



Telesphere Anywhere

User Guide

Document Version 1.1

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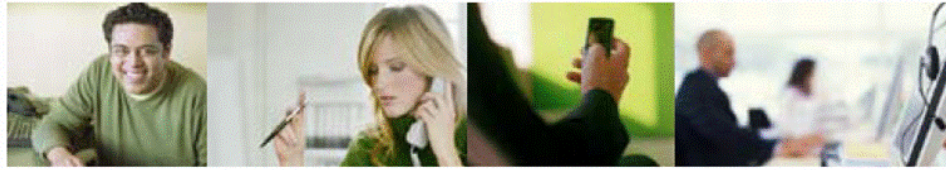


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1 Introduction

1.1 About This Guide

The intent of this document is to provide general information about this solution. The document will cover how to setup the service and how to use the service.

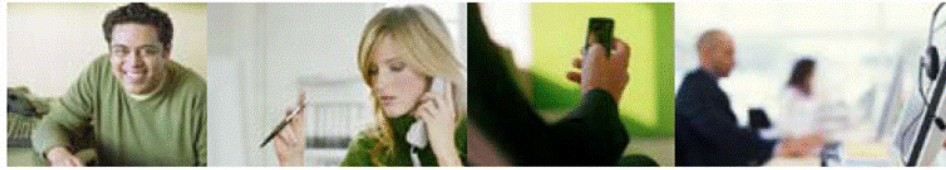
Telesphere Anywhere is a solution for people on the go demanding the best of today's unified movement. This product solution unifies how your calls are represented to the business world as well as maintaining one, simple voice messaging solution. Telesphere Anywhere also allows a call to seamlessly be moved from a desk phone to a mobile phone, or vice versa.

1.2 Overview

Telesphere Anywhere delivers the following benefits:

- A single number for contact – anytime, anywhere
- 4-digit office extension dialing from the Anywhere device (i.e. a cell phone)
- Seamlessly move calls from a desk phone to a mobile phone, or vice versa
- Call Transfer – consulted and blind transfer options (4-digit and external numbers)
- Call Conferencing – Three-way conferencing (4-digit and external numbers)

During the design of this service it was critical for Telesphere Anywhere to employ the latest technology without requiring specific software, cell phones or changes in carrier communications facilities.



2 First Time Setup

This section will guide an individual, or the company administrator through the necessary steps to configure the Anywhere service.

2.1 Initial Setup

Start using this service by logging into the MyVoice web page with the desk phone number and web portal password at <http://myvoice.telesphere.com>

- 1) **Disable conflicting services:** Make sure to turn off other services such as Remote Office or Simultaneous Ring under *Incoming Calls*.
- 2) **Go to BroadWorks Anywhere:** On the web portal, go to *Call Control* → *BroadWorks Anywhere*
- 3) **To Enable Click-to-Dial (optional):** Check the *Alert all Locations for Click-to-Dial calls* (See Image 2.1.3)

Please Note: This will call your Telesphere Anywhere device (cell, home number, etc.) when using the toolbar or click-to-dial on a web page.

Image 2.1.3

BroadWorks Anywhere
Configure the fixed and mobile phones you would like to link to this account.

OK Apply Add Cancel

Alert all locations for Click-to-Dial calls
[View Available Portal List](#)

| Phone Number | Description |
|--------------------|-------------|
| No Entries Present | |

[Page 1 of 1]

Phone Number Starts With

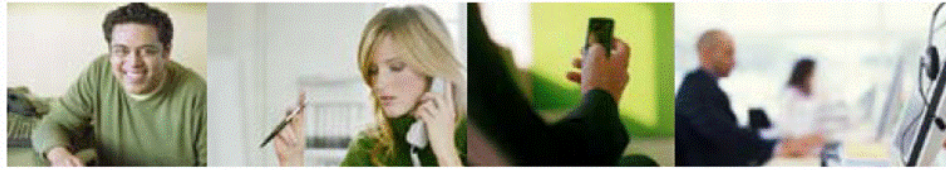
OK Apply Add Cancel



4) Enable Telesphere Anywhere: Click Add

5) Enter the Anywhere Device Phone Number: Now you should be at the same page as the screenshot below. Simply enter the cell phone in the format used below and make sure the same options are checked.

1. **Phone Number (numbers only, no dashes):** 1234567890
2. **Description:** Cell, Home, Temporary as appropriate
3. **Enable this Location:** Enable or disable the Anywhere service for this device as necessary
4. **Avoid Unanswered Calls from Going to Voicemail on the External Device:**
 1. **Option 1 - Enable Diversion Inhibitor:** Select this option if you want this to happen automatically
 2. **Option 2 - Require Answer Confirmation:** This requires you to press any digit on your cell phone to accept the incoming call. If you do not want to accept the call, simply hang up and the call will go to your Telesphere voicemail.
5. **Use BroadWorks-based Call Control Services:** Select this option to enable the Telesphere platform to provide mid-call services such as Call Transfer and Three-Way Conferencing.



- 6) **Enable In-Call Service Activation:** Go to *Call Control* → *In-Call Service Activation* and select *On*

| | |
|---|---|
| <p>Options:</p> <ul style="list-style-type: none"> Profile Incoming Calls Outgoing Calls ▶ Call Control Calling Plans Client Applications Messaging Service Scripts Utilities Conferencing | <h3>In-Call Service Activation</h3> <p>In-Call Service Activation allows BroadWorks users hosted on TDM system to activate mid-call services (i.e flash services) transparently.</p> <p>OK Apply Cancel</p> <p>In-Call Service Activation: <input checked="" type="radio"/> On <input type="radio"/> Off DTMF Digits: ##</p> <p>OK Apply Cancel</p> |
|---|---|

- 7) **Test the Service:** Click on OK, then test from a different phone to make sure it's working. (i.e. from a co-workers phone call your extension, or, from a co-workers cell phone dial your published desk number.)
- 8) **Additional Anywhere Devices (optional):** Repeat steps 2 through 7 to add another Anywhere device such as a home phone line or a temporary number as necessary.



2.2 Selective Criteria

Selective Criteria allows time and number based control at a per Telesphere Anywhere device/number level. This can filter calls to only contact the Anywhere phone number during business hours. This is ideal if it is a home or cell number. The Selective Criteria also allows further filtering based on which telephone number is calling. This would be ideal if the desire is to only allow management to call during a larger window, or anytime.

Start using this feature of Telesphere Anywhere by logging into the MyVoice web page with the desk phone number and web portal password at <http://myvoice.telesphere.com>

- 1) **Time Schedule:** Only follow this step if the desire is to build Selective Criteria with time based options. On the web portal, go to *Profile* → *Time Schedule* → *Add*
 1. **Time Schedule Name:** Enter name, i.e. M-F 8a-5p
 2. **Select:** Start Day
 3. **Select:** Start Time (format is required to be N:NN, where N is a number)
 4. **Select:** End Day
 5. **Select:** End Time (format is required to be N:NN, where N is a number)
 6. Repeat as necessary to build desired schedule
 7. **Click:** OK

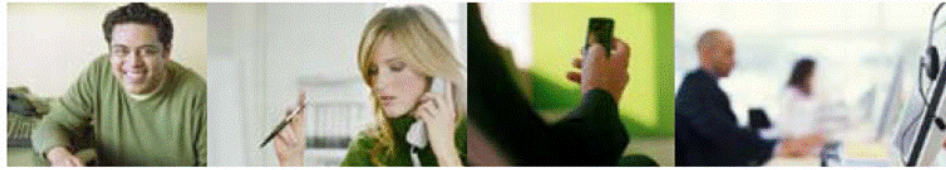
Options:

- ▶ Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities
- Conferencing

Time Schedule Add

Add a new time schedule.

| *Start Day | *Start Time | *End Day | *End Time |
|------------|-------------|-----------|-----------|
| Monday | 8:00 AM | Monday | 5:00 PM |
| Tuesday | 8:00 AM | Tuesday | 5:00 PM |
| Wednesday | 8:00 AM | Wednesday | 5:00 PM |
| Thursday | 8:00 AM | Thursday | 5:00 PM |
| Friday | 8:00 AM | Friday | 5:00 PM |
| Select | AM | Select | AM |
| Select | AM | Select | AM |
| Select | AM | Select | AM |
| Select | AM | Select | AM |



2) Go to Selective Criteria:

1. Go to *Call Control* → *BroadWorks Anywhere* → Click on *Edit* for the device you want to define Selective Criteria for.

BroadWorks Anywhere
Configure the fixed and mobile phones you would like to link to this account.

Options: Profile, Incoming Calls, Outgoing Calls, **Call Control**, Calling Plans, Client Applications, Messaging, Service Scripts, Utilities, Conferencing

Phone Number | Description | Edit

| | | |
|------------|------|-------------|
| 6027388446 | Cell | Edit |
|------------|------|-------------|

[Page 1 of 1]

Phone Number Starts With Find Find All

2. **Selective Criteria:** Click on the *Selective Criteria* tab. Once on the Selective Criteria tab, click *Add*.

BroadWorks Anywhere Phone Number Modify
Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

Options: Profile, Incoming Calls, Outgoing Calls, **Call Control**, Calling Plans, Client Applications, Messaging, Service Scripts, Utilities, Conferencing

Phone Number | **Selective Criteria**

* Phone Number: 6027388446
Description: Cell
 Enable this Location

Advanced Options

Outbound Alternate Phone Number/SIP URI:

Enable Diversion Inhibitor
 Require Answer Confirmation
 Use BroadWorks-based Call Control Services

BroadWorks Anywhere Phone Number Modify
Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

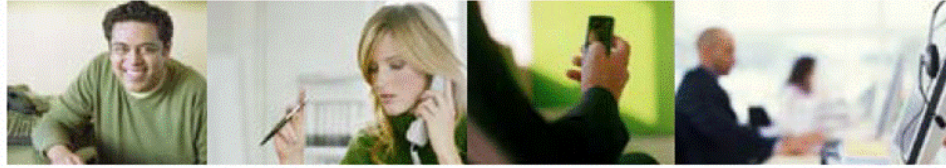
Options: Profile, Incoming Calls, Outgoing Calls, **Call Control**, Calling Plans, Client Applications, Messaging, Service Scripts, Utilities, Conferencing

Phone Number | Selective Criteria

Phone Number : 6027388446

| Active | Description | Time Schedule |
|--------------------|-------------|---------------|
| No Entries Present | | |

- 3) **Define a Name for Selective Criteria:** In the *Description* text box, type a description of the phone numbers in this instance. Example: Business Hours, Management, Family
- 4) **Select the Time Schedule:** From the drop-down list, select the time schedule to use for this Selective Criteria.



5) Edit the *Calls From* options:

1. To accept calls from any external phone number, check the *Any external phone number* checkbox.
2. To accept calls from a defined telephone number, check the *Following phone numbers* checkbox.
 1. To accept calls from private and/or unavailable numbers select "Any private number" and/or "Any unavailable number".
 2. Click your cursor in the text box and type the complete phone number, which should trigger the instance. You can enter up to 12 numbers for each instance.

NOTE: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards. **Example:** 55510012?4, 555100??34, 5551?0*

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- ▶ [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- [Utilities](#)
- [Conferencing](#)

BroadWorks Anywhere Criteria Add

Allows you to add a selective criteria for a BroadWorks Anywhere phone number.

OK
Cancel

Phone Number: 5551002000

* Description:

Selected Time Schedule:

Calls from

Any external phone number

Following phone numbers:

Any private number

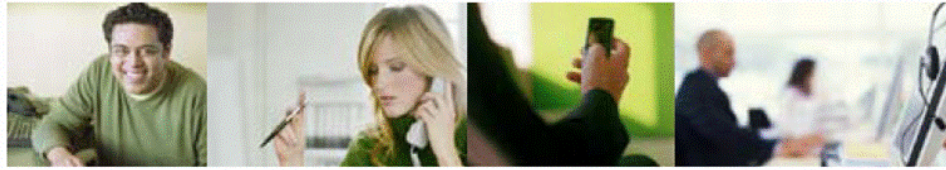
Any unavailable number

Specific phone numbers:

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |

OK
Cancel

- 6) **Save your changes:** Click **OK**. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.



3 Setup Telesphere Anywhere Speed-Dials

3.1 Cell Phone Speed-Dial Setup: Make Outbound Calls from Cell Phone

- 1) Access Telesphere Anywhere Portal to make outbound calls: Create speed dial 9 on your cell phone and enter in the following format → 5551002001ppNNNN (where 5551002001 is the portal Anywhere number, p is a pause, NNNN is your voice mail password)
 - a. When this speed dial is used you must wait for your speed dial to finish entering your password and then you may dial your destination number

3.2 Cell Phone Speed-Dial Setup: Pull Calls from Desk Phone to Cell Phone

- 2) Create speed dial 7 on your cell phone and enter in the following format → 5551002001ppNNNNpp*11 (where 5551002001 is the portal Anywhere number, p is a pause, NNNN is your voice mail password and *11 pulls the call)

3.3 Desk Phone Speed-Dial Setup: Pull Calls from Cell Phone to Desk Phone

PLEASE NOTE: In order to pull a call to your desk phone from your cell phone requires:

- a) Outbound call from cell phone made by using speed dial 9 from 3.1
 - b) Call can also be pulled from if call is received on your cell phone when your desk phone was called and it rang your cell phone with the Telesphere Anywhere service.
- 1) On your Polycom, press *Directories*, then select *Contact Directory...*
 - 2) Select *Add*, enter the first name as "Pull" and the last name as "Call" and the Contact should be *11
 - 3) Select *Save*

PLEASE NOTE: This feature is currently not available in the toolbar and has to be managed on the web page.

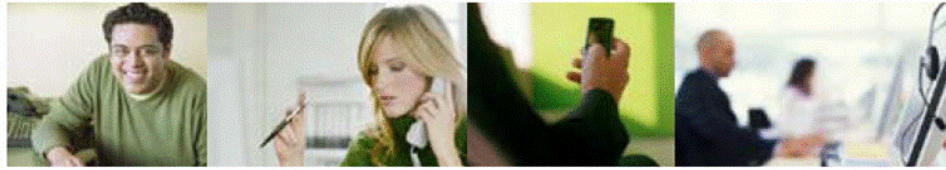


3.4 Understanding How Telesphere Anywhere Works

Once Telesphere Anywhere has been configured for a user, the user can make and receive calls on any of their phones. In addition, they can pull calls seamlessly from any device to another.

The *Telesphere Anywhere Quick Reference Guide* is a document that shows how to perform the following actions:

- **Receive a “Telesphere Anywhere” call:** When a user’s Telesphere Anywhere number is dialed, all of their Telesphere Anywhere assigned phone devices (fixed, mobile, soft client, and so on) ring. The end user can answer any assigned phone. Upon answering, the call legs to the other Telesphere Anywhere phone devices are dropped.
 - Since mobile calls can be forwarded when the device is not reachable, the user can configure the device so it is not forwarded if it is not reachable using a diversion inhibit capability. The diversion method is not supported in all mobile networks. In such cases, the user can configure the Telesphere Anywhere service to prompt for answer confirmation. Then, upon answering the mobile, the user is prompted to press any key to accept the call.
- **Make a “Telesphere Anywhere” call from their mobile:** The end users use the speed dial key on their phone to access the Two-Stage Dialing feature, and then over dial the called number (using short dialing, full dialing, or any corporate dial plan).
- The end users can also perform “standard” dialing from their mobile. If they do not perform two-stage dialing, then the call is routed on the host (mobile, public, or private) network just like a standard call. It is not routed to Telesphere and Telesphere services are not executed. This is often specifically requested by end users for “personality-based” outbound calling. For example, a business user may make business calls (especially if they are international/toll calls) using Telesphere Anywhere. When doing this, their outbound CLID shows their “business” number; however, they would make personal calls using standard dialing, so these calls would not go through Telesphere and would not be seen/logged on the Telesphere user’s call logs.
- **Move a call from the fixed phone to a mobile phone:** If the users are on active calls on their fixed phone, they can use the mobile “call pull” speed dial (described in section 4 *Configuring Telesphere Anywhere*) on their mobile. They use “one-button call” on the speed dial (for example the “8” digit in the previous example), which routes to Telesphere. When Telesphere receives this call, it immediately and silently sets up the media path between the mobile and the original called party. The fixed phone call leg is dropped.

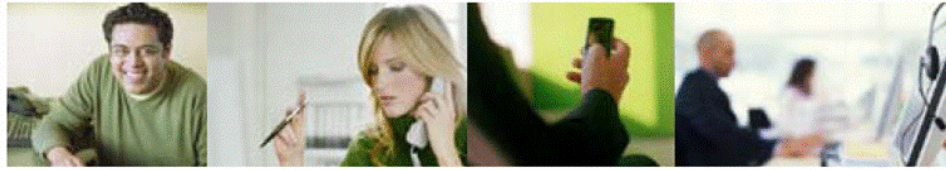


- **Move a call from the mobile phone to the fixed phone:** If the users are on an active call on their mobile phone, they can use the fixed phone “call pull” speed dial. When Telesphere receives this call, it immediately and silently sets up the media path between the fixed phone and the original called party. The mobile phone call leg is dropped.

3.5 Using Call Transfer and Three-Way Calling

If Telesphere Anywhere has been configured for mid-call services, users with traditional CS-based phones such as mobile handsets or PSTN phones can signal a Telesphere feature access code towards Telesphere. Following are some examples of key mid-call services. In each case a “caller” calls the Telesphere “user”.

- **Blind Call Transfer:** A “user” can transfer an active call to another number. When a user is on a call and would like to transfer the call, while on the call, they simply need to press # #. They hear a dial tone and the “caller” hears Music On Hold (if configured). The user can then dial a destination number of a third party. Upon hearing ringing, they simply need to hang up and the “caller” is connected to the ringing destination number.
- **Consultative Call Transfer:** A “user” can transfer an active call to a third-party number, but can first consult with the third party before the transfer. To do this, when a user is on a call and would like to transfer the call, while on the call, they simply need to press # #. They hear a dial tone and the “caller” hears Music On Hold (if configured). The user can dial the destination number of third party. Upon hearing ringing, they may wait and talk with the third party (that is, to announce the call). If the third party wishes to take the call, the user can simply hang up to connect them. If not, the third party can hang up, and the user can reconnect to the caller by pressing # #.
- **Three-Way Calling:** A “user” can create a three-way call. To do this, when a user is on a call and would like to add a third party, while on the call, they simply need to press # #. They hear a dial tone and the “caller” hears Music On Hold (if configured). The user can then dial the destination number of the third party. Upon hearing ringing or while talking with the third party, the user can press # # to initiate the three-way call. If the user hangs up, the caller and the third party remain connected. However, if the user presses # # again while on the three-way call, the call leg to the third party hangs up, and the user and the original caller remain connected. (This is useful when the third party’s voice mail answers.)



4 Telesphere Anywhere Quick Reference Guide

Telesphere Anywhere allows employees 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.

You can call your colleagues from your mobile with their four-digit extension, move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you, and move a call from your mobile to your fixed phone so others can listen in on the speaker phone – this (and more) is all part of Telesphere's Anywhere solution.

Please Note: To ensure that your account is set up for Telesphere Anywhere functionality, contact your office administrator. When dialed into the portal from the phone to be activated, dial *12.

4.1 Make Business Calls from your Mobile

Use the Telesphere Assistant-Mobile Client

From the Telesphere Assistant-Mobile client, dial manually. Assistant-Mobile may prompt you (depending on the configuration) to determine if this is a business or personal call. You may also go to the Options ☺ Directory menu or Options ☺ Call History menu and click-to-dial on any entry

Call Directly from your Mobile

From your mobile, dial your Telesphere business number, and wait for the Two-Stage dial tone. Once you hear the tone, dial the destination number or business extension. The called party sees your Telesphere business number (not your mobile number) as the Calling Line ID.

4.2 Control your Reachability

The Telesphere Anywhere solution allows you to make or receive business calls from your fixed phone, mobile, or soft client – allowing you to be productive from any location, at any time.

However, there are times when you may not want to be reached – perhaps you are several time zones away on the other side of the world, and you do not want your daily flurry of business calls alerting your mobile.

Telesphere allows you to activate and deactivate your reachability from your phone, so that on those long business trips, you can “deactivate” your mobile at night. This way calls to your business number do not reach you. Calls go to your other phones as always, and callers receive a usual voice mail if you do not answer. In the morning, you simply reactivate your mobile and you start receiving calls sent to your business number.

Deactivate a Telesphere Anywhere Phone

When dialed into the portal from the phone to be deactivated, dial *13.

Activate a Telesphere Anywhere Phone

4.3 Move Call from One Phone to another Phone

This functionality enhances your personal productivity. For example, you may take a business call on your mobile while you are on lunch, and upon returning to the office, you may choose to move the call to your fixed phone

Move Active Call from your Mobile to your Fixed Phone or Soft Phone

While engaged in a call on your mobile, from your desk phone or soft client, call *11. The call is seamlessly moved to the new phone, and the mobile call leg is dropped.

Move Active Call from your Fixed Phone or Soft Client to your Mobile

- If you are using the Telesphere Toolbar, from the Telesphere Toolbar, dial *11 manually. If you are prompted for a “call from” number, select your business extension.
- If you are not using the Telesphere Toolbar, from your mobile, dial your Telesphere business number and wait for the Two-Stage dial tone. Once you hear the tone, dial *11.