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MONDOTALK PTY LTD
ABN 41 118 153 834

MondoTalk Cloud PBX Manual

Contents

Introduction

MondoTalk is very pleased to introduce The MondoTalk Cloud PBX Portal. This interface will allow you to easily manage your phone system in seconds. The key benefits of the portal are:

- Easily make changes to extensions.
- Make changes to your phone's routing and behavior.
- It will allow you to add ring groups or queues.
- View a real time report on your incoming line usage.
- View a detailed call report.
- And many more.

To get started, please familiarise yourself with the following terms:

Extensions - These are the end point from which you make and receive calls within your Cloud PBX ie extension 101, 201.

IP phones - These are VoIP compatible phones that allows you to use your extension number.

Softphones - These are applications for computers and mobile devices that simulate an IP phone.

Ring Groups - Allows you to ring multiple extensions and external numbers at the same time.

Queues - SImilar to ring groups, queues allows you ring multiple extensions but with the added ability to apply a logic on how the member extensions will receive calls.

Builder tool kit - The builder tool kit allows you to setup the routing flow of your phone number.

1. Account Details

Your Cloud PBX login details are:
Username:
Password:

2. Logging in

A. Open a web browser and type in the URL: **https://mtcpbx.mondotalk.com** on the address bar.
B. Login using your Parent Account & Password along with the Captcha code generated then click **'Sign in'**.

Please note that wholesale accounts holders will have 2 levels of access:

2.1 Wholesaler access

This allows access will display all your current customers and allows you to login to it by clicking login next to the customer name.

2.1 Customer access

This is the access in customer mode. This is where you will creating extensions, applying the dial plan and more.

3. Dashboard

The dashboard gives you an overview of your Cloud PBX.

3.1 Top menu

This gives you quick access to various options and shows you the number of configured items per option.

3.2 Incoming line usage

This shows your incoming line usage. This is helpful when deciding whether you need to increase your incoming lines or not. You will also get email reports on incoming line usage too.
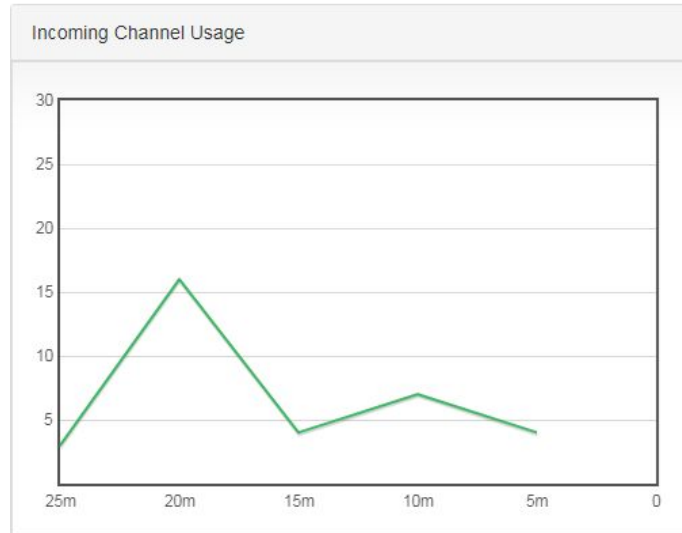
3.3 Notifications

This window will display notifications like voicemails,

4. Extensions

    A. Click on extensions >> create new
    B. Populate the details using the guide below.
    C. Click update once you are done.

Status	Extension	First name	Email	Mobile	Actions
🔴	100	Test	▮▮▮▮▮	▮▮▮▮▮	☑ ON
🔴	101	Test	▮▮▮▮▮	▮▮▮▮▮	☑ ON
🟢	102	Test	▮▮▮▮▮	▮▮▮▮▮	☑ ON

4.1 User information

A. Extension Number - Your desired 3 digit extension number (101, 102 etc).
B. First Name - The user's first name.
C. Last name - The user's last name.
D. Email Address - The user's email address.
E. Mobile Number - The user's mobile number.

User Information
Configure user information below.

Extension Number	Example: 100 or a range: 100-109
First Name	First Name
Last Name	Last Name
Email Address	Email Address
Mobile Number	Mobile Number

4.2 Authentication

The user ID and password will automatically populated when you finish creating the extension.

Authentication
The authentication ID and Password are used by the phone to authenticate with the Phone System. If the phone has a user id field enter the extension number.

ID	Extension ID
Password	Password

4.3 Voice Mail Configuration

Please note that all extensions can access their dedicated mailbox by dialing *86245 or 86245.

A. Enable VoiceMail - Allows you enable or disable voicemail.
B. Voicemail Unavailable Message - The message that will be played if the user is unavailable (there is a default file in the system that you can choose or you can upload your own file. Please see point 6).
C. Voicemail Busy Message - The message that will be played if the user is busy (there is a default file in the system that you can choose or you can upload your own file. Please see point 6).
D. Voicemail Email - The email address where a copy of the voicemail will be sent to.
    a. Please note that by default this email template and sender email is branded MondoTalk. Please contact us if you wish to whitelabel it.
E. Voicemail Password - This field will be automatically populated when you finish creating the extension.
F. Voicemail Timezone - The timezone the voicemail will be on.

G. Email Options - Allows you to select whether you want the sound file to be emailed or not.

4.3 General Settings

A. Local Prefix - The local area code that will automatically be added when the user dials an 8 digit number.
B. Recording - Allows you to enable or disable call recording.
C. Feature Codes - Allows you to enable or disable custom features codes.
D. PBX - Allows you to select the domain / registrar. By default please select CPBX-AU-01
E. Identity - The outgoing caller ID for the extension that you are creating.
F. Tone - Allows you to select the ringtone scheme

4.4 Phone Provisioning

This feature allows you to auto provision selected phone models using MondoTalk's provisioning server.

A. Select Extension - Select the extension that you created.
B. MAC Address - Enter the phone's MAC address using the provided sample format.
C. Model - Select the model of the phone that you are provisioning. Please note that MondoTalk will keep on adding to this list.
D. Phone Display Language

4.5 Important points about extensions

A. If the extension will be used on a softphone, then you can leave the provisioning part empty and click update to finish creating the extension.
B. If the phone that you wish to provisioning is not in the list, then you need to register the extension credentials in the phone manually and leave the provisioning part empty.
C. Extensions can only be registered at one endpoint at a time.

5. Voicemail

This feature allows you to create a mailbox that is not linked to an extension.
A. Click voicemail >> Create new.
B. Voicemail Unavailable Message - The message that will be played if the user is unavailable (there is a default file in the system that you can choose or you can upload your own file. Please see point 6).
C. Voicemail Busy Message - The message that will be played if the mailbox is busy.
D. Voicemail Email - The email address where a copy of the voicemail will be sent to.

a. Please note that by default this email template and sender email is branded MondoTalk. Please contact us if you wish to whitelabel it.
E. Voicemail number - This will be the mailbox number. Please enter 3 digit combination that is not yet used as a mailbox or as an extension.
F. Voicemail Password - This field will be automatically populated when you finish creating the extension.
G. Voicemail Timezone - The timezone the voicemail will be on/

6. Ring Groups

Ring groups allow you to ring multiple extensions and external numbers at the same time.

A. Click on Ring Groups >> create new
B. Populate the details using the guide below.
C. Click create once you are done.

5.1 Ring Groups Details

A. Name - Your desired name for the ring group
B. Description - Your desired description for the ring group. We recommend something that reminds of the ring group's purpose ie sales group, support group.
C. Music on Hold - The sound file that will be played whilst the ring group is ringing.
    a. Default = Plays the default music.
    b. Empty = Uses a traditional ring back tone.
D. Members - Allows you add to add the members of the ring group. The sub menu "phone numbers" allows you to include an external number as part of the ring group.
    a. Please note that external numbers must be written in E164 format ie 614XXXXXXXX.

6. Queue

Queue are quite similar with ring groups but with more logic behind it as to how you would like the member extensions to ring. Please take note that a queue does not allow you to include an external number.

A. Click on Queue >> create new
B. Populate the details using the guide below.
C. Click create once you are done.

6.1 Queue Details

A. Name - Your desired name for the ring group

B. Description - Your desired description for the ring group. We recommend something that reminds of the ring group's purpose ie sales group, support group.
C. Music on Hold - The sound file that will be played whilst the ring group is ringing. (There are 2 default files available in the system but you can also upload your own. Please refer to point 6).
D. Strategy - Allows you to select the logic how the member extensions should ring.
E. Agents - Allows you to select the member extensions of the queue.

7. Media Files

A. Media >> create new
B. Populate the details using the guide below.
C. Click create once you are done.

7.1 Enter Media File Details

A. Name
B. Setup a Musiconhold
C. File
D. Text to Speech
E. Description

8. Builder Toolkit

The builder toolkit is where the dial plan / incoming call flow is configured.

A. Media >> create new
B. Populate the details using the guide below.
C. Click create once you are done.
D. Drag and drop your desired module make sure to connect the necessary modules together.
E. Once you are done designing / configuring the dial plan. Click save.
F. Any changes done with the builder toolkit will take 5 minutes to propagate.

8.1 Builder Toolkit Modules

A. Menu - This module allows you to configure options for the callers ie press 1 for support, press 2 for sales. The menu module has several elements that you need to fill in.

     a. Main greeting - This is the recording that will be played when someone calls in. Please note that you need will need to specify the options in this recording.
     b. Timeout - The amount of time the system will wait for the caller to select an option.
     c. Timeout option - The logic the system will follow if timeout occurs.
     d. Music on hold - The recording that will be played after the caller has selected an option of after it time outs.
B. Extension - This module is to used to ring a specific extension.
     a. Extension number - The extension number that you wish to ring.
     b. Timeout - The amount of time in seconds that the extension will ring.
C. Time condition - This module allows you to specify a business hours and after hours call flow.
D. Voicemail - Allows you to send a call to a specific extension mailbox.
E. Ring Group = This module allows you to include a ring group that you have created in the dial plan / call flow.
F. Queue = This module allows you to include a queue that you have created in the dial plan / call flow.
G. Playback - Allows you to play a recording in any parts of the dial plan or call flow. Please note that the timeout should be set to 1.
H. Hang up - Ends the call flow.

9. IP Phone Provisioning

You can provision IP phones by either of the following methods:

9.1 Manual registration

Generally speaking you will only need the following details to register an extension in any IP phones:

A. Username / Register name - This is the extension username found in point 4.2.
B. Password - This is the extension password found in point 4.2.
C. Domain / Server / Registrar - cloud-pbx-01.mondotalk.net will be used for all PBX extensions
D. Mailbox - The VM access number for all PBX extension is *86245 or 86245.

To assist you with this process, here are a few popular models which covers most of that brands lineup:

[SNOM 3XX / 7XX / D7XX](#)

[Grandstream GXP Line](#)

[Grandstream DECT DP750](#)

[Yealink Desktop Phone](#)

[Yealink DECT W52P](#)

9.2 Auto provisioning

By default the system will allow you to auto provision SNOM phones. If you need to auto provision other make and model, you need to follow point 9.1 first. Once you have completed it, please download the config files then send it to business.support@mondotalk.com Our team will then create a template for you and make it available in the PBX portal as per point 4.4. Please note that the turnaround time for creating the template is 2 to 3 business..

Once you configured the auto provisioning in the portal, you will need to enter the provisioning URL to the phone either by:

   A. Entering it manually to the provisioning / settings URL field.
   B. Or setup a redirect with your IP phone supplier.

Lastly, the provisioning URL will be provided upon request to use auto provisioning.

10. Softphone Provisioning

The MondoTalk PBX extensions can also be used with PC or mobile applications. You typically need the following to register an extension:

   A. Username / Register name - This is the extension username found in point 4.2.
   B. Password - This is the extension password found in point 4.2.
   C. Domain / Server / Registrar - cloud-pbx-01.mondotalk.net will be used for all PBX extensions
   D. Mailbox - The VM access number for all PBX extension is *86245 or 86245.

11. PBX Features and Guides

Please refer to the following documents below a complete guide on how to:

[How to configure BLF](#)
[How to use call pickup](#)
[How to use call park](#)
[Call transfer via BLF](#)

12. Testing

To ensure a smooth deployment, we strongly recommend that you test the configuration off site before deploying it in the customer's site. This will allow you to apply any necessary changes you need to make. This also ensures a quicker and more professional deployment on site.