

# Your user portal to the cloud PBX

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This guide refers to system software 19.350 and higher.

## Your user portal to the cloud Unified Communications platform

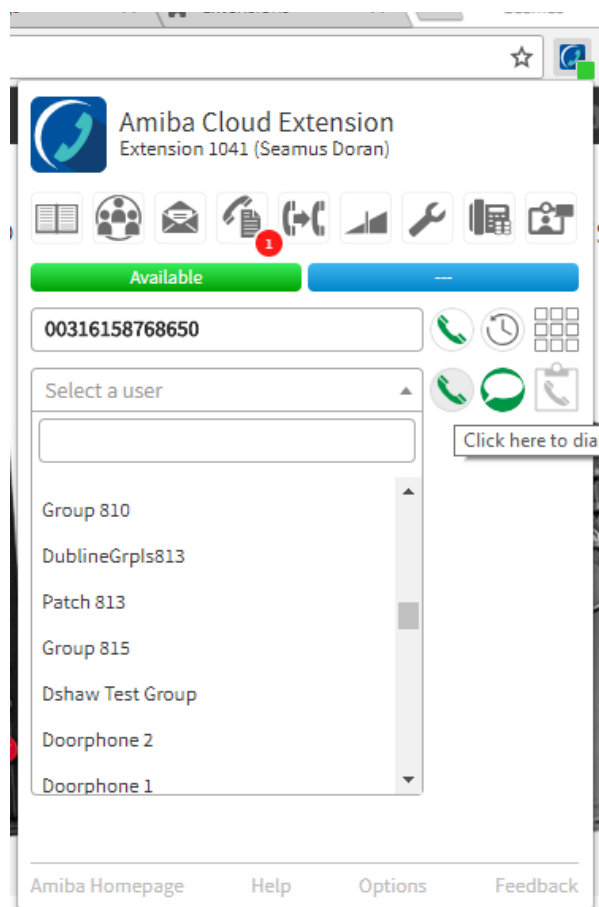
Your personal portal gives you quick and easy access to video conferences, chat, real time presence of colleagues, click to dial from contacts, call forwarding, voicemail, phone settings and speed dials.

### Chrome Extension and click-to-dial

The easiest way to open your portal to the Unified Communications platform is with a Chrome browser. Simply add the 'Amiba Cloud extension' to your Chrome browser under the settings icon at the top right of the page Settings/More Tools/Extensions. Search for 'Amiba Cloud extension' and add it.

When the extension is added, an Amiba extension icon will appear on the top right of the browser page. Click on this and type in the server address (PBX URL) and your username and password. Press Save and Login and the extension will now keep you connected to the Unified Communications platform to receive notification of incoming calls and chat messages.

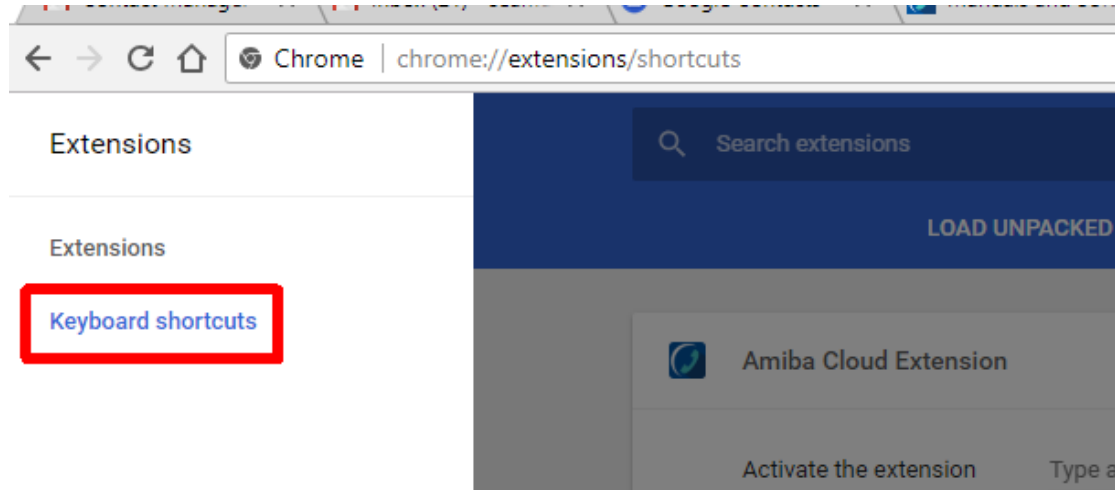
Click on the Amiba extension icon to start a voice call or chat or to go to your personal portal page.



You can use the Chrome plug-in to highlight numbers on web pages and click to dial.

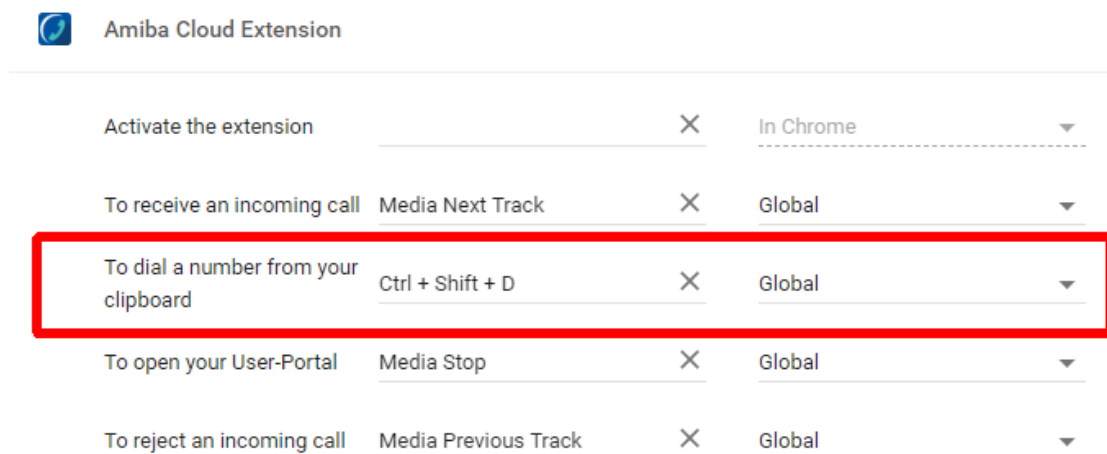
In order to dial a number in a Word doc or similar, copy the number to your Clipboard (Ctrl + C) and then use the Chrome Click to dial shortcut.

Set the Chrome short cut as follows.



Go to Chrome Settings/Extensions.

Select Keyboard shortcuts.



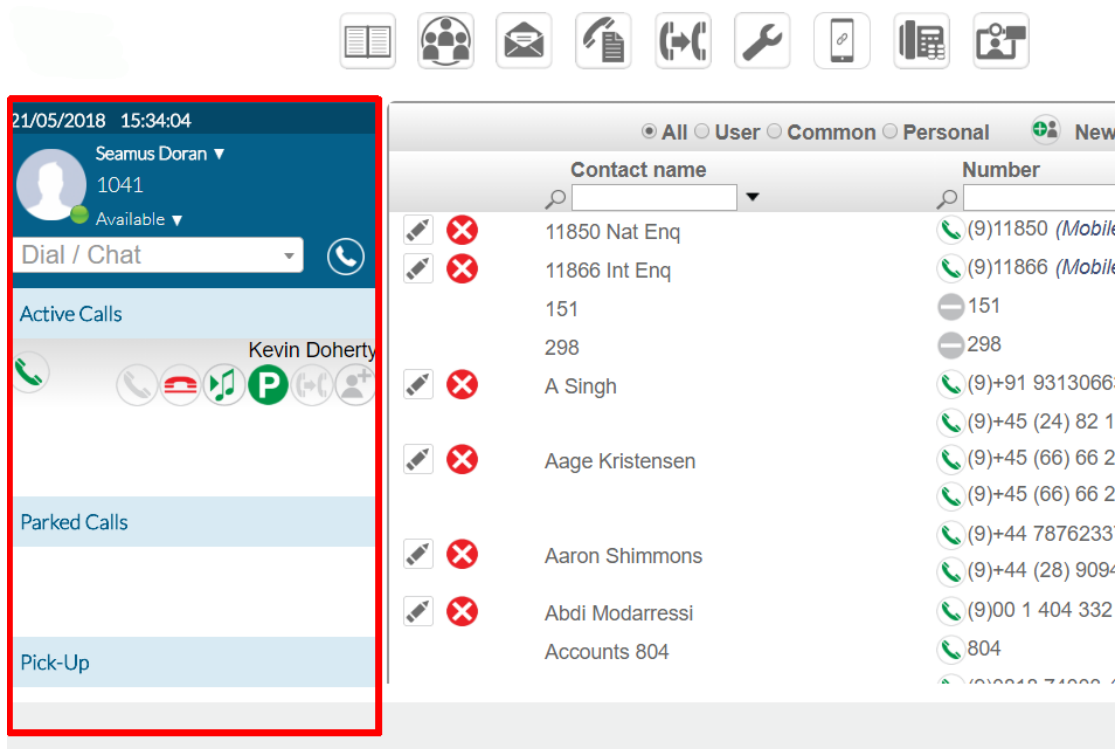
Enter the combination you want to use globally.

An alternative is to use the Keylink software for click to dial.

### Call Handling panel on the user portal

You can easily handle multiple calls via your user portal.

To make a call from your phone using the portal, you can simply type the destination number into the white box in the call handling panel and click the handset icon. Alternatively, click the handset icon beside the number in the Phone Book or contact list.

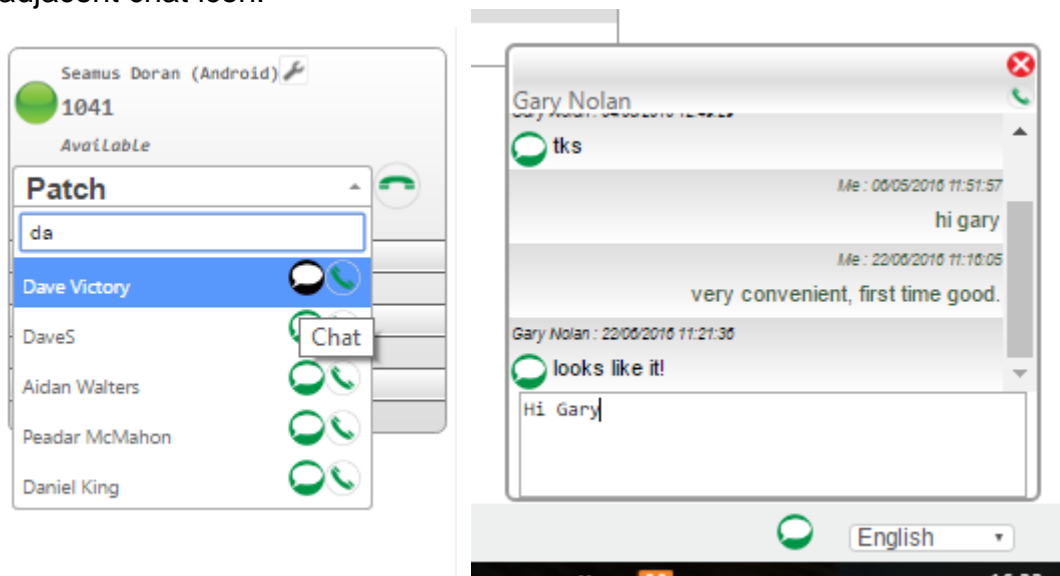


When you are on a call you can use the hold icon (music symbol) to place the other party on hold or to take a call back from hold. You can also use the park icon (P) to park or un-park a call.

Where many calls are active on your phone, the status of each one is displayed individually.

### Instant Messaging

Enter the first letters of the user's name in dialog box and click on the adjacent chat icon.



Type the message in the dialog box and enter carriage return to send.

## User portal icons

The icons on your user portal give access to Phone Books, Presence of colleagues, Voicemails, Call Forwarding, Phone settings, Pair Smartphone app, Function keys and Video Rooms:



## Phone Book

The screenshot shows the Phone Book interface. At the top, there are navigation tabs: All, User, Common, and Personal. Below these are buttons for 'New Personal Contact' and 'New Common Contact'. The main area is a table with columns for 'Contact name' and 'Number'. The table contains several entries, including '2, Almere taxi', '4, Almere taxi', 'Abdull Ali', 'Accounts 804', 'Aer Lingus', 'Aidan Walters', 'ajhar', 'Akuvox Another', 'Akuvox Jack', and 'Akuvox Number'. Each entry has a phone icon and a status indicator (e.g., Mobile, Other, Business 1, Home 1). To the right of the table is a sidebar for a contact named 'Gary No1an (iPhone) 1043', which is currently 'Available'. The sidebar includes a 'Dial / Chat' button and buttons for 'Active Calls', 'Parked Calls', and 'Pick-Up'. At the bottom of the table, there is a pagination control showing '1/52' and '10'.

Here you can click to dial from your contact list, from the company directory (common) or from the internal users' list. You can add or edit contacts or search by typing a name or number in the search box:

## Presence of Internal Users



By clicking on this icon you see the live status of all other users on the system and you can call another user or start a chat session by simply clicking on the user call button or chat button.

The screenshot displays the 'Internal Users' interface. At the top, there is a toolbar with various icons. Below it, a grid of user status cards is shown, each with a name, a status indicator (green for available, red for not connected), and a call button. A chat window is open for 'Seamus Doran', showing a message from Seamus Doran to Gary Nolan: 'hi gary'. The chat list on the right shows a list of chat sessions with their respective dates and times.

## Voice Mails



Clicking on the Voice Mail icon allows you to manage your voicemails and recorded calls.

The screenshot displays the 'Voice Messages' interface. It shows a table of voice messages and recorded calls. The table has columns for 'Date', 'Calling Party', 'Name', 'Duration', and 'Status'. A red box highlights the 'Actions' icon (a wrench) in the 'Status' column of the first message row. Below the table, there are navigation controls for the list.

Controls	Date	Calling Party	Name	Duration	Status
	22/03/17 11:03:36	086-040608	'iggins, Conan (Mob)	00:00:06	
	22/03/17 10:39:43	086-040608	'iggins, Conan (Mob)	00:00:06	

You can listen to, delete or download voicemail messages and recorded calls and create new contact using the call details. You can search for voicemails or recorded calls by date, calling party or name.

Click on the spanner icon, marked, to upload/download, play or delete recorded VM Welcome and Busy messages.

Name	Controls	Date	Duration
Introductory message		16/11/16 13:25:50	00:00:05
Busy message		22/03/16 16:26:38	00:00:04

## Call Logs



Click on the Call log icon to see lists of missed calls, dialled calls and answered calls.

16/05/2018 16:58:26	(9)02078340367	Unknown	Search
16/05/2018 16:57:46	(9)02078340367	Unknown	Search
16/05/2018 14:38:12	(9)0031172260002	Frank De Jong (B)	Search
16/05/2018 14:35:18	(*906)5292800	Unknown	Search
15/05/2018 23:13:49	1095	Dave Maj Main	Search
15/05/2018 12:27:11	(9)0031172260002	Frank De Jong (B)	Search
15/05/2018 10:58:36	(9)0031172260002	Frank De Jong (B)	Search
14/05/2018 17:48:03	(9)0016785818048	Bernie Posey (B)	Search
14/05/2018 16:30:41	(*906)0031172260002	Frank De Jong (B)	Search
14/05/2018 12:25:23	(9)8013261	Unknown	Search
14/05/2018 11:27:30	(9)00447786627370	Paul Whetstone (Mob)	Search

You can call back any missed call from this list or create a new contact using the details.

## Call Forward



Click the Call Forward icon and select the forwarding options from the drop down menu.

	Forward All Calls Click to change	Disabled
	Forward No Answer Click to change	Disabled Delay: 45 secs
	Forward On Busy Click to change	Voicemail
	Forward On No Registration Click to change	(9)0872379744

Gary Nolan (yealink SIP-T46G 28.)

1043

Available

Dial / Chat

Active Calls

Gary Nolan (H)

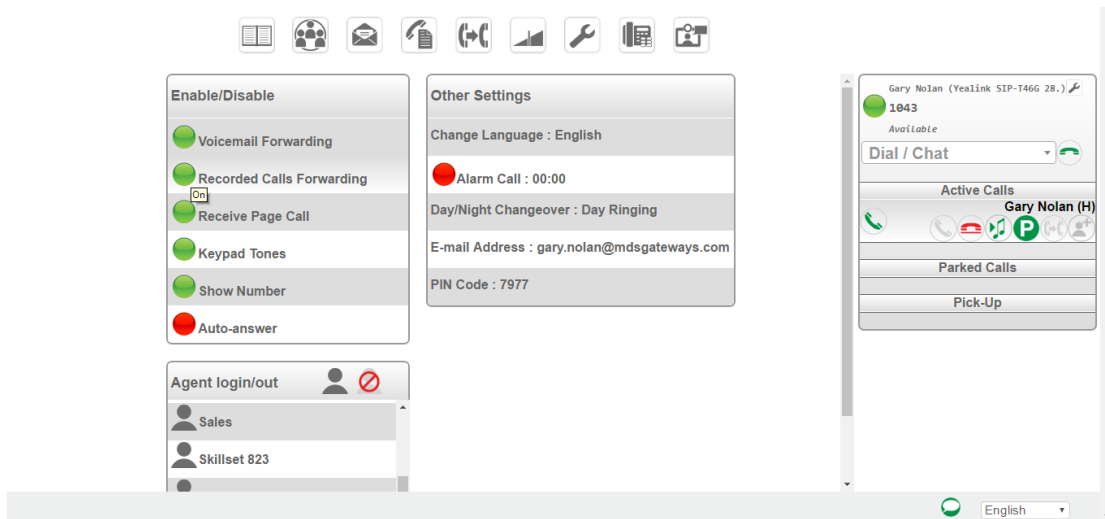
Parked Calls

Pick-Up

## Phone Settings



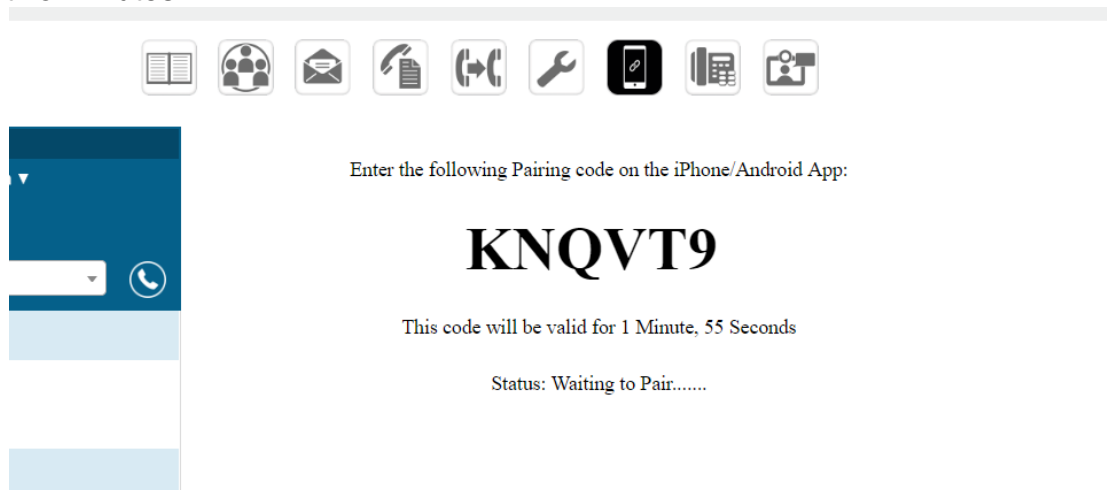
Clicking on Phone Settings allows you to change many of your phone's functions, to set alarm calls, to change language, to change your PIN, to log in or log out of a group or to switch the system to night mode if you are an operator.



## Pair Smartphone App



Clicking on Pair Smartphone app allows you to register your iPhone or Android softphone app with the PBX, by entering the generated code, within two minutes.





## Function Keys



Click Function Keys to re-programme the keys on your phone with speed dial numbers and tasks which you perform frequently.

Phone Model: Yealink T46G [Click to change](#)

Function Key Programming EXP Module Programming

KEY 1:	SEAMUS
KEY 2:	Declan Gibbons
KEY 3:	Huon, Isabelle
KEY 4:	Home
KEY 5:	Huon, Isabelle
KEY 6:	Dave Victory
KEY 7:	Akuvox Jack
KEY 8:	Park Current Call
KEY 9:	Messaging
KEY 10:	Extn 139
KEY 11:	4, Almere taxi
KEY 12:	Demo Caller 197
KEY 13:	Demo Agent 192
KEY 14:	Aer Lingus
KEY 15:	SEAMUS
KEY 16:	Demo Caller 194
KEY 17:	Demo Caller 196
KEY 18:	Demo Caller 194
KEY 19:	Alexander Hayward
KEY 20:	Meet-Me Room
KEY 21:	Recent Calls
KEY 22:	Demo Caller 197
KEY 23:	Gary Nolan

1/10/13 6/15/24  
2/11/20 7/16/25  
3/12/21 8/17/26  
4/13/22 9/18/27  
5/14/23 10/19/28

28 29 30

Gary Nolan (Yealink SIP-T46G 28.)  
1043  
Available  
Dial / Chat  
Active Calls  
Parked Calls  
Pick-Up

English

A function key can be programmed with a speed dial number of an external contact or internal colleague or you can assign a function from the following list:

Function Keys

Undefined	Meet-Me Room
Main Menu	Meet-Me Room 4
Day/Night Ringing	Meet-Me Room 5
Intrude call	Meet-Me Room 6
Call Pick Up	Meet-Me Room 7
Park Current Call	Meet-Me Room 8
Phone Book	Meet-Me Room 9
Internal Paging	Meet-Me Room 10
CLI Restriction	Listen to call
Record	Recent Calls
Messaging	
Call Forward	
Auto Answer	
DND	
In a meeting	
Travelling again	
Out of the office	
At lunch	
On a break	
On leave	
Logged out of PC	
Wrap-up time	
Im away	
1)Meet-Me Room 1	
2)Meet-Me Room 2	

Gary Nolan (Yealink SIP-T46G 28.)  
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## Video Room



Click the Video icon to set up a video conference.

**Create a Video Room**

Video Room name  
myroom  
Password (Optional)  
Create

**Join a Video Room**  
Select Video Room  
No Rooms in use  
Refresh Join

**Make New Reservation**

Resource	Start Time	Duration	Repeat	
1) Meet-Me Room 1 (6902)	29/7/2016 17:44	H: 0 M: 0	None	+

**Current Reservations**

Resource	User	Start Time	End Time	Repeat	Cancel
Meet-Me Room (6900)	Declan Gibbons	02/10/2015 14:45	02/10/2015 15:45	Weekly	
Meet-Me Room (6900)	Dave S	18/11/2015 17:00	18/11/2015 18:00	Weekly	
Meet-Me Room (6900)	Dave S	19/11/2015 12:00	19/11/2015 13:00	Weekly	
Video Room: 2	Celine Dilwort 254	28/03/2016 10:30	28/03/2016 11:50	Weekly	

Enter a name for the room and click Create.



Click on the Share link icon, left above your image, to send an email invitation from the mail client on your device.