



BroadCloud PBX My Phone – My Numbers Quick Reference Guide

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Frontmatter information

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Acknowledgements

The content herein is based on the following document provided to Cloud Direct as a service provider and reseller of this product:

- BroadCloud PBX, My Phone – My Numbers QRG, Document Version 1.2, ©BroadSoft, Inc.

The original document remains untouched except, where appropriate, contact details, web links, or graphics, amended to ensure a positive experience for customers of Cloud Direct.

Contacting Cloud Direct

If you require advice or assistance regarding this product, then please contact Cloud Direct using the following contact details.

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BroadCloud PBX
My Phone - My Numbers QRG

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Revision History

| Date | Version | Description | Author |
|------------|---------|--------------------------------------------|----------------|
| 08/30/2014 | 1.0 | Creation | Charles Mather |
| 12/28/2014 | 1.1 | Added content to document. | Kareem Rifaat |
| 01/08/2015 | 1.2 | Correction to Speed Dial Code instructions | Kareem Rifaat |

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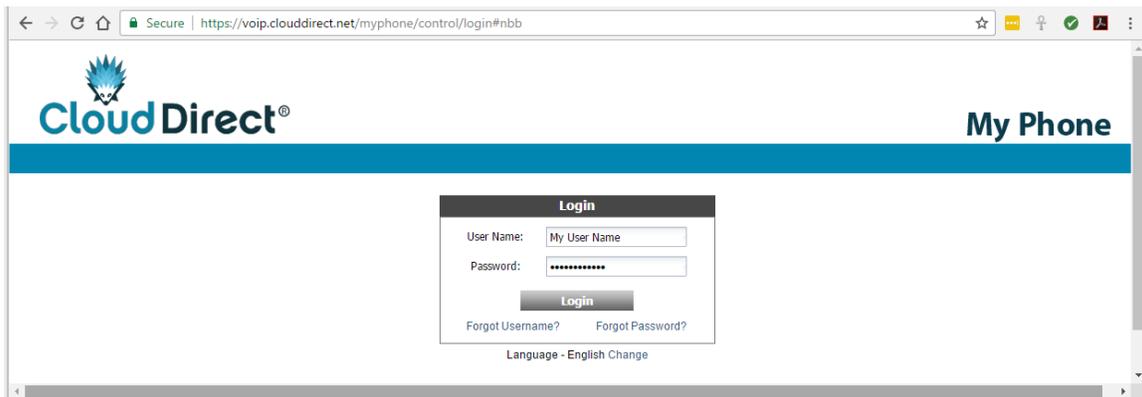
My Numbers Overview:

The **My Numbers** section of the My Phone portal can be used to:

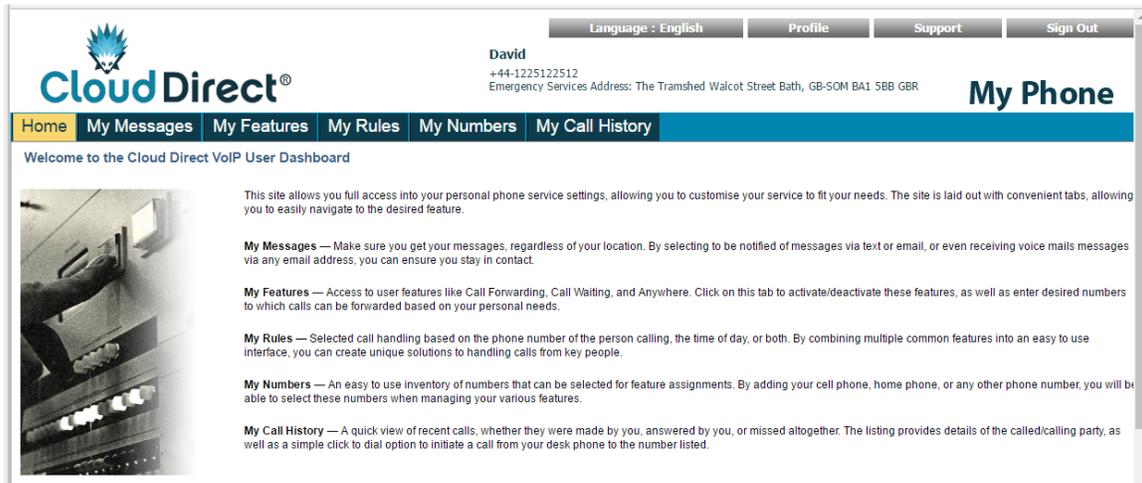
1. Access your Enterprise Directory
2. Manage your Personal Directory
3. Configure Speed Dial codes that can be used on your Desk Phone.

To get started - Login to My Phone:

1. Open an Internet browser and go to the My Phone portal at <https://voip.clouddirect.net/myphone/control/login#nbb>.
2. Enter your username and password.
3. Click the Login button.



After logging in, you will see your **Home** screen

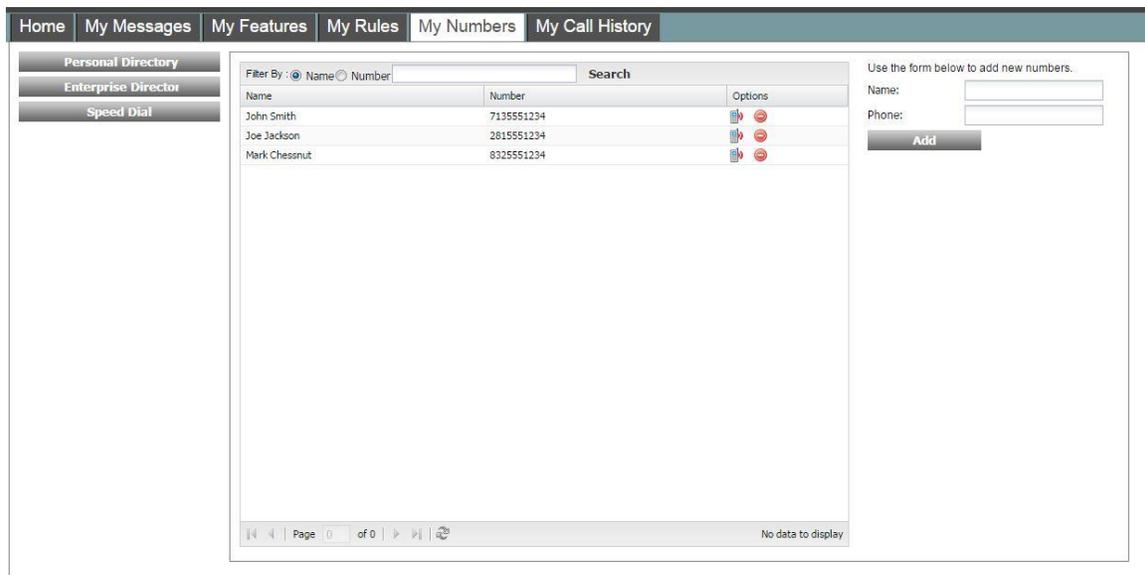


My Numbers:

To make changes to your Directory and Speed Dial entries, click on the My Numbers button.



Your screen should now look like the one below:**



****Contacts in list are for demonstration purposes only. Your list will be Empty until you add contacts.**

From this screen, you can select from the three buttons on the LEFT side menu:

1. **Personal Directory** – An area where you can manage a list of your personal contacts.
2. **Enterprise Director** – A list of contacts that is auto-populated by your company.
3. **Speed Dial** – An area where you can add speed dial entries and dial them from your desk phone.

Personal Directory:

Your **Personal Directory** is a list of self-created contacts.

To Create a Personal Contact:

Using the area on the right side of the screen:

1. Enter a contact's **Name** (First and Last)
2. Enter the contact's **Number** (Numeric values only)
3. Click the Add button

Your contact should now appear in your Personal Directory list.

The screenshot shows the 'Personal Directory' section of a web interface. At the top, there are navigation tabs: Home, My Messages, My Features, My Rules, My Numbers, and My Call History. Below these are three buttons: Personal Directory (selected), Enterprise Director, and Speed Dial. The main area contains a table with columns for Name, Number, and Options. The table lists three contacts: John Smith (7135551234), Joe Jackson (2815551234), and Mark Chessnut (8325551234). To the right of the table is a form to add new numbers, with fields for Name and Phone, and an Add button. At the bottom of the table area, there is a pagination bar showing 'Page 0 of 0' and 'No data to display'.

| Name | Number | Options |
|---------------|------------|---------|
| John Smith | 7135551234 | |
| Joe Jackson | 2815551234 | |
| Mark Chessnut | 8325551234 | |

To Remove a Personal Contact:

1. Click on the **Minus** symbol under the **Options** column for that contact.
2. You will be prompted by a Pop-up box to confirm deletion of the contact.

To Call a Personal Contact:

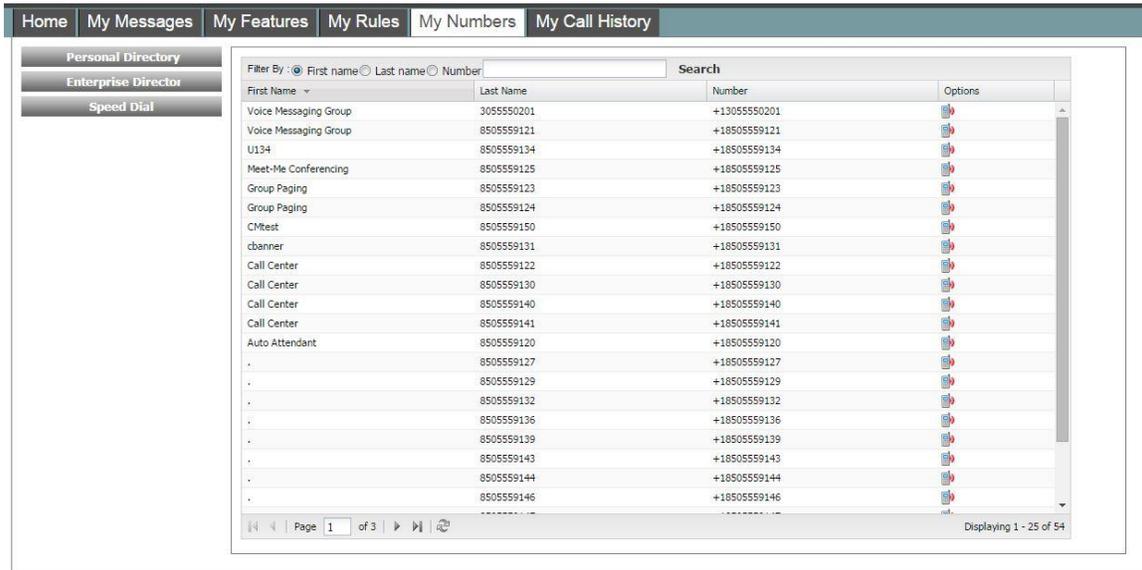
1. Click on the Phone icon in the Option column for that contact.
2. A call will be established between your desk phone and the contact.
3. Pickup your phone handset or use the speaker phone to begin the call.

To Search for a Personal Contact in your list:

1. Use the Filter By box at the top of your contact list to Enter the contact's Name or Number

Enterprise Directory:

The Enterprise Directory is a list of predefined contacts provided by your organization. Users do NOT have the ability to modify this list. If you see errors in the contact information on this list, please contact your site administrator.



The screenshot shows the 'Enterprise Director' tab selected in the navigation menu. The interface displays a list of contacts with the following columns: First Name, Last Name, Number, and Options. The 'Options' column contains a phone icon and a red speech bubble icon. The list includes various groups and individual contacts, such as 'Voice Messaging Group', 'U134', 'Meet-Me Conferencing', 'Group Paging', 'CMtest', 'cbanner', 'Call Center', and 'Auto Attendant'.

| First Name | Last Name | Number | Options |
|-----------------------|------------|--------------|---------------------------------------|
| Voice Messaging Group | 3055550201 | +13055550201 | [Phone Icon] [Red Speech Bubble Icon] |
| Voice Messaging Group | 8505559121 | +18505559121 | [Phone Icon] [Red Speech Bubble Icon] |
| U134 | 8505559134 | +18505559134 | [Phone Icon] [Red Speech Bubble Icon] |
| Meet-Me Conferencing | 8505559125 | +18505559125 | [Phone Icon] [Red Speech Bubble Icon] |
| Group Paging | 8505559123 | +18505559123 | [Phone Icon] [Red Speech Bubble Icon] |
| Group Paging | 8505559124 | +18505559124 | [Phone Icon] [Red Speech Bubble Icon] |
| CMtest | 8505559150 | +18505559150 | [Phone Icon] [Red Speech Bubble Icon] |
| cbanner | 8505559131 | +18505559131 | [Phone Icon] [Red Speech Bubble Icon] |
| Call Center | 8505559122 | +18505559122 | [Phone Icon] [Red Speech Bubble Icon] |
| Call Center | 8505559130 | +18505559130 | [Phone Icon] [Red Speech Bubble Icon] |
| Call Center | 8505559140 | +18505559140 | [Phone Icon] [Red Speech Bubble Icon] |
| Call Center | 8505559141 | +18505559141 | [Phone Icon] [Red Speech Bubble Icon] |
| Auto Attendant | 8505559120 | +18505559120 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559127 | +18505559127 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559129 | +18505559129 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559132 | +18505559132 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559136 | +18505559136 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559139 | +18505559139 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559143 | +18505559143 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559144 | +18505559144 | [Phone Icon] [Red Speech Bubble Icon] |
| . | 8505559146 | +18505559146 | [Phone Icon] [Red Speech Bubble Icon] |

At the bottom of the list, there is a pagination control showing 'Page 1 of 3' and a status indicator 'Displaying 1 - 25 of 54'.

To Call an Enterprise Contact:

1. Click on the Phone icon  in the Option column for that contact.
2. A call will be established between your desk phone and the contact.
3. Pickup your phone handset or use the speaker phone to begin the call.

To Search for an Enterprise Contact in your list:

1. Use the Filter By box at the top of your contact list to Enter the contact's Name or Number

Speed Dial:

Your **Speed Dial** list is a self-created list of contacts that you call regularly. In this area, you can assign contacts a 2-digit feature code that can be dialed from your desk phone.

To Create a Speed Dial Contact - Using the area on the right side of the screen:

1. Enter a contact's **Name** (First and Last)
2. Enter the contact's **Number** (Numeric values only)
3. Choose a Speed Code (00 – 99)
4. Click the Add button

Your Speed Dial contact should now appear in your list.

To Use a Speed Dial from your phone:

1. Press the speakerphone button or pick up the handset on your phone.
2. Press the # key, then the 2-digit Speed Code, and then the # key again, i.e. # + Speed Code + #

To Remove a Speed Dial Contact:

3. Click on the **Minus** symbol  under the **Options** column for that contact.
4. You will be prompted by a Pop-up box to confirm deletion of the contact.

To Call a Speed Dial Contact:

4. Click on the Phone icon  in the Option column for that contact.
5. A call will be established between your desk phone and the contact.
6. Pickup your phone handset or use the speaker phone to begin the call.

To Search for a Speed Dial Contact in your list:

1. Use the Filter By box at the top of your contact list to Enter the contact's Name or Number