

ipBX Anywhere Introduction

ipBX Anywhere allows you to make and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features. Devices can include a cell phone, a fixed phone, a softphone, or any other similar device.

ipBX Anywhere is easy to deploy. It does not require any technical integration or business relationship with a special mobile network. Additionally, no mobile or PC clients are required as part of the solution.

ipBX Anywhere call control includes:

Call Termination: You can be reached on any of these devices from a single phone number.

Call Origination: You can make outgoing calls from any of these devices and can choose what phone number is shown as the calling line ID. For example, if you have your mobile phone set up as one of your ipBX Anywhere devices, you can make a call from your mobile phone and the calling line ID the receiver sees is your ipBX desk phone DID (or any other number you choose).

Call Continuity: You can seamlessly “hand over” calls between fixed and mobile phones. For example, if you begin an ipBX Anywhere call from your mobile phone while in the car, you can continue the call until you reach your desk and move the call to your desk phone without hanging up. This will work whether you originated the call or received the call.

Set Up ipBX Anywhere

In order to use the ipBX Anywhere feature, you must have the following services provisioned for your account:

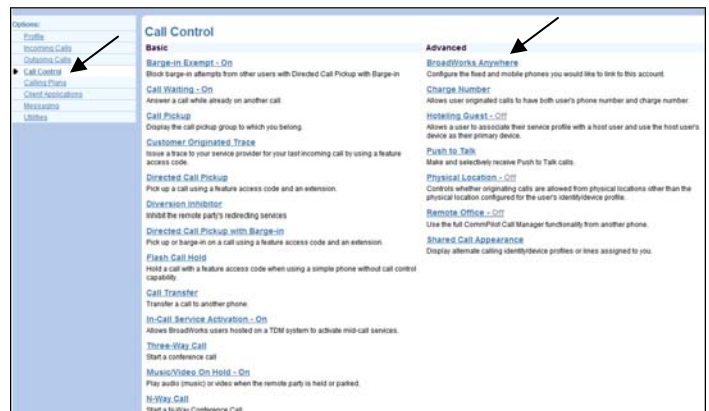
- Premium User Bundle
- ipBX Anywhere Add-on

Log In to the ipBX Web Portal

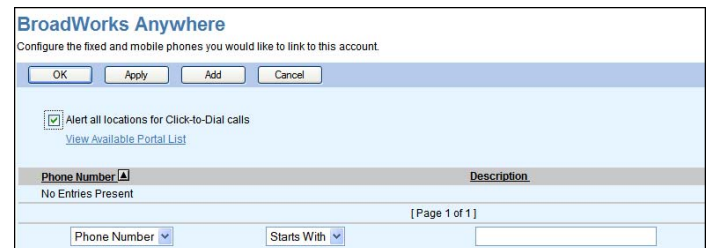
1. Launch your Internet browser.
2. Navigate to <http://voice.dsci-net.com>.
3. Enter your user ID.

4. To go to the **Password** text box, press the TAB key on the keyboard or click your mouse in the *Password* text box.
5. Type your password. Your password does not appear as you type; bullets appear for each character you type.
6. Click **Login** or press ENTER.

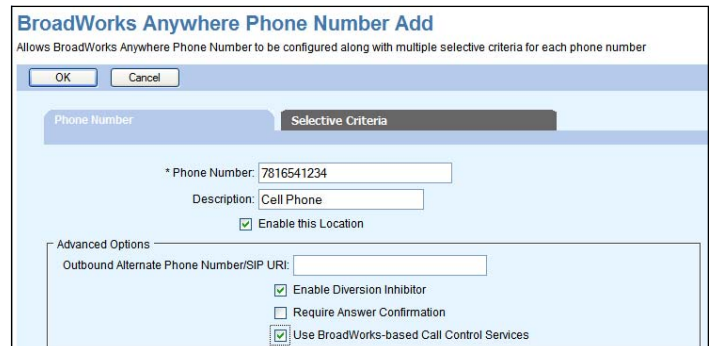
Set up a phone as an ipBX Anywhere device



1. On the **Options** menu, click **Call Control**. The Call Control menu appears.
2. Click **BroadWorks Anywhere** to set up devices for ipBX Anywhere.



3. Click **Add**. Under the **Phone Number** tab, make the following entries:



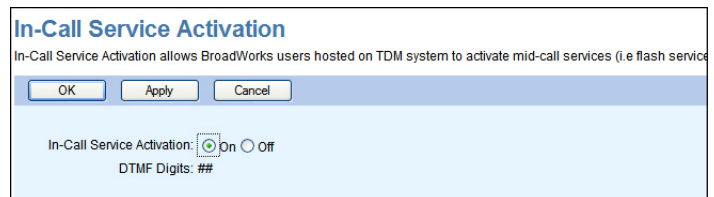
4. Enter the 10-digit phone number of the device (i.e., your mobile phone, your home phone, etc.) and type a short description.
5. **Enable this Location** should remain checked.
6. In **Advanced Options** box, the following entries are required:
 - Check **Enable Diversion Inhibitor**. This will prevent your voice mail from picking up before a call can transfer to a mobile phone.
 - Check **Use BroadWorks-based Call Control Services**. This allows iPBX to control your call control functions instead of the call control associated with individual devices.
7. In the **Advanced Options** box, the following entries are optional:
 - **Outbound Alternate Phone Number/SIP URI**: By entering a 10-digit phone number in this field, your calling line ID will show this number. If you do not enter a number in this field, your iPBX desk phone DID will show up as calling line ID.
 - **Require Answer Confirmation**: If checked, you will be prompted for a response before a call is transferred to your iPBX Anywhere device. This selection is useful if you wish to screen which calls you accept and which you want to go to voicemail.
8. Under the **Selected Criteria** tab, you can select the criteria to determine whether an incoming call should be sent to the iPBX Anywhere device.

- To limit the times during which the iPBX Anywhere device is active, select from the time schedules offered in the drop down menu or create a new time schedule by going to *Options, Profile, Time Schedule*.
 - The **Calls from** box lets you select those kinds of calls that will be moved to the iPBX Anywhere device. This includes the ability to add specific phone numbers.
8. When done, click **OK**.

Additional steps to take in the web portal

1. In-call Service Activation

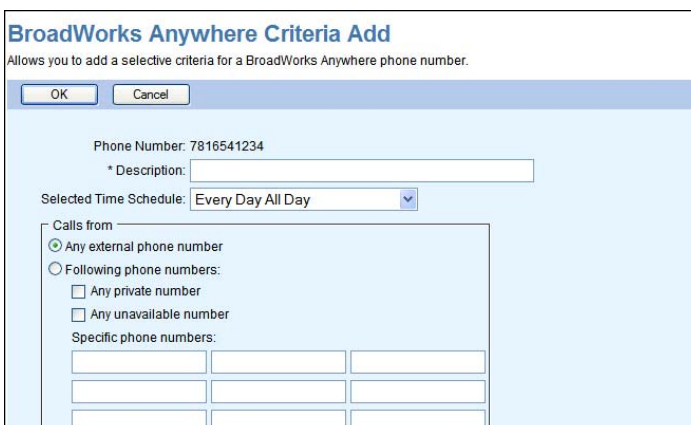
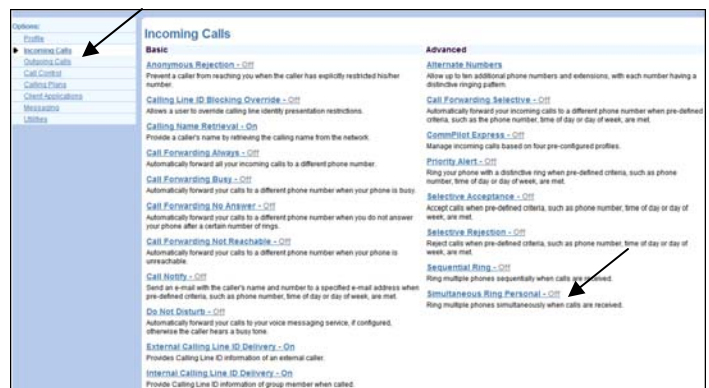
1. On the **Options** menu, click **Call Control**. The Call Control menu appears.
2. Click on **In-call Service Activation**.



3. In-Call Service Activation must be set to **On**.
4. Click **OK** or **Apply**.

2. Simultaneous Ring Personal

1. On the **Options** menu, click **Incoming Calls**. The Incoming Calls menu appears.
2. Click on **Simultaneous Ring Personal**.



Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list phone numbers or SIP-URI addresses you would like to ring in addition to your desk phone. This is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off Simultaneous Ring Personal. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up the call, you may not receive the call.

OK Apply Add Cancel

Simultaneous Ring Personal: On Off

How to handle incoming calls: Don't ring my Simultaneous Ring Numbers if I'm already on a call
 Ring all my Simultaneous Ring Numbers for all incoming calls

Phone Number / SIP-URI	Answer confirmation required
No Entries Present	

3. Simultaneous Ring Personal must be turned **Off**.
4. Select **OK** or **Apply**.

3. CommPilot Express

1. On the **Options** menu, click **Incoming Calls**.
The Incoming Calls menu appears.
2. Click on **CommPilot Express**.

CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed when you are at a remote location. If you use CommPilot Express, it takes precedence over some of your other services.

Available - In the office profile is used when you are working from your desk where your phone is located.

Available - Out of office profile is used when you are working away from your desk for an extended period of time.

Busy profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

Unavailable profile is used outside of business hours, or when you are on vacation or holiday.

None turns this service off so that none of your other services are affected.

OK Apply Cancel

Current Profile: **None**

Available - In the Office

3. Under **Current Profile**, select **None** from the drop-down menu. iPBX Anywhere will not work if you have enabled any of the Comm-Pilot incoming call features.
4. Click **OK** or **Apply**.

4. Hunt Group

Additionally, if you use iPBX Anywhere, you may not want your DID to be a part of a **Hunt Group**. If it is, you will receive all the group calls on your iPBX Anywhere device. Talk to your DSCI representative if this situation affects you as DSCI can offer some work around solutions.

Set up your mobile phone for iPBX Anywhere*

1. Create a “contact” in your mobile phone directory for your company’s iPBX Anywhere portal number supplied by DSCI.
2. Create a speed dial number for this contact (It is suggested that you use 8 or 9 for this speed dial since it is unlikely they are already in use.)

* A home phone or softphone can be set up similarly to facilitate iPBX Anywhere calling from that device.

Using iPBX Anywhere

Receive an iPBX Anywhere call

When your iPBX Anywhere number is dialed, all of your assigned phone devices (fixed, mobile, softphone, etc.) ring. You can answer any of these devices. Upon answering, the call legs to the other phone devices are dropped.

Special circumstances for mobile phones

Because most mobile phones can be forwarded when not reachable, you should configure the device with diversion inhibitor so that this does not happen. If this diversion method is not supported, you can configure iPBX Anywhere to prompt for answer confirmation. Then, upon answering the mobile phone, you are prompted to press any key to accept the call.

Make a call from an iPBX Anywhere device

1. Press the speed dial number set up for the iPBX Anywhere portal number. (See “Set up your mobile phone for iPBX Anywhere,” above.)
2. When the dial tone is heard, dial the destination number. (Because the iPBX Anywhere phone retains all the features of your iPBX desk phone, extension dialing is also supported.)
3. The called party sees your iPBX DID (or any other number you set up) as the calling line ID.

Move an active call from one iPBX Anywhere device to another

To move an active call **from your mobile phone to your desk phone**, while engaged in the call, push the line key on your iPBX desk phone to get a dial tone and then dial *11 to “pull” the call from the mobile phone. The call is seamlessly moved to the desk phone and the mobile call leg is dropped.

To move a call **from your fixed desktop phone to your mobile phone**, you “pull” the call to the mobile phone with the iPBX Anywhere function. On your mobile phone, push the speed dial set up for the iPBX Anywhere portal. Once the mobile phone has dial tone, push *11 to “pull” the call from the desk phone to the mobile phone.

Control “reachability” from the iPBX Anywhere device

Because iPBX Anywhere allows you to make and receive business calls from any location at any time, control over activating and deactivating this service is important. For example, if you are on a long distance business trip, you will want to “deactivate” your iPBX Anywhere mobile phone at night. This can be accomplished in a number of ways.

Set up a time schedule

As described in the section on setting up iPBX Anywhere, a unique time schedule for each device can be created as part of the iPBX Anywhere calling plan. In this way, you can “deactivate” your mobile phone from iPBX Anywhere for holidays and weekends. You can also limit the hours or days in which a device is “active” by creating a time schedule that conforms to your work schedule.

Activate/Deactivate directly from your mobile phone

To manually deactivate your mobile phone

from iPBX Anywhere, dial *13. The phone remains inactive until you activate it again. During this time, calls continue to go to any other phones designated as iPBX Anywhere devices and forward to voice mail as usual when there is no answer.

To reactivate your phone, dial *12. Once again, calls to your business DID will ring to the mobile phone (providing the service is not in an inactive state based upon time schedules.)

Mid-call Service Execution

Your iPBX Anywhere device is capable of transferring calls to another user or creating 3-way conference calls just as the iPBX office desktop phone can.

Blind Call Transfer

As an iPBX Anywhere user, you can transfer an active call to another number by pressing ## while on the call. You then hear a dial tone, while the other party hears music on hold (if configured). You then dial the 10-digit number of the third party or an iPBX extension. Upon hearing ringing, you simply hang up and the two other parties are connected.

Note: The third party will see your calling line ID when the call is placed. With a blind call transfer, you will be unable to tell the person receiving the call why he sees your calling line ID, but is, instead, connected to a third party. Consultative Call Transfers are a better selection in most cases.

Consultative Call Transfer

As an iPBX Anywhere user, you can transfer an active call to another number, but can first consult with the third party before the transfer. You press ##. This puts the original caller on hold and you hear a dial tone. You then dial the 10-digit number of the third party or an iPBX extension. When the

third party answers, you can announce the call. Once you hang up, the original call is connected to the third party. If the third party does not want to take the call or there is no answer, you can press ## again and be reconnected to the party on hold.

Three-way Calling

A three-way call can be created similarly to setting up a call transfer. While on a call, you press ##. This puts the other party on hold and presents you with a dial tone. You dial the 10-digit number for the third party or an iPBX extension. Upon hearing ringing or while talking with the third party, you press ## again and all three parties are active on the call. *(If the third party's voice mail answers, you will need to connect the 3-way call by pressing ## and then press ## again to drop this call leg.)* If you hang up, the other two parties remain connected. If you press ## while on a three-way call, the leg to the third party hangs up and you and original party remain connected.

Frequently Asked Questions

Can I choose when I want iPBX Anywhere to ring my mobile phone and when I don't?

Yes. You can set up a time schedule for the service by configuring "Selective Criteria" under Broadworks Anywhere in the Options menu. (for more information, see "Set up a phone as an iPBX Anywhere device.")

You can also activate/deactivate directly from the phone as described in "Control 'reachability' from the iPBX Anywhere device."

None of the time schedules listed as criteria are exactly what I want for my iPBX Anywhere device. What can I do?

You can set up a custom time schedule by going to *Options, Profile, Time Schedule*.

Calls are going to my cell phone voicemail before they even ring. What can I do?

Because setting up the mobile leg of an iPBX Anywhere call takes a few moments, the call may actually be connected before you hear the ring. For this reason, if you have your mobile phone voice mail set to pick up after two rings, the call could go to voice mail before you have the opportunity to answer. Reset your mobile device voice mail to a greater number of rings.

Why would I want to send out a number other than my DID for calling line ID?

You might want to send the main number for your company or even an 800 number for your calling line ID. iPBX Anywhere supports this choice.

I tried a blind transfer and the party I called thought he was talking to me. Why?

Because the call to the third party comes from you, the calling line ID this person sees is yours. When you connect the original caller to a third party, there is no way for the third party to know the caller is anyone but you.

What is my iPBX Anywhere portal number?

Contact your group administrator for this information.

When iPBX Anywhere is active for my mobile phone and I don't answer, where will the voice messages go?

Ideally you will probably want your voice mail messages to go to one place – your iPBX voice mail. There are a few steps you can take to help make this happen. Make certain that "Enable Diversion Inhibitor" is checked when setting up the iPBX Anywhere device. Secondly, set up your mobile phone voice mail to pick up after a higher number of rings than your iPBX voice mail. Finally, by checking "Require Answer Confirmation" when setting up your mobile phone as an iPBX Anywhere device, calls unanswered on your mobile phone will return to your iPBX service. Some fine tuning may still be necessary to achieve consistency in how voice messages are handled.