

# VIRTUAL PBX

# USER GUIDE

All you need to know



# Customer Service

At MyNetFone, we pride ourselves on delivering friendly and prompt customer service & technical support.

So if you run into any questions or problems, do not hesitate to give our helpful Team a call:

**Business Sales & Enquiries:** 1300 733 995  
(Monday to Friday 8:30am – 5:30pm)

**Business Technical Support:** 1300 887 899  
(Monday to Friday 8:00am – 5:30pm)

You can also access a few handy MyNetFone features using our Free Service Numbers:

**121** – Voicemail collection & setup

**151** – Account balance & recharge

## Online Resources

Our website provides a wealth of information & resources to help you out, including a troubleshooting matrix, setup guides, terminology and more.

Simply visit [business.mynetfone.com.au/support](https://business.mynetfone.com.au/support) and help yourself!

# Table of Contents

1	Customer Service
2	Table of Contents
3	<b>How to Get Started</b>
4	<b>Advanced Features</b> Voicemail & Voicemail to Email
5	Remote Pickup Call Park and Pick
6	Follow Me
7	Hunt Groups
9	Auto Attendant
11	Global Access Callback
12	<b>Enhanced Voice Services</b> Keep your Existing Business Number Direct In-Dial Numbers
13	1300 Numbers
14	Gold Numbers
15	Premium Conferencing White Pages Listings
16	MyText SMS
18	<b>Broadband Features</b> Data Usage & History Additional Features
19	<b>Account Management Features</b>
22	<b>Important Information you should know about VoIP</b>

# How to Get Started

Here are some key Virtual PBX features that our customers love.

We hope that you will find these useful as well!

## **Voicemail & Voicemail to Email**

Now you can not only get voicemail messages, but you can also receive them as audio files to your email address. If your mobile phone is set up to receive emails, this means you will never miss an important message, even if you are out of the office.

Plus, each Virtual PBX user in your company has their own Voicemail Box. This means you don't have to spend time listening to other messages to get to yours, and other people will not accidentally delete your important voicemails.

To set up Voicemail & Voicemail to Email for your phone, please refer to page 4.

## **Follow Me**

Ever worry about stepping away from your desk and missing an important call? With Follow Me, you can set calls to automatically be forwarded to another number, either landline or mobile. You set the calls to be forwarded either when there's no answer, or if the line is busy.

To set up Follow Me on your phone, please refer to page 6.

## **Call Transfers**

This feature makes managing incoming calls very easy.

With Virtual PBX, you can transfer calls to any other phone number, not just a phone in the same office. Plus, you have the option of either talking to the transfer receiver first, and then transferring the call, or directly transferring the call without waiting for the transfer receiver to answer.

Call Transfers work differently on various phone brands. To find out how to transfer calls on your phone please refer to your handset manual.

Virtual PBX also delivers plenty of other useful features! Read through this User Guide to decide which ones are most handy for you.

# Advanced Features

## Voicemail & Voicemail to Email

MyNetFone provides a free voicemail service with all Virtual PBX Plans. Get your voicemail delivered straight to your inbox as an audio file so you can access it wherever you are.

### Voicemail Setup

- 1 Dial 121 from your MyNetFone service, press '0' for Voicemail Setup and follow the prompts to record your voicemail greeting.  
**Note:** For Hunt Groups, dial 171 instead. 'Mailbox' number is the hunt group number and 'Password' is the PIN code for that Hunt Group. The PIN code is available from the 'Hunt Group' page in the **MyAccount Portal** - Select the hunt group & scroll down to 'Voicemail to Email' section.
- 2 Login to the **MyAccount Portal** and select '**Phones**'.
- 3 Click '**Follow Me and Voicemail**' in the top menu and for 'Follow Me Option' select '**Redirect to Voicemail on Busy or No Answer**' in the drop down menu. Click '**Update**'.

The Voicemail service is now active. To also set up 'Voicemail to Email' redirection, follow a few extra steps:

- 4 In the '**Voicemail to Email**' box on the same page, select either:
  - a). '**Forward Voicemail to Email, Delete from Server**' – the voicemail will be auto-matically forwarded to your nominated email address and **the voicemail content will be erased immediately from our server,**
  - b). '**Forward Voicemail to Email, Leave on Server (Collect via 121)**' – the voicemail will be automatically forwarded to your nominated email address, but will also be **retained on our server, which you can access by dialing 121** from your VoIP line.
- 5 Enter your email address and recipient name and click '**Update**'. You're done!

To switch OFF the 'Voicemail to Email', select 'No Follow Me' at Step 2.

## Accessing Voicemail

Each Line on your phone has its own Voicemail Box, so depending on the number of Lines on your phone, you may have up to 8 separate Voicemail Boxes.

- 1 Press the Line Key on your phone for which you want to check messages
- 2 Press the Messages button or dial 121 on the Keypad.
- 3 An audio cue will inform you if there are any new Voicemail messages, and will provide a list of options to proceed.
- 4 Simply follow the voice prompts to listen to, save or delete messages.

If you have set up Voicemail to Email, you will also receive an email with attached voicemail files to the nominated email address.

## Remote Pickup

The Remote Pickup feature is useful if another phone is receiving an incoming call, and you want to answer that call on your own phone instead (for example, if the other phone is unattended but you cannot leave your desk).

**NOTE:** Remote Pickup only works if your phone and the other phone are a part of the same Virtual PBX Account.

### How to use Remote Pickup

To pickup an incoming call from another phone, simply dial \*\* and then enter the Short Code (similar to extension number) or the MyNetFone number of the phone that you want to pick up the call from.

**For example:** Phone 'A' has a Short Code of 2000 and a MyNetFone Number of 09001234.

If Phone 'A' receives an incoming call, you can remotely pick it up from any phone on the same Virtual PBX account by dialing either **\*\*2000** or **\*\*09001234**.

**HINT:** Ask your office IT Manager or the person who looks after the phone system to provide you with the list of Short Codes for phones you frequently call within the Virtual PBX.

## Call Park and Pickup

The Call Park and Pick feature is useful if you pick up a call, but then decide to move to a more private, quiet location.

You can park a call without specifying a receiving extension, and then pick up this call from any other phone on the same Virtual PBX Account and continue to talk.

**NOTE:** Both incoming and outgoing calls can be parked and picked up again. A maximum of 10 calls can be parked at the same time.

## Parking a Call

- 1 While on an active call, dial the following code on the keypad of your phone: **\*2700#**. The call will be placed on hold and the other party will hear the 'Music on Hold'.
- 2 An audio cue will tell you what '**Parking Slot**' number the call has been parked in. Note down or memorise this Parking Slot number (Example: **701**).  
  
The audio cue will be repeated, so don't worry if you miss the number the first time.
- 3 Once you have the Parking Slot number, disconnect the call as per normal.

## Picking up a previously Parked Call

- 1 Find a phone from which you want to continue the call – the location of the phone does not matter, as long as it is on the same Virtual PBX as the original phone.
- 2 Dial the **Parking Slot** number.
- 3 The call that was previously parked will be picked up and you can continue to talk.

## Follow Me

**Follow Me** is a handy call-directing feature that allows you to **forward incoming calls to multiple numbers or to voicemail**.

For example, you can redirect calls coming in to your desk phone to your mobile when you go out, so you can still answer calls when people try to call your office. The next step might be to redirect to your business partner's mobile or to voicemail.

- 1 Login to the **MyAccount Portal** and select '**Phones**' in the left menu.
- 2 Go to the '**Follow Me and Voicemail**' tab in the top menu and then click on the '**Add Follow Me**' button and select one of the following:
  - '**Redirect immediately to Follow Me list**' - sends calls to the numbers on your Follow Me list straight away,
  - '**Redirect to Follow Me on busy or no answer**' - sends calls to your Follow Me list if you don't answer after a certain amount of time (you can adjust the time),
  - **Follow Me & Voicemail: 'Redirect to Follow Me list then Voicemail on busy or no answer'** - sends calls to the numbers on your follow me list, and if none answer, sends the call to voicemail.

To switch OFF the 'Follow Me' directions, select '**No Follow Me**'.

**NOTE:** The 'Follow Me' feature is free but does not include call costs, so if you redirect the calls to mobile or international destinations, these will be charged to your account at MyNetFone's great low rates. The caller will only pay for the call to the original destination number.

## Hunt Groups

Hunt Groups are a convenient way to ensure calls are made directly to a specific department.

For example, you could have a Hunt Group that includes all members of your Sales Team – you can promote the Hunt Group's number and sales enquiries will come directly to this team, rather than going through the main reception line.

### How Hunt Groups work

A Hunt Group is created from one of your unused numbers in your Virtual PBX Account.

Each Hunt Group contains 'Members'. A Member can be one of the extensions of your Virtual PBX, a normal Landline number or even an International number. When a Hunt Group receives an incoming call, it passes the call on to all its members.

### Creating a new Hunt Group

To create a new Hunt Group:

- 1 Login to the **MyAccount Portal** and select '**Hunt Groups**' in the left menu.
- 2 At the bottom of the page, click on '**Create New Hunt Group**' button and select appropriate settings (see table on next page for details).
- 3 When you have finished setting up the Hunt Group, click on the '**Create Hunt Group**' button.
- 4 To add members to the Hunt Group, on the main 'Hunt Groups' page, click on the '**Number**' of the Hunt Group in the table. Then click on the '**Add New Member**' button.

Two additional options will appear:

- '**Extension**' – to add an internal line from your Virtual PBX, choose the Line and click on the 'Add Hunt Group Member' button,
- '**External Number**' - to add an external number (such as a mobile phone or an external landline number), enter the phone number and press the 'Add Hunt Group Member' button.

## Table: New Hunt Group settings

<b>PBX</b>	If you have only 1 Virtual PBX subscription, this setting does not need to be changed. If you have more than 1 Virtual PBX in your Account, please select the correct one
<b>Name</b>	Give the Hunt Group a descriptive name
<b>Country</b>	Select the country of the number that you want to use for this Hunt Group
<b>Region</b>	Select the region of the number that you want to use for this Hunt Group
<b>Number</b>	Select the number that you want to use for this Hunt Group
<b>Diversion Option</b>	Select what the Hunt Group will do with the incoming call if it is unanswered: divert the call to Voicemail or no diversion. <i>If you choose to not divert the call to Voicemail, and the incoming call is unanswered, the incoming call will receive a busy tone</i>
<b>Ring Sequence</b>	Select how you want the Hunt Group to pass the incoming call to its Members: <b>'Sequential'</b> setting will call each Member of the Hunt Group one after the other, <b>'Simultaneous'</b> will call all Members of the Hunt Group at the same time
<b>Ring Timeout</b>	Select how long the incoming call will ring (in seconds) before it is considered 'unanswered'

## Deleting Members

To delete existing Members, simply tick the box for the Members that you want to delete, and press the 'Delete Selected Members' button.

## Hunt Group Voicemail settings

Each Hunt Group has its own Voicemail – for setup instructions, please see the Voicemail section of this guide.

**Voicemail PIN:** allows you to specify the PIN Number for your Hunt Group, and is required when you access your Hunt Group Voicemail by dialing 171.

**NOTE:** When creating or making any changes to a Hunt Group, it takes approximately 1-2 minutes for the changes to be applied.

## Auto Attendant

Auto Attendant (also known as IVR) provides a spoken menu for callers to pick the appropriate option (e.g. 'Press 1 for Sales, 2 for Technical Support' etc). You can record your own greeting to reflect the layout of your call routing setup. Additionally, separate menus can be configured for Office Hours and After Hours.

The user then presses a number on their keypad to select the appropriate option, and their call is forwarded to the associated number or Hunt Group.

An Auto Attendant is created from an unused number in your Virtual PBX Account.

### Creating a new Auto Attendant

- 1 Login to the **MyAccount Portal** and select '**Auto Attendants**' in the left menu.
- 2 Click on '**Create New Auto Attendant**' button at the end of this page and select the appropriate settings (see table on next page for details).
- 3 Once you have finished setting up, click '**Create Auto Attendant**'.
- 4 On the main '**Auto Attendants**' page, click on the '**Number**' of the new Auto Attendant in the table.

In the '**PIN**' field, set a PIN number – you will need this to record a greeting message for your Auto Attendant. Click 'Update'.

### Setting up Auto Attendant Menu

You need to configure different options which the Auto Attendant will accept when it receives an incoming call.

Each Auto Attendant has 2 different menus:

- **Default Menu** - used for calls received outside of Office Hours
- **Office Hours Menu** - used for calls received during Office Hours

Each menu has spaces for Options 1 to 9, which correspond to the numbers on a phone keypad.

- 1 On the main '**Auto Attendants**' page, click on the '**Number**' of the new Auto Attendant in the table.
- 2 In the '**Office Hours Menu**' simply enter your office's opening hours in 24 hour format for each day of the week.

**Note:** By default, Monday to Friday is configured as '09:00 to 17:00', Saturday and Sunday is '00:00 to 00:00'. This means the Office Hours are 9AM to 5PM, Monday to Friday, and the office is closed Saturday & Sunday.

- 3 Enter the phone number to which you want to divert the incoming call for each Option 1-9 of the Default and Office Hours menus. Leave blank any options you do not want to program.

You can enter a MyNetFone number from one of your phones, a VoIP number, a Hunt Group, an external Mobile phone or Landline, or even another Auto Attendant.

- 4 Click **'Update'** to save any changes.

## Table: New Auto Attendant settings

<b>PBX</b>	If you have only 1 Virtual PBX subscription, this setting does not need to be changed. If you have more than 1 Virtual PBX in your Account, please select the correct one
<b>Name</b>	Give the Auto Attendant a descriptive name
<b>Country</b>	Select the country of the number that you want to use for this Auto Attendant
<b>Region</b>	Select the region of the number that you want to use for this Auto Attendant
<b>Number</b>	Select the number that you want to use for this Auto Attendant

## Recording Voice Menu

- 1 Call your own Auto Attendant phone number (as shown on the **'Auto Attendants'** page of the **MyAccount portal**).
- 2 To set up the **'Default Menu'** message, dial **'99'** on your keypad. For the **'Office Hours Menu'** dial **'98'** on your keypad.
- 3 Follow the prompts to record and save the message.  
**Note:** You will require the PIN number for your Auto Attendant.

**NOTE:** When creating or making any changes to an Auto Attendant, it takes approximately 1-2 minutes for the changes to be applied.

## Global Access Callback

**Get low VoIP rates while using any phone or mobile.** Simply register your phone number or mobile number on our website and you're ready to use this service.

This feature is **ideal for people 'on the go'** who often use their **mobiles**, especially if calling overseas. It is also handy for those frequently visiting sites in **remote areas** which are not connected to VoIP, where using Global Access Callback will help avoid STD charges.

**1** **Register** your mobile, landline or any other phone from which you frequently make calls - simply **login to the MyAccount Portal**, select:

1. 'PBX' in the left menu,
2. If you have multiple VoIP devices, select the device you want your VoIP calls billed to, then
3. Select the **'Global Access'** tab in the top menu, click on the 'Add Global Access Number' button at the bottom of the page and enter up to 5 numbers you want to add.

**2** Dial one of the Global Access Callback Numbers (shown below) from any of the numbers you registered in step 1:

- **1800 158 039**
- **02 8094 1881**

**3** You will hear a 'busy' tone, you should press '#' on your keypad and hang up.

**You will not be charged** for the call by us or any third party provider, as it is not answered by our system.

Our system will **call you back in a few seconds** - you then simply pick up the call and hear an automatic prompt to **enter your destination number**.

The call will then go through the low VoIP call rates - this will involve **two charges**: one VoIP call charge for the 'call back', and a local or international VoIP call charge to the destination number.

**Also available: Global Access Dial-in** service is ideal for making **calls from a landline to a local Access Number** - you only pay for a local call to the landline provider, and then low MyNetFone rates for the rest of the call.

**HINT:** Remember to enter the full international code if calling overseas, or the area code if calling within Australia (e.g. 02 9999 8888).

# Add-On Services

MyNetFone Voice Services are not just about cutting your business phone bills. We also provide optional add-on services that will help you improve both internal company communication and external customer service. Add-on services include:

- Local area for Australia and New Zealand
- Australian Gold numbers
- Australian toll free (1800) and shared cost (13/1300) numbers
- Global toll free, including NZ (0800), USA (1-800) and 80+ other destinations
- Virtual Fax
- Premium Conferencing
- White Pages listings
- MyText SMS

## Local Area Numbers (AU & NZ)

With MyNetFone, you can select local numbers in any region, of *any* state in Australia or New Zealand, regardless of your physical location. This is a great option if you want to provide your customers with a local point of contact.

### How do I purchase an additional local number?

Login to the MyAccount portal at [business.mynetfone.com.au](https://business.mynetfone.com.au), then:

- Select **'Phone Numbers'** in the left menu
- Click on **'Number Groups'** in the top menu
- Click on **'Add New Number Group'** at the bottom of the page
- Select Account, Number Group size (this defines how many numbers you want to lease - 1 is sufficient for most cases), country and region to where you want the number.
- The available number and charge (if applicable) will appear – to confirm, click **'Lease Selected Group'**
- Now go to **'Phone'** in the left menu & select a device you want to add that number to
- Click on **'Direct In-Dial Numbers'** in the top menu
- Click **'Add DID'** on the right of the page – the number you just 'leased' will appear in the list
- Select the number and confirm

Alternatively, our Technical Support Team is happy to help you out with this process – give them a call on 1300 887 899.

**HINT:** Travelling overseas? Your colleagues and customers can call you for the cost of a local call! Simply get a number for your town of origin, then take your MyNetFone handset or softphone & set it up overseas.

## Gold Numbers

Ensure your customers never forget your phone number with MyNetFone Gold Numbers. With Gold Numbers you can choose up to the last four digits, giving you a number that's easy to remember or that spells out a specific word.

**Contact our Business Team on 1300 733 995  
to find out more about MyNetFone Gold Numbers**

## 13/ 1300/ 1800/ 0800 Numbers

Enhance your customer service with Australian toll free (1800) or New Zealand toll free (0800) or Australian shared cost (13/1300) numbers.

Inbound numbers allow your **customers to call you for the cost of a local call (13/1300) or for free (1800/0800)**. Additionally, inbound numbers offer many other benefits for businesses:

- Make it more economical for customers to call you
- Make relocating easy, as you do not need to reprint promotional material with new numbers
- Overcome 'location' prejudice of potential callers
- Provide a single, national point of contact for businesses of any size
- Give your business a professional image

**For Special Service Number details and pricing  
please contact our Business Team on 1300 733 995**

## Global Numbers

Provide your international customers with a free, local point of contact. MyNetFone can provide international toll free number services in over 80 global destinations. This includes the USA, UK, Singapore, Hong Kong, Canada and more.

**For Global Number details and pricing  
please contact our Business Team on 1300 733 995**

## Virtual Fax

MyNetFone's Virtual Fax service delivers faxes directly to your email address as PDF documents and sends faxes directly from your computer – no need for printing.

- De-clutter your desk from piles of received fax papers
- Store faxes together with emails from the sender for easy management
- Save paper & help the environment

**Find out more – call our Team on 1300 733 995  
or visit [business.mynetfone.com.au/add-ons/virtual-fax](https://business.mynetfone.com.au/add-ons/virtual-fax)**

## White Page Listings

You can list your business phone and location on White Pages - this makes it **easier for potential customers to reach you!**

It is important to update your location address, even if you do not want to list on White Pages. The location information is submitted to the IPND (Intergrated Public Number Database), which is used by emergency services such as ambulance or fire brigade to send help if you call 'triple 0' from this number.

If you would like your details to be listed in printed White Pages directories, make sure to activate the listing by following the steps on the next page at least 2 weeks before the White Pages Directory Deadline for printing.

### How to Update Location Information for Emergency Calling

- 1 Login to the **MyAccount Portal** and select '**My Business**' in the left menu.
- 2 Click on the '**Service Address**' tab in the top menu.
- 3 Select building type, then enter the building and locality (address) details for the location where you use this MyNetFone service from.
- 4 Click '**Submit**' and you're done!

### How to List Your Number on White Pages

- 1 **Complete the above steps** then click on '**Directory Address**' in the top menu.
- 2 **Tick** the box for '**Use Service Address for Directory Address**' and click '**Submit**'.
- 3 **Call us on 1300 887 899** to process the White Pages listing - the **listing will only be submitted once you contact us** (not when you click 'Submit' in the above step).
- 4 A **once-off White Pages Listing processing fee applies** - if you need to update the location information in the future, you will not be charged again.
- 5 The listing should appear on White Pages 2 weeks after submission.

**Note:** White pages is a service provided by Sensis. MyNetFone only provides the location data, and is not responsible for the appearance of the listing, bold listings or any other features of the White Pages service.

## Premium Conferencing

MyNetFone Premium Conferencing makes conference management quick and simple. It is the most affordable way to call up to 50 people at the same time. Take control of your conference calls with a vast selection of free included features and simple DIY functions.

### Conference assistance

Alert operator (available in business hours only) 0\*0

### Conference management

Start host-initiated recording (fees apply) \*2\*1  
Lock/unlock conference \*7  
Take a roll call \*0\*6\*7  
Terminate conference \*9

### Guest management

Participant count 999#  
Mute all guests 250#  
Unmute all guests 200#. Press 200 to unmute  
Individual guest mute/unmute \*6. Press \*6 again to unmute



**For more information about Premium Conferencing, visit [business.mynetfone.com.au/add-ons/voice-conferencing](https://business.mynetfone.com.au/add-ons/voice-conferencing) or call our team on 1300 733 995**

### Send SMS from your MyNetFone account!

SMS can be handy for your business to **keep in touch with your clients, staff or suppliers**. You can use MyText SMS to easily **confirm appointments or send reminders** of upcoming meetings and more.

MyText SMS allows you to send instant SMS messages to single or multiple recipients with one quick sweep across the keyboard. You simply register your mobile number, so it is displayed as the sender ID, and you can receive replies to your mobile handset.

MyText SMS is available to all MyNetFone customers automatically. Frequent users can even get extra value by signing up to an SMS Bundle – call our Business Team on 1300 733 995 to find out more about SMS Bundles.

If you would like your details to be listed in printed White Pages directories, make sure to activate the listing by following the steps on the next page at least 2 weeks before the White Pages Directory Deadline for printing.

## How to Update Location Information for Emergency Calling

- 1 Login to the **MyAccount Portal** and select **'My Business'** in the left menu.
- 2 Click on the **'Service Address'** tab in the top menu.  
Select building type, then enter the building and locality (address) details for the location where you use this MyNetFone service from.
- 3 Click **'Submit' and you're done!**

## How to List Your Number on White Pages

**Complete the above steps** then click on **'Directory Address'** in the top menu.

**Tick** the box for **'Use Service Address for Directory Address'** and click **'Submit'**.

**Call us on 1300 887 899** to process the White Pages listing - the **listing will only be submitted once you contact us** (not when you click 'Submit' in the above step).

A **once-off White Pages Listing processing fee applies** - if you need to update the location information in the future, you will not be charged again.

The listing should appear on White Pages 2 weeks after submission.

**Note:** White pages is a service provided by Sensis. MyNetFone only provides the location data, and is not responsible for the appearance of the listing, bold listings or any other features of the White Pages service.

## How to send MyText SMS From the MyAccount portal

-  Login to the MyAccount portal, then select **'SMS'** in the left menu.
-  Enter your mobile number and click **'Register'** – you will receive an SMS with a Confirmation Code on your mobile, which you then enter in the Portal.
-  To send SMS, add single or multiple recipients (separated by a comma ',' and no spaces), type your message and click **'Send'**.

## Quick MyText SMS

If you run your own web page or internet, you can include our **'Quick SMS'** form on it to make it easy for you and your staff to send SMS messages. There's no need to login to the MyAccount portal! To find out more, visit [business.mynetfone.com.au/add-ons/desktop-sms](https://business.mynetfone.com.au/add-ons/desktop-sms)

# Broadband Features

We try to make it as easy as possible to track and manage your data usage by offering real-time data usage tracker & data boosts for better value excess downloads.

Plus, you can benefit from enhanced services including Reverse DNS Service & Additional IP Addresses to lend credibility to your online presence & simplify management.

## Data Usage & History

Our Online Portal allows you to easily keep track of your business data usage, so there are no surprise excess download fees at the end of the month.

To check your data usage, simply

-  Login to the **MyAccount Portal** and select **'Data'** in the left menu. Select relevant device if using multiple.
  -  The **'Summary'** page is automatically shown – check the **'Plan Remaining'** row at the bottom of the page for remaining peak and off-peak data.
-  You can also view your day-by-day Data History by going to the 'My Data Service' menu, clicking on the 'Data History' tab in the top menu and selecting a date range.

## Additional Features

Other handy features such as Reverse Domain Name System (DNS) service and Additional IP Addresses are also available from MyNetFone.

**Contact our Business Team on 1300 733 995  
to find out more about these Enhanced Data Services**

# Account Management Features

You can easily manage your MyNetFone account through the online portal, including viewing call history, invoices, making payments & more.

## Accounts

Select 'Accounts' in the left menu to make payments and view past invoices. Across the top menu of this section, you will see sections including:

### Summary

Includes Account Name, Number, Balance, Next Billing Date and Currency.

### Invoices

View current and past invoices.

### Payment

You can make payments by credit card, Bpay or direct debit.

**Paying by credit card:** you need to **register a credit card** on your MyNetFone Account. To do this, enter your credit card details in the 'Register Credit Card' section of 'Payment' page, and click 'Register'.

To **make a payment**, select the amount that you wish to pay, select the registered credit card you want to use, and click 'Make Payment'.

**Paying by Bpay:** The Bpay section of the 'Payment' page provides the Biller Code and Customer Reference for Bpay payments. **Note:** These payments typically take up to 3 days to appear in your MyNetFone account.

**Paying by Direct Debit:** To setup direct debit payments, please contact our Accounts Department by calling 1300 733 995 and selecting the 'Accounts' option.

## Auto Payments

You can take the hassle out of bill-paying by setting up automatic payments to your MyNetFone account.

On the 'Auto Payments' page, nominate a credit level and after each billing period, your credit card will be debited with the amount required to top up your account to the nominated credit level.

**For Example:** If your nominated call credit level is \$40, and at the end of your billing cycle your account balance is \$10, MyNetFone will automatically debit \$30 from your credit card and credit it to your account, topping up your account balance back to \$40.

## Payment History

View previous payments that you have made to your account. You can filter the display of payments to show only those that were made on the current date, during the current billing period, during the previous billing period, or a specific date range.

## Users

'Users' are all the staff that need to access the MyAccount Portal including to change settings, set-up redirects or make payments.

By default, you have only 1 User assigned to your Virtual PBX Account, and this User has full access to all of the Account Portal features and settings.

To view and modify the details including name, contact number and email address, select 'Users' in the left menu and click on the username.

## Creating New Users

- 1 Login to the **MyAccount Portal** and select '**Users**' in the left menu.
- 2 Click '**Create New User**' at the bottom of the page
- 3 Fill in details and assign a '**Role**':

The Administrator role allows you to view and change all settings on your Virtual PBX Account.

The User role only allows you to view and modify the 'Follow Me' and 'Voicemail' options for the lines that have been specifically assigned to this User.

- 4 Select the notifications the user should receive – these can include invoices, payment receipts etc.

## Calls

You can access a log of all outgoing calls made from your Virtual PBX Account, including the date and time of call, number that made the call, the destination number, the duration of the call, and the cost of the call.

You can filter the results by the current day, the current billing period, the previous billing period, or a specific date range that you can set. You can also export all of the displayed statistics to a ".csv" file for easy management via a spreadsheet program (e.g. Microsoft Excel).

## My Business

You can add and update the details of your company, including:

- 'Basic Details' - Business Name, Trading Name, and ABN
- 'Street Address' - current physical Street Address of your business
- 'Billing Address' - preferred Billing Address
- 'Shipping Address' - preferred Shipping Address

## Logout

Remember to log out of the MyAccount Portal to protect your information.

The MyAccount Portal also has an **inactivity timeout** of 30 minutes for security purposes. If you login to the MyAccount Portal, but do not use it for 30 minutes, you will automatically be logged out.

### Have a Question? Our Team is happy to help!

For **Sales**-related questions, please call **1300 733 995**.

For **Technical Support** (including Setup questions), call **1300 887 899**.

# Important Information you should know about VoIP

## EMERGENCY CALLS

With VoIP services, calls to emergency services 000 may not work at all times – for example when the power is out or the Internet is down. Emergency service operators are also unable to identify your physical location so you will need to inform them. We do not recommend using MyNetFone as your only telephone service and suggest you keep another form of telephone – mobile or landline – available for calling emergency services. Due to the nature of the Internet and other factors which are outside our control, MyNetFone cannot provide faultless emergency call services.

## CALL QUALITY

MyNetFone provides award-winning quality service. However, the voice quality may vary due to the performance of your broadband Internet connection. If you encounter this problem, check with your Internet Service Provider or contact our Customer Care Centre.

## CONDITIONS OF SERVICE

Use of the MyNetFone service is subject to our Terms and Conditions. Please refer to our website:

***[business.mynetfone.com.au/legal/terms](https://business.mynetfone.com.au/legal/terms)***



**Sales & Enquiries – 1300 733 995**  
**Business Support – 1300 887 899**  
**[business.mynetfone.com.au](http://business.mynetfone.com.au)**