Goldtel

SOLUTIONS

User Guide

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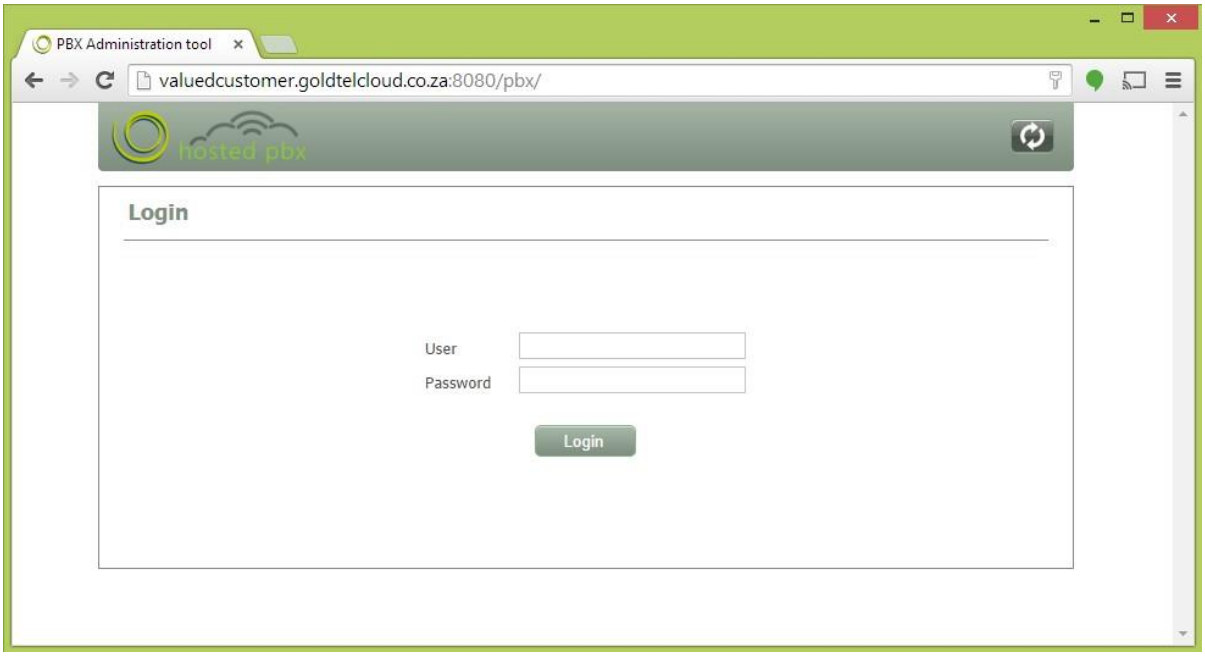
1. Login to Hosted PBX Admin Portal

Use the Hosted PBX Admin Portal to configure user settings:

1) Using your web browser application, access the Hosted PBX Admin Portal user login page. You can obtain the URL from your system administrator or Goldtel Solutions. (The URL will have this format: ***http://valuedcustomer.goldtelcloud.co.za:8080/pbx***.)

2) On the login page, enter your extension username and password, all of which should be provided by the system administrator or Goldtel Solutions. After logging in to your account, you can change your login password and other personal settings on the [Account] page. There is a detailed explanation for each field in the "User Settings" section.

3) After logging in, you will automatically be placed on the page that was open the last time you logged out. You can change the settings as your need. For details about each field, refer to section "User Settings"



2. Basic PBX Functions

2.1. Making Calls Between Users' Phones

Up to four phones can be assigned under each Hosted PBX user extension on the [Phones] page in the [Phone n] > [Phone ID] field. These phones can call each other by dialing the number 1 to 4 in [Phone n].

For example, Hosted PBX user 100 has the following assigned phones at the [Phones] page: User 100 > [Phones]

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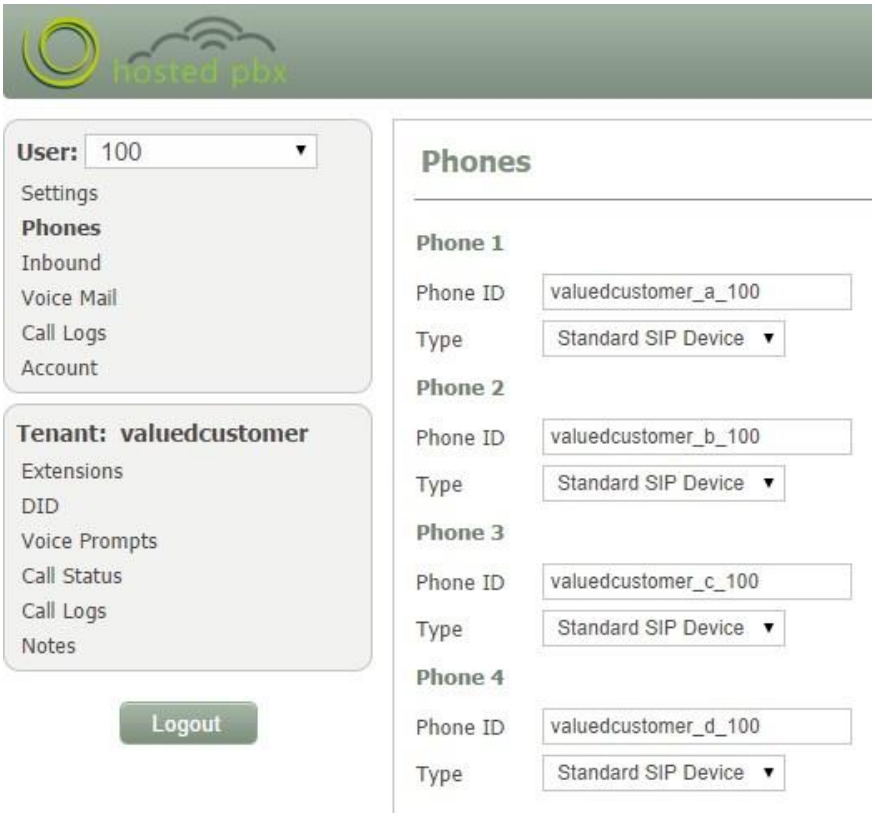

The phone with SIP ID “valuedcustomer_a_100” can call the phone in the Phone 2 (“valuedcustomer_b_100”) field by dialing 2 ABC. The other assigned phones can call “valuedcustomer_a_100” by dialing 1.

2.2. Making Calls Between Extensions

Dial an extension number to make a call between extensions. Calls between different Goldtel Hosted PBX customers will be regarded as external calls. When dialing a user extension, all assigned phones under that extension will ring(default setting). In addition, the clients set in this user’s [Other Forwarding Destinations*] field will ring at the same time. When one of these users answers the call, the other phones will stop ringing. If a call is not answered by any client in the time set in [Call Forwarding] > [Ringer Time (sec)], or if all clients are busy, the call will be routed to the number set in the [Call Forwarding] > [Forwarding Destination (Busy/No answer)] field.

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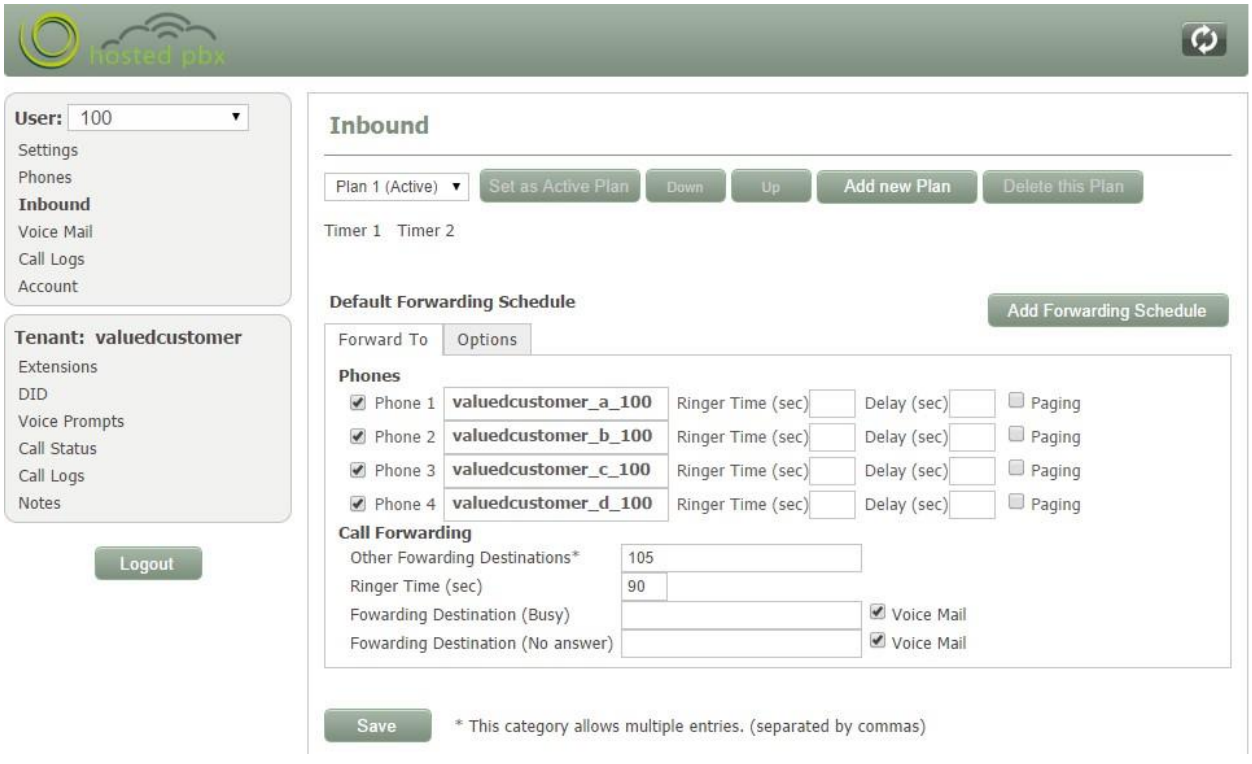

2.3. Holding Calls

2.3.1. Placing a Call On Hold

On most SIP phones, pressing the "Hold" button will place a call on hold. Alternatively, dialing # SEND 9 WXYZ will also place a call on hold. When you place a call on hold, you will hear a steady beeping sound and the person on hold will hear music.

2.3.2. Taking a Call Off Hold

To resume a call, follow the instructions for your SIP phone on how to resume calls. Depending on the manufacturer, the steps to resume a call may differ. When you put a call on hold by dialing # SEND 9 WXYZ, you can resume the call by pressing *.

2.3.3. Resuming a Call That Is on Hold After a Hang Up

If you hang up your phone while a call is on hold, the Hosted PBX will automatically ring back the phone that placed the call on hold. If you answer the call, you will resume the conversation with the person on hold. If you do not answer, the call will be disconnected when the ringing times out.

In some cases when the "Hold" button is used, this call back notification feature may not be available.

2.4. Attended Transfer

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An attended transfer is a transfer made after notifying the receiving party of the transfer. For example, if you have a call that you wish to transfer to a colleague at extension 123, the following steps will walk you through transferring the call using the keypad command (#9).

If you are using a SIP phone that has a Transfer button, please consult your system administrator for instructions on how to use the Attended Transfer feature.

1) Dial #SEND 9WXYZ to place the call on hold.

2) Dial the intended recipient's number, followed by #SEND. For example, to transfer to extension 123, press *. 2ABC 3DEF #SEND. (By pressing *., you can return to the original call.)

3) Let the recipient know that you are transferring a call to him, then hang up your phone. The transfer is complete and the caller is connected to the recipient. (Note that by dialing #9 before hanging up during a transfer to the recipient, the transfer will be canceled and the call will go back to the hold state.)

2.5. Unattended Transfer

2.5.1. Making an Unattended Transfer

An unattended transfer is defined as a transfer made without notifying the receiving party before transferring the call. For example, you can transfer a call to your colleague at extension 123 by going through the following steps.

If you are using a SIP phone that has a Transfer button, please consult your system administrator for instructions on how to use the Unattended Transfer feature.

1) Dial #SEND 9WXYZ to place the call on hold. (By pressing *. in this mode, you can return to the original call.)

2) Dial the intended recipient's number, followed by #SEND. For example, to transfer a call to extension 123, dial *. 2ABC 3DEF #SEND.

3) Hang up the phone before the recipient answers the call. The transfer is complete when extension 123 answers the call.

2.5.2. Returning to the Original State Before an Unattended Transfer is Complete

Before the recipient of an unattended transfer answers the call, you can dial *. *. (Star twice) from the phone you hung up in order to return the call to the state that it was in before being placed on hold.

*For many SIP phones, you will need to press the **Send** button after dialing *. *. (Star twice).*

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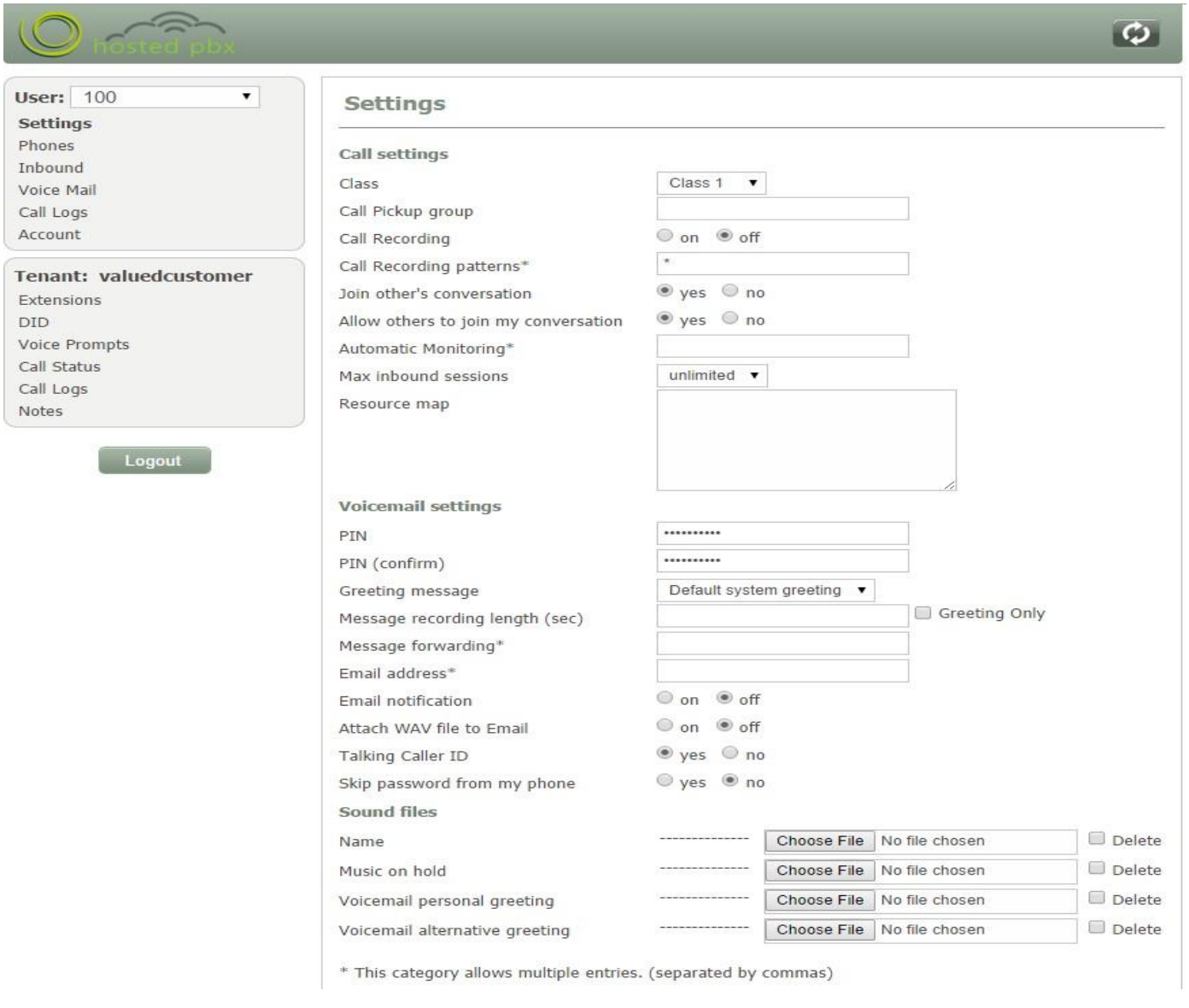
2.6. Voicemail Access and Settings

In order to use Hosted PBX voicemail, you will first need to get your extension number and password from your system administrator or Goldtel Solutions. By default, dialing 8 TUV from your extension's phone or dialing 0 8 TUV *. followed by the extension number from another phone in your system will allow you to reach the voicemail settings menu. By calling your voicemail access number, you can retrieve messages and change your voicemail settings and personal options.

To listen to new and saved voicemail messages, dial your voicemail access number. After listening to a voicemail message, you can choose to Save, Erase or Forward the message to other extensions.

You can also rewind and forward a message while listening to it. Use the "Voicemail Navigation Map" document to see how to perform any of these tasks.

From the user account [Settings] page, you can change your voicemail PIN and other voicemail settings.



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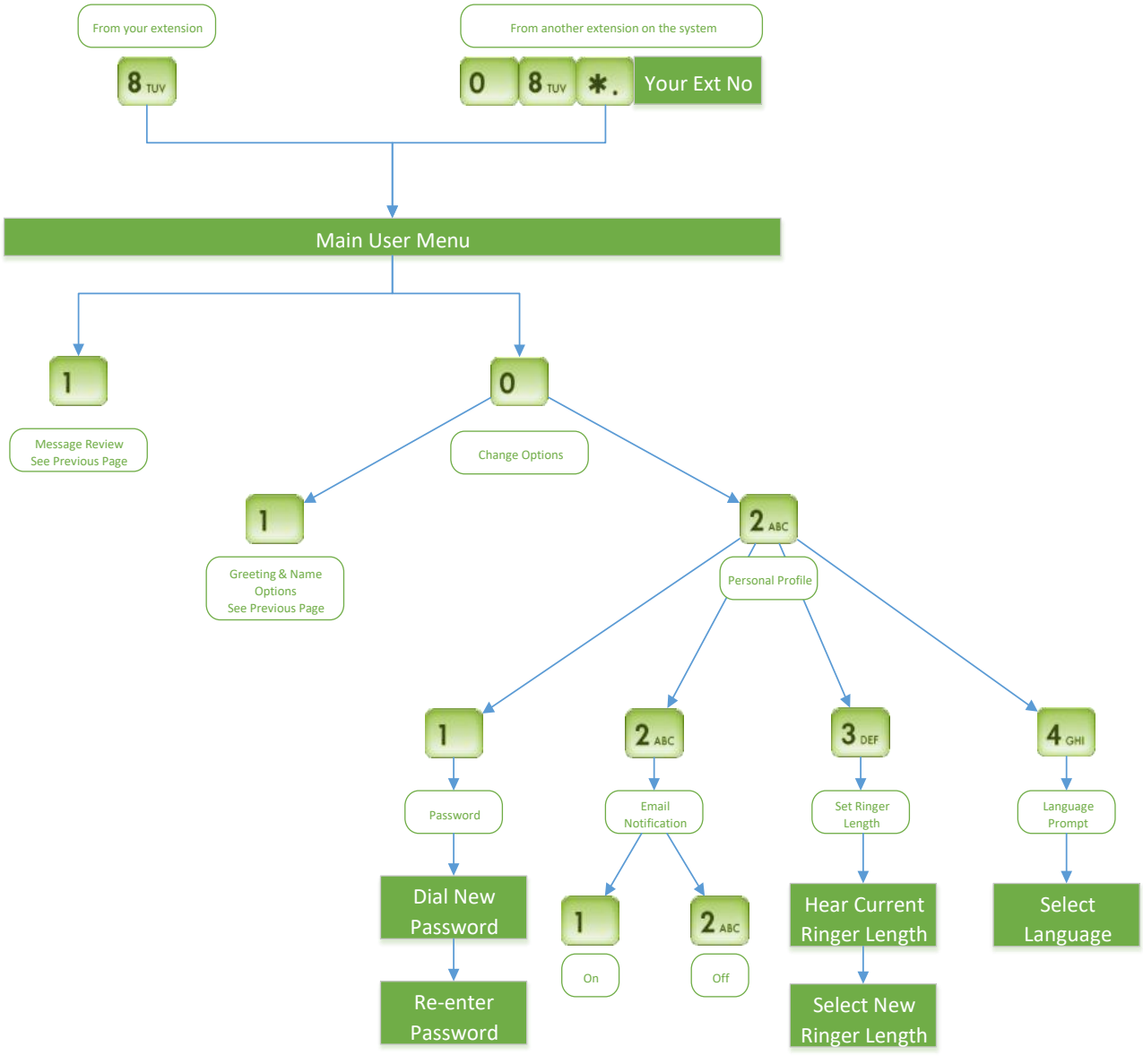

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2.7. Call Pickup

The Call Pickup feature allows you to answer incoming calls that are directed to other user extensions. Configuration of this feature is done through the [Users] menu in Hosted PBX Admin Portal. Refer to the "User Settings" section in this document to learn how to configure this feature.

*If you are using a SIP phone that has a **Call Pickup** button, please consult your system administrator for instructions on how to use the Call Pickup feature.*

2.7.1. Call Pickup from Within a Call Pickup Group

Call pickup from within a call pickup group allows you to pick up any incoming call directed to a [Groups] extension.

1) Set a [Groups] extension number at the user's [Settings] page in the [Call settings] -> [Call Pickup group] field.
2) When any user extension in the [Groups] extension rings, press

to answer the incoming call.

2.7.2. Call Pickup from a Non-Group Extension

Call pickup from a non-group extension allows you to pick up any incoming calls directed to any user extension within the system.

1) From any extension, dial

<user extension number> to answer an incoming call.
2) For example, if user extension 511 rings, dial

from any other Hosted PBX user extension in your system to pick up the call.

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2.8. Conference

2.8.1. Entering a Conference Room

Ask your system administrator for a conference room number. If your system administrator has set extension 4440-4449 as the conference numbers, you can join the call by dialling The desired number.

2.8.2. Holding a Conference Meeting Instantly

Users dial in to 087 630 0241.

They will be prompted to dial an ID, and they have to dial the room number from 4440-4449 to join the conference.

2.8.3. Inviting Others to an Existing Meeting

To invite others to join an existing conference meeting:

1) Dial

to place the call on hold and then dial the new member's number. You will then be talking with the new member privately.

2) Dial

to invite that person to your meeting. If you dial

instead of

, the new member will only be able to listen to the conversation.

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