

FracTELFone Admin Guide

For FracTEL portal administrator use only

The FracTELFone smartphone and desktop application is included with your CloudPBX User subscription and is available at no extra charge. It enables your team members to bring their work phone with them on the go. Whether you're away from the desk, or working from home, never miss an important business call again!

Using the FracTEL Portal add a FracTELFone Device

To add a FracTELFone to your phone system, you will first need access to the FracTEL portal. You can log in to the FracTEL portal by going to the following URL:

<https://portal.fractel.net/>

Your login credentials are provided by the FracTEL support team. If you do not know them, email support@fractel.net to have someone retrieve your credentials.

Provisioning a FracTELFone Device

There are two ways to provision a FracTEL device in your portal:

1. Create a standalone FracTELFone device with its own extension that can be used in place of a desktop phone.
2. Add a FracTELFone device to an existing desk phone extension that will ring simultaneously with the desk phone and allow you to answer calls to your desk phone on your FracTELFone device, as well as place calls.

The first guide will be on how to create the first kind of device, scroll down to the next instruction set if you are trying to create the second kind of device.

> Creating a Standalone FracTELFone Device

Log into the portal and follow these steps:

1. Under the "Devices" tab click on "**Manage Devices**".
2. In the drop down menu, choose "**Add new device**" and click **Submit**.
3. For the top field "**Device Type**" use the drop down menu to choose "**FracTELFone**".
4. For "**Device Label**", enter a name of the device (ex: Mike's iPhone).

5. In the “**Directory First Name**” and “**Directory Last Name**” enter the first and last name of the FracTELFone user. These will be added to your directory.
6. Enter the desired extension number into “**Directory Speed Dial**” and “**Speed Dial**”.
7. Enter your users area code into the “**Local Area Code**” field.
8. For “**Portal/FracTELFone Username**” and “**Portal/FracTELFone password**”, enter the username and password for the user into these respective fields. These are the credentials that the user will be using to log in to the device so make sure to choose a secure password.
9. Enter the user’s email address into “**Portal/FracTELFone Notification Email**”. This email will be used to send the user instructions and credentials.
10. Set the “**FracTELFone**” drop down menu to “**Both**”
11. In the “**Caller ID**” field, choose a number from your network in the drop down menu to set the number will appear to others during outgoing calls.
12. In the drop down menu for “**E911 Location**”, choose the location of the user’s place of business.
13. Next, specify the “**Timeout Service**” of the device, which will determine where incoming calls will go in the event that they are not answered. The dropdown menu offers several options, but the following are the most commonly used:
 - a. **Voicemail** will send the caller to a voicemail box of your choosing. If you choose this option two new fields will appear. In “**Voicemail Email**”, put the email address where the user would like to be sent an audio file of their voicemail. “**Voicemail Box**” is a drop down menu where you can choose what voicemail box the voicemails will go to. Selecting **Create New** will create a new voicemail box for the device.
 - b. **Forward** will let the call be forwarded to a new number in the event an incoming call is not answered. In the “**Dial Number**” field, enter the number you wish to forward the call to.
14. “**Timeout (Seconds)**” will determine how long, in seconds, incoming calls will ring until they are routed to the **Timeout Service**.
15. When all fields are filled out, go to the bottom of the page and click “**Submit**”.

Congratulations, you have now created a FracTELFone device in your system!

> Adding a FracTELFone to an existing device

Log into the portal and follow these steps:

1. Under the **“Devices”** tab, click on **“Manage Devices”**
2. In the drop down menu on the page, select the device you wish to add a FracTELFone device to. Click **“Submit”**.
3. For **“Portal/FracTELFone Username”** and **“Portal/FracTELFone password”**, enter the username and password for the user into these respective fields. These are the credentials that the user will be using to log in to the device so make sure to choose a secure password.
4. Enter the user’s email address into **“Portal/FracTELFone Notification Email”**. This email will be used to send the user instructions and credentials.
5. Set the **“FracTELFone”** drop down menu to **“Both”**
6. When all fields are filled out, go to the bottom of the page and click **“Submit”**.

When you launch your FracTELFone and log in with these new credentials, it will now work in parallel with your desk phone.