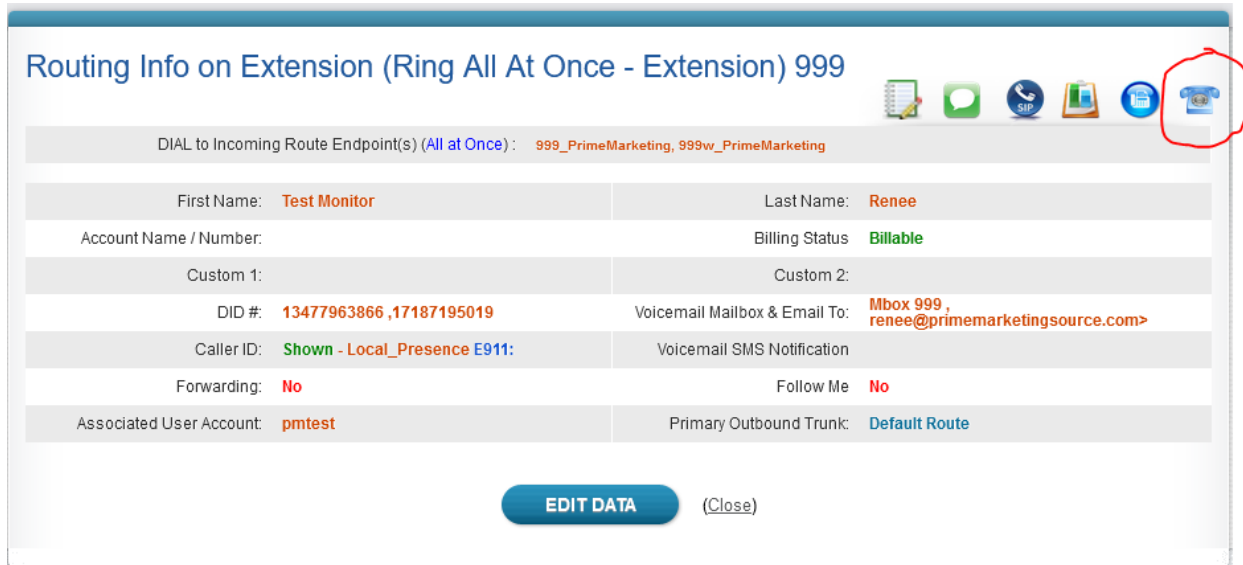
**Voicemail** – Default password for voicemail is 1234

### Voicemail Notifications

Whenever an extension receives a voicemail, their phone will show the alert. Should look like this



To view or listen to voicemail – from Home Screen go to Extensions/Inbound Routes, click on your extension number, click on the blue phone icon shown below (View/Listen to Voicemail)

A screenshot of a web interface showing routing information for extension 999. The page title is "Routing Info on Extension (Ring All At Once - Extension) 999". The page contains a table of fields and values, a "DIAL to Incoming Route Endpoint(s)" section, and a "View/Listen to Voicemail" button circled in red. The fields and values are as follows:

First Name:	Test Monitor	Last Name:	Renee
Account Name / Number:		Billing Status:	Billable
Custom 1:		Custom 2:	
DID #:	13477963866 , 17187195019	Voicemail Mailbox & Email To:	Mbox 999 , renee@primemarketingsource.com>
Caller ID:	Shown - Local_Presence E911:	Voicemail SMS Notification:	
Forwarding:	No	Follow Me:	No
Associated User Account:	pmtest	Primary Outbound Trunk:	Default Route

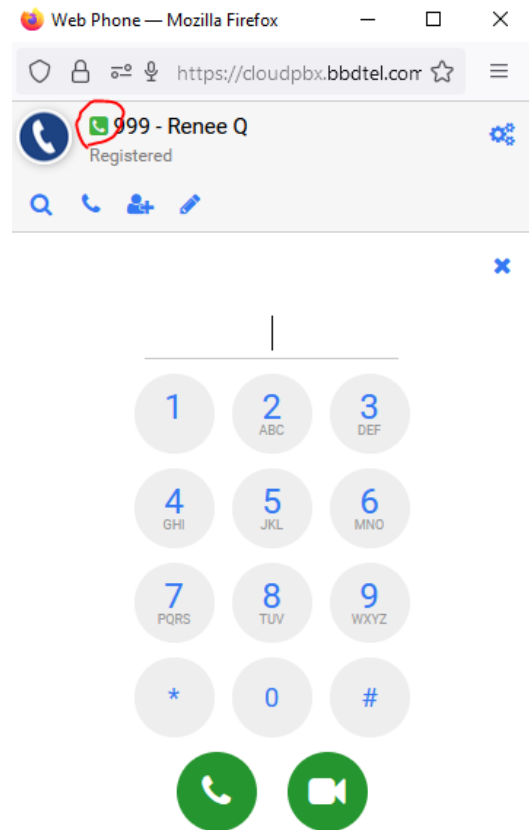
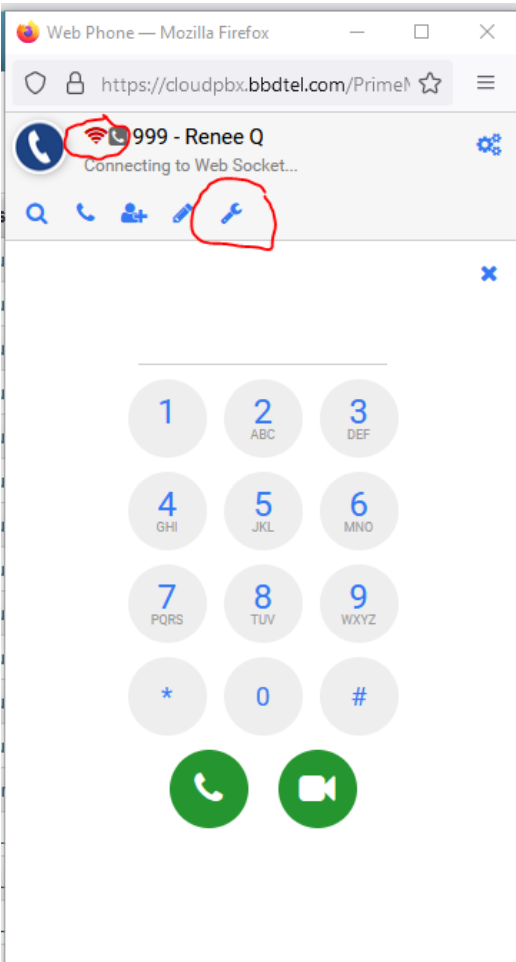
DIAL to Incoming Route Endpoint(s) (All at Once): 999\_PrimeMarketing, 999w\_PrimeMarketing

EDIT DATA (Close)

## How to solve connection issues.

First check if your IP address is connected.

If you have the wrench icon on web phone as indicated below (picture on left), then IP is not connected. Click on the wrench icon and choose, Update IP Address. If IP Address is connected your web phone it should look like picture on the right with no wrench icon.

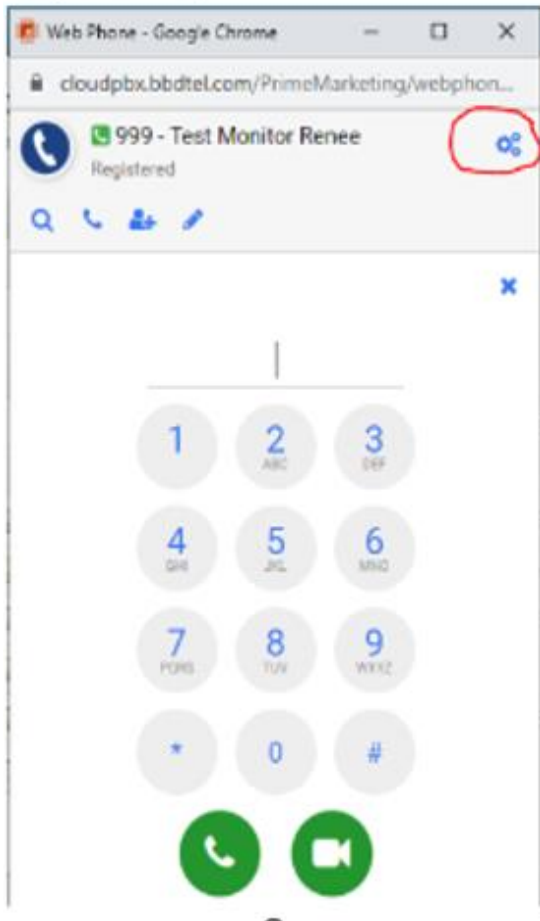


If the above did not work, try the following.



Click the configure extension icon on right side of web phone, (shown in picture on left) then hit refresh extension. If that does not work you can try steps in picture on the right.

If you are still having issues, Close the web phone, Clear your browser cache and Reopen web phone.



Permissions needed for calls/notifications to work

Click the padlock on top left |

