

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

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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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