BroadWorks Anywhere

Overview

BroadWorks Anywhere is a native, fixed convergence solution that lets end-users designate a single phone number for all incoming and outgoing calls, regardless of which phone they are currently using — mobile, office PBX, home, etc.

End-users receive the added benefit of a common business calling experience across all devices. This capability allows you to dial colleagues with a four-digit extension from your mobile phone or transfer calls taken from your mobile phone to another colleague's desk or mobile phone without having to know whether he or she is in the office.

BroadWorks Anywhere is a Hosted PBX feature that provides the following functionality:

- **Receive calls on an alternate phone:** BroadWorks Anywhere allows calls placed to a user's office phone to ring any phone(s) set up with the feature. Most users will designate their mobile phone as their "BroadWorks Anywhere phone."
- **Place calls from an alternate phone:** From their BroadWorks Anywhere phone, users can place calls that display the outbound Caller ID of their desktop phone.
- **"Pull" active calls between desktop and mobile phones:** When on an active call using a desktop phone, users may push that call to their BroadWorks Anywhere phone. Conversely, while on an active call on a designated BroadWorks Anywhere phone, users can pull the call to the desktop phone.
- **Place long distance and international calls from an alternate phone:** When users place long distance or international calls from a BroadWorks Anywhere phone, usage will be tracked and reflected on their office phone invoice just as any other toll calls would appear.
- Users can manage the BroadWorks Anywhere feature from the customer portal.
- Once the designated BroadWorks Anywhere phone is set up, to place and receive BroadWorks Anywhere calls, users must first dial the BroadWorks Anywhere Portal number. Administrators may alter the BroadWorks Anywhere Portal settings as needed.

NOTE: The Simultaneous Ring and BroadWorks Anywhere features cannot be enabled at the same time. When you enable Sim Ring you will automatically disable the Anywhere feature and vice versa.

Feature Prerequisites

Before the BroadWorks Anywhere feature can be used, the following conditions must be met:

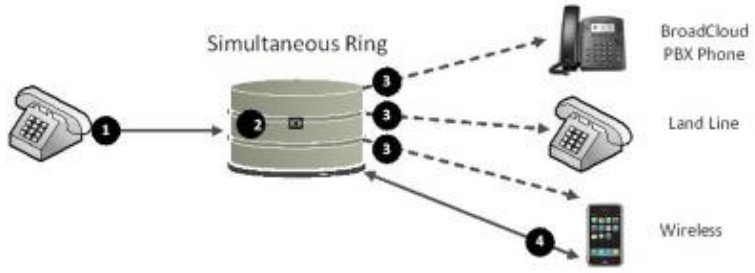
- At least one inbound number must be available to be assigned as a BroadWorks Anywhere number.
- At least one BroadWorks Anywhere Portal number must be assigned to the group. Note: This number must be assigned but the Managed Voice Support team.
- At least one landline or wireless number must be assigned to the BroadWorks Anywhere User through the customer portal.
- *Active* must be enabled in the BroadWorks Anywhere User's list for all numbers the user wishes to ring when calls are received on their Hosted PBX desktop phone.

Feature Operation

Once a BroadWorks Anywhere Portal number has been assigned in the customer portal and the BroadWorks Anywhere User has configured the BroadWorks Anywhere feature, the BroadWorks Anywhere feature is ready for use. The following sections describe how to use the BroadWorks Anywhere feature.

Simultaneous Ring

Follow the procedure below to receive Simultaneous Ring calls.



1. Caller dials the User
2. The BroadWorks Anywhere Simultaneous Ring feature is invoked
3. All phones in the BroadWorks Anywhere list begin to ring
4. One of the phones answers the call and the others stop ringing

BroadWorks Anywhere Sim Ring Notes:

- If a call is immediately intercepted by a voicemail system, which could occur when wireless phones are turned off or do not have service or when Do Not Disturb is enabled on the Hosted PBX desktop phone, all other phones will immediately stop ringing. If the voicemail system answers quickly enough, the other phones may not ring at all.
- Any number being included in the *BroadWorks* Anywhere Sim Ring feature cannot be included in other Sim Ring lists.

- *BroadWorks* Anywhere Sim Ring does not allow users to activate “Do Not Sim Ring if I’m on the phone” option.

Placing an BroadWorks Anywhere Call

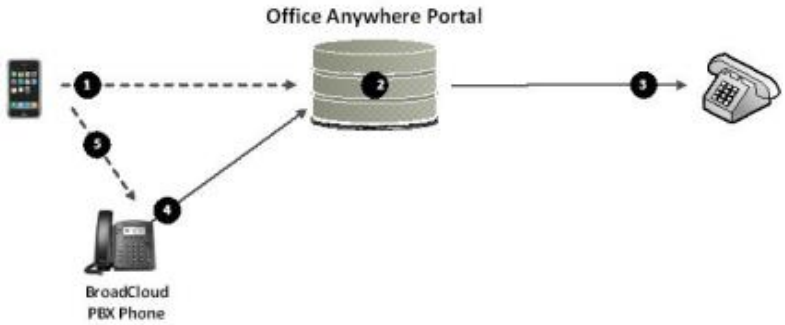
Follow the procedure below to place a call using the BroadWorks Anywhere Portal.

1. Call BroadWorks Anywhere Portal number from landline or wireless phone
2. Enter passcode and destination digits
3. Connect to destination

Note: if the landline or wireless number is not configured in the caller’s BroadWorks Anywhere list in the customer portal, the user will be prompted to enter the number from which they are calling. This number can be any number configured in the caller’s BroadWorks Anywhere list.

Transfer Call from Landline/Wireless to Desktop

Active BroadWorks Anywhere calls can be transferred from a landline or wireless phone directly to the BroadWorks Anywhere User’s desktop phone. Follow the procedure below perform this function.

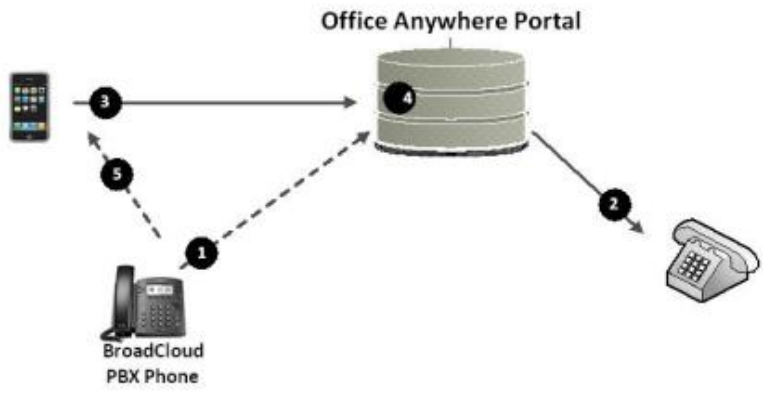


1. Call BroadWorks Anywhere Portal number from wireless phone
2. Enter passcode and destination digits
3. Connect to destination
4. Call *11 from desktop phone
5. Call is automatically transferred to desktop phone

Note: Since the BroadWorks Anywhere Portal and the desktop phone are both within the Hosted PBX system, the caller does not need to call the BroadWorks Anywhere Portal from the desktop phone to invoke the transfer. When the caller dials *11 from their desktop phone, the call will automatically be pulled from the portal to the desktop phone

Transfer Call from Desktop to Landline/Wireless

Active Hosted PBX calls can be transferred from the BroadWorks Anywhere User's Hosted PBX desktop phone directly to any landline or wireless phone. Follow the procedure below to perform this function.

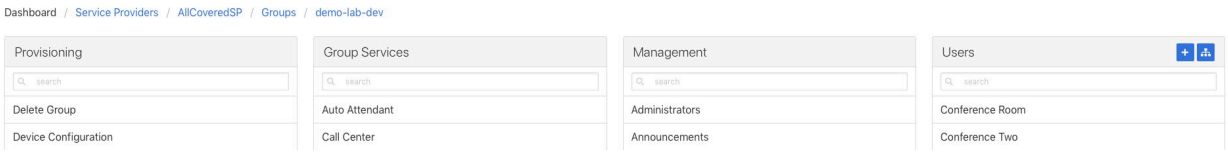


1. Call destination from desktop phone
2. Connect to destination
3. Call BroadWorks Anywhere Portal number from wireless phone
4. Enter passcode and *11 as destination digits
5. Call is automatically transferred to wireless phone

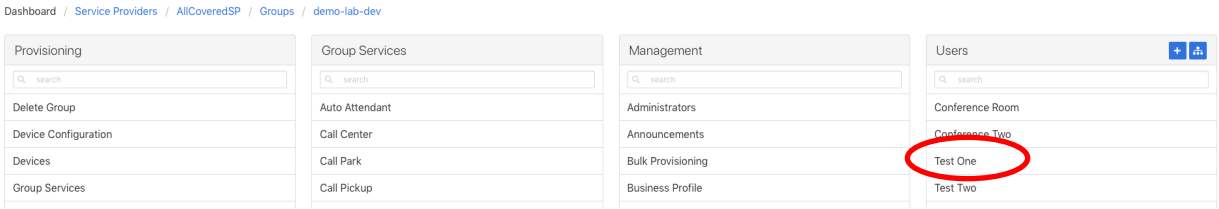
Note: Since the BroadWorks Anywhere Portal and the desktop phone are both within the Hosted PBX system, the caller does not need to place the initial call from the desktop phone through the BroadWorks Anywhere Portal. When the caller dials *11 in the BroadWorks Anywhere Portal, the call will automatically be pulled into the portal and transferred to the landline or phone.

User Feature Setup

1. Go to the group admin dashboard.



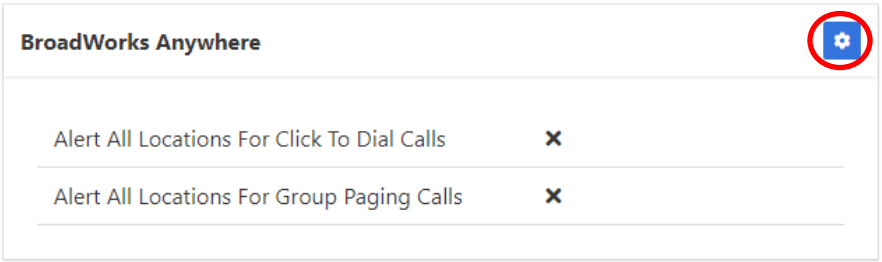
2. Select the user or service on which you want to set up BroadWorks Anywhere.



3. Click **Service Settings** in the left column navigation.

4. Select **BroadWorks Anywhere** from the services list.

5. Click the gear icon in the BroadWorks Anywhere Settings heading to configure the service.

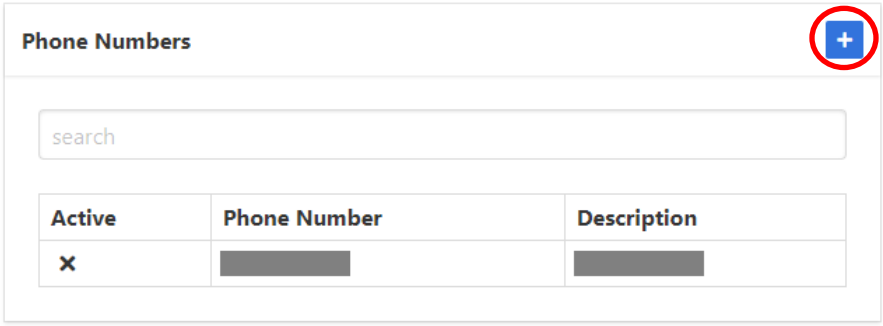


6. Configure the BroadWorks Anywhere Settings

   - *Alert All Locations For Click To Dial* Calls – This determines if Anywhere locations are alerted when a click to dial call is initiated.
   - *Alert All Locations For Group Paging Calls* – This determines if Anywhere locations are alerted when a Group paging call is received.

7. Click **Save** to retain changes.

8. Click the plus button in the **Phone Numbers** section to add a BroadWorks Anywhere location.



   - *Phone Number* – The mobile or landline number to use with BroadWorks Anywhere
   - *Description* – The name of the location
   - *Outbound Alternate Number* – Can be used to set an alternate caller ID for outbound calls from the BroadWorks Anywhere location.
   - *Is Active* – Turns on call delivery for the location

- *Use Diversion Inhibitor* – Prevents the location from forwarding the call elsewhere
- *Answer Confirmation Required* – Requires the user to dial a digit to retrieve a ringing call. This prevents the location's voicemail from answering the call inadvertently.
- *BroadWorks Call Control* - Allows access to all of the call control services available from your desk phone on your Anywhere phone

9. Click **Save** to retain changes.