Advanced Features Remote Call Back

Remote Call Back

When you are out of the office and want to make a call to someone who's number is within your account, simply call the Cloud PBX number from any phone. When you hear ringing, hang up and you will be called back – so you can make a call from your Cloud PBX account. Call Back is free on all CloudPBX accounts. Calls made to non CloudPBX account numbers are charged as outbound calls.

Quick Guide

Step 1: Setting up Remote Call Back

- 1. Log into https://portal.herotel.uk Voice tab and select number you wish to set up remote call back on.
- 2. Select Other Settings > Remote Call Back
- 3. Click enable remote call back
- 4. Choose remote call back service option
- 5. Select a PIN number if needed. **NOTE:** PIN numbers are needed if you choose to call back all numbers

Advanced Features

Step 2: Using Remote Call Back

- 1. Call your CloudPBX number from a phone number chosen.
- 2. Hang up when you hear ringing.
- 3. CloudPBX will call you back.
- 4. Answer the call and then make calls as usual.

NOTE: Off-net calls to call back remote numbers are charged as outbound calls.

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