

Mobility is a key business enabler and it can revolutionise your workplace. Your business is ready to break free from the limitations of a traditional setup, where your team may be restricted by their existing communication tools. Using your mobile and work device together for collaboration or operating as a mobile-only enterprise has often been a disjointed experience. That's where Liberate steps in.

Rather than adding a new ingredient to the mix, Liberate unifies and optimises your existing voice communication tools for a seamless result. Utilise key features such as the caller ID selector, call forwarding, warm transfers and adjust how you receive incoming calls with multi-device ring settings. With self-service functionalities you can manage your service on your own accord, just as you like it.

Liberate your workforce

Receive calls to your mobile if you're working on the go or at a hot desk, so your flexible work practices are supported, and you can always stay connected with your teams and customers. Forward work calls effectively and if you have multiple devices you can shift your calls without interruption, to suit your movements. Select your caller ID on the spot, or setup call schedule settings ahead of time. And to keep things simple, a single voicemail ensures that you can access your messages on the go.

How it all works

Liberate integrates our mobile network with our unified communications (UC) network service to deliver UC features and voice to the mobile phone. Intelligence within the Telstra network connects your mobile number as though it was an extension of your PBX or UC service. This deep integration allows your mobile to function like your work device, if you use a desk phone or softphone. And if your team are mobile only, this very integration allows you to utilise the benefits of having a work number without the need of additional devices. Because the voice channel has prioritised routing over data channels, voice calls on the Telstra mobile network enables better call quality than with Over The Top (OTT) apps.

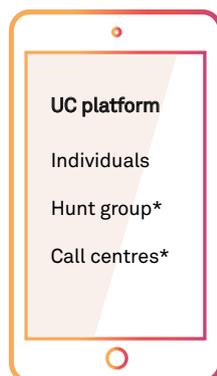
How it works

Outbound calls

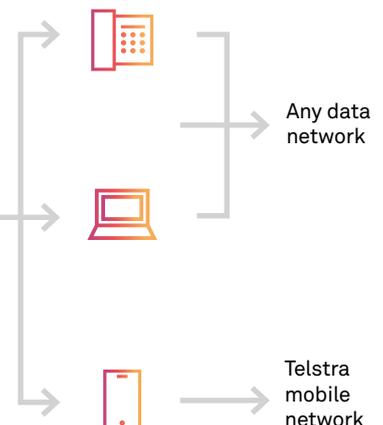
Select the caller ID you show on outgoing calls to suit the situation. Call as your mobile number, work number or as anonymous.¹

Inbound calls

Receive incoming calls to your mobile number or work number. Adjust your incoming call settings with the Liberate companion app.²



Device ring
Select which of your devices will ring.³



1. Caller ID feature differs per each Liberate variation.
2. Inbound call routing differs per each Liberate variation.
3. Please review the 'Features for Each Liberate Variation' table on the Liberate data sheet for device compatibility.
*Not available on Liberate Unified (SIP Connect)

Which Liberate service is for you?

We know every workplace is unique, so we've introduced variations of Liberate to meet your business needs. All variations of Liberate can be used with the Liberate companion app, giving users full control of their caller ID and more features, at their fingertips. Your administrators will also get access to the Liberate self-service portal, where they add, remove and manage numbers and users.

Liberate Unified

Simply use Liberate Unified to connect a mobile service to your existing Telstra landline service: Telstra IP Telephony (TIPT) or SIP Connect.

Now you can get the best features of your desk phone on your mobile. Make calls using your work number on your mobile device, whether it's work provided or employee owned. Enjoy features like call transfer, call forwarding, simultaneous multi-device ring and a single voicemail. With Liberate Unified (TIPT), you also get compatibility with hunt groups, call centres and use of softphones.

Liberate Mobile

Just need your mobile, but want to keep your work number and call management features? Then Liberate Mobile is for you.

With Liberate Mobile, you don't need a desk phone or softphone. Make and receive calls with your work identity on your Telstra mobile device, whether it's work provided or employee owned. Enjoy features like call transfer, single voicemail, hunt groups and more.

Features and benefits of Liberate

Features	Benefits
Inbound Number/Name Display <ul style="list-style-type: none"> See the Caller ID for all internal contacts in your Enterprise Directory, as well as all contacts in your personal directory. 	<ul style="list-style-type: none"> Identify important calls so you can prioritise them. Great for teams with hunt groups.
Caller ID Selector <ul style="list-style-type: none"> Display either your mobile or work number, or remain anonymous for outgoing calls. 	<ul style="list-style-type: none"> Change your Caller ID for outbound calls to suit the situation. Select your work number to maintain your corporate identity or call from your mobile number when it's more personal.
Native Mobile Dialler <ul style="list-style-type: none"> Use the standard dial pad on your mobile to make and answer calls. 	<ul style="list-style-type: none"> Fast and easy call handling direct from your phone, without needing to open the app.
Call Forwarding <ul style="list-style-type: none"> Forward incoming calls to your voicemail or a number other than your mobile or work number. 	<ul style="list-style-type: none"> Ideal if you're busy, out of the office, or if another team member is taking your calls. Ensure your incoming calls never go unanswered.
Single Voicemail <ul style="list-style-type: none"> The voicemail from your personal and work number are converged to a single service. 	<ul style="list-style-type: none"> Improve response efficiency and avoid missing messages from customers or clients. You can access your single voicemail from either of your associated devices by dialling 101. A combined MessageBank makes managing missed calls easier.
Enterprise Directory <ul style="list-style-type: none"> Your personal and work contacts are added to the in-app enterprise directory and can be searched by name or number. 	<ul style="list-style-type: none"> You'll never have to manually add contact details for any of your colleagues, as they are automatically recognised with your Liberate service via the companion app. Easily distinguish between personal and work contacts with colour coded icons.
Caller ID Scheduling <ul style="list-style-type: none"> Set your caller ID by time and day parameters. 	<ul style="list-style-type: none"> Manage your caller ID settings ahead of time for peace of mind and efficiency. Customise your schedule to suit your personal and work requirements.
Cold Call Transfer <ul style="list-style-type: none"> Transfer calls directly to the receiver. 	<ul style="list-style-type: none"> Quickly transfer calls to someone. Ideal for specialised teams who handle certain types of incoming calls to the business.
Warm Call Transfer <ul style="list-style-type: none"> Before you transfer a caller to someone else, you can speak with the receiver. 	<ul style="list-style-type: none"> Ideal for hybrid teams where internal teams or individuals may need to be briefed prior to receiving a transferred call.
Liberate Self-Service Portal <ul style="list-style-type: none"> A self-service portal for administrators to manage your enterprise's Liberate services. 	<ul style="list-style-type: none"> Authorised administrators can invite, modify and remove associated Liberate services. The self-service portal makes it easier and quicker to manage your team's status.
Desk Phone Compatibility <ul style="list-style-type: none"> The ability to merge the service of your mobile device with a desk phone device. 	<ul style="list-style-type: none"> Optimise the tools that you already have in place. Achieve seamless integration rather than adding a new product to your kit.
Multi-Device Ring <ul style="list-style-type: none"> If you have multiple devices, select which of those will ring when you receive incoming calls. 	<ul style="list-style-type: none"> Answer calls on whichever device suits you at the time. Useful for those who frequently move from the desk to working on the go.
Shift Calls <ul style="list-style-type: none"> Move calls seamlessly between your mobile and work device. 	<ul style="list-style-type: none"> Gain increased mobility and act in the moment without disrupting your call. Support your movements when you're on the go by shifting a call between your devices with ease.
Call as Main Business Number (MBN) <ul style="list-style-type: none"> Display the general business number rather than your individual work number or direct line when making an outbound call. 	<ul style="list-style-type: none"> With standard calling, this setting can be configured for the desk phone or work device to present the MBN instead of the individual or direct phone number. With Liberate, the work number used for caller ID is inherited based on that setting.
Hunt Groups <ul style="list-style-type: none"> The method of distributing phone calls from a single telephone number to a group of several phone lines. 	<ul style="list-style-type: none"> Tap into a distributed workforce and expand your talent base beyond office boundaries, so that calls are always answered.
Feature Pack Compatibility <ul style="list-style-type: none"> Ability to leverage from add-on features associated with the underlying fixed service. 	<ul style="list-style-type: none"> Feature packs such as Call Centre, Web Attendant and MiReception can provide an extended range of capabilities to suit any business.
Softphone Compatibility <ul style="list-style-type: none"> The ability to merge the service of your mobile device with a softphone device. 	<ul style="list-style-type: none"> Just as above for desk phone compatibility, but for businesses that use a softphone option.
Corporate Music/Message on Hold <ul style="list-style-type: none"> Tailor what callers hear while they're on hold. 	<ul style="list-style-type: none"> Offer a quality experience to customers who are on hold, even when the call is active on a mobile device. Play pre-recorded marketing messages to waiting callers to suit your business and reinforce your brand.

Features for each Liberate variation

Features	Liberate Unified (TIPT)	Liberate Unified (SIP Connect)	Liberate Mobile
Inbound Number/Name Display	✓	✓	✓
Caller ID Selector	✓	✓	✓
Native Mobile Dialler	✓	✓	✓
Call Forwarding	✓	✓	✓
Single Voicemail	✓	✓ ¹	✓
Enterprise Directory	✓	✓	✓
Caller ID Scheduling	✓	✓	✓
Cold Call Transfer	✓	✓	✓
Warm Call Transfer	✓	✓	✓
Liberate Self-Service Portal	✓	✓	✓
Desk Phone Compatibility	✓	✓	✗
Multi-Device Ring	✓	✓ ²	✗
Shift Calls	✓	✓	✗
Call as Main Business Number	✓	✗	✓
Hunt Groups	✓	✗	✓
Feature Pack Compatibility	✓	✗	✓
Softphone Compatibility	✓	✗	✗
Corporate Music/Message on Hold	✓	✗	✓

1. If your PABX has its own voicemail system, you have an opportunity to consolidate your message store by diverting any unanswered and busy calls to your mobile voicemail. You must set this up for it to be activated.

2. When the work number is dialled from an external party, calls can be received on the mobile device and the desk phone. Calls from internal callers to the work number will only ring on the work device unless Call Forwarding is setup on the PABX. Calls to the mobile number will only ring on the mobile device.

Things you need to know

Liberate App: The free Liberate companion app can be downloaded on iPhone and Android mobile devices.

Liberate Unified: When Liberate Unified is enabled on a mobile service, all calls from the mobile in Australia will be charged based on the fixed service (TIPT or SIP Connect) calling rates. The mobile service will not be eligible for international call (IDD) add-ons.

Liberate Mobile: All calls on Liberate Mobile will be charged to the mobile service and mobile call plan, add-ons, and eligibility will still apply.

Using Liberate outside Australia: While roaming: 1. Liberate functionality works for incoming calls, but not for outgoing calls; 2. Your mobile plan's inclusions, charges, and eligibility to add-ons for international roaming apply unchanged.

For more information on eligibility and restrictions, please contact a Telstra representative.

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on Australia's largest and fastest mobile network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

Contact your Telstra account representative for more details.

Australia

☎ 1300 telstra (1300 835 787)

🌐 telstra.com/liberate