

Telstra IP Telephony

Anywhere Feature Guide for Customer Group Administrators



The Anywhere feature is a solution for people on the go, demanding the flexibility with their fixed and mobile services. This feature unifies how your calls are represented and provides you with the ability to have a single number identity.

The Anywhere feature allows users with an Executive Service pack to designate a single phone number for incoming and outgoing calls, regardless of which phone they are currently using, i.e. Telstra IP desk phone, mobile, home phone etc.

Once the feature has been configured, calls to a single number ring all phones (locations) and the user is free to answer on any configured device. Once a call is active, the user is free to pick up any other listed device (location) and retrieve the call on that device (location) to continue the conversation. For example, if you are on a call on your Telstra IP desk phone and need to leave the office, you can pull the call to your mobile, if your mobile number was a listed location.

Anywhere delivers the following benefits:

- A single number for contact
- TIPT extension level dialling from your Mobile phone
- Seamlessly move calls from your TIPT phone to any listed device (location) or vice versa
- Call Transfer – consulted and blind transfer options (internal dialling and external numbers)
- Call Conferencing – three way conferencing (internal dialling and external numbers)

Note: Prior to configuring your Anywhere feature you will be required to modify some conflicting services.

- Ensure Remote Office is turned OFF
- Ensure your Call Forward No Answer number of rings setting is set to a minimum of 6 rings. (This ensures that your other listed locations, e.g. mobile will have time to ring, as there is a post delay based on you mobile carrier. This is same as *Simultaneous ring* feature behavior)

To increase the number of ring for Call Forward No Answer

- Click on the **Services** button on your toolbar
- Click on **Call Forward No Answer**
- Select the **On** radio button
- Click on the drop down arrow next to **Number of Rings before Forwarding**
- Select the required number of ring. Selecting 6 or more rings is recommended

Note: You must have *In Call Service Activation* feature assigned to you in order for Transfer and Three Way Call to work

1. Creating an Anywhere Portal

The Customer Group Administrator is required to initially configure the Anywhere Portal number for their Group.

- Log onto CommPilot with your Customer Group Administrator logon details
- Click the **Services** menu
- Click **BroadWorks Anywhere**

The screenshot shows the 'Services' configuration page in CommPilot. The 'Services' menu item in the left-hand navigation pane is highlighted with a red box. In the main content area, the 'Advanced' tab is selected, and the 'BroadWorks Anywhere' option is highlighted with a red box. The description for 'BroadWorks Anywhere' reads: 'Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.'

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- Click the **Add** button

Enterprise - N3003093R Welcome Sekler Debbie [Logout]

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Calling Plan
- Utilities

BroadWorks Anywhere

Create a new BroadWorks Anywhere portal and manage existing portals.

OK Apply **Add** Cancel

Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	ACME				Edit

OK Apply Add Cancel

- Enter the **BroadWorks Anywhere ID** (this name must be alphanumeric, do not use spaces)
- Enter a **Name** for the Anywhere Portal
- Enter the **Calling Line ID Last Name**
- Enter the **Calling Line ID First Name**
- Select the **Department** (if required)

Enterprise - N3003093R Welcome Sekler Debbie [Logout]

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Calling Plan
- Utilities

BroadWorks Anywhere Add

Create a BroadWorks Anywhere Portal

OK Cancel

* BroadWorks Anywhere ID: @ uat-trial.com

* Name:

* Calling Line ID Last Name: * Calling Line ID First Name:

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria

Can Be Used By: Users in Enterprise Users in Group

Prompt to Confirm Calling Location: Never Prompt Always Prompt Prompt If Not Available

Silent Prompt Mode Prompt For Passcode

- Ensure the **Users in Group** radio button is selected (**Users in Enterprise** option is NOT supported)

Choosing “Users in the Group” allows all users configured in the same group as the Anywhere portal to originate and receive calls through the Anywhere Portal number.

- Choose **Never Prompt** for the Prompt to Confirm Calling location
 - Never Prompt** – the portal never prompts for the calling address
 - Always Prompt** – the portal always prompts for the calling address. It is currently NOT supported.
 - Prompt If Not Available** – the portal prompts if the calling address is not available. It is currently NOT supported.
- Silent Prompt** is not supported, so ensure it is not selected
- Prompt for Passcode** is not supported, so ensure it is not selected
- Click **OK**

Selecting an Anywhere Portal number

- Click on the Portal name that appears in the Portal list

Enterprise - N3003093R Welcome Sekler Debbie [Logout]

Options:

- Profile
- Resources
- Services
- Acct/Auth Codes
- Calling Plan
- Utilities

BroadWorks Anywhere

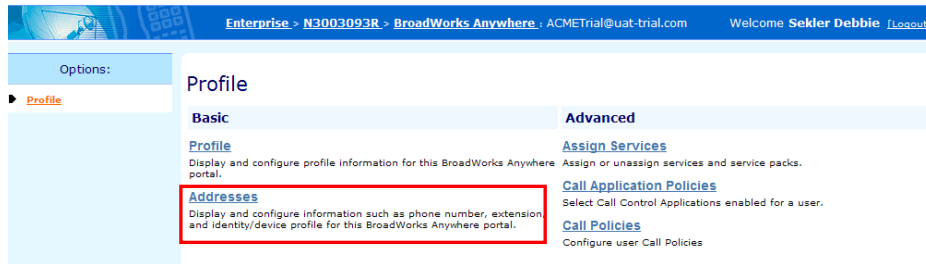
Create a new BroadWorks Anywhere portal and manage existing portals.

OK Apply Add Cancel

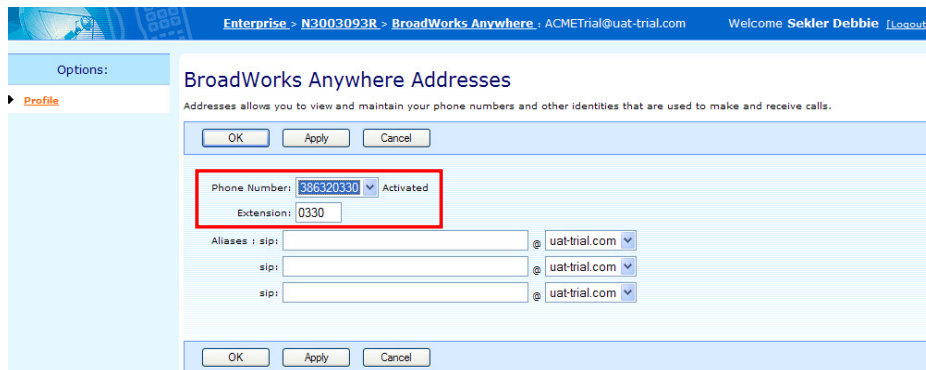
Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	ACME				Edit

OK Apply Add Cancel

- Click on the **Addresses** link in the Portal Profile menu



- Click on the drop down arrow in the **Phone Number** field and select a phone number for the Portal
The **Extension** field is automatically populated
- Click **OK**
The phone number is now assigned to the Anywhere Portal

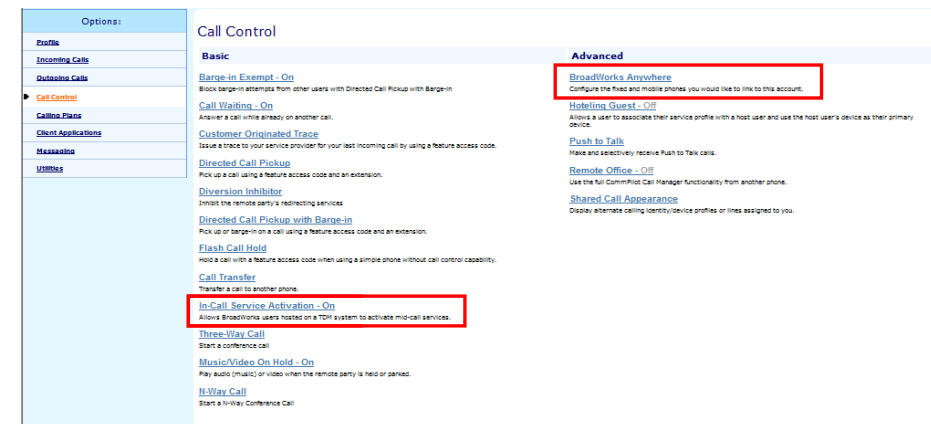


2. Configuring a User's Anywhere service

The Anywhere feature can be configured for a user from the Services button on the Telstra Telephony Toolbar or through CommPilot.

The instructions listed below will enable you to configure the Anywhere feature via CommPilot. Please refer to the Anywhere Feature Guide for End Users on the Online Resource Centre for instructions on configuring the Anywhere feature via the Telstra Telephony Toolbar.

- Log onto CommPilot with your Customer Group Administrator logon details
- Navigate to the Users Profile who requires the Anywhere feature configured
- Click **Call Control** from the Options menu



- Click **In-Call Service Activation**
If the incoming call was answered on the users mobile or pulled from their desk phone to their mobile, turning this feature on will enable the user to transfer the call to another party or make three way calls from their mobile



- Click **On**
- Click **OK**
- Click **BroadWorks Anywhere**
- Click **Add**

- In the **Phone Number** field, enter a phone number, e.g. your mobile number OR another number such as a home number.

Do not enter the initial 0, TIPT will add this on automatically, e.g. for mobile number 40011222, for an interstate Sydney number 286009999

- Click in the **Description** field and enter a description, e.g. John mobile
- **Enable this Location** is selected by default. Do not unselect.

This ensures that you not only have access to all the features of the Anywhere Portal but also the selected BroadWorks Location will ring when the Desk Phone rings as per the *Simultaneous Ring* feature

If Enable is unchecked, the selected listed location will not ring however you can still pull a call from your TIPT desk phone to that location number

Advance Options Per Location

- Select the required number in the Locations list
 - **Enable Diversion Inhibitor:** Selecting this option prevents a call from being diverted to another configured location if you have forwarding activated. **Ensure that you select this option**
 - **Require Answer Confirmation:** This option is not currently supported in TIPT. **Keep it unchecked.**
 - **Use BroadWorks based Call Control Services:** Selecting this option will enable the TIPT platform to provide services such as Call Transfer and Three-Way Conferencing. **Ensure that you select this option**
- Click **OK**



3. Alert All Locations for Click to Dial Calls

To ensure all locations listed in the Anywhere list are active to make and receive calls when using click to dial

- Navigate to the Users Profile who has the Anywhere feature configured
- Click **Call Control**
- Click **BroadWorks Anywhere**
- Select **Alert All locations for Click to Dial Calls**
- Click **Apply**
- Click **OK**

Note: If you have more than one location number listed in the Anywhere Locations list, each of the listed location numbers will ring if *Alert All Locations for Click to Dial* is selected.

4. Configuring Speed Dials for Anywhere

To use the Anywhere feature to “pull” (retrieve) calls from your desk phone to your mobile (or any other number configured) you are required to use the Feature Access Code *11.

If you have a spare button on your desk phone you can utilise the button and configure a speed dial for the Anywhere feature to pull the call from your mobile quickly.

If you have a spare line button on your TIPT desk phone, it is also recommended you configure a speed dial on your mobile to pull the call from your desk phone.

To configure the speed dial on your TIPT desk phone

- Hold down a spare line button on your desk phone for 3 seconds
The “Add to Directory” menu will appear
- In the **First Name** field, enter the text Anywhere (or a suitable name)
- Scroll down to the **Contact** field

- Enter ***11**
(this is the Feature Access Code to retrieve the call from your mobile)

To configure the speed dial on your Mobile phone

- Create a speed dial on your mobile phone as you would normally do, assigning the speed dial an appropriate name
- The number you are required to enter onto your mobile speed dial will be provided to you by your Customer Group Administrator. This is the Anywhere Portal preconfigured access number for your group or enterprise.
e.g . **0386000000,*11**
*The comma indicates a pause and *11 is the Feature Access Code to pull (retrieve) the call from your desk phone to your mobile to continue your conversation.*

Note: A pause is a predefined code on each specific mobile phone model. Please refer to your mobile model and enter the correct code for a pause

Note: If you do not know the code for a pause on your mobile you can just enter the Anywhere Portal number

5. Using Anywhere on your mobile

To use the Anywhere feature

- Ensure you have configured your mobile number and added it to your Anywhere Locations list as described in Section 2.

Pull calls from your TIPT phone to your Mobile Phone

- When a call arrives, answer it on your TIPT desk phone
- To pull it onto your mobile, **press the preconfigured speed dial** on your mobile (as mentioned above)

When the speed dial is pressed on the mobile, you will hear a message advising you to



“Please enter the destination digits”

As you have entered the “pause” and “*11” as part of the speed dial sequence you are **not** required to enter any further numbers. The call will be pulled from your desk phone to your mobile seamlessly once it has completed the dialling.

If you do not know the code for a pause on your mobile and you only entered the Anywhere Portal number, when you hear the prompt *“Please enter the destination digits”* you will be required to enter the digits ***11**

Pull calls from your Mobile Phone to your TIPT phone

- When a call arrives, answer it on your Mobile phone
- To pull the call from your mobile to your TIPT desk phone
- Press the preconfigured speed dial on your desk phone. Your call is automatically pulled back to the desk phone

If you don't have a spare button on your desk phone to configure a speed dial

To pull an active call from your mobile to your desk phone

- On your desk phone enter ***11**
- Press the **Dial** soft key or button

Note: In order to pull a call to your desk phone from your mobile phone, the call on your mobile must be received when your TIPT phone was called. If your mobile was called directly, the Anywhere feature will NOT work.

Making Outbound Calls

Making outbound calls from your Mobile phone or any other Anywhere device (location)

You can make calls from your mobile phone to appear that the call is coming from your TIPT phone.

On your mobile phone enter your Anywhere Portal number, e.g. **0386000000** and press Call or Dial

- Enter the destination number you want to call followed by # Your call will be connected and the Calling Line ID (CLI) reflects your desk phone CLI

Making outbound calls from your Mobile phone or any other Anywhere location (device) to an internal extension number.

You can make calls from your mobile phone to appear that the call is coming from your TIPT phone.

- On your mobile phone enter your Anywhere Portal number, e.g. **0386000000** and press Call or Dial

You will be prompted
“Please enter the destination digits”

- Enter the TIPT extension level dialling number of your co-worker you want to call followed by # Your call will be connected and the Calling Line ID (CLI) reflects your desk phone CLI
- If you called a co-worker frequently you could set up a speed dial on your mobile phone to call that co-worker using Anywhere.

The number sequence you would enter would be **0386000000,0002#** (where 0386000000 is the Anywhere Portal number; “,” indicates a pause; 0002 indicates your co-workers extension number).

Transferring a call answered on your mobile

You can transfer calls from your mobile phone to another number providing the call was answered on your mobile when your desk phone was called (using the Anywhere feature) or if it was an outbound call via the Anywhere portal

Both Blind Transfer and Consult Transfer are available.



Blind Transfer

- When on an active call on your mobile (or other configured number listed in your Anywhere list)
- Press ##
You will hear dial tone and the caller will hear Music on Hold (if configured)
- **Enter the destination number** of the party you want to transfer the call to
- When you hear “ringing”, **Hang up**
The call is connected to the party you are transferring to

Consulted Transfer

- When on an active call on your mobile (or other configured number listed in your Anywhere list)
- Press ##
You will hear dial tone and the caller will hear Music on Hold (if configured)
- **Enter the destination number** of the party you want to transfer the call to
- When you hear “ringing”, wait until the third party answers the call in order to announce the call.
- If the third party wants to take the call, **Hang up**
- If the third party doesn't want to take the call, or you hear the call connecting to the third party's voice mail, to reconnect to the initial caller press ##

Three Way Call

You can create a three way call from your mobile phone to another number providing the call was answered on your mobile when your desk phone was called (using the Anywhere feature).

- When on an active call on your mobile (or other configured number listed in your Anywhere list)
- Press ##
You will hear dial tone and the caller will hear Music on Hold (if configured)

- **Enter the additional number** of the party you want to include in the call
- When you hear ringing or when talking to the third party
- Press ## to initiate the three way call

If you hang up, the caller and the third party remain connected.

If you press ## again while on the three way call, the part of the call to the third party hangs up, and you and the original caller remain connected.

Note: N-Way calling is not currently supporting with the Anywhere feature

6. Using a single Voicemail box

If a user wants all their voicemail messages to go to their mobile phone, a CGA can (on behalf of the user) turn their TIPT Voice Messaging and all Call Forwarding features Off.

To turn your TIPT Voicemail Messaging Off via CommPilot.

- Log onto CommPilot and navigate to the relevant user
- Click the **Messaging** from the menu
- In the **Voice Messaging** field
- Click **Off**
- Click **OK**

To turn your TIPT Call Forwarding Off via CommPilot.

- Log onto CommPilot and navigate to the relevant user
- Click **Incoming Calls** from the menu
- On each feature **Call Forward Always**, **Call Forward No Answer** and **Call Forward Busy**
- Click **Off**
- Click **OK**

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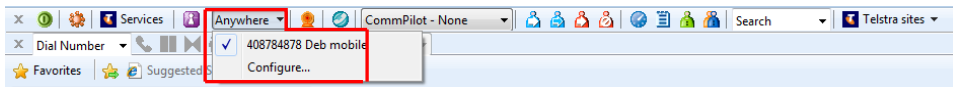
Note: If you want to use your TIPT voicemail to receive voice mail messages then you will be required to turn your mobile phone messaging off.

Ensure your Call Forward on your mobile phone is turned off so that unanswered calls will go to your TIPT Voicemail. As each mobile phone is different please refer to the user guide for your specific mobile phone for instructions.

7. Disabling ringing on your Anywhere Locations

To disable an Anywhere location temporarily

- Click the **Anywhere** button on the Telstra Telephony Toolbar

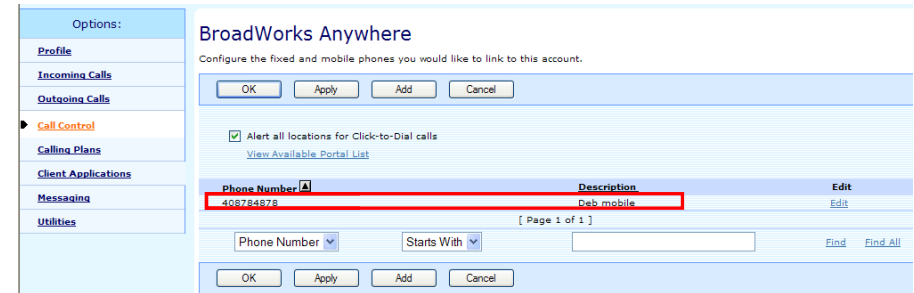


Click the required listed number to disable
Calls made to your TIPT Desk phone will NOT ring on the listed location number you have disabled, however you can still pull calls from your TIPT desk phone to that location number.

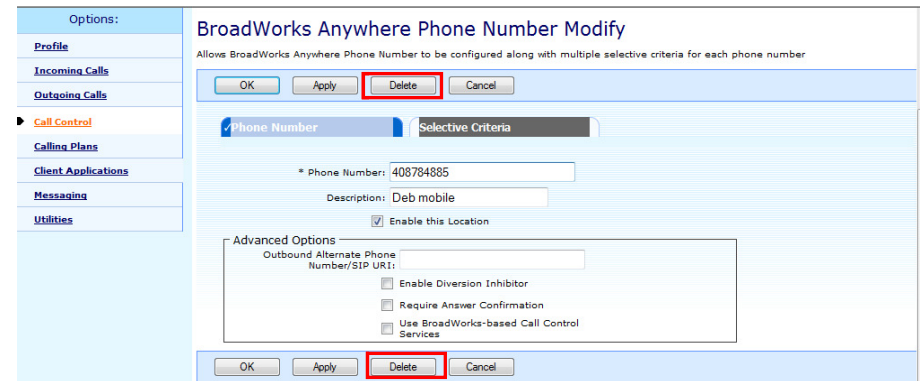
8. Deleting an Anywhere Location

To delete an Anywhere location permanently (via CommPilot)

- Click the **Anywhere** button on the Telstra Telephony Toolbar
- Select **Configure**
- Highlight the required number in the Anywhere Locations List



- Click the **Delete** button





9. Deleting an Anywhere Portal number

To delete an Anywhere Portal number

- Log onto CommPilot with your Customer Group Administrator logon details
- Click the **Services** menu
- Click **BroadWorks Anywhere**
- Select the Anywhere Portal number to be deleted from the list

A screenshot of the 'BroadWorks Anywhere Modify' web interface. The page title is 'BroadWorks Anywhere Modify' and it includes a sub-header 'Modify an existing BroadWorks Anywhere portal'. At the top, there are three buttons: 'OK', 'Delete', and 'Cancel'. The 'Delete' button is highlighted with a red box. Below the buttons, there are several form fields: 'BroadWorks Anywhere ID: Debbietest@uat-trial.com' with a 'Change User ID (Also saves current screen data)' link; '* Name: Debbie test'; '* Calling Line ID Last Name: Test' and '* Calling Line ID First Name: Debbie'; 'Department: None' and 'Language: English'; 'Time Zone: (GMT+11:00) Australia/Victoria'; 'Can Be Used By: Users in Enterprise (selected) Users in Group'; and 'Prompt to Confirm Calling Location: Never Prompt (selected), Always Prompt, Prompt If Not Available, Silent Prompt Mode, Prompt For Passcode'. At the bottom of the form, there are three buttons: 'OK', 'Delete', and 'Cancel'. The 'Delete' button is highlighted with a red box.

- Click **Profile** from the Profile menu of the Anywhere Portal
- Click **Delete**
The Anywhere Portal number has been deleted