MDS Amiba Cloud PBX Getting Started

Introduction



Hello and welcome to the MDS Amiba Cloud-based business telephone system, the best value in secure, cloud based voice telephony for small and medium sized business.

With the MDS Amiba phone service, you will be able to make and receive internet phone calls from anywhere.

Be at your desk, wherever you are

Smartphone and Tablet apps and PC softphones emulate your desk phone, wherever you are, at home or abroad, on Wifi or 3G. Make calls on your smartphone using your fixed business number, not your personal cell number.

Advanced Auto-Attendant answers your customer calls automatically and routes them to the appropriate employee according to the customer selection.

Voicemail for every user with forwarding of voicemail messages to your email account

Low Cost Unlimited landline calls and preferential rates for calls to mobiles. When you register for the service, we will send the registration details to your email address. This will contain your account information:

The Server URL address:	yourcompany.mdspbx.com
Your User Name:	John Smith
Your email address:	john.smith@yourcompany.com
Your internal phone number:	1234
Your external phone number:	+1-201-123-4567
Your IP registration name:	IP 107-8
Your IP registration PIN/Password:	2345
Communicator SOAP Port Number	5005

Administrator Login/Password:

admin/xxxxxx

To Setup your IPhone/IPad/Android or Windows PC App

Follow the link below and select the app you need. Download the app to your device and then follow the user guide for instructions on installing and set-up http://www.mdsgateways.com/softphone.html



To Setup your Operatione Executive or Operatione Professional desk phone:

When the Operafone Executive is first powered up, you will be asked to enter your registration details:

The Server URL address:	yourcompany.mdspbx.com
Your IP registration name:	IP 107-8
Your IP registration PIN/Password:	2345

These parameters may be changed at any time by pressing the Menus key on phone display for 10 seconds, scrolling and selecting the options required.

A full set of guides for these desk phones are available on this link: <u>http://www.mdsgateways.com/manuals_opera240.html</u>

Login to your User Portal

The user portal gives you quick and easy access to dial from your contacts, handle calls, see the status of colleagues in real time, and listen to voicemails and set call forwarding.

Browse to the server address given in your registration details: yourcompany.mdspbx.com Enter your Username and PIN to login and the Portal page appears:

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		⊙ All ⊜ User	🖲 Common 🔍 Per	rsonal 💵 New I	Personal Contact		Garry Kolan
		Contact name	Last Name	First Name	Number		-1043 Avsilable
	12	2, Almere	2	Almere taxi	🌜 (9)0365331606 (Other)		Active Calls
	10	2010, Greg	2010	Greg	(9)+44(7767)791396 (Mobile)		
	12	2011, Almere	2011	Almere	🜜 (9)(036)3101010 (Mabile)		Parked Calls
	10	3, Almere		Almere taxi	(9)0365474849 (Other)		Pick-Up
	10						
		Accounts	Accounts				
	10						
	12	Aer Lingus		Aer Lingus			
	-	Agent 136	Agent 136				

Opera Communicator

The Opera Communicator is a windows application which synchronises your Gmail or Outlook contacts with the MDS Amiba Cloud based service. It also allows for a single click access to your User Portal.

Download it from here:

http://www.mdsgatewaysstore.com/Communicator/eircom/OperaCommunicator.msi

Once installed on your PC, you need to fill in some settings



Click Next on the Setup Wizard, followed by Install, then Finish.

Opera Communicator - Enter Registration Details

Click the Communicator shortcut icon on your desktop, or run from the Windows Start menu.

🙄 Opera Communicator (Version: 1.1.2)				
Settings Sync Contacts Import / Export Contacts Services				
Host Settin	gs			
PBX URL:	http://192.168.1.62			
Port:	5002 Timeout (secs): 30			
User Name:	AN Other			
Password:	**** Check Service			
Startup				
Start Application automatically on Startup:				
Run Application in Windows Tray:				

On the Settings page, enter the following registration details to connect to your MDS Amiba cloud PBX:

The Server URL address: Your User Name: Your IP registration PIN/Password: Communicator SOAP Port: yourcompany.mdspbx.com John Smith 2345 5005

Select the Startup mode.

Opera Communicator - Load personal Gmail or Outlook contacts to the MDS Amiba cloud

😴 Opera Communicator (Version: 1.1.2)			
Settings Sync Contacts Im	nport / Export Contacts Services		
Contacts For:	AN Other 🗸		
Delete Contacts in PBX	۵		
Import PBX Contacts fi	rom: Outlook Outlook		
Export PBX Contacts to	Gmail File Outlook		

At the Export/Import Contacts page, select either Gmail or Outlook contacts for download and click on the tick. This will load you Outlook or Gmail contacts into your personal directory on the cloud system.

To populate the common directory on the cloud PBX, you can do this by using the administrator login and password on the Settings tab.

Opera Communicator - Synchronise Contacts

The Opera Communicator can compare the contacts on the MDS Amiba cloud PBX with those on Gmail or Outlook and synchronise them according to the rules on the Sync Contacts page.

At the Sync Contacts page, select the synchronisation Direction from the drop-down menu.

🙄 Opera Communicator (Version: 1.1.2)				
Settings Sync Contacts	Import / Export Contacts Services			
SYNC Settings				
PBX Contacts For:	Seamus Doran 💌			
Sync with:	Gmail			
Gmail Folder:	System Group: My Contacts			
Sync Direction:	Update in both Directions 🔹			
Conflict Resolution:	Update in both Directions Apply PBX Changes to Gmail only Apply Gmail Changes to PBX only Replace Gmail with PBX Contacts			
Auto Sync:	Auto Sync: Replace PBX with Gmail contacts Disabled Interval: Every Day			
	Sync Now!			

Opera Communicator - Launch the User Portal

C Opera Communicator (Version: 1.1.2)	×
Settings Sync Contacts Import / Export Contacts	Services 1
Launch User Portal:	

Clicking the tick box on this page provides a quick and easy way to open your User Portal.

Administrator Portal

You can connect to the Administrator portal of your MDS Amiba cloud PBX to manage features like the Auto-Attendant, user groups and routing of incoming calls. When you login to the administrator portal using your administrator login and password you can programme the following features:

Logout	Opera Cloud Sy Revis	Help		
System Settings 🔷 👻	User Settings 🗸 🗸	External Numbers	-	IP Settings 👻
Unattended Transfer	User Numbering	External Number List		IP Addresses
Automatic Park	User Names	Names for External Numbers		Port Numbers
Trunk to Trunk Transfer	User Programming	Ringing Assignment		SMTP Configuration
Pickup Restriction	Call Waiting	Ringing Cadences		CIFS Configuration
Common Address Book	Intrude	External No. Call Restriction		FTP Configuration
Auto-Attendant	Call Pick-Up/Pick-Off	Country / Area Code		CTI Servcie
Music on Hold	Do Not Disturb			SOAP Service
Music On Transfer	Call Forwarding			DiffServ
Waiting Tones	Conferencing	SIP Trunks	-	Whitelist (RAS) IP addresses
Ringing Cadences	Internal Paging	SIP Accounts	-	Firewall
System Properties	Direct Trunk Seizure	on Proceeding		Fewer Links
System Status	Allow User Programming			
Administrator Password	Voice Mail	Trunk Sattings	_	
Browser Language	Message Forwarding To Email	Trunk Settings		Call Logging 🗸 🗸
System Maintenance	Message Forwarding To CIFS	Trunk Access Codes		Service Settings
Roaming PIN	Message Forwarding To FTP	Trunk Access Priority		Call log
Least Cost Routing	Operator Functionality	PBX Lines		Call History
Call Unit Cost	Fallback to Operator		-	Download Call Lon
CLI Mode	Outgoing CLI		_	Clear Call Looping
Logging Options	Call Back	Access Control	-	
Meet-Me Conference	Called Party	Trunk Access		
Delete After Forwarding	Lists Of Calls	Level of Access		
DND modes	PIN Codes	Emergency Numbers		
Fewer Links	Roaming PIN Extns	Local Numbers		
	Hotline Users	Local 'Plus' Numbers		
	IP Phone Registration	National Numbers		
Time Settings 🔷 👻	IP Phone Licensing	National 'Plus' Numbers		
Day/Night Ringing	Alarm Calls	International Numbers		
Day/Night Switch Times	Call Record	Barred Numbers		
Set Time Zone	Relative Levels	Fewer Links		
Automatic Maintenance Time	Auto-answer / Intercom		-	
Miscellaneous Timers	Auto-wrap up			
LCR Timing Modes	Fewer Links	Skillset	-	
Alarm Call Details		Skillset Numbers		
Fewer Links		Skillset Names		
	Group Settings 🛛 👻	Skillset Assignment		
	Group Numbers	Skillset Attributes		
	Group Names	Fallback to Operator		
	Group Assignment	All Wall Displays		
	Group Attributes	Wall Username & Password		
	Fallback to Operator	External number priority		
		Fewer Links		
				User manuals

There is a **Help** Button on each feature-programming page. This explains how the feature works and how to set it up.

Online User-guides: The guides for the system can be downloaded from the address below http://www.mdsamiba.com/support And there are many Training videos also available from this link:

Specifications are subject to change without notice.

This documentation refers to:

Software version 14.119 or higher for the MDS Amiba Cloud PBX system. Software version 20.044 or higher for the IP phones