Cloud PBX - Tips and Tricks

Tips and Tricks and Recommended Setup

- Schedule
  - Add Holiday Hours - Holiday Closures
- Greeting Templates
- Connect to an Overhead Paging System / Intercom
  - Snom PA 1
- Sample Call Flow
- □□ Top Features

Schedule

Schedule

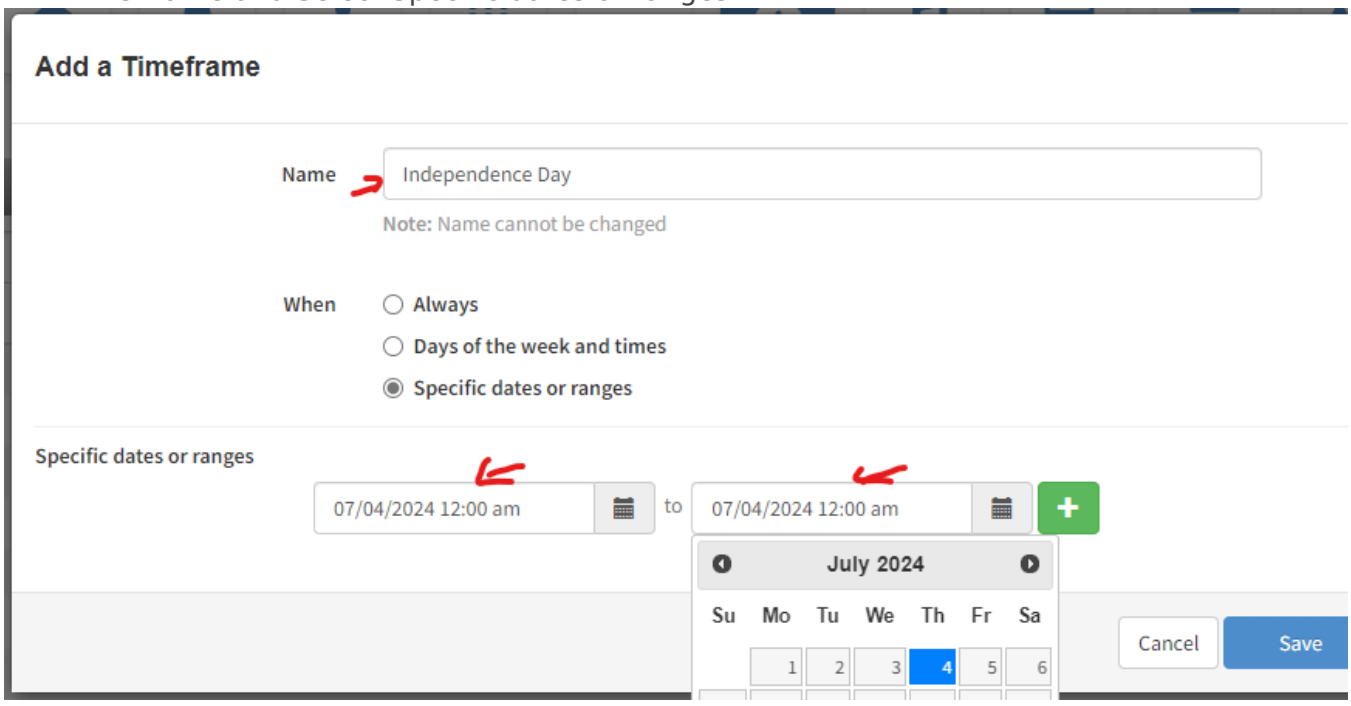
Add Holiday Hours - Holiday Closures

Adding Holidays is one of most common requests, as you want phones to provide message to callers letting them know you are closed for a holiday (Such as Independence Day, Christmas, Thanksgiving, New Years). Here is quick guide for best practice to set Holiday Hours. You may also add if your closed for training, meeting, events, or any other reason for closures or delays.

1. 

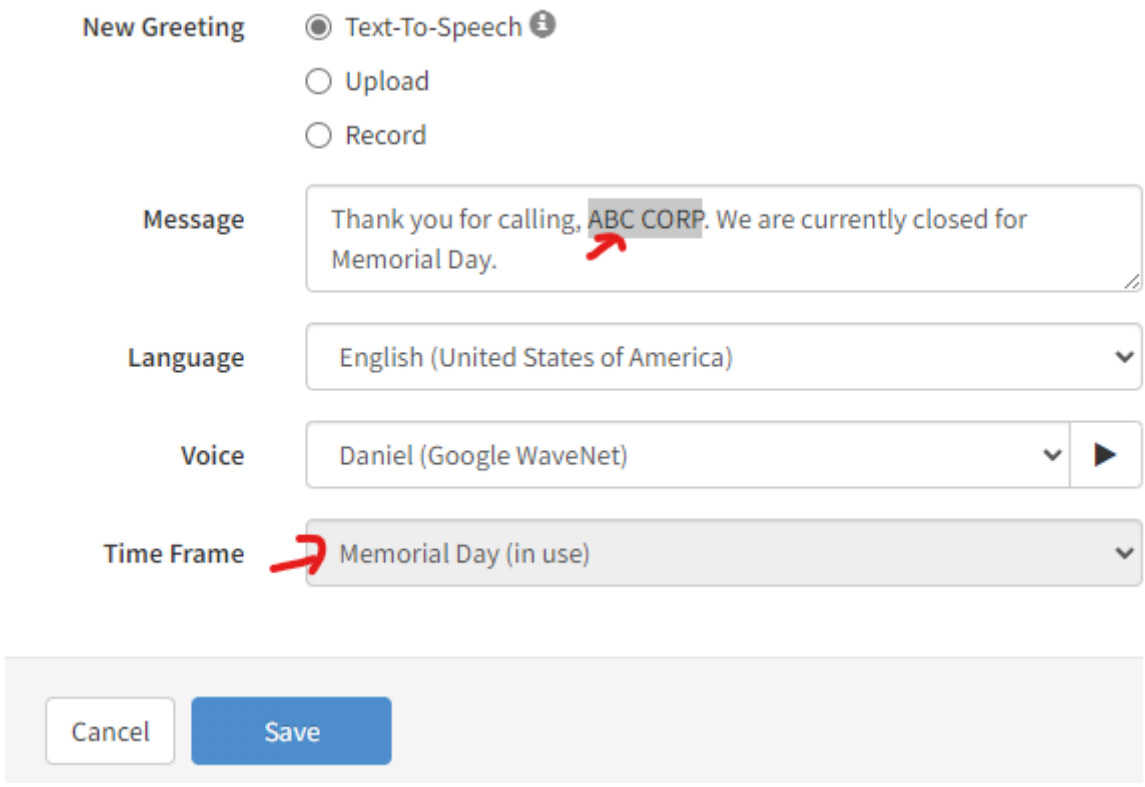
fice Manager -> https://pbx.precision-computer.com
2. Navigate to Time Frames
3. Review your current Time Frames and see if anything already matches that you may update the time on
   Otherwise Click to
   

4. Fill in the Name and Select Specific dates or ranges



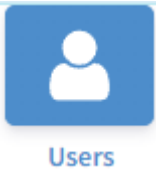
if it's a single day, you may just click on the day on from and to, and not worry about it having 12:00am on both (it will automatically include the whole day) If multiple days, make sure to adjust the time as well
You may repeat these steps of adding timeframes for each Holiday (if adding multiple)

5. Add Greeting, using Text-To-Speech, Upload, or Record options (Example of Text-To-Speech below)

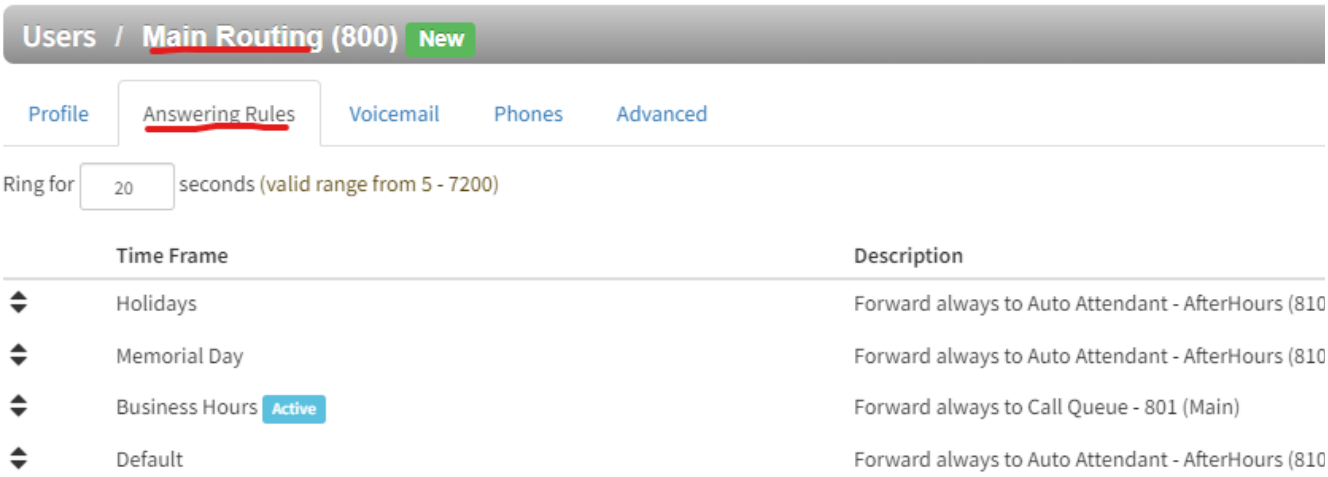


Make sure to select the correct time frame
You may repeat this step for each Holiday (if adding multiple)

6. Navigate to



7. Choose your Main Routing -> Answering Rules

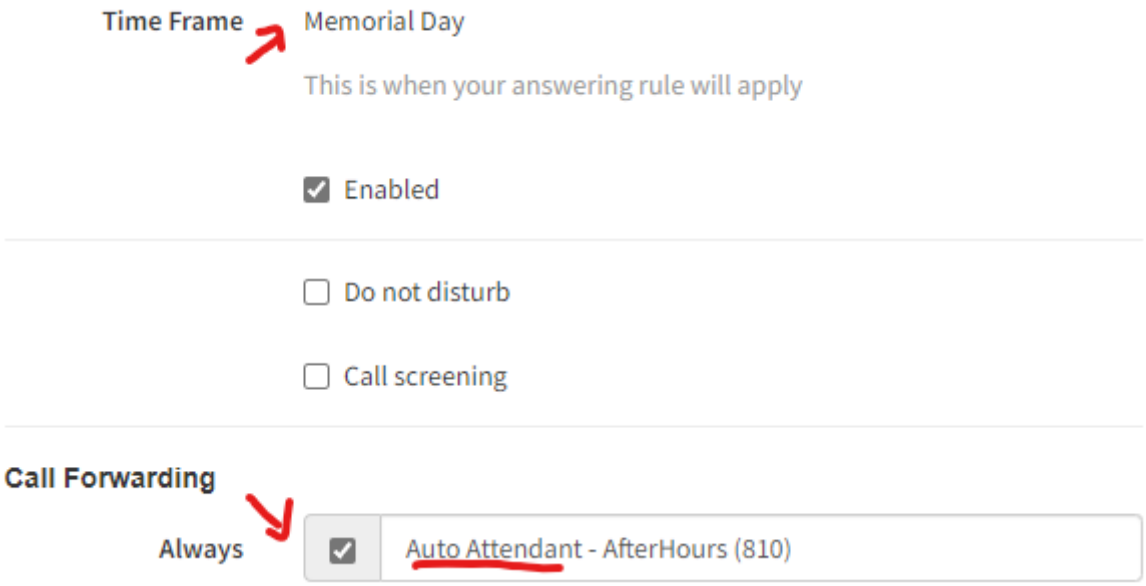


Generally Ext 800 is used for Main Routing

8. Go ahead and

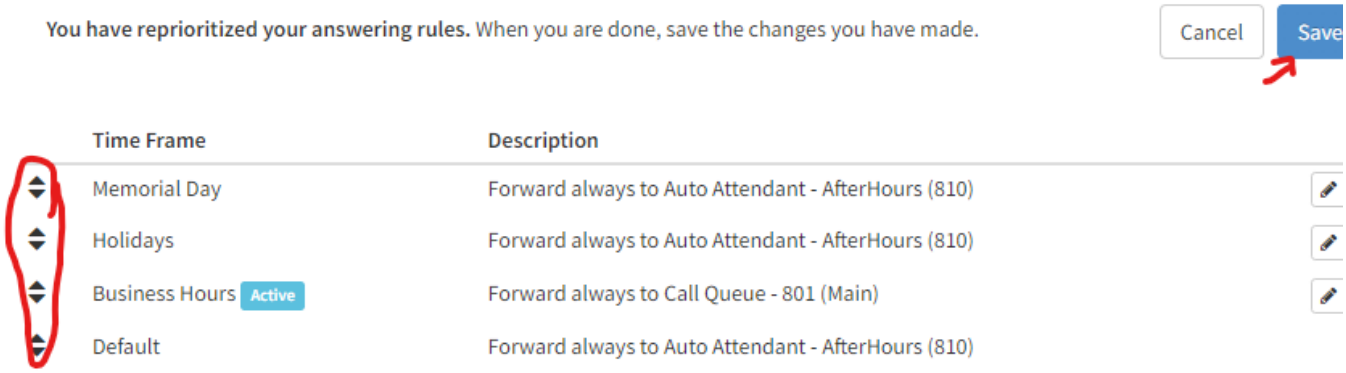


9. Select Time Frame and Call Forwarding: Always: Auto Attendant for your AfterHours *(Usually 810)*



You may repeat this step for each Holiday (if adding multiple)

10. Once all your Holiday's are set, make sure to have all your Time Frames in order needed



You can click arrows on left and drag up or down the rows, then click save once everything looks good.

Most times default should be very bottom and business hours right above it, and all the other hours and time frames above them.

REMEMBER: It goes from top to bottom, so if time frame matches one at top then it will exit using what you have set on that time frame.

11. Take moment to double check everything...

Here is generally a good example of what it should look like:

Time Frame	Description
Generic Closed	Forward always to Auto Attendant - After Hours (810)
Holidays	Forward always to Auto Attendant - After Hours (810)
Martin Luther King Jr	Forward always to Auto Attendant - After Hours (810)
Presidents Day	Forward always to Auto Attendant - After Hours (810)
Memorial Day	Forward always to Auto Attendant - After Hours (810)
Juneteenth	Forward always to Auto Attendant - After Hours (810)
Independence Day	Forward always to Auto Attendant - After Hours (810)
Labor Day	Forward always to Auto Attendant - After Hours (810)
Columbus Day	Forward always to Auto Attendant - After Hours (810)
Veterans Day	Forward always to Auto Attendant - After Hours (810)
Thanksgiving	Forward always to Auto Attendant - After Hours (810)
Christmas Day	Forward always to Auto Attendant - After Hours (810)
Business Hours Active	Forward always to Auto Attendant - Main (801)
Default	Forward always to Auto Attendant - After Hours (810)

Greeting Templates

Here is generic templates to use for greetings

Main Queue

Thank you for calling **Company Name Here**. Please wait for the Next Available representative.

Holidays

Thank you for calling **Company Name Here**. We are currently closed for 4th of July, and will resume our normal business hours on Tuesday July 5th.

IVR

Thank you for calling **Company Name Here**. You may dial an extension or choose from the following options.
Press 1, for Support.
Press 2, for Sales.
Press 3, for Payments and Accounting.
Press 4, for all other inquiries.

After Hours IVR

Thank you for calling **Company Name Here**. You have reached us after hours.
Our Normal business hours are, monday to friday, 9am to 5pm.
For emergency after hours support. Press 9. Otherwise, stay on the line to leave us a message.

IVR - Trucking

Thank you for calling **Company Name Here**. You may dial an extension or choose from the following options.
Press 1, for Dispatch.
Press 2, for ETA on Loads.
Press 3, for Accounting.
Press 4, for all other inquiries.

Connect to an Overhead Paging System / Intercom

Snom PA 1

The **Snom PA1** is a simple and reliable device used for making announcements over loudspeakers in places like schools, offices, and stores. It connects to modern phone systems, so you can make announcements from your phone using the internet. It’s easy to set up, works with existing speaker systems, and makes sure your messages are loud and clear for everyone to hear.

Simple Single PA

Simply add Extension for the Snom PA and add it as regular phone, line 1. Manual Provision will likely be need to be performed by Support Team to get it connected. Whenever you call that extension or if that extension is part of ring group of any kind, it will auto answer and allow anyone to speak through it. (Be careful of adding to any ring group)

Multiple PA's

This can be done multiple different ways. You may just do several Simple Single PA's that you call each Ext separately as needed. But in addition you can make single Snom PA to broadcast to any or all devices configured to listen to Multicast Paging IP/Port.

Multicast Paging on Snom PA1 Phones

Snom PA1 as Multicast Listener

```
mc_address1="224.0.1.116:5001"
```

You would make each Snom PA1 as a listener, except the Main one you want to Broadcast. In addition you can configure all Grandstream phones to also listen and broadcast the same media if desired.

To enable Multicast on the receiving on Grandstream phones, use the following overrides.

```
P1569="224.0.1.116:5001"
P1570="Multicast-Receive"
```

Snom PA1 as Multicast Relay

The Snom PA1 can be configured to take Unicast RTP and relay to Multicast. You can set up the Snom PA1 as an extension, then call that extension. The Snom PA1 will broadcast that media to its own output and to a configured Multicast Address.

```
multicast_relay_address1="224.0.1.116:5001"
```

> The Snom PA1 cannot be setup as both a listener and a relay at the same time.

> Firmware version 8.9.3.xx + required PA1 and 10.1.169.15+ for PA1+

Known Good Firmware (PA1+): https://downloads.snom.com/fw/10.1.169.15/bin/snomPA1P-10.1.169.15-SIP-r.bin

Manually

After you have configured the PA1 with an extension on one of the four available Identities, you can configure that extension for Multicast Paging.

1. From the Web User interface of the PA1, navigate to the Identity you want to configure.
2. Select the RTP tab
3. Configure the Multicast Relay Address and listening port. i.e. 224.0.1.116:5001
4. Select Apply and then Save to save the settings change.

Sample Call Flow



**Click on photo to make it larger*

Top Features

- **Live Call Move (Desk ↔ Mobile)**
  Start a call on the desk phone → tap **Move Call** in the ConnectUC app to move it to mobile. Move it back to desk with dialing *38. *Great for “I’m leaving the office now.” and without hanging up or the caller knowing you switched phones.*

- **One-Click BLF Transfer**
  While on a call, press a colleague’s **BLF** key to blind transfer; or hold + BLF for attended/consultative. *Eliminates “let me find their extension” moments.*

- **Business SMS/MMS**
  Send/receive texts from the business number on mobile & desktop; shared inbox for teams. *Customers prefer texting-meet them there.*

- **eFax from Anywhere**
  Upload a PDF or snap a photo → send as fax; receive faxes in the app as PDFs. *No fax machine needed.*

- **Answering Rules on Your Phone**
  In ConnectUC: change **call forwarding, schedules, greetings, and DND** in seconds. *Perfect for holidays, travel, or sudden changes.*

- **Visual Voicemail + Transcription**
  Read voicemails, tap-to-call back.

- **Presence + Team Status**
  See who’s on a call/away/on mobile. Reduce transfers to unavailable users.

- **Call Park, Page, Intercom**
  Park a call to 701; announce via paging; anyone picks up. Door/intercom support for office workflows.

- **Real-Time Dashboards & Wallboards**
  Show queue stats, missed calls, agent status.

- **Click-to-Call + CRM Screen Pops**
  From browser/CRM, click to dial; incoming calls open the contact record.

- **Web Phone (WebRTC)**
  Make/receive calls from any browser - no software install needed.