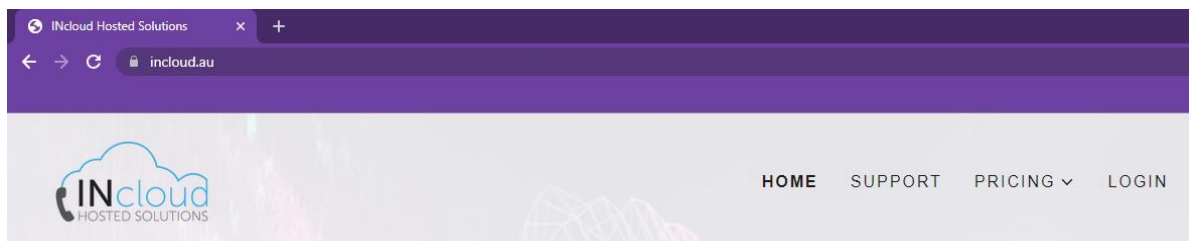


To access the INcloud portal browse our website <https://incloud.au> and click the *Login* button.



You will now see the INcloud login screen, if you do not have login details yet, please contact us at: enquiries@incloud.au with the subject line **User Portal Access**. Please advise us on which email address to use.

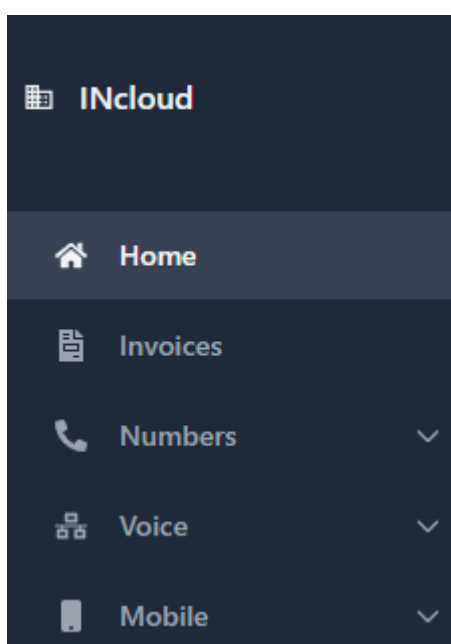
Email:

Password:

[Forgot password?](#)

Login

Now that you have logged into your account you should be able to see the navigation bar on the left with multiple options to assist you in managing your business.



Overview of Navigation:

Home:

- ❖ This is the main splash screen for your account.

Invoices:

- ❖ This is where you will be able to see your invoice history, current and paid amounts & be able to view/download a PDF copy of your bill.
- ❖ If you are a Direct Debit customer you will also be able to set up Payment Methods here as well, note direct debit Fees do apply.

Numbers:

- ❖ Under the Numbers menu, you will see Numbers List from here you will be able to click on your number to change its destination, also there is an easy “Forward all calls” toggle which you can activate to divert your number elsewhere.

Voice:

- ❖ This section provides you with a more in-depth look at how your phone lines are working, if you are a hosted customer, you will be able to modify your system to your liking from here, if you are using our on-premises system you will be able to see the online status of your device.

Mobile:

- ❖ Want to use INcloud for mobiles? Here you can view & manage existing mobile plans as well as business data pools, you can even port your number to us from here, just give us a call to arrange a SIM card.

NBN: (Coming Soon)

Table Of Contents:

- [Invoices](#)
- [Direct Debit](#)
- [Payment Methods](#)
- [Numbers](#)
- [Numbers – Caller Routes](#)
- [Numbers – Time Groups](#)
- [Voice – Extensions](#)
- [Voice – Mailboxes](#)
- [Voice – Audio Files](#)
- [Voice – Music](#)
- [Voice – Hunt Groups](#)
- [Voice – Queues](#)
- [Voice – Pickup Groups](#)
- [Voice – IVR Menus](#)
- [Voice Tools – Call History](#)
- [Voice Tools – Phone Directory](#)
- [Mobile – Numbers](#)
- [Mobile – Data Pools](#)



Invoices:

Invoice number	Invoice date	Due date	Total amount	Payments	CSV Download
#80050	2023-06-01	2023-06-16	\$508.63	\$508.63	link
#80009	2023-05-01	2023-05-16	\$167.28	\$167.29	link
#80004	2023-04-04	2023-04-19	\$119.37	\$119.37	link

1 to 3 of 3 < > Page 1 of 1 > >

On the Invoice screen you will see a list of your invoices with their invoice number, creation date, due date, amount & any corresponding payments.

Bank transfer payments may take up to 3 business days to show as paid, our system synchronises payments every 24 hours.

If you click the hyperlinked invoice number, you will be directed to a basic web view of your invoice.

Clicking “Public Link” will take you to a more in-depth version of your invoice with call history.

INVOICE

[Public Link](#)

INVOICE NO.	:	80050
INVOICE DATE	:	2023-06-01
DUE DATE	:	2023-06-16
STATUS	:	sent

BILLING ADDRESS:
Jade Butler
991 Mate Street , North Albury NSW 2640 AU

BILLING PERIOD

01/06/23 - 30/06/23

09/05/23 - 30/06/23

09/05/23 - 30/06/23

01/06/23 - 30/06/23

01/06/23 - 30/06/23

01/06/23 - 30/06/23

01/06/23 - 30/06/23

18/05/23 - 30/06/23

Concerned your first month is more expensive than you were expecting? Or recently activated a service with us mid-month.

Please make sure to check the “Billing period” on your invoice, this will outline when you are being billed from and to what date the invoice covers.

Direct Debit

If you are a Direct Debit customer your invoices will also have a “Pay Now” button on them allowing you to process a payment on one of your added payment methods

INVOICE

[Pay now](#)[Public Link](#)

INVOICE NO. : 80083

BILLING ADDRESS:

Euan Matthews

Payment Methods (Coming Soon)

Numbers

Clicking on “Numbers List” will take you to the below screen where you can see a list of your Telephone Numbers, their current destination & whether that number is currently being forwarded elsewhere.

Customer numbers

Search... Reset

T	Number	Description	Destination	Customer site	Temporary forward
	1300183526	Euan	Telephone line	991 Mate Street, North Albury	

Clicking on the hyperlinked number will take you to an information screen about that number:

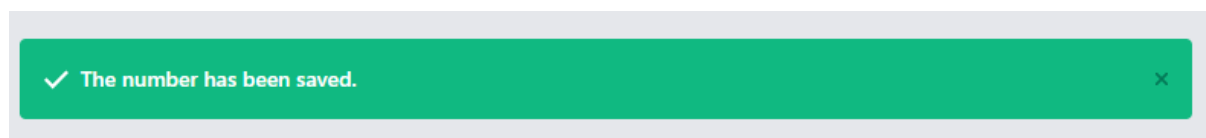
Number: Description:

Forward all calls? PIN:

Number: Force caller name on inbound calls:

Music on Hold: Enable Time Groups?

By default, you should not need to alter any of these settings as our technical department programs this for you, however, if you wish to divert your number simply click the **“Forward all calls”** toggle, input the number including the area code you wish to diver to under the **“Number”** text box and then press **“Update”** in blue, you will receive a message advising you if this was saved or not.



If you do not see this popup, please press **“Update”** again or check the number input is correct.

You will also see on the right action buttons for ***“Time Groups”*** & ***“Caller Routes”*** These functions will be outlined later in this document.

Time Groups ^

[+ Add](#)

Name	Destination Type	Destination Number
No records found.		

Caller Routes ^

[+ Add](#)

Prefix	Destination Type	Destination Number
No records found.		

Voice – Extensions

❖ **Note: This is only accurate for Hosted customers.**

Clicking under **“Voice”** & then **“Extensions”** will take you to a list of your voice extensions allowing you to see extension numbers, email addresses, phone models, caller ID & remote IP (Whether the extension is registered)

Extension	Email	Description	Customer site	Phone model	Caller ID	Remote IP
100	info@intelephony.com.au	Euan	991 Mate Street, North Albury	VPBX Push	0259736098	103.134.52.221

If you click **“Menu”** in the top right of this screen you can export your SIP Extensions to a CSV file.

If you do not see any data under **“Remote IP”** your device isn’t working, and you may need to contact support@incloud.au

Clicking on a hyperlinked extension number will take you to an information page about that number.

Extension list / 100 - Euan

Menu

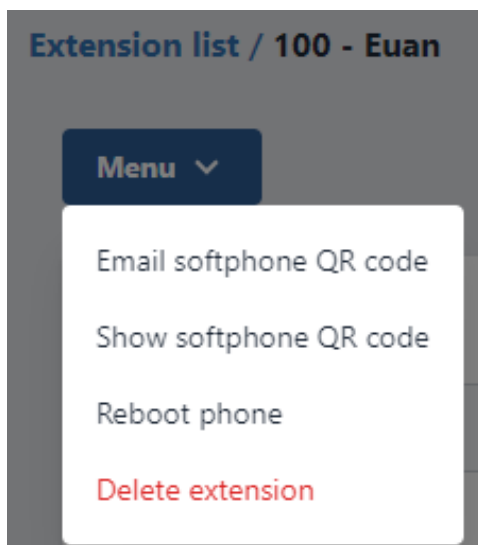
Registered from:	Description:
	Euan
Phone model:	Location:
MITEL 6940	Sydney
External Caller ID:	Internal Caller ID:
0259736098	100 Euan
Calling privileges:	Inbound DID:
No international calls	1300183526
Customer sites:	Email:
991 Mate Street, North Albury 991 Mate Street North Albury NSW	info@intelephony.com.au

Do not disturb Expansion Module VLAN PABX Mode Auto Answer

Forward all calls? Forward on no answer? Forward on busy? Forward on unregistered?

Update

On this screen if you click the menu, you will be given 4 options.



1. Email softphone QR code: | If you are using our VPBX softphone this allows you to email a QR code for easy downloading and configuring on your smartphone.
2. Show softphone QR code: | Same as above except the QR code is displayed on the screen for you to scan.
3. Reboot phone: | If your device is online, you can request it to be rebooted by clicking this option.
4. Delete extension: | It is highly advised you do not click this option unless advised to do so, this will remove the extension and any devices associated with it will cease to function.

Below is a list of details regarding the text boxes on the extension screen.

- ❖ **Registered from:** | This will show you the WAN IP address that the extension in question is being registered from, if this is blank your extension may be offline.
- ❖ **Description:** | A quick label to identify the extension.
- ❖ **Phone model:** | This shows you the model of the device registered if the device is not a MITEL you will usually see "Generic SIP Device" here.
- ❖ **Location:** | If set the extension will retrieve its time & date from a server in that city.
- ❖ **External Caller ID:** | Setting this will alter the number displayed when calling other phones from this extension, setting this to "Unknown" will change the caller display to "private"
- ❖ **Internal Caller ID:** | This setting controls the extension's internal number on a Hosted PBX, changing this is not advised.
- ❖ **Calling privileges:** | Changing this setting can control what calls the extension can make, by default, it is set to "No international calls" If you change this to "Allow all calls" international call rates will apply, setting this to "No calls" will mean the extension will no longer be able to dial out.
- ❖ **Inbound DID:** | The number here is the number which you would call for this extension to ring, AKA Direct Indial.
- ❖ **Customer Sites:** | Assigning the extension to a site allows you to easily identify the location of a set should you have multiple locations.
- ❖ **Email:** | Setting this can do 2 things, firstly it will create a customer user for login to the portal & it will allow this email to be used for Voicemail-Email.

Upon changing any of these settings please ensure you press "Update" to save your changes.

Extension features allow you to change some functionality of your extensions & how calls to them are processed by the system: Details below.

Do not disturb <input type="checkbox"/>	Expansion Module <input type="checkbox"/>	VLAN <input type="checkbox"/>	PABX Mode <input type="checkbox"/>	Auto Answer <input type="checkbox"/>
Forward all calls? <input type="checkbox"/>	Forward on no answer? <input type="checkbox"/>	Forward on busy? <input type="checkbox"/>	Forward on unregistered? <input type="checkbox"/>	

Update

- ❖ **Do not disturb:** | This will tell the extension that you are busy and not wanting to receive calls, callers will get a busy signal.
- ❖ **Expansion Module:** | This feature only functions with MITEL sets, it allows you to view the BLF keys of the expansion module of the assigned extension.
- ❖ **VLAN:** | Check with your IT provider before changing this, some companies put voice traffic on a separate VLAN in which case this would be required.
- ❖ **PABX Mode:** | Enabling this means that you will now need to dial 0 to get a line or make a call, e.g., 00413955500.
- ❖ **Auto Answer:** | This means any call to your extension will automatically pick up and be put on speakerphone.
- ❖ **Forward all calls:** | Ticking this will enable you to set all calls to this extension to go to another extension or telephone number.
- ❖ **Forward on no answer:** | Ticking this works like overflow and enables you to route your call elsewhere should you not answer it.
- ❖ **Forward on busy:** | Ticking this allows you to route your calls to another destination if the extension is busy or on another call.
- ❖ **Forward on unregistered:** | Ticking this enables the system to detect when your set is offline and forward traffic elsewhere until the problem is resolved.

BLF keys, changing these options below will automatically update the on-screen keys of any supported MITEL handset. These features will not work on any other type of handset at this time.

BLF settings ^

Slot 1 : Line 1	Slot 7	Slot 13	Slot 19	Slot 25	Slot 31	Slot 37	Slot 43
Slot 2 : Call Park 1	Slot 8	Slot 14	Slot 20	Slot 26	Slot 32	Slot 38	Slot 44
Slot 3 : Call Park 2	Slot 9	Slot 15	Slot 21	Slot 27	Slot 33	Slot 39	Slot 45
Slot 4	Slot 10	Slot 16	Slot 22	Slot 28	Slot 34	Slot 40	Slot 46
Slot 5	Slot 11	Slot 17	Slot 23	Slot 29	Slot 35	Slot 41	Slot 47
Slot 6	Slot 12	Slot 18	Slot 24	Slot 30	Slot 36	Slot 42	Slot 48

Update BLF keys
Add custom speed dials
Sort by extension number
Sort by extension name

In the hosted environment you can add & change pickup groups, if you require access to this, please email support@incloud.au

Pickup groups

Group Membership:

Main Pickup ✕

✕ | ▼

Update

Voice – Mailboxes

In the hosted environment you can control your voicemail and recordings from the voice menu.

Mailboxes

Add new mailbox

Mailbox	Description	Timezone	Delete after notifying	Play callerid
100	VM	Australia/Sydney	Yes	Yes

Clicking on the hyperlinked mailbox number will take you to an information page about the voicemail box.

Mailboxes / 100

Menu ▼

Description: ⓘ

Pin: ⓘ

Time zone: ⓘ

Notify by email: ⓘ

If 0 is pressed during greeting, forward to:

Play callerid ⓘ

Play time message was left ⓘ

Attach file to backup email addresses ⓘ

Delete message after sending emails

Notify backup email addresses:

Update

- ❖ **Description:** | Identifies the mailbox & who it is associated with.
- ❖ **Pin:** | This code is required when dialling the voicemail number.
- ❖ **Time Zone:** | This is the date & time stamped zone for messages.
- ❖ **Notify by email:** | Your options here are “No” which means you need to call the voicemail box to retrieve voicemails or “Mailbox owner, and attach voicemail” In this case it will email the email address associated with the extension.
- ❖ **If 0 pressed during greeting, forward to:** | This is an extra feature that allows you to program a 0 function into your mailbox.

Voicemail toggles explained:

- ❖ **Play callerid:** | With this enabled voicemail recordings will announce the phone number of the caller who left a message prior to the recording.
- ❖ **Play time message was left:** | With this enabled voicemail recordings will announce the date & time of the recording prior to the recording.
- ❖ **Attach file to backup email address:** | This allows you to specify more than one address to email your voicemails too separate with a comma to input multiple addresses, note the mailbox owner will always receive the email.
- ❖ **Delete message after sending emails:** | Enabling this means the voicemail once delivered to your email server will be deleted from the voicemail system.

Copy new messages:

This feature allows you to copy voicemail messages from another mailbox to this mailbox instead of re-recording the message.

Copy new messages ^

Selected mailboxes:

↑ Add selected

↓ Remove selected

Available mailboxes:

Update

Greetings and Audio:

This is where you would upload a sound file to act as your voicemail message, note all recordings will end in our default “Please leave a message after the tone” recording, this cannot be changed.

Greetings and audio ^

Greeting or name:
Select... | v

Sound file to use:
Select... | v

.wav/.mp3/.m4a file to upload:

Use or upload

- ❖ **Greeting or name:** | Selecting this allows you to determine which function you want to play which voicemail message, there are 4 voicemail “Greeting” modes.
 1. **Busy Greeting:** | If your phone generates a busy tone this recording will play.
 2. **Audio Name:** | A generic mailbox name recording.
 3. **Temporary Greeting:** | A temporary recording you can activate on the system, usually used for initial mailbox recording.
 4. **Unavailable Greeting:** | This along with the busy greeting are the primary greetings you would set to go to voicemail.
- ❖ **Sound file to use:** | Here you can select an audio file that is already named & added to your account, adding audio files is described after this section.
- ❖ **File to upload:** | Here you can attach a supported .wav .mp3 or .m4a file to the system to act as your voicemail recording.

Please ensure to press “Use or Upload” after changing any of these settings.

Voice – Audio Files

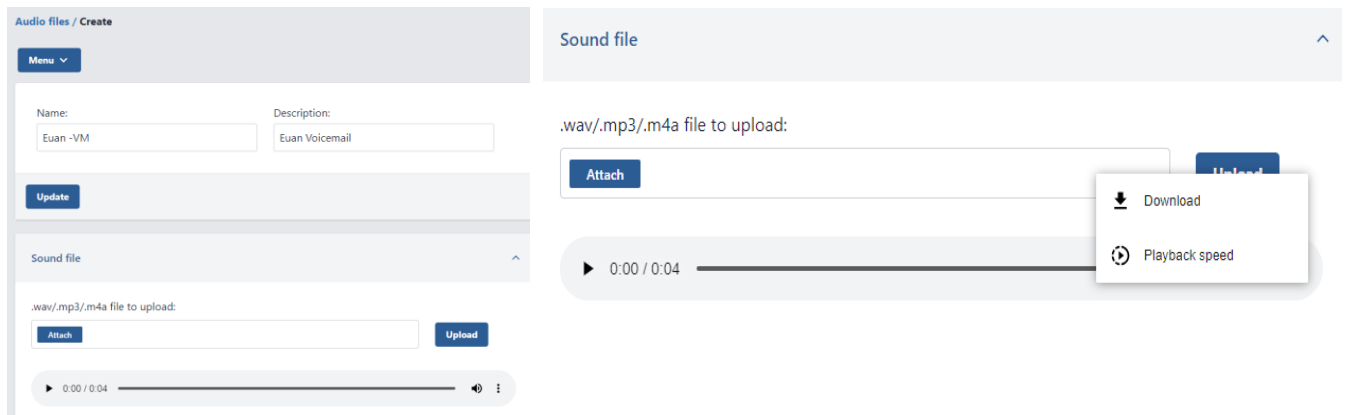
You can add audio files to our system for ease of use with you your voicemail system.

Audio files

Name	Description
Euan -VM	Euan Voicemail
Pre	Preannouncement

- ❖ Pressing “Add Audio File” will direct you to a screen where you can input the Name & Description of your file.
- ❖ Once named you can then attach an audio file as you did in the Mailbox section and press “Upload” to link that recording to the Audio File.

Clicking on the hyperlinked Audio File name will take you to an information screen about that file.



Here you can edit the name of the recording as well as upload a new recording under that label, to play the recording simply press the play button displayed at the bottom once a valid audio file is detected.

- ❖ Pressing the 3 dots to the right will allow you to download the recording or edit the playback speed of the file.

Once uploaded the recording information is saved to the system automatically.

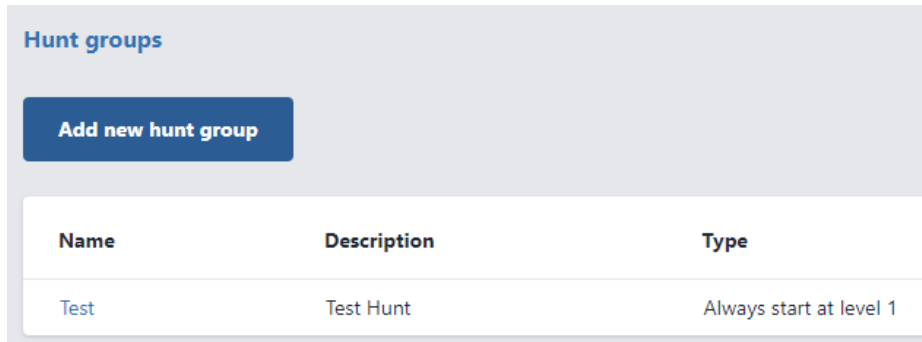
Voice – Music

This section is the same process as the [“Audio Files”](#) section, however, these recordings are used for your music-on-hold functions.

Please contact support@incloud.au if you want to change these settings.

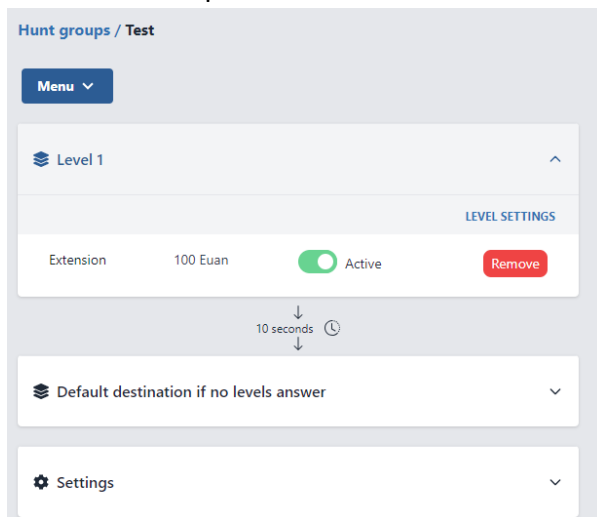
Voice – Hunt Groups

You can create a hunt group on the system to route your calls in different ways.



Name	Description	Type
Test	Test Hunt	Always start at level 1

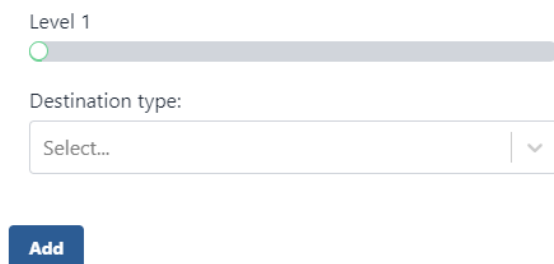
Clicking on the hyperlinked Hunt Group name will take you to an information page about that Hunt Group.



Pressing “Menu” will give the following options.

- ❖ **Add new destination:** | This allows you to add an extension or number to this hunt group.
- ❖ **Delete Hunt Group:** | Pressing this will remove the Hunt Group from the system.

Pressing “Add new destination” will bring up the following screen.



- ❖ You can add up to 10 different levels, Hunt will always start at level 1 and work towards level 10.
- ❖ Destination type can either be “Number” or “Extension” Selecting number allows you to type your own number.

CLOSE

Default Destination if no levels answer:

This setting allows you to control where your calls go should the Hunt Group not answer the call. Destination information below:

☰ Default destination if no levels answer

Destination:

Mailbox

Mailbox:

Update

- ❖ **Telephone Line:** | Sends the call to another line of your choosing.
- ❖ **Number:** | Sends the call to a number of your choosing.
- ❖ **Mailbox:** | Sends the call to a voicemail box.
- ❖ **Hunt Group:** | Sends the call to another configured hunt group.
- ❖ **Page Group:** | Contact support@incloud.au if you want this feature.
- ❖ **Feature Code:** | This is a technical setting only, generally not altered by a user.
- ❖ **Pickup Group:** | Sends calls to a pickup group, all extensions assigned to it will ring.
- ❖ **Queue:** | Sends calls to a call queue, described in detail later in this document.
- ❖ **IVR Menu:** | Sends calls to an IVR menu, described in detail later in this document.
- ❖ **Number Menu:** | Contact support@incloud.au if you want this feature.
- ❖ **Busy tone until caller hangs up:** | Plays a busy tone to the caller.
- ❖ **Congestion tone until caller hangs up:** | Plays a congestion tone to the caller.
- ❖ **Hang up call:** | Rejects & terminates the call.

Settings:

Change the details of your configured Hunt Group:

⚙ Settings

Name:

Description:

Ring each level for 10 seconds

Level order:

Music:

Allow destinations to forward calls

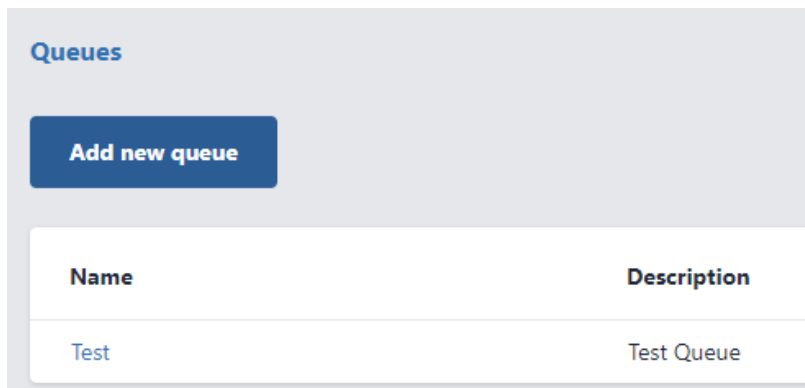
Feature code:

Update

- ❖ **Name:** | Identifying name of your Hunt Group.
- ❖ **Description:** | Brief explanation of the group.
- ❖ **Ring each level for:** | The amount of time each hunt level will ring before progressing to the next level.
- ❖ **Level order:** | Default is always level 1; however, you can set this to start from the place your last caller left.
- ❖ **Music:** | Allows you to change the default music people here while in the group.
- ❖ **Allow destinations to forward calls:** | If ticked extension level settings will be followed also.
- ❖ **Feature code:** | This is an admin setting that allows the group to be assigned its own number for testing or routing.

Voice – Queues

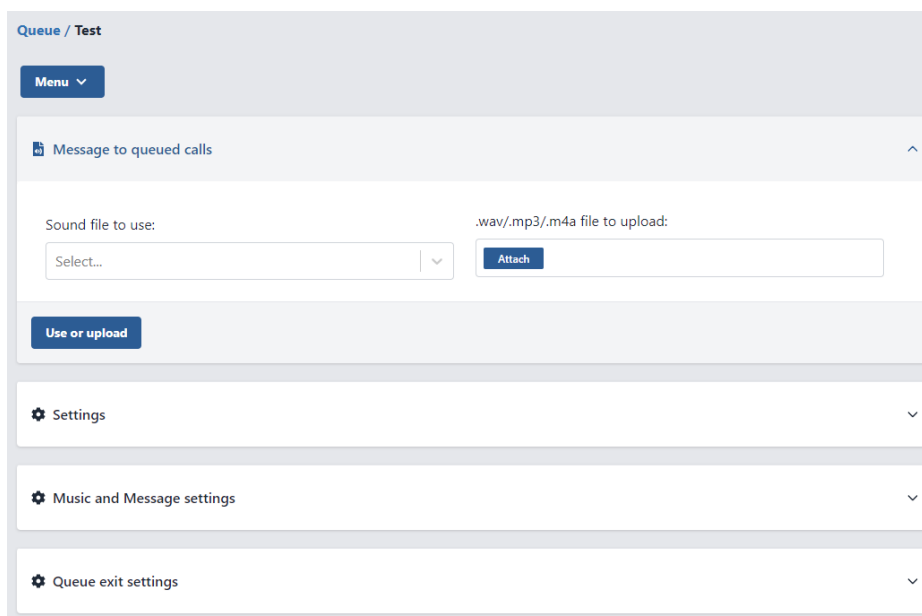
Call queuing allows you to put your callers in a hold environment until you are ready to take each call.



Name	Description
Test	Test Queue

❖ Clicking “Add new queue” will take you through the steps of setting up your call queue.

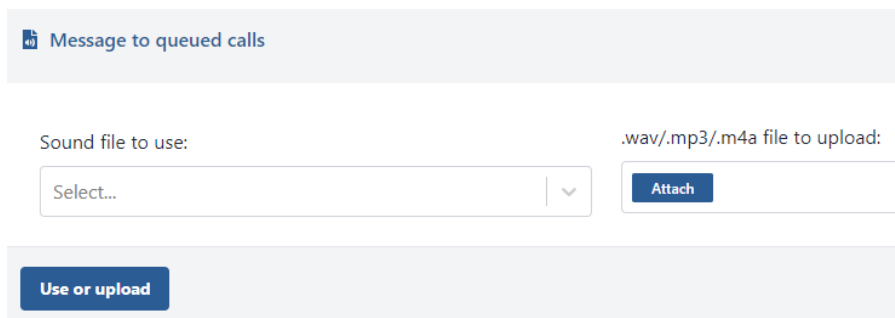
Clicking on the hyperlinked queue name will take you to an information page about the queue.



Menu: Clicking menu will provide you with the 2 following options.

- ❖ **Add new destination:** | This feature is locked to admin at this time.
- ❖ **Delete Queue:** | This allows you to remove the queue from the system.

Message to queued calls: This is where you will select an Audio File to play to callers prior to them entering the queue.



- ❖ **Sound file to use:** | This allows you to select a pre-configured audio file.
- ❖ **File to upload:** | Allows you to bypass using a configured audio file & create a separate file for the queue.

Settings: Under the settings dropdown you can change the basic functions of your queue.

Settings

Name: <input style="width: 95%;" type="text" value="Test"/>	Description: <input style="width: 95%;" type="text" value="Test Queue"/>
Queue priority: <input style="width: 95%;" type="text" value="1 (lowest)"/>	Destination priority type: <input style="width: 95%;" type="text" value="Linear"/>
Destination order within priorities: <input style="width: 95%;" type="text" value="Ring all destinations at once"/>	Feature code: <input style="width: 95%;" type="text"/>

Update

- ❖ **Name:** | The queue name.
- ❖ **Description:** | A brief description of this queue.
- ❖ **Queue priority:** | Used when you have multiple queues to identify the most important (8) to least important (1)
- ❖ **Destination priority type:** | This will always be “Linear”.
- ❖ **Destination order within priorities:** | You can set the destination order of how you want your phones to ring while in the queue.
- ❖ **Feature code:** | Admin use only.

Music and Message settings: These settings allow changes to be made for ring time and queue messaging.

- ❖ **When callers are waiting in queue play ringing:** | Default will be to play an audio file similar to the music on hold, however, you can set this to just ring.
- ❖ **Play message before entering queue:** | This activates the “Message and queued calls” section.
- ❖ **Ring destinations for:** | Allows you to change the ring time for the destination up to 60 seconds.
- ❖ **Wrap-up time:** | This is how long you want your destination to have after a call before being set back to available. Up to 300 seconds.

Music and Message settings

When callers are waiting in queue play ringing

Play message before entering queue

Ring destinations for 5 seconds

Wrap-up time 0 seconds

Update

Queue Exit Settings: These settings are for programming a caller’s experience when leaving the queue.

Queue exit settings

Use same destination for all exit reasons

No destinations are logged in on entering queue

There are already calls in the queue:

Too many calls forwards to:

Maximum hold time is reached:

Maximum hold forwards to:

No destinations forward to:

Update

Use same destination for all exit reasons: | This setting means no matter why someone exits the queue it will always go to the set destination.

No destinations are logged in on entering queue: | If no users are signed on to take calls callers will immediately follow queue exit settings.

- ❖ **There are already calls in the queue:** | Set the queue to exit callers after a set number of calls are already queued, max is 20 unless “No limit” is selected.
- ❖ **Too many calls forward to:** | These options are the same as the settings outlined [HERE](#).
- ❖ **Maximum hold time is reached:** | Calls in the queue for this amount of time will automatically exit the queue. Maximum 20 minutes.
- ❖ **Maximum hold forward to:** | These options are the same as the settings outlined [HERE](#).
- ❖ **No destinations forward to:** | These options are the same as the settings outlined [HERE](#).

Please ensure to press “Update” when changing any of these settings.

Voice – Pickup Groups

Having pickup groups programmed means any users assigned to those pickup groups can receive calls to the pickup group if that’s how the system is programmed.

Pickup groups

Add new pickup group

Name	Description
Main Pickup	

Pressing “Add new pickup group” will take you through the process of creating your pickup group.

Clicking the hyperlinked pickup group will take you to an information page about the group.

Pickup groups / Main Pickup

Name: ⓘ Description: ⓘ

Main Pickup

Selected Extensions ⓘ

100 - Euan

↑ Add selected ↓ Remove selected

Available Extensions ⓘ

Update Delete pickup group

❖ **Name:** | Short name for the group.

❖ **Description:** | Brief description of the group.

❖ **Selected Extensions:** | Shows you which extensions are in the current pickup group.

❖ **Available Extensions:** | Shows you a list of extensions that can be added to the pickup group.

❖ **Delete Pickup Group:** | Removes the group from the system.

Voice – IVR Menus

Adding an IVR menu allows you to prompt your caller to select an option and direct them to the correct department in your system.

IVR menu

Add new IVR menu

Name	Description
Test IVR	Test IVR

Pressing “Add new IVR menu” will take you through creating your menu.

Clicking the hyperlinked IVR name will take you to an information page about that menu.

IVR menu / Test IVR

Menu ▾

Destinations

1 2 3

4 5 6

7 8 9

* 0 #



Time out


On this screen, you can control what each individual key press will do when input by the caller, the timeout is the default location if no key input is detected.


Destinations are outlined [HERE](#).


IVR Announcements:

Adding an announcement is the audio that will play to a caller when they ring your number.

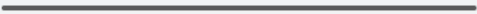


 Announcements 

Sound file to use: 

Select... 

.wav/.mp3/.m4a file to upload: 

Attach

▶ 0:00 / 0:12   


Delete music Download


Use or upload

It is recommended to follow the same instructions here as you did for [Audio Files](#).


IVR Settings:

Under settings you can program a few more particular settings for the IVR menu.


 Settings


Name: 

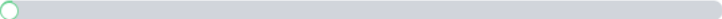
Test IVR

Description: 

Test IVR

Feature code: 

Time out after 1 seconds 



Update

- ❖ **Name:** | A short name to identify the IVR menu.
- ❖ **Description:** | A brief description of your IVR menu.
- ❖ **Feature Code:** | An admin setting for testing or routing.
- ❖ **Time out after:** | How long the system will wait once the audio file has finished before following the time out setting. Up to 60 seconds.

Voice Tools – Call History

Call history allows you to see how your business has been performing, calls made and taken and by who.

Start:

End:

Direction:

Calling number match:

Calling number:

Called number match:

Called number:

Minimum duration (seconds):

Search

- ❖ **Start:** | The start date you wish to begin your search from.
- ❖ **End:** | The last date to be displayed in the search.
- ❖ **Direction:** | Either inbound or outbound calls can be selected.
- ❖ **Calling number match:** | Choose whether the number you are inputting contains numbers, is exactly the number, starts with or ends with numbers, this is to help refine your search.
- ❖ **Calling number:** | Input the callers' number here or parts of the number you know and align with the above to allow for the best results.
- ❖ **Called number match:** | Choose whether the number you are inputting contains numbers, is exactly the number, starts with or ends with numbers, this is to help refine your search.
- ❖ **Called number:** | Input a number on your account or parts of the number you know and align with the above to allow for the best results.
- ❖ **Minimum duration:** | Changing this allows you to only see calls that go for longer than the input time.

Once you press search if there is a result you will be able to export it to CSV.

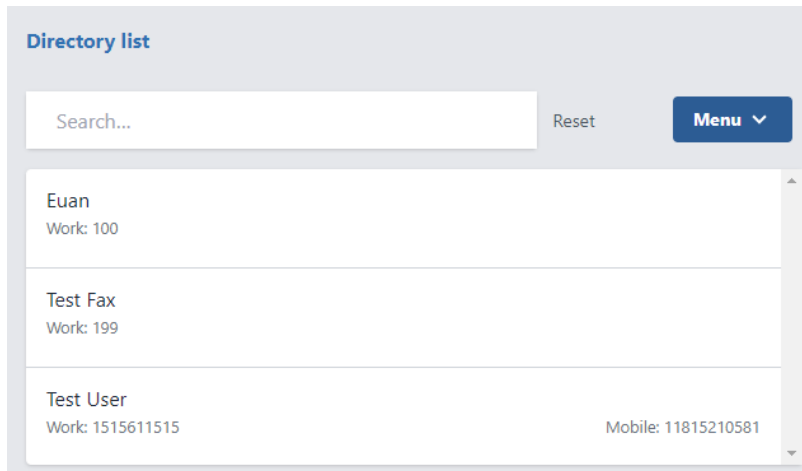
There are 4 possible call statuses, listed below.

- ❖ **Answer:** | The call was taken by a member of staff.
- ❖ **No Answer:** | The call rang out or went to voicemail.
- ❖ **Busy:** | No available phone lines available for the call to proceed.
- ❖ **Congestion:** | System set to do not disturb or not configured correctly.

Status	Direction	Calling number	Called number	Start/End
Answer	Inbound	0260404330	0259736098	2023-06-01 02:14 PM 2023-06-01 02:14 PM
Answer	Inbound	0260404330	0250162111	2023-06-01 04:10 PM 2023-06-01 04:10 PM
No answer	Inbound	0413955500	0250162111	2023-06-01 04:16 PM 2023-06-01 04:16 PM
Answer	Inbound	001113054023144	0250162111	2023-06-01 04:20 PM 2023-06-01 04:21 PM
Busy	Inbound	001113054023144	0250162111	2023-06-01 04:23 PM 2023-06-01 04:23 PM
Answer	Inbound	001113054023144	0250162111	2023-06-01 04:26 PM 2023-06-01 04:27 PM
Congestion	Inbound	0260404330	0384888182	2023-06-01 04:44 PM 2023-06-01 04:44 PM

Voice Tools – Phone Directory

You can add users to your phone directory to easily view contacts on your customer portal.



Pressing “Menu” allows the below options.

- ❖ **Add new:** | Add a single contact to the directory.
- ❖ **Import Multiple:** | Import a CSV file of contacts.
- ❖ **Export:** | Export your contacts to a CSV.

Clicking a contact will allow you to edit its details.

Mobile – Numbers

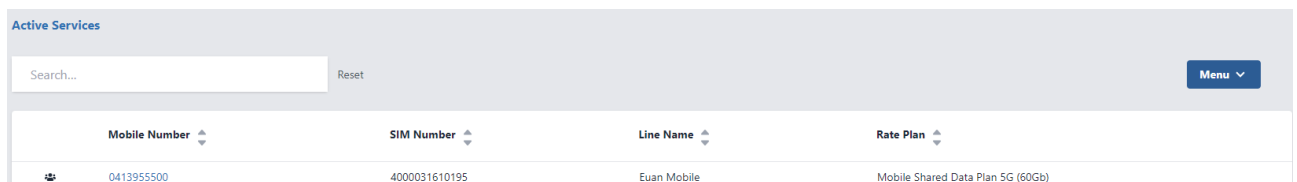
Currently, you can manage your mobile services from the customer portal, the below settings are explained a little more in detail.

- ❖ **New:** | This allows you to create or port a service to INcloud, while this functionality does work it is advised you email enquiries@incloud.au before trying to process your own order.
- ❖ **Services:** | Allows you to see a list of your current mobile services with INcloud.
- ❖ **Bulk:** | Allows for the bulk import of numbers to your account, it is advised you email enquiries@incloud.au for this functionality.

Services:

The active services screen allows you to see a list of your services with INcloud, the “People” icon to the left of a number advises that the number is a member of a data pool. Menu options are explained below:

- ❖ **Order queue:** | This shows you services that are currently being processed onto our system.
- ❖ **Historical services:** | This shows you any services you may have disconnected from our platform.



Clicking on a hyperlinked mobile number will take you to an information screen about that number.

A mobile service in a data pool will always display a balance of 0.



Balance

60GB -Pooling (5G) - Pooling Plan Data Allowance	0
--	---

Active services will display information similar to the below, if you have questions about any of the information displayed please email support@incloud.au | Clicking the pencil next to the service label will allow you to change this value, this is displayed on your monthly invoice.

Active Services / Mobile Number

Menu ▾

Service# 0413955500	
Status	✔ Active
Customer	INtelephony Pty Ltd
SIM Number	4000031610195
PUK Code	72729038
ICCID	89610140000316101985
Notification Email	info@intelephony.com.au
Service Label	Euan Mobile 
Service Address	 991 Mate Street, North Albury, 2640
Rate Plan	Mobile Shared Data Plan 5G (60Gb)
Excess Limit	MSS-80640-\$400 Excess Limit (80640)
Date Added	2023-03-27 04:13 PM
External Order#	1940919
Pool Details	
Name	INtelephony Data Pool

Clicking the Menu button on this screen gives you the following options:

- ❖ **Replace SIM:** | This allows you to replace a lost SIM you will need to contact support@incloud.au for us to assign you a new SIM number.
- ❖ **Change Plan:** | This allows you to change the plan for this service, charges will be automatically added to your account, and changes may take up to 1 hour to complete. A service must be removed from a Data Pool before changes can be made.
- ❖ **Add Bolt On:** | Enables you to add extra data to the service if you are running low, changes will automatically apply.
- ❖ **Excess Spends:** | Allows you to set a spending limit for the service if it goes over data or starts making chargeable calls, the default is \$400.00.
- ❖ **Bar Service:** | This will block the service from being functional.

Mobile Settings and Limits:

Settings and Limits

Call Fwd Not Reach Call Fwd Busy Call Fwd No Reply Roaming ⓘ

Message to text Call waiting Reset Voicemail Pin

Call Forwarding Not Reach

Destination: Number:

Call Forwarding Subscribe Busy

Destination:

Call Forwarding No Reply

Destination: No Reply Timer:

- ❖ **Call fwd not reach:** | Forward the call to another destination when not reachable.
- ❖ **Call fwd Busy:** | Forward the call to another destination when busy.
- ❖ **Call fwd No Reply:** | Forward the call to another destination when out of service.
- ❖ **Roaming:** | Enables international roaming, note call charges will apply.
- ❖ **Message to text:** | Disables voicemail and enables message to text.
- ❖ **Call Waiting:** | Enable a second call to be displayed incoming when on a call.
- ❖ **Reset Voicemail Pin:** | Allows the rest of the voicemail PIN.

When call forwarding you can either send the call to voicemail or to another number.

Mobile: Notifications

This feature displays several admin-level settings for this number, please email support@incloud.au if you have questions regarding this.

Mobile – Data Pools

If your SIM is enabled for data pooling, you can create and manage data pools in this section.

- ❖ Selecting new will take you through the process of creating a data pool.

Services:

The active services screen allows you to see a list of your data pools with INcloud.

Menu options are explained below:

- ❖ **Order queue:** | This shows you data pools that are currently being processed onto our system.
- ❖ **Historical services:** | This shows you any data pools you may have disconnected from our platform.

Active Data Pools

Search... Reset Menu

Pool Name	Service Number	SIM Number	Created At
INtelephony Data Pool	0650262283	4000030743591	2023-04-11 01:53 PM

Clicking on a hyperlinked Data Pool will take you to an information page about the data pool.

Active Data Pools / Pool Details

Menu

Service# 0650262283	Pool Usage Details
Customer: INtelephony Pty Ltd	Data Usage: -5.86GB
SIM Number: 4000030743591	Data Max Cap: 170GB
Pool Name: INtelephony Data Pool	Remaining Data Usage: 175.86GB
Notification Email: [REDACTED]	Devices Count: 5
Date Added: 2023-04-11 01:53 PM	Max Devices: 300
External Order#: 2019017	

Add Numbers to Pool

Mobile Numbers in Pool

Number	Name	Status	Prev Month Data Usage	Data Usage	Actions
[REDACTED]	[REDACTED]	OPTED-IN	6.3 GB	11.14 GB	+
0413955500	Euan Mobile	OPTED-IN	5.68 GB	7.88 GB	+

Pressing “Add Numbers to Pool” will display a list of services capable of being added to the selected pool.

Under Menu you have the following options:

- ❖ **Add Bolt On:** | Enables you to add extra data to the service if you are running low, changes will automatically apply.
- ❖ **Excess Spends:** | Allows you to set a spending limit for the service if it goes over data or starts making chargeable calls, the default is \$400.00.
- ❖ **Disconnect:** | This will remove the data pool from the system.

Numbers - Caller Routes

Caller routes allow you to send a specific prefix calling number to a certain location within your system.

Caller Routes

+ Add

Prefix	Destination Type	Destination Number
--------	------------------	--------------------

No records found.

Number:

1300183526

Number prefix:

Description:

Destination type:

Select... | v

Create

❖ Pressing add will take you to the call route creation screen, displayed below.

❖ **Number:** | The number you are creating a route for.

❖ **Number Prefix:** | The prefix you wish to route elsewhere in your system. E.g., 02, 03.

❖ **Description:** | A brief description of this route.

❖ **Destination Type:** | Destinations are outlined [HERE](#).

Numbers - Time Groups

Pressing "Add" will take you to the Time Group creation screen, displayed below.

Time Groups

+ Add

Name	Destination Type	Destination Number
------	------------------	--------------------

test

Mailbox

VM

❖ Creating an afterhours time group.

Number:

1300183526

❖ **Number:** | The number you are creating a time group for.

Time Group:

Create New Time Group

❖ **Time Group:** | This will always display “Create New Time Group”

Time Group Name:

❖ **Time Group Name:** | A name for the group.

Time Group Description:

❖ **Time Group Description:** | A brief description of this group.

Time Group Priority:

1

❖ **Time Group Priority:** | The level of importance this group takes compared to your other systems, leave at 1.

Active when:

Any time period below is active

❖ **Active When:** | For a night mode you want to set this to “None of the below time periods are active”

Time Period Name:

❖ **Time Period Name:** | A name for the time period, e.g Night

Time Period Description:

❖ **Time Period Description:** | A brief description of this period.

Repeats



❖ **Repeats:** | Always enabled so the time group is recurring.

This is what a Night-time Group would look like for a standard 9-5 business.

Start time: End time:

Days of the week: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Days of the month: 1 2 3 4 5 6 7 8 9 10 11

Months: January February March April May June July August September October November

Years: 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033

Selected period: Monday to Friday; every day of the month; every month; every year; from 9:00:00 AM to 5:00:00 PM

Destination type:

- ❖ **Start Time & End Time:** | if you have set “Active When” setting to “None of the below time periods are active” you want your start and end times to be your standard business hours, this will ensure that outside of these hours, calls will follow the time group.
- ❖ Select your days of the week in this case M-F is selected, you can create another time group for weekends if you wish.
- ❖ By default, it will be set for Every Day, Month & Year.
- ❖ Confirm the setting in the yellow prompt box is correct.
- ❖ Now set the destination for this time group. Destinations are outlined [HERE](#).