Updating CommPilot

for Liberate (TIPT) Customers

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What is Liberate

Liberate allows you to use your fixed line business number and unified communications (UC) features on your mobile phone. You get better call quality and performance as calls are carried on the voice calling network. So when you are on the go you can share Presence, access Enterprise Contacts, Chat with contacts and be able to seamlessly move a call back to the desktop phone when you get back into the office. You even have the ability to set which device will be alerted for incoming calls.

You will notice some new features that will be enabled in CommPilot for Liberate. This Guide will outline how the Liberate features are managed within CommPilot.

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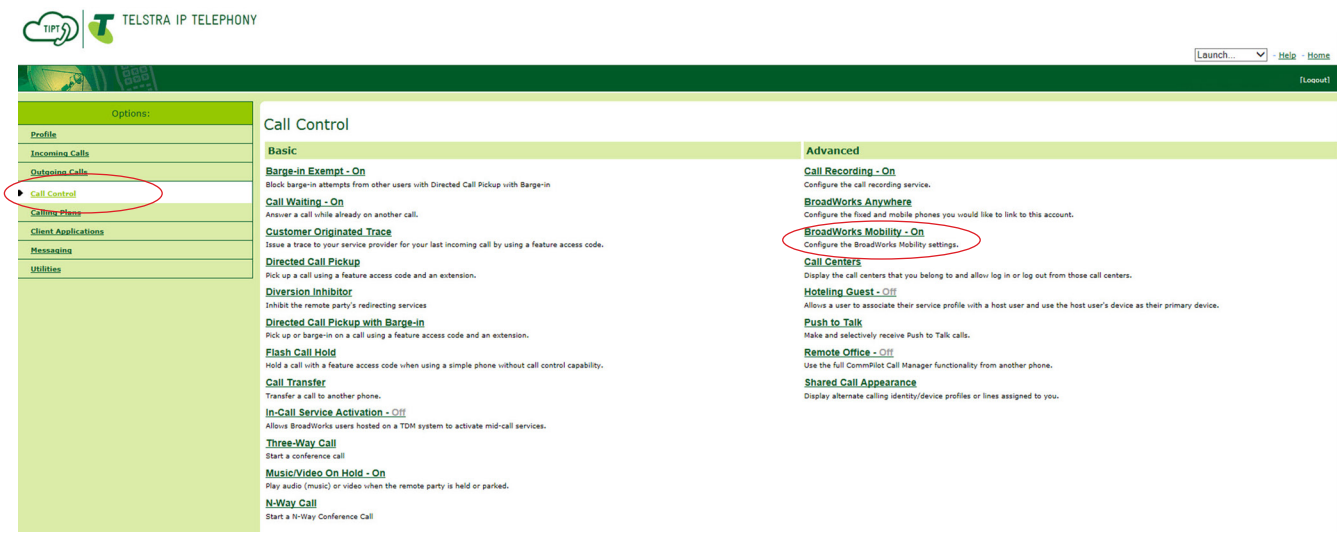
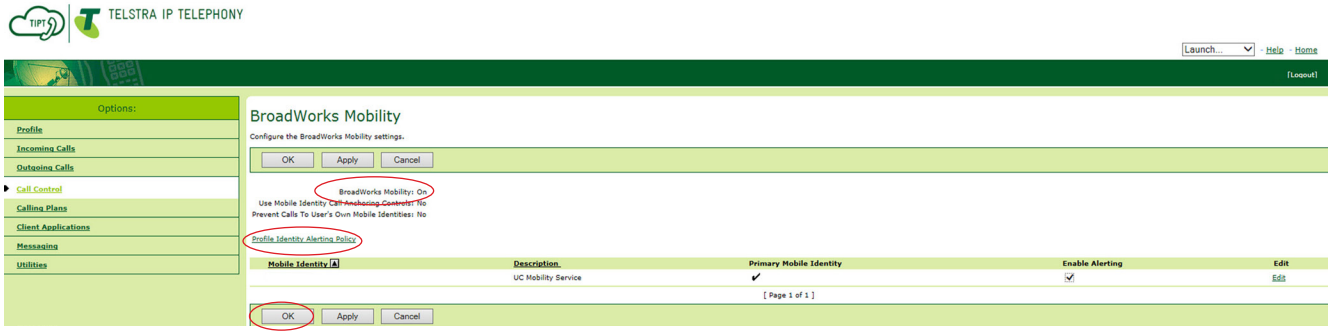
Broadworks Mobility

You will need to have Broadworks Mobility switched **ON** in order for Liberate to work. This will be switched ***ON*** by Telstra Provisioning. It is important **YOU DO NOT SWITCH OFF OR CHANGE THIS OPTION.** If you need to check that it has been activated:

1. Log into CommPilot
2. Select ***Call Control*** and ***Broadworks Mobility***



3. You will see that **Broadworks Mobility** is switched **ON**



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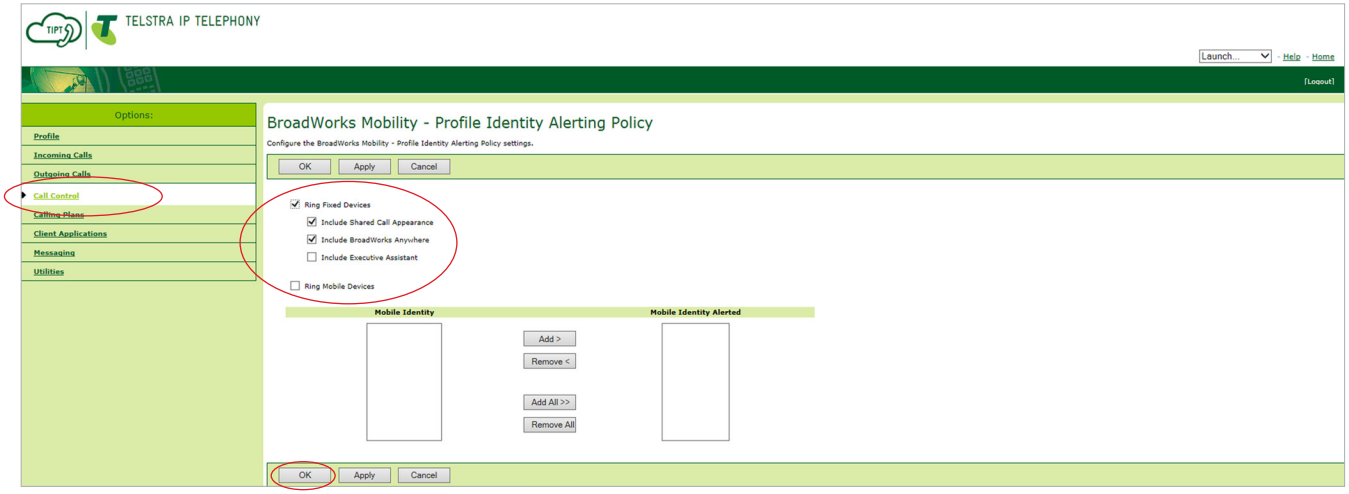
If the feature is **OFF**:

Outgoing calls from the mobile device will fail: you will hear the following voice announcement "We are sorry your call cannot be completed this time. Please hang up and try your call again later, thank you."

Incoming calls to the mobile device will fail. The Calling Party will hear no announcement.

4. Select ***Profile Identity Alerting Policy*** – this allows you to select the device(s) for incoming calls. Ring Fixed Device and/or Ring Mobile Device. These settings relate to **Multi-Device Ring** in the Liberate app. When you change **Multi-Device Ring** in Liberate it will update here in CommPilot.

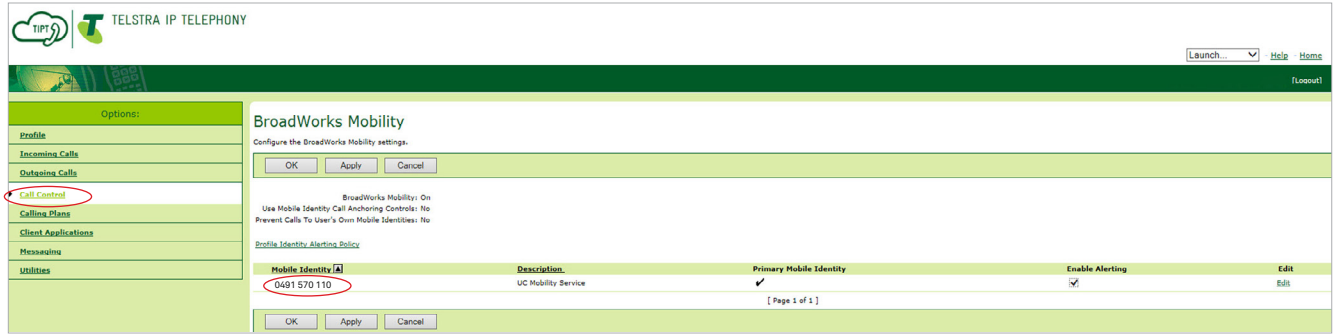
   Devices that will ring for an incoming call to the **fixed** number:



5. Select ***OK***

To check devices that will ring for an incoming call to the ***mobile*** number:

1. Select the mobile number below **Mobile Identity**



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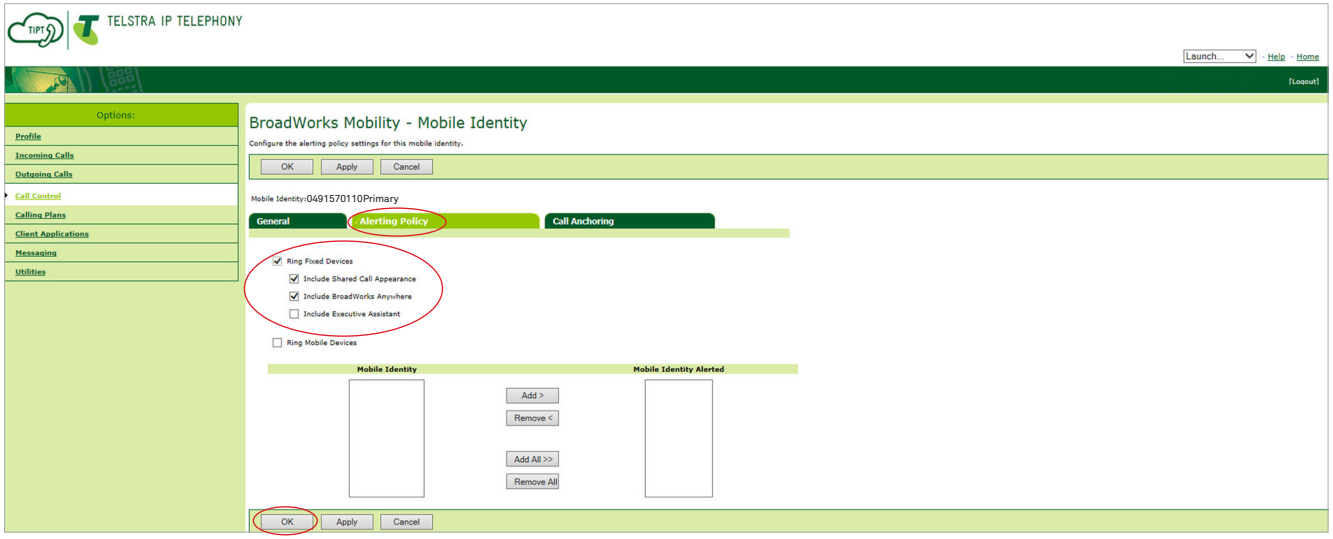
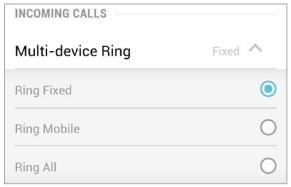
2. Select the ***Alerting Policy*** tab

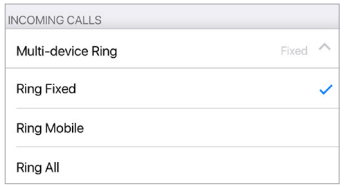


3. Select ***OK***

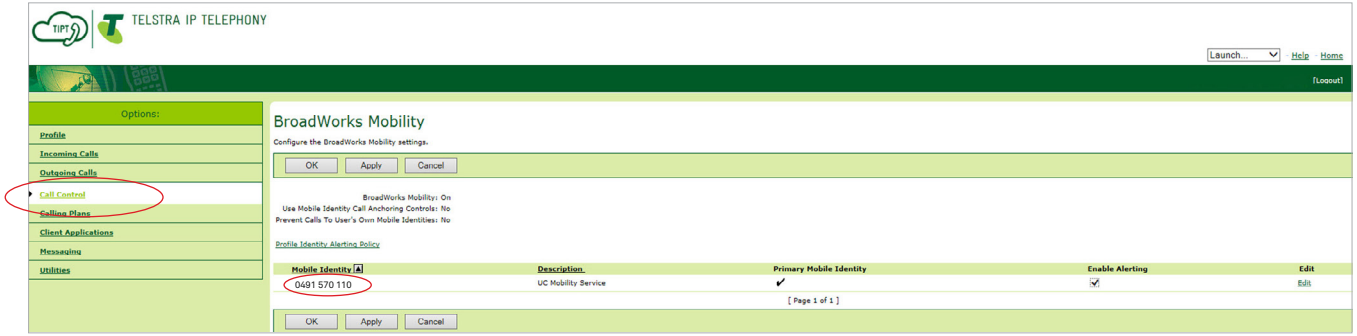
Liberate Multi-Device Ring Android



Liberate Multi-Device Ring iPhone



4. Select the mobile number below **Mobile Identity**



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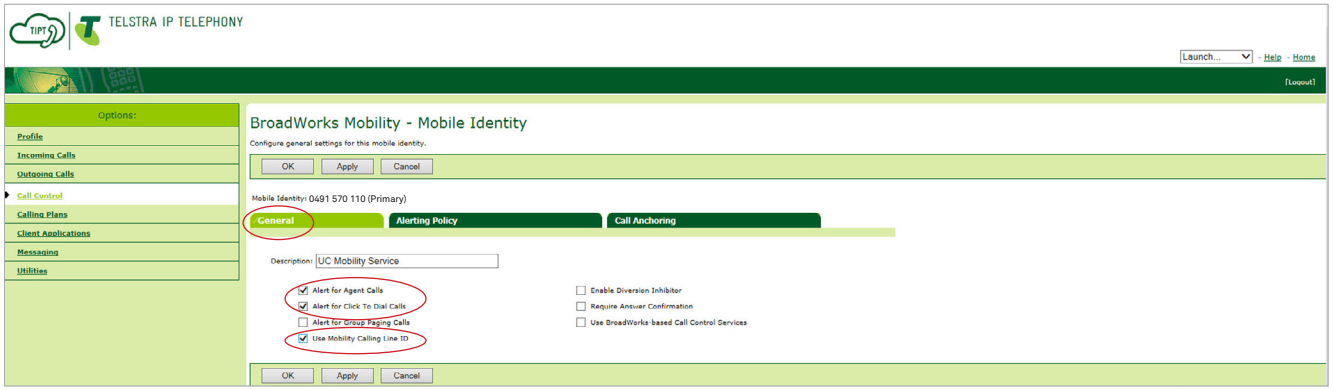
5. The **General** tab overviews all settings relating to **Incoming Calls** on the Mobile phone



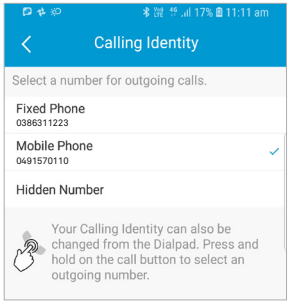
Ensure the following fields are selected:

- **Alert for Agent Calls**
- **Alert for Click to Dial Calls**
- **Use Mobility Calling Line ID**

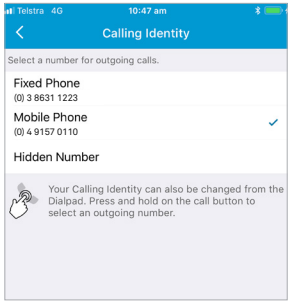
If selected, calls initiated from the Mobile will display the Calling ID of the mobile number to the called party.
If not selected, calls initiated from the Mobile will display the Calling ID of the fixed number to the called party.

6. Select ***OK***

Android Calling Identity



iPhone Calling Identity



Note: *If alerting policy changes are required perform these changes in the Liberate application via* ***Call Settings/Multi-device Ring***

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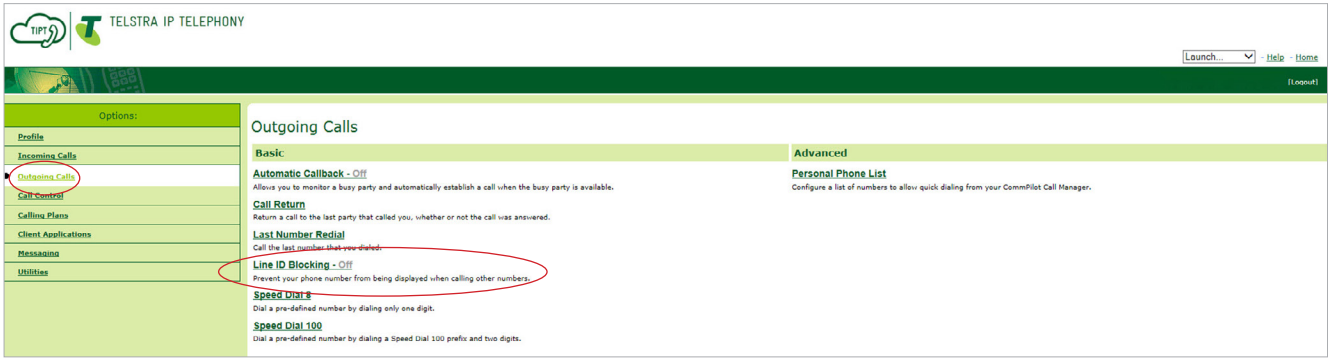
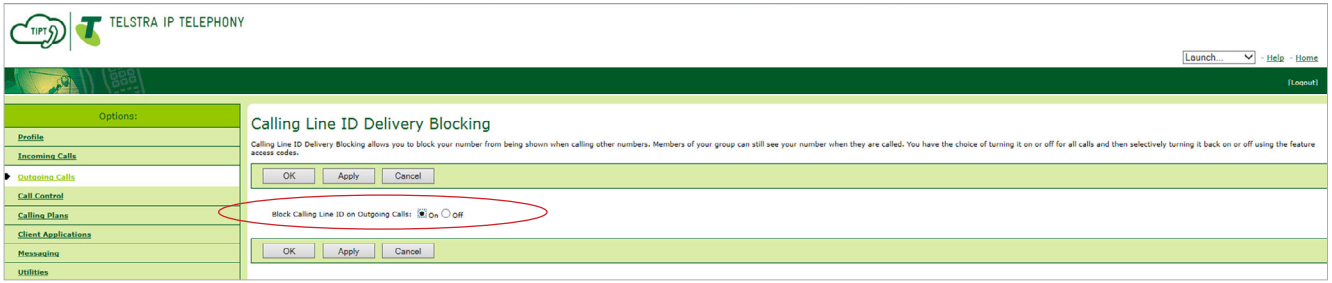
***Note**: If Hidden Number is selected the following is an overview of the CommPilot settings that will change:*

1. Select ***Outgoing Calls*** and ***Line ID Blocking***



2. Ensure ***Block Calling Line ID on Outgoing Calls*** is switched ***ON***



3. Select ***OK***

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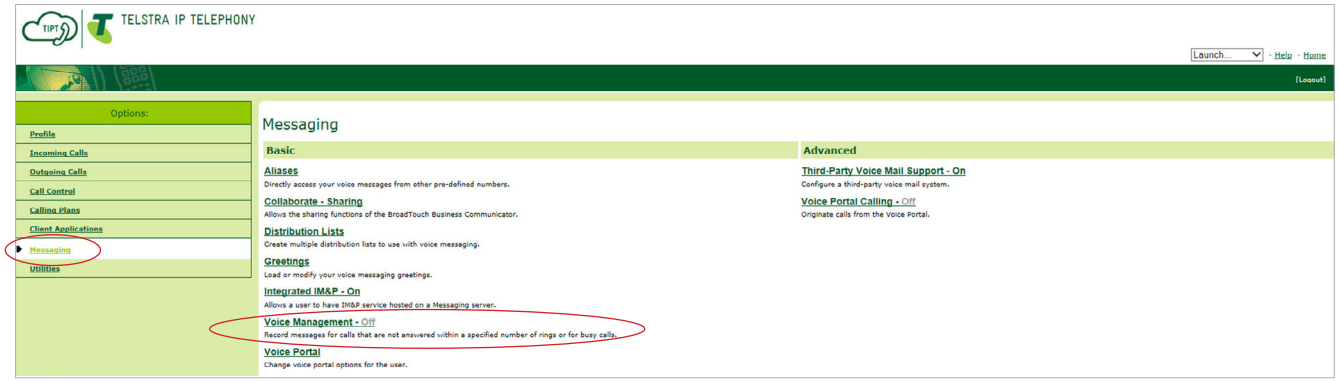
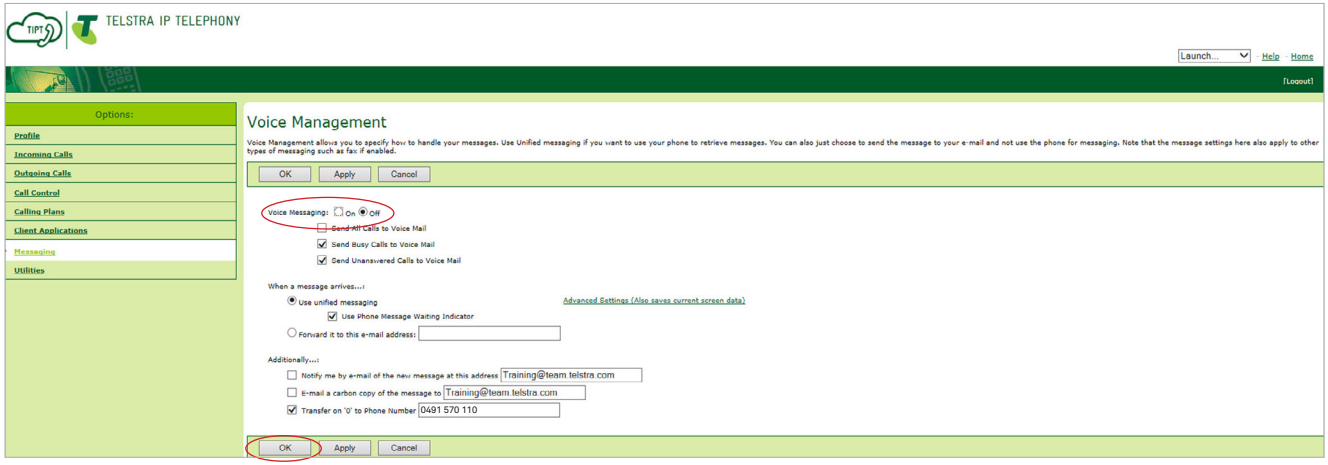
Messaging

Once liberated you no longer use your voice portal associated with your fixed number. You won't be able to retrieve messages from the voice portal once you are provisioned for Liberate. To ensure Messaging is switched off:

1. Select ***Messaging*** and ***Voice Management***



2. Ensure **Messaging** is turned **OFF**



3. Select ***OK***

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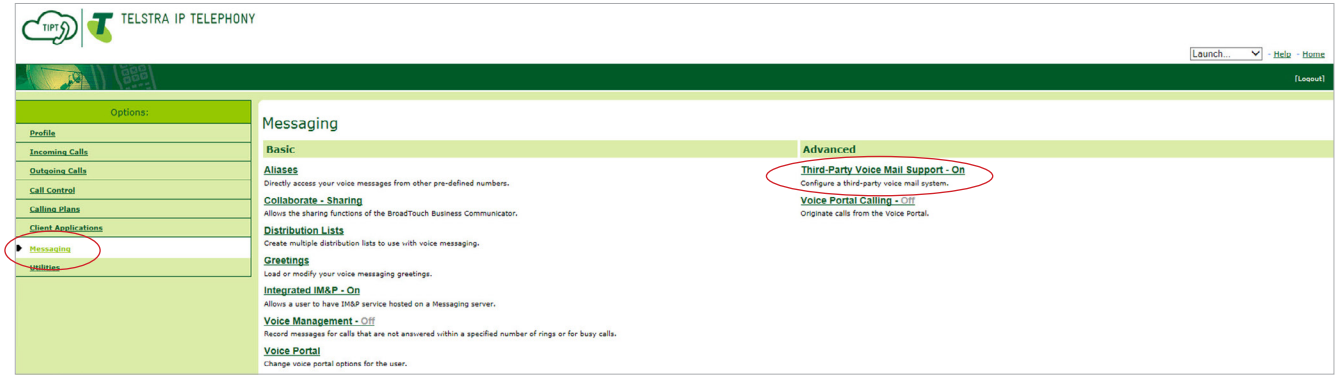
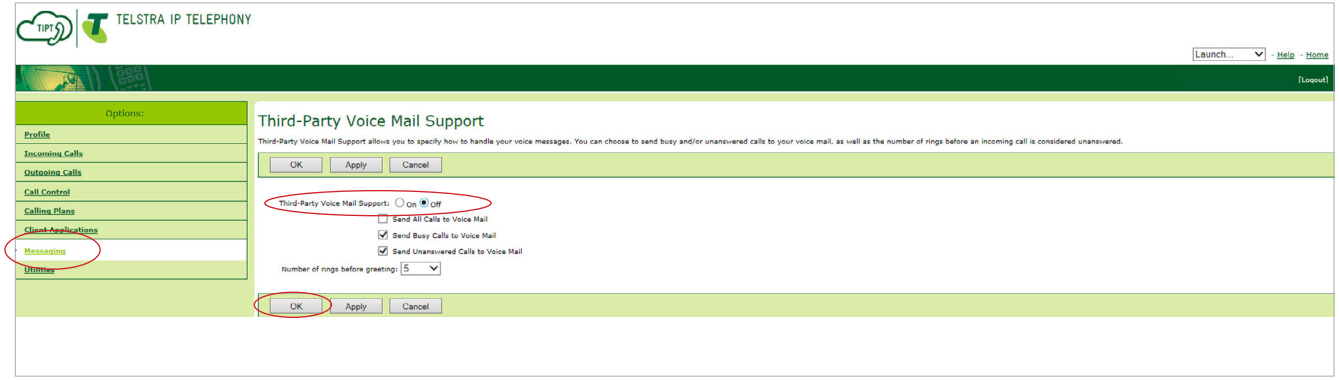
If you need to retrieve a legacy message from your business phone voice portal follow the steps listed below to retrieve your messages:

1. Select ***Messaging*** and ***Third-Party Voice Mail Support***



2. Select ***OFF***



3. Click ***OK***

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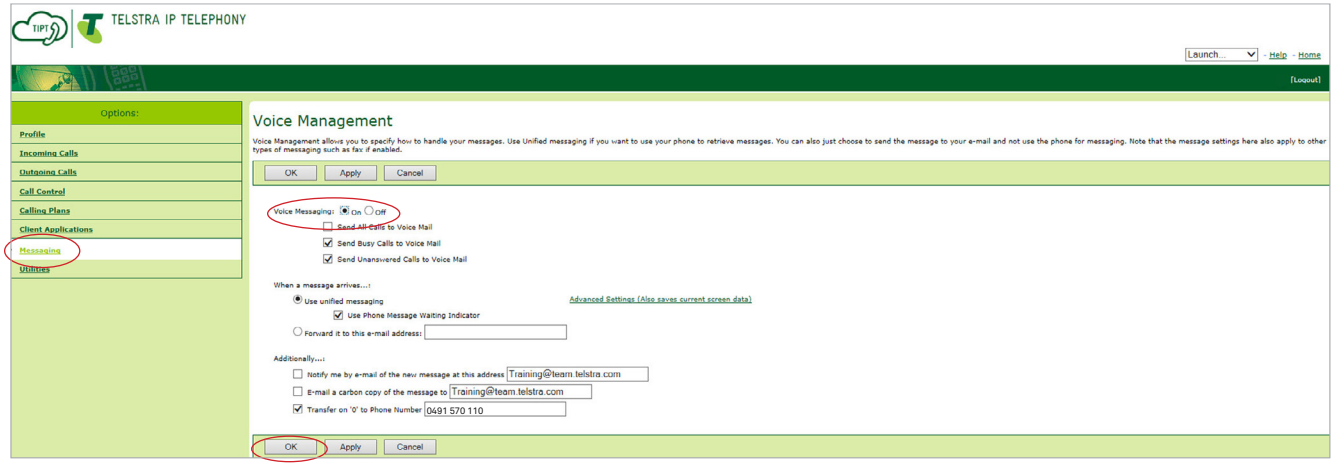
To Switch **On** Voice Management:

1. Select ***Messaging*** and ***Voice Management***
2. Select ***ON***



3. Select ***OK***

Now retrieve your legacy messages from the Voicemail Portal, using the message button on your phone. When complete you must reverse this process:

Switch **Voice Management *OFF*** and Switch **Third-Party Voice Mail Support *ON***

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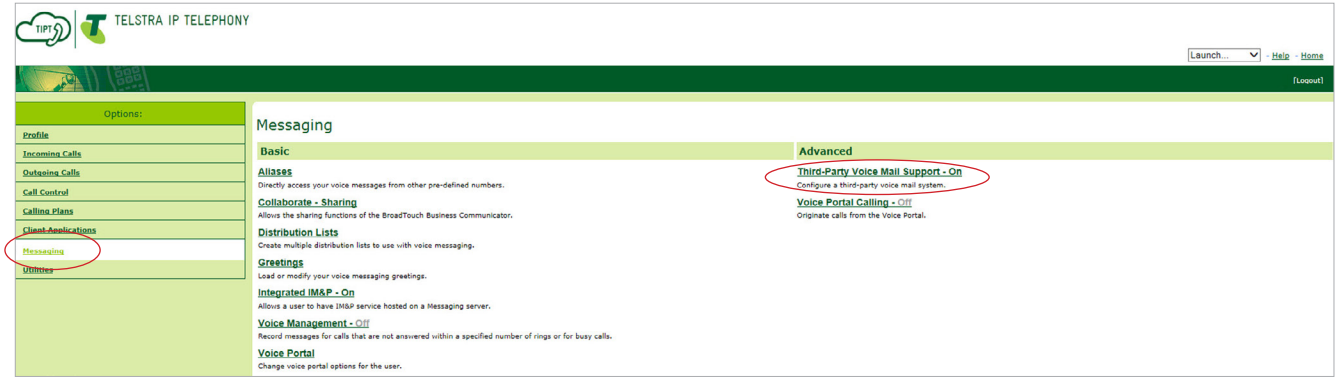
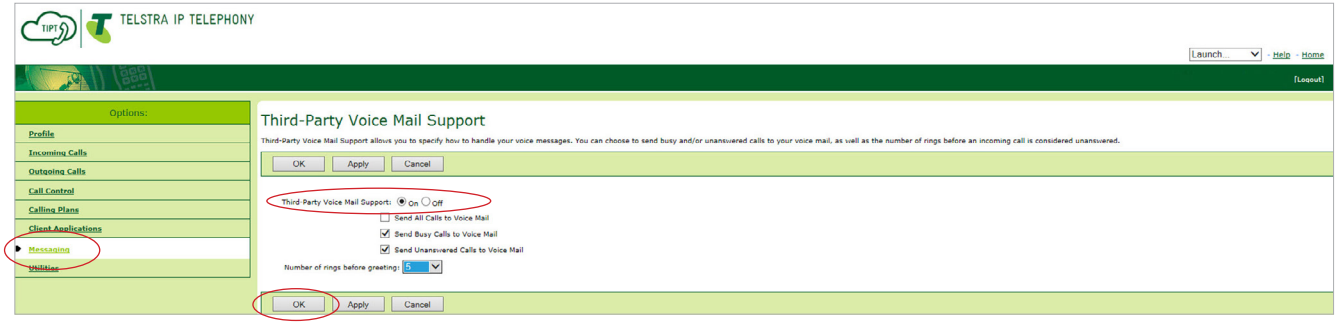
Third-Party Voice Mail Support

Third-Party Voice Mail Support is the new Voicemail for Liberate. ***Third-Party Voice Mail Support*** was the Voicemail for the mobile phone. Liberate customers migrate to this mailbox, which is now a combined mailbox for mobile and fixed numbers.

1. Select ***Messaging*** and ***Third-Party Voice Mail Support***



2. Ensure **Third-Party Voice Mail Support** is switched ***ON***



3. Select ***OK***

Note*: You have the ability to change the number of rings before diverting to Voicemail but we recommend that this is changed using the Liberate app.*

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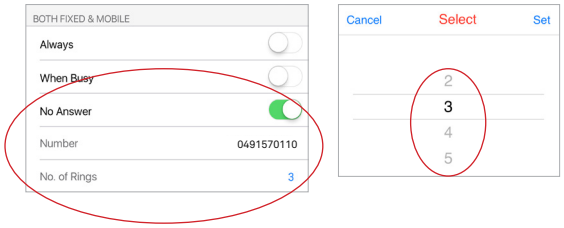
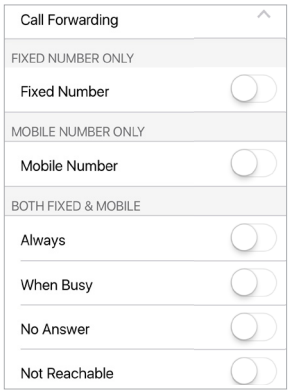
To change the number of rings setting:

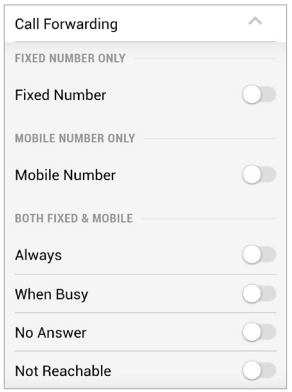
1. Select ***Settings*** and ***Call Settings***
2. Select ***Call Forwarding***
3. From ***Both Fixed and Mobile, Select No Answer***



Android Call Forward Settings



iPhone Call Forward Settings



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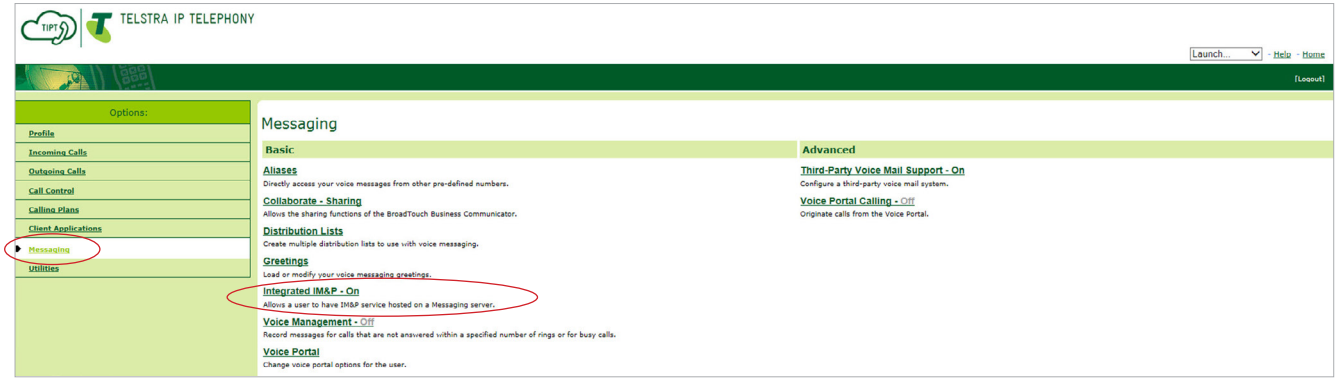
Integrated IM&P

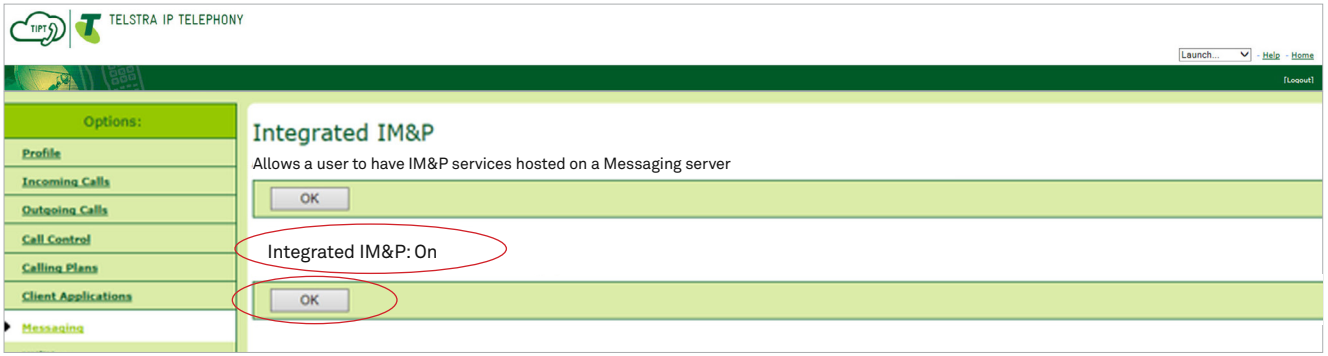
Integrated IM&P must be switched **ON** to allow you to send IM's/Chats and share Presence.

To check it is switched on:

1. Select ***Messaging*** and ***Integrated IM&P***



2. It will be switched **ON**



3. Select ***OK***

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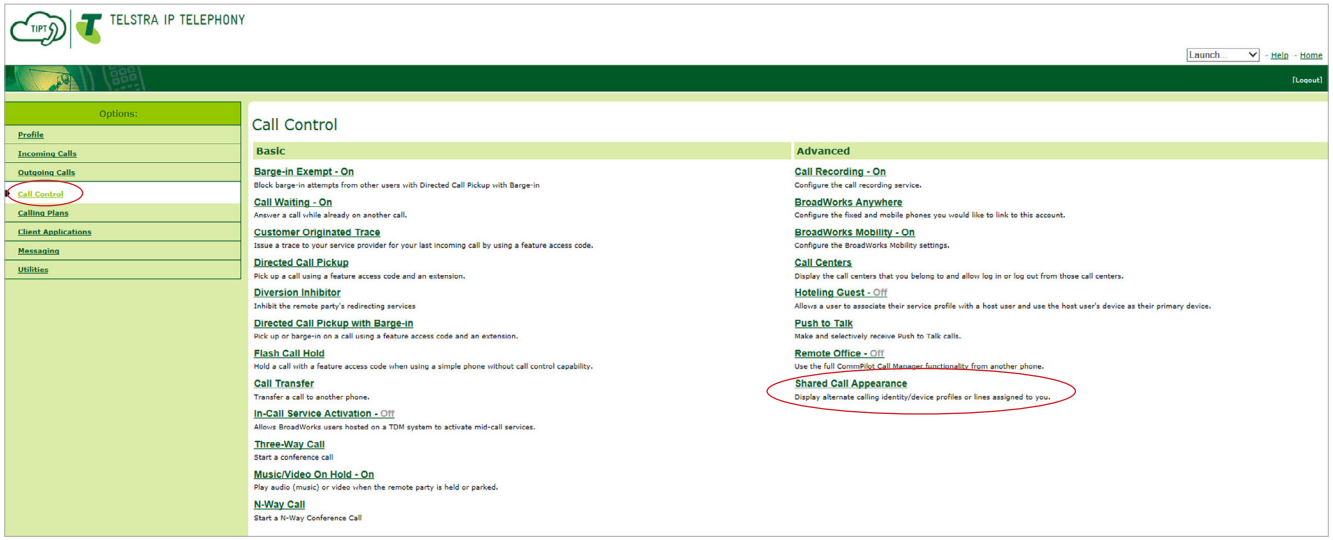
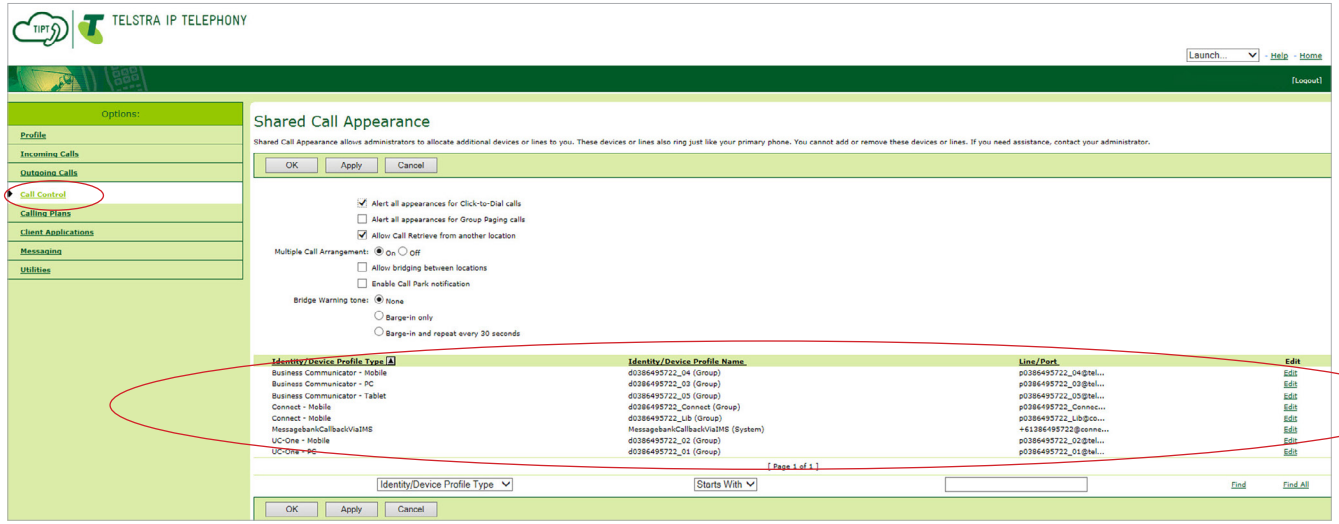
Shared Call Appearance

A device profile for the ***Device Profile Type: Connect – Mobile*** needs to exist and be enabled. If it does not exist, you will be unable to log into the Liberate app on your mobile phone. Check the following:

1. Select ***Call Control*** and ***Shared Call Appearance***



2. ***Identity/Device Profile Type*** will show a list of all the profiles for the list of devices



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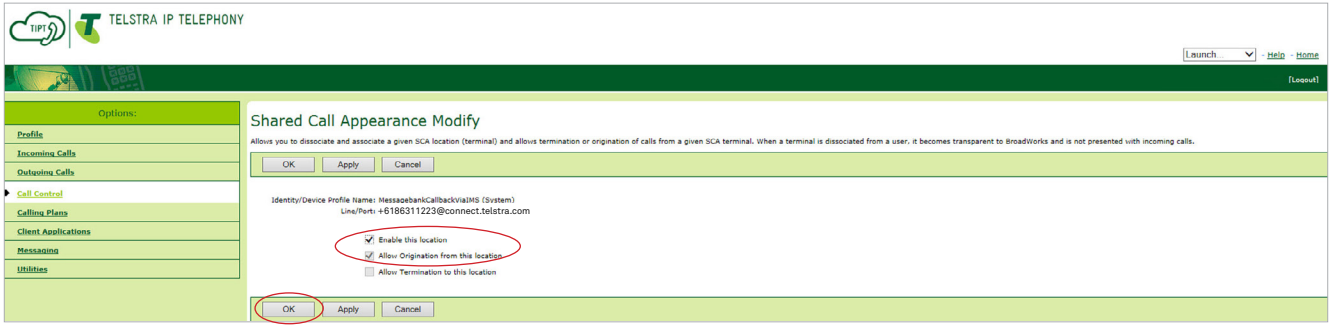
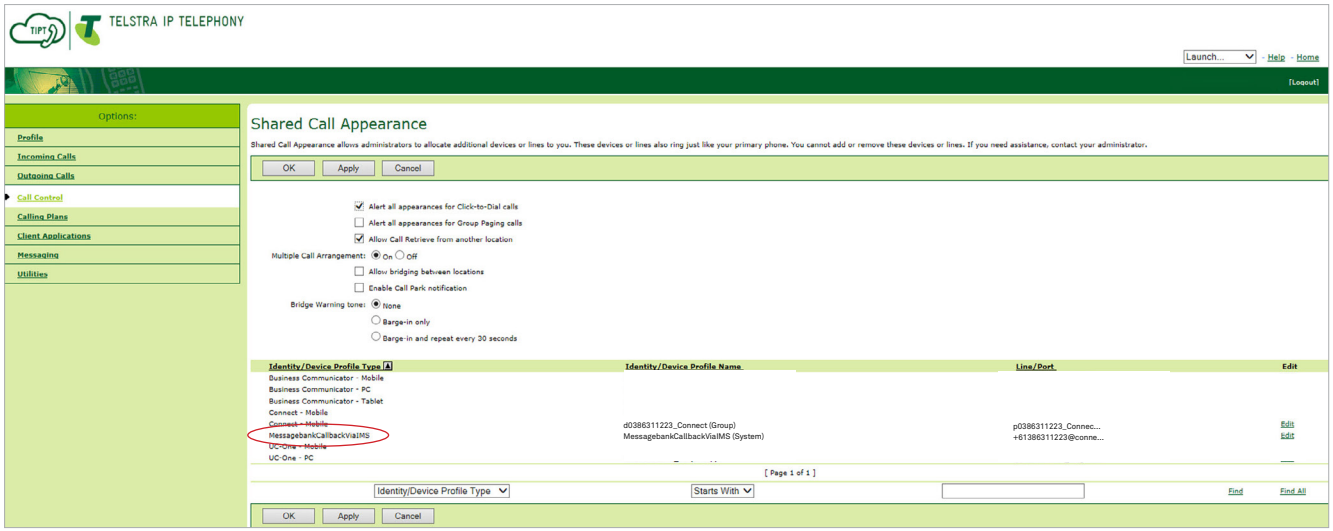
3. Click on **each** of the device(s) and ensure ***Enable this location*** is selected



4. Select ***OK***
5. Select ***Shared Call Appearance*** again
6. Select ***MessagebankCallbackviaIMS*** below ***Identity/Device Profile Type***



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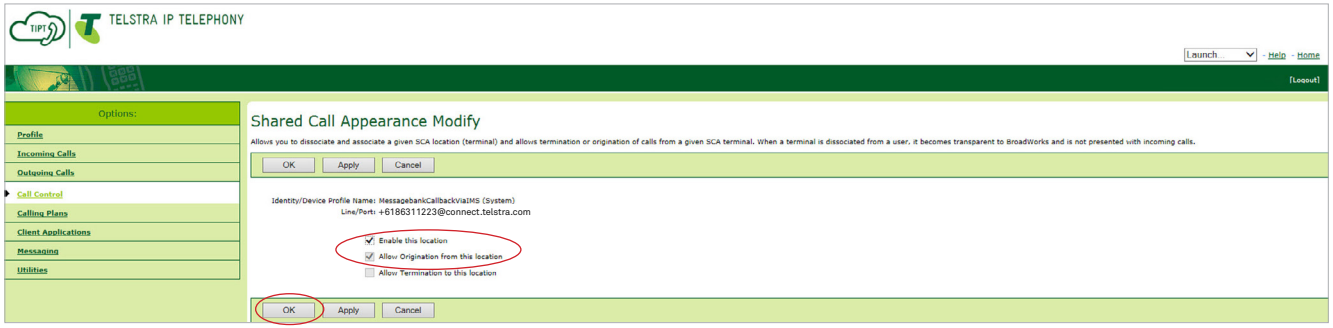
7. Ensure ***Enable this location*** and ***Allow Origination from this Location*** are selected



8. Select ***OK***

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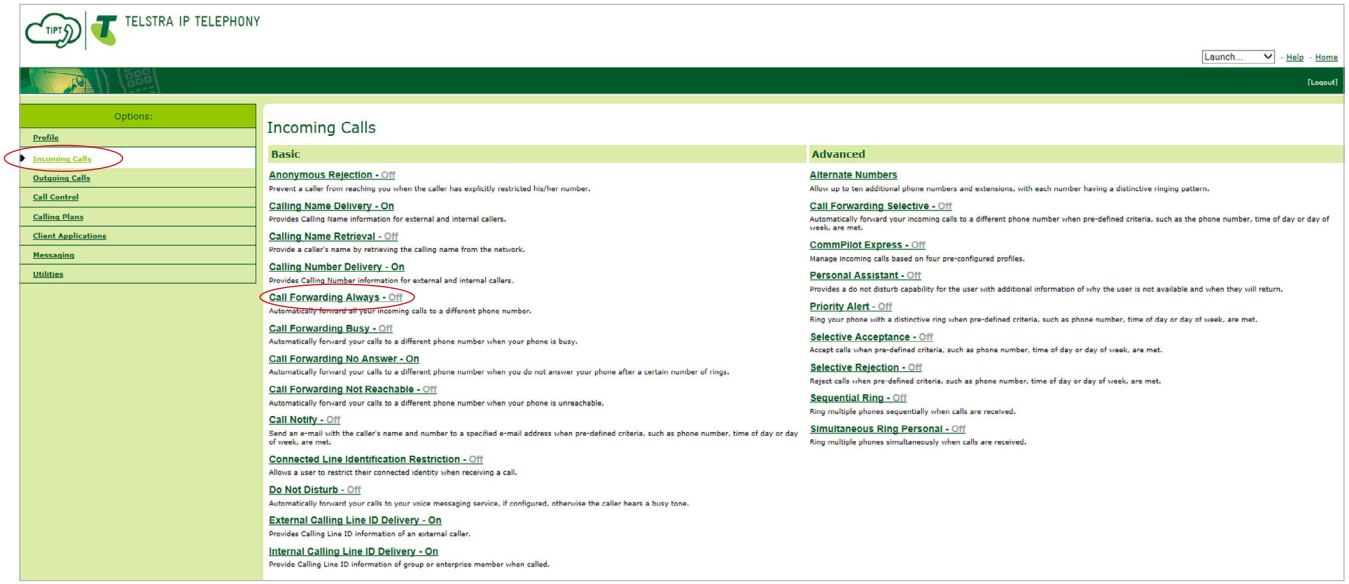
Call Forwarding Features

Liberate ***Call Forwarding*** features are managed within ***Incoming Calls***. There is no longer a need to call forward your fixed number to your mobile number once you have been liberated. However you may still elect to Call Forward calls to a third party number noting that it will apply to your fixed and mobility number. To check the Call Forwarding settings:

1. Select ***Incoming Calls***



2. Select the ***Call Forwarding*** option you wish to manage
3. In this example we will use **Call Forward Always**

   If you choose your mobility number as the number to call forward to you will receive the following error message: **"The number entered < your mobility number> is not allowed. Make sure it is not your primary or alternate number, your extension or your SIP URI or any of the numbers associated with your profile identity"**

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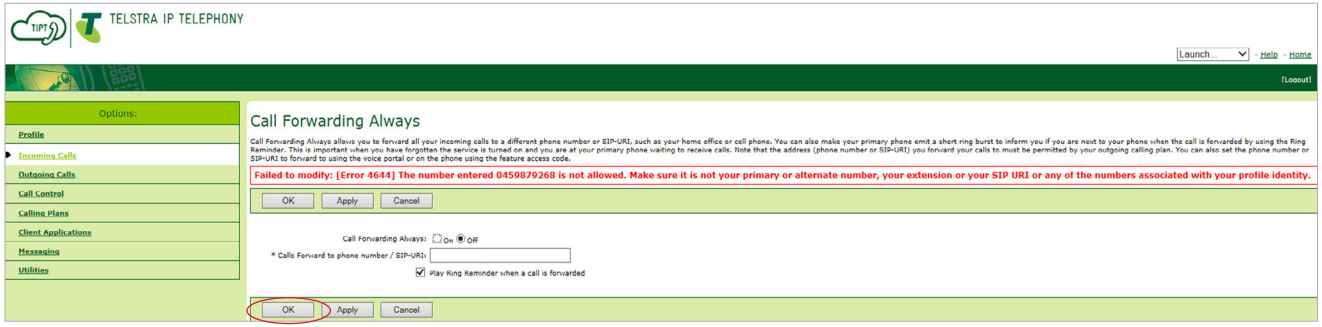

Note: *If the mobility number has been defined, it will be removed and the feature will be turned off. This applies to ALL Call Forwarding features including Busy, No Answer, Not Reachable, Simultaneous ring and Remote Office*

4. Click ***OK***

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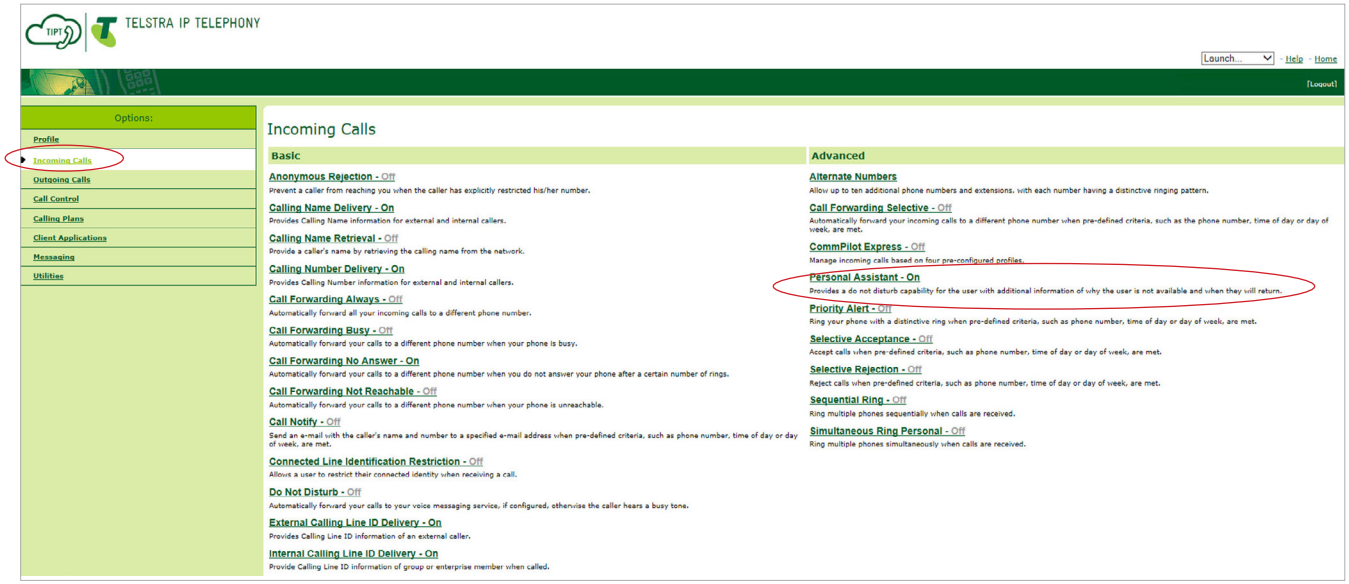
Personal Assistant

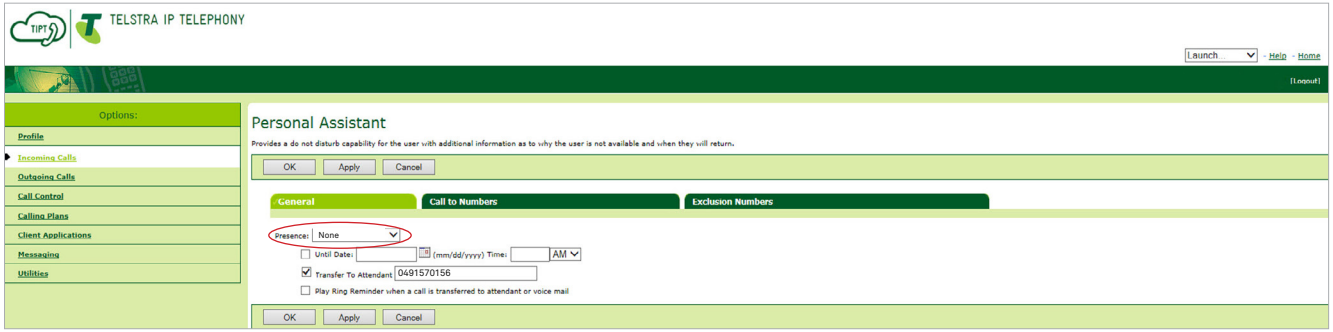
Personal Assistant is a new feature in CommPilot and it is called ***Out of Office*** in Liberate. It is important that **YOU DO NOT MODIFY Personal Assistant** and **Call Forward Selective** in CommPilot– Refer to the Liberate Office (TIPT) Android and iPhone User Guides to manage Out of Office and Call Forwarding Settings within the Liberate app.

To review the Personal Assistant options:

1. Select ***Incoming Calls*** and ***Personal Assistant***



2. When **Out of Office** is switched ***OFF*** in the Liberate app, **Presence** will show **NONE**



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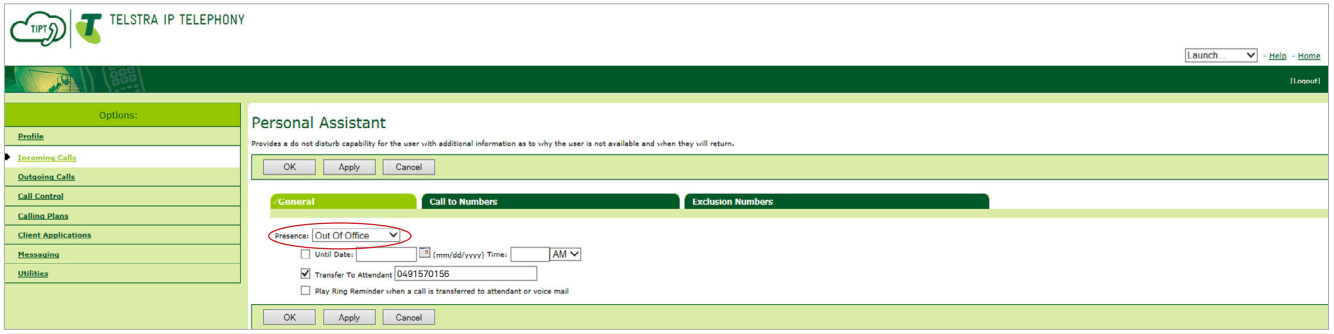
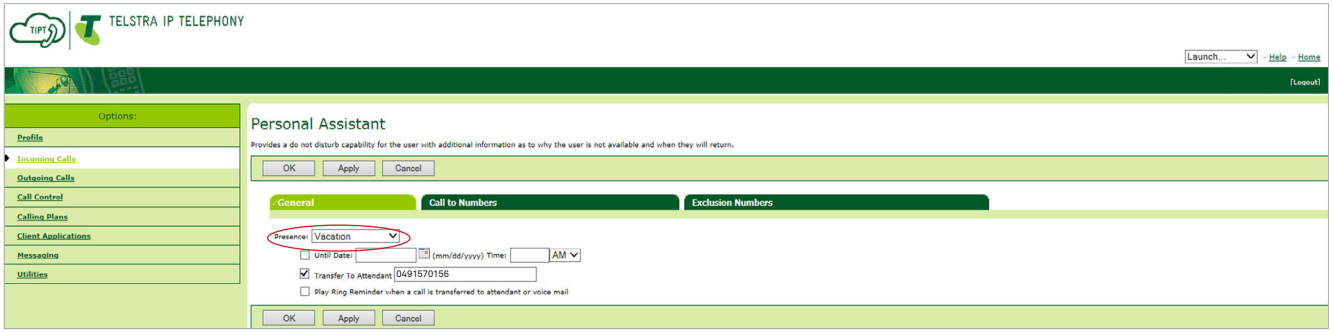
When **Out of Office** is switched ***ON*** in the Liberate app, it will show as **Out of Office** or **Vacation** depending on what is selected within Liberate.

Note: *When* **Out of Office** *is switched* **ON**, *CommPilot will show many options available like Meeting, Lunch, Business Trip etc, however only the options* **Out of Office** *and* **Vacation** *(shows as Leave within the Liberate app) will be supported.*





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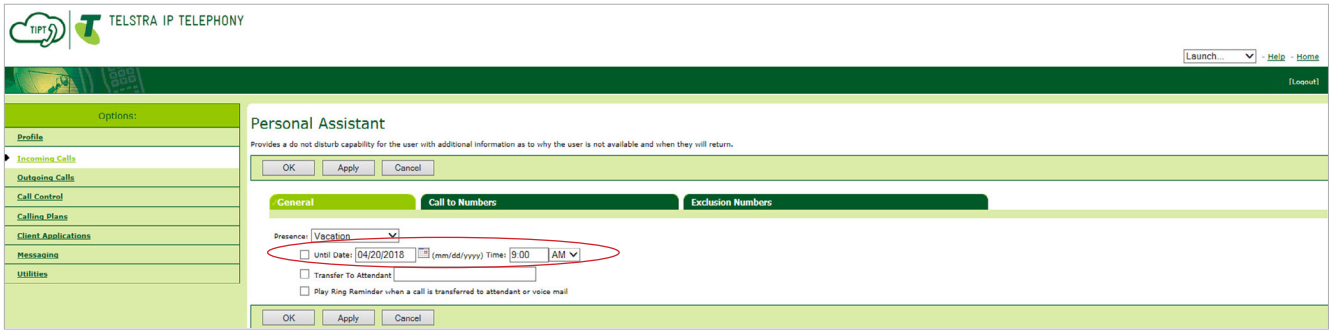
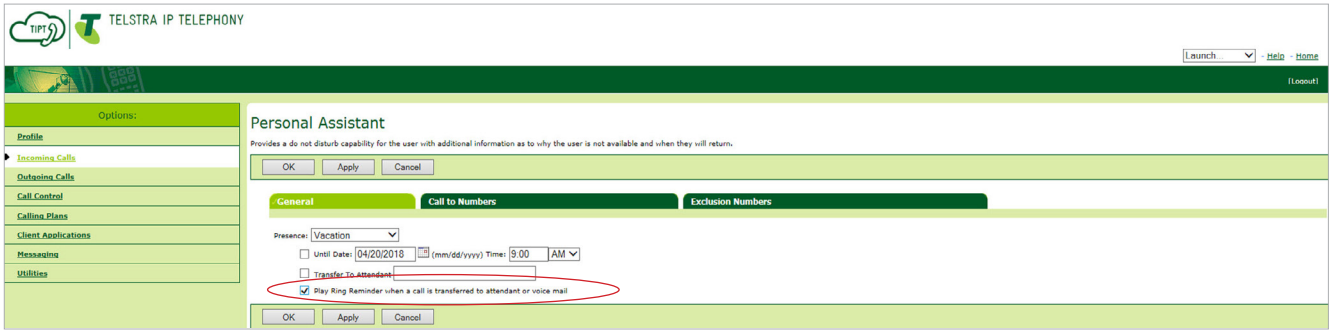
Out of Office Schedule

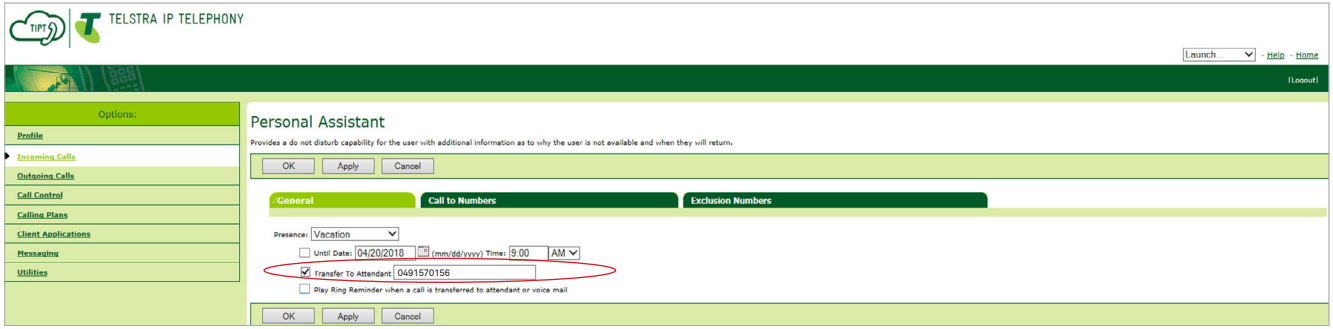
When you apply an **Out of Office Schedule** in Liberate the dates will show in the date fields below **Presence**.



Play Ring Reminder can be activated as a splash ring reminder when a call has been transferred. This will act as a reminder if you have forgotten to switch off Out of Office. This will **NOT** be switched **ON** at the time of provisioning.



If you choose to **Transfer** your calls to a third party **Out of Office**, the third party number will appear in the **Transfer to Attendant** field



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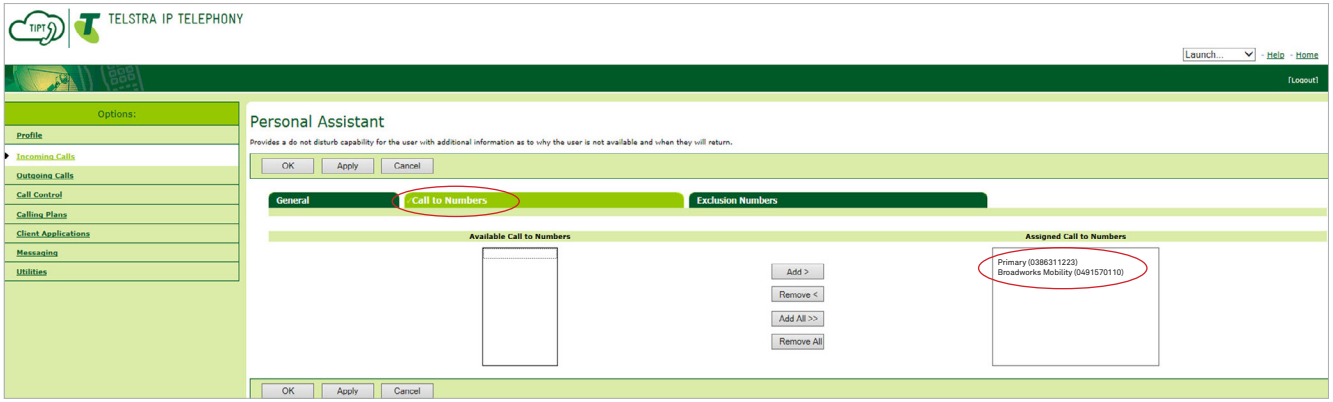
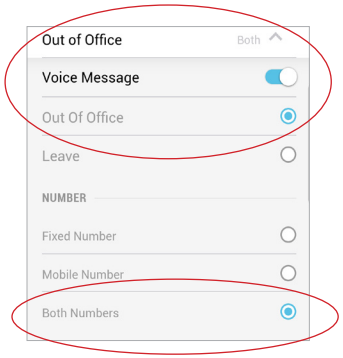
Personal Assistant - Call to Numbers Tab

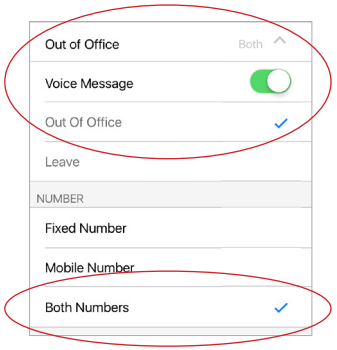
The **Call to Numbers** tab shows the numbers that will be affected if **Out Of Office** is activated. If you select **Both Numbers** in Liberate this is how it will be reflected in CommPilot. These settings will change if the **Out of Office** settings are changed in Liberate.



Android Out of Office
Both Numbers Selected



iPhone Out of Office
Both Numbers Selected



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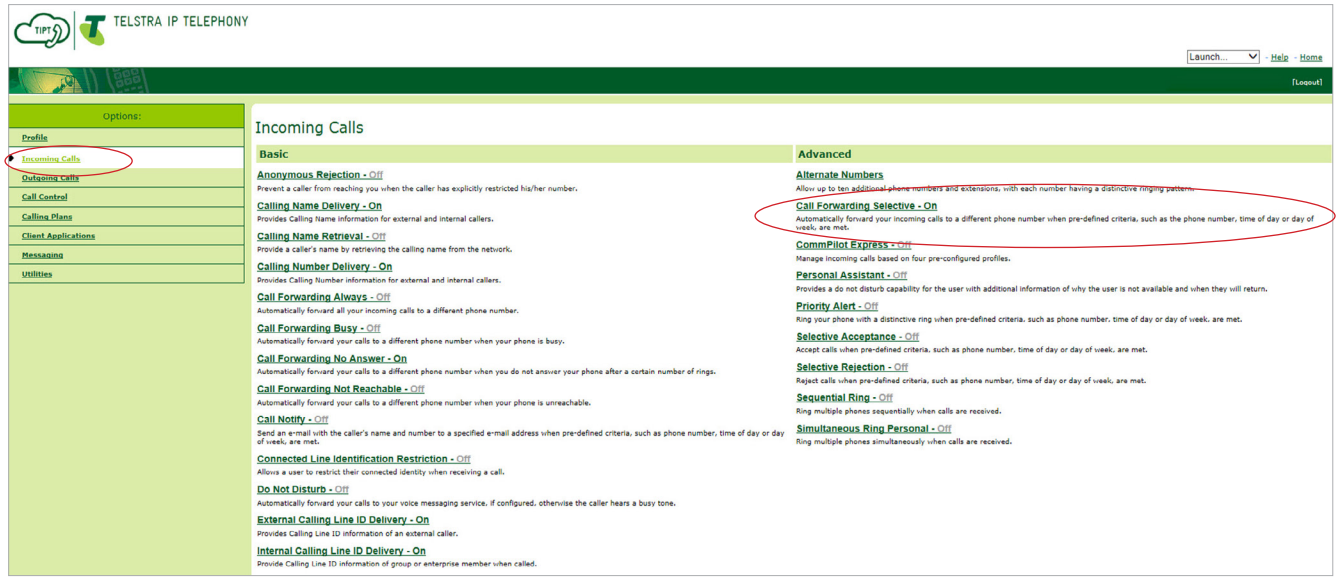
Call Forward Selective

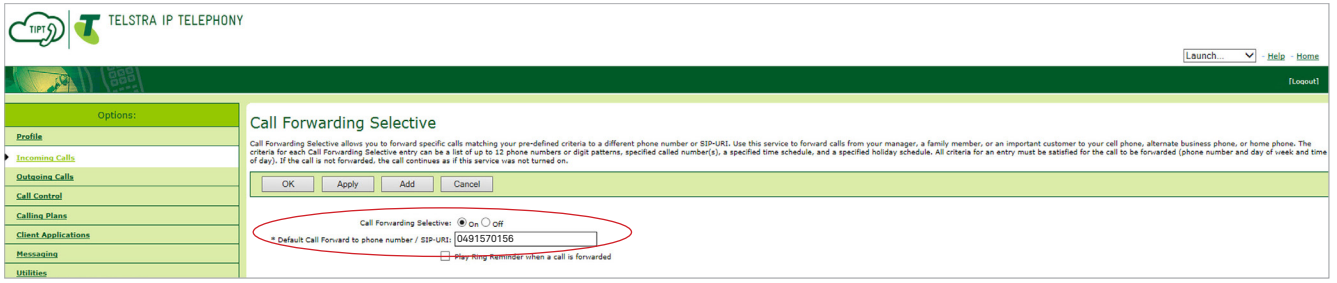
Call Forward Selective allows you to forward specific calls to a different number. In Liberate you can only call forward to a third party number. It is important that **YOU DO NOT MODIFY OR CHANGE** Call Forward Selective – Refer to the Liberate Office (TIPT) Android and iPhone User Guides to change Call Forwarding in the Liberate app.

To review the **Call Forward Selective** settings at a user level:

1. Select ***Incoming Calls*** and ***Call Forwarding Selective***



2. In the ***Default Call Forward to Phone Number*** field enter the third party telephone number that you want your calls forwarded to



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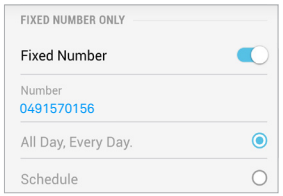
The following will illustrate the Liberate Call Forwarding Settings:

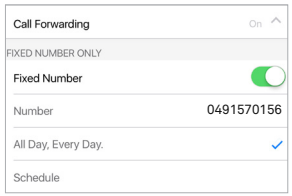
Call Forwarding – Fixed Number Only – All Day, Every Day

When you call forward your desk phone number, **All Day, Every Day** to a third party number in Liberate.

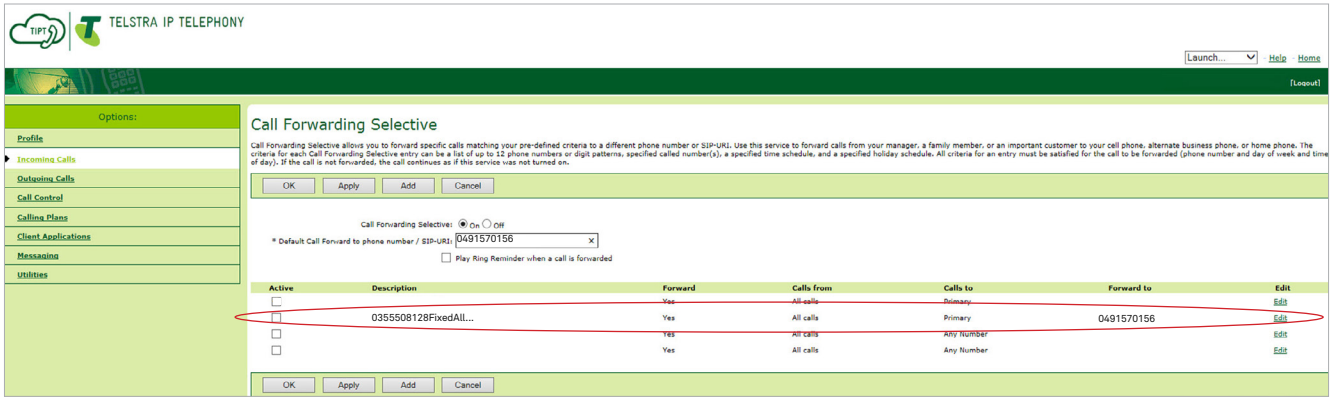
Call Forwarding - Android



Call Forwarding - iPhone



This is how the Liberate settings will be reflected in CommPilot



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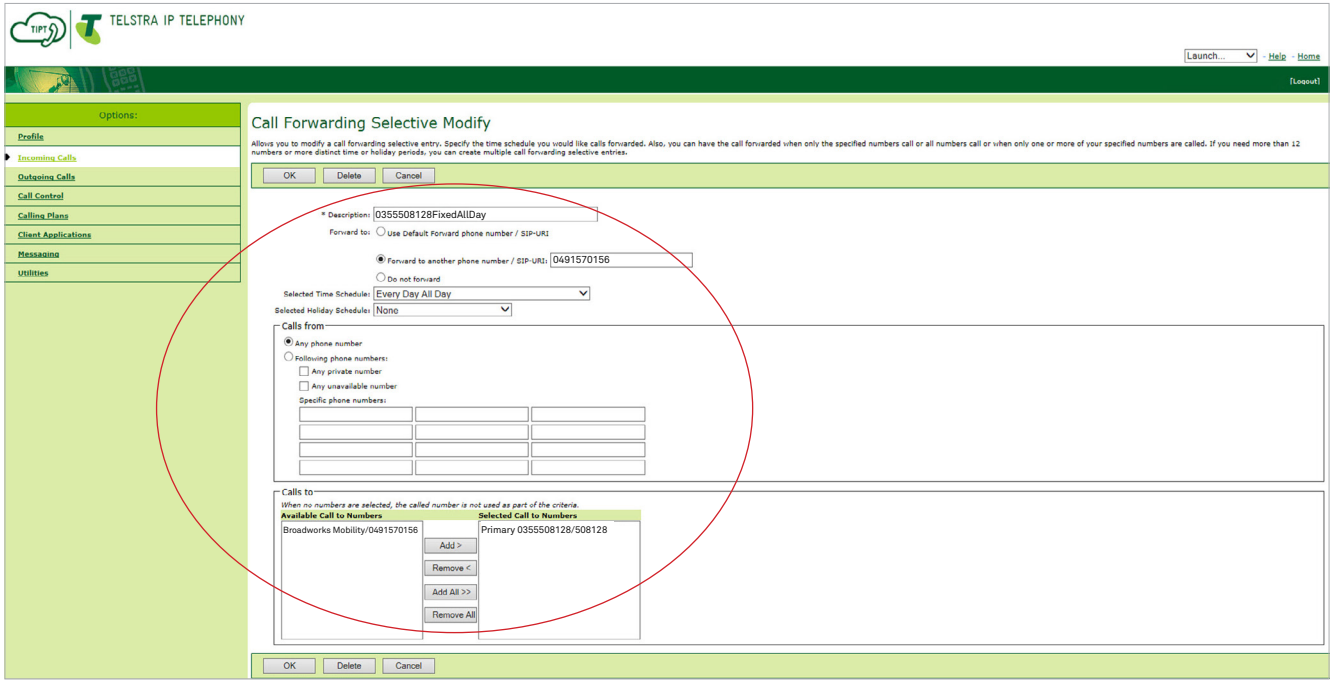
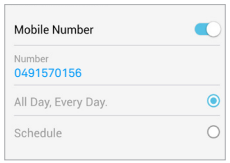


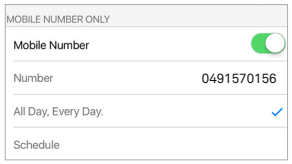
Call Forwarding – Mobile Number Only – All Day, Every Day

When you call forward your mobile phone number, **All Day, Every Day** to a third party number in Liberate.

Call Forwarding - Android



Call Forwarding - iPhone



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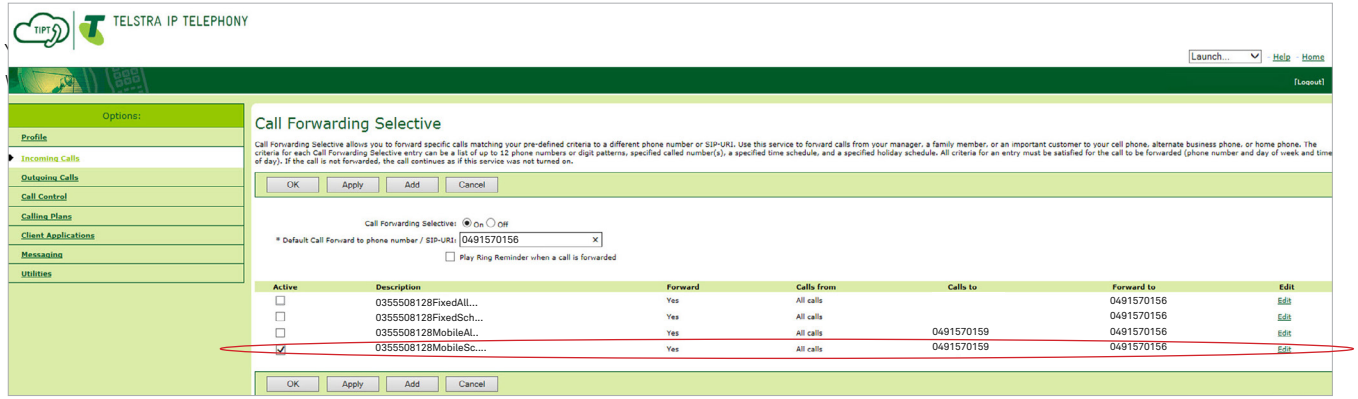

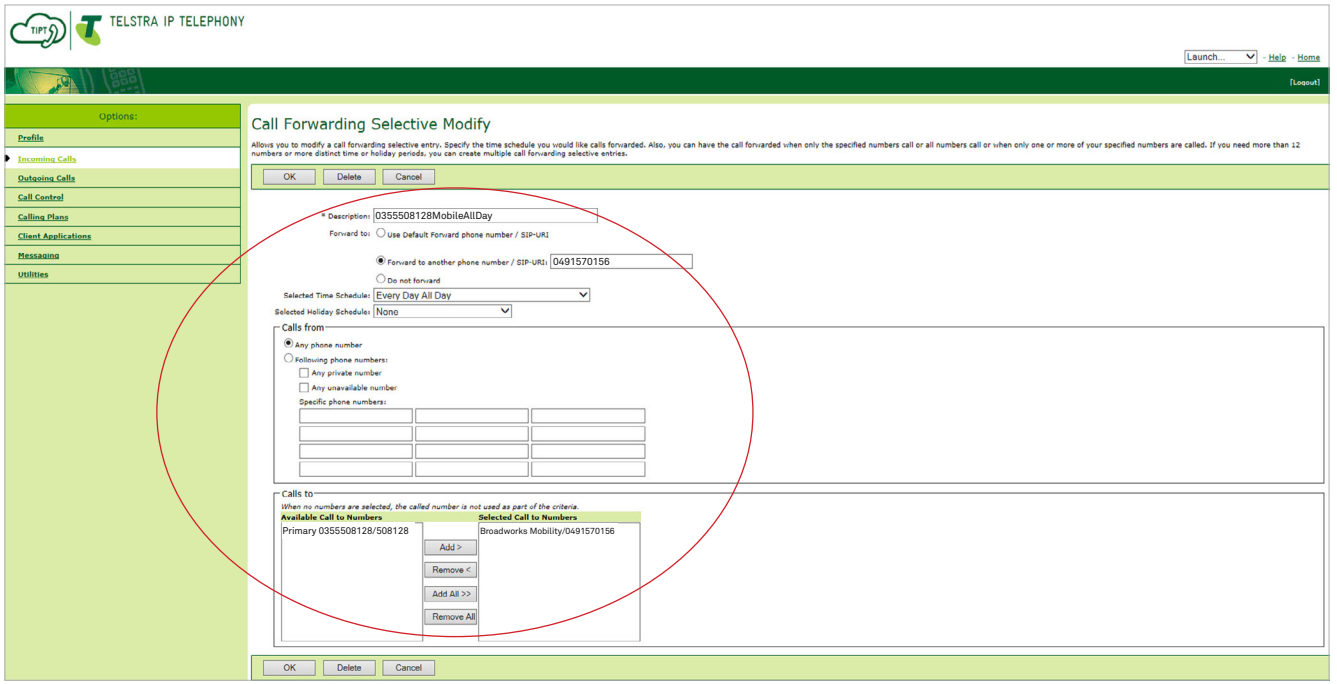

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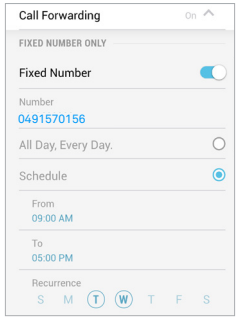
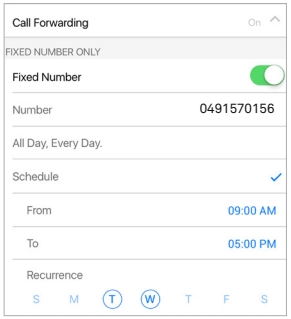
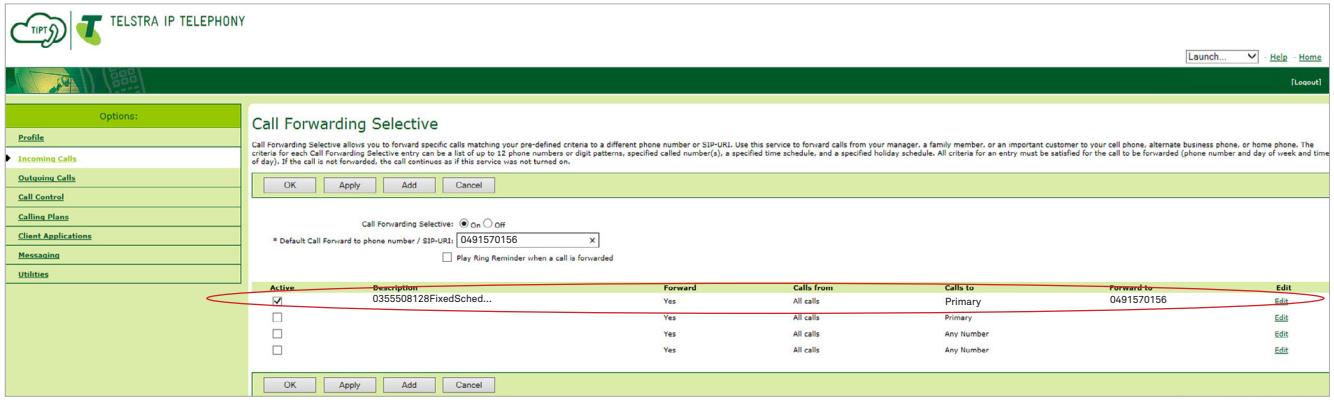
Call Forwarding – Fixed Number Only – Schedule

Call Forwarding - Android



Call Forwarding - iPhone





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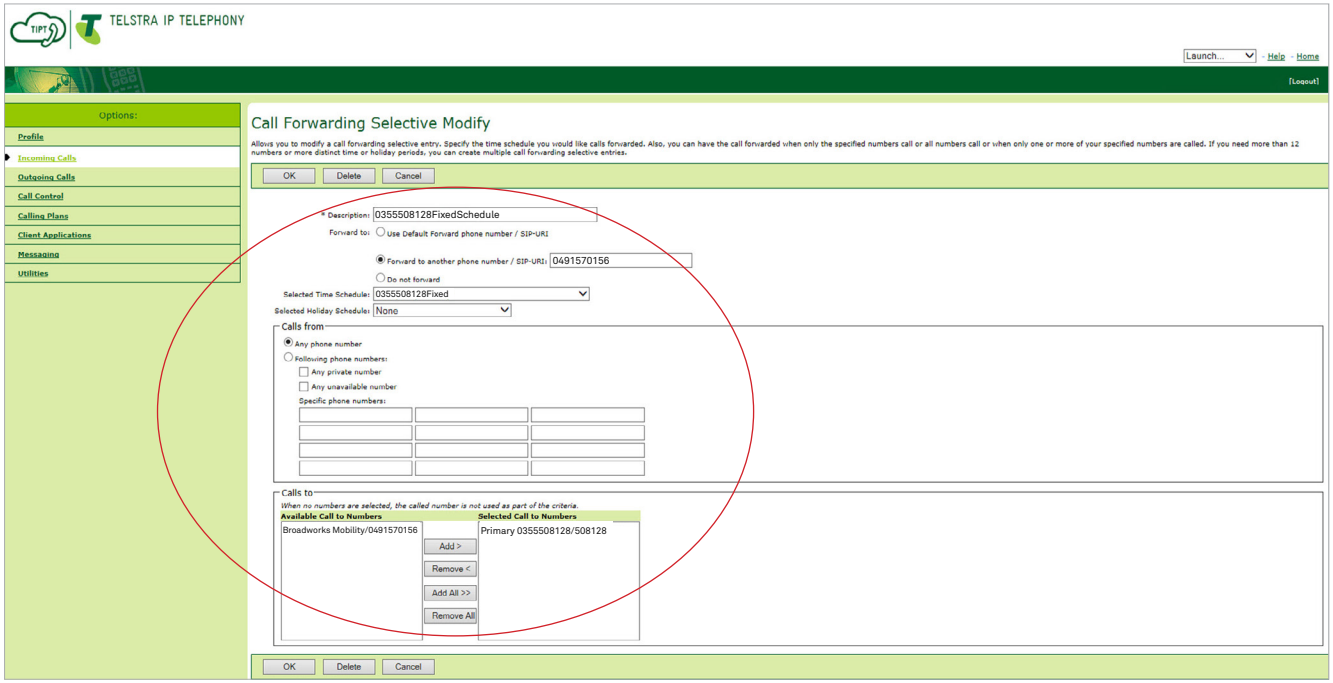
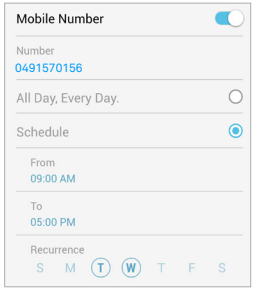
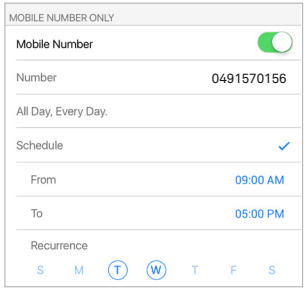


Call Forwarding – Mobile Number Only – Schedule

Call Forwarding - Android



Call Forwarding - iPhone



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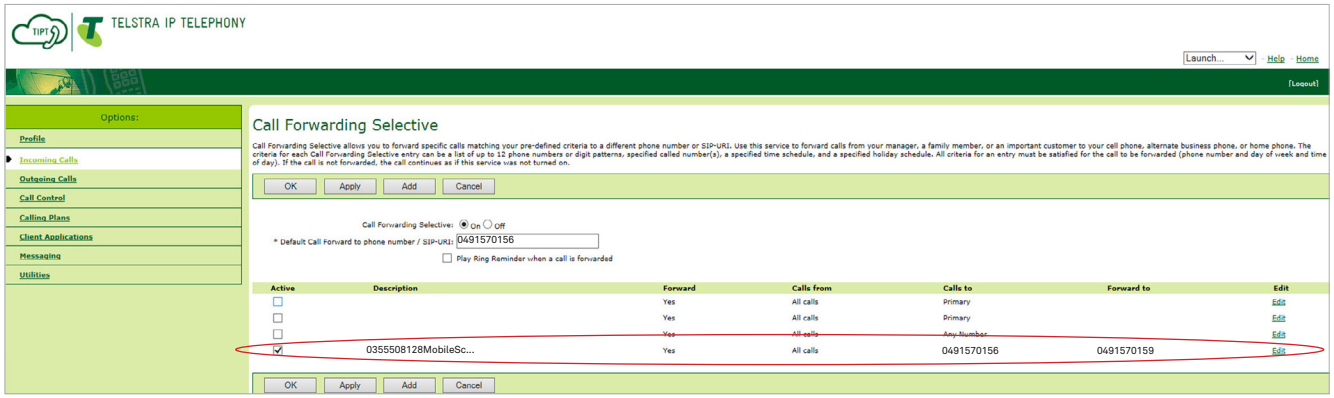

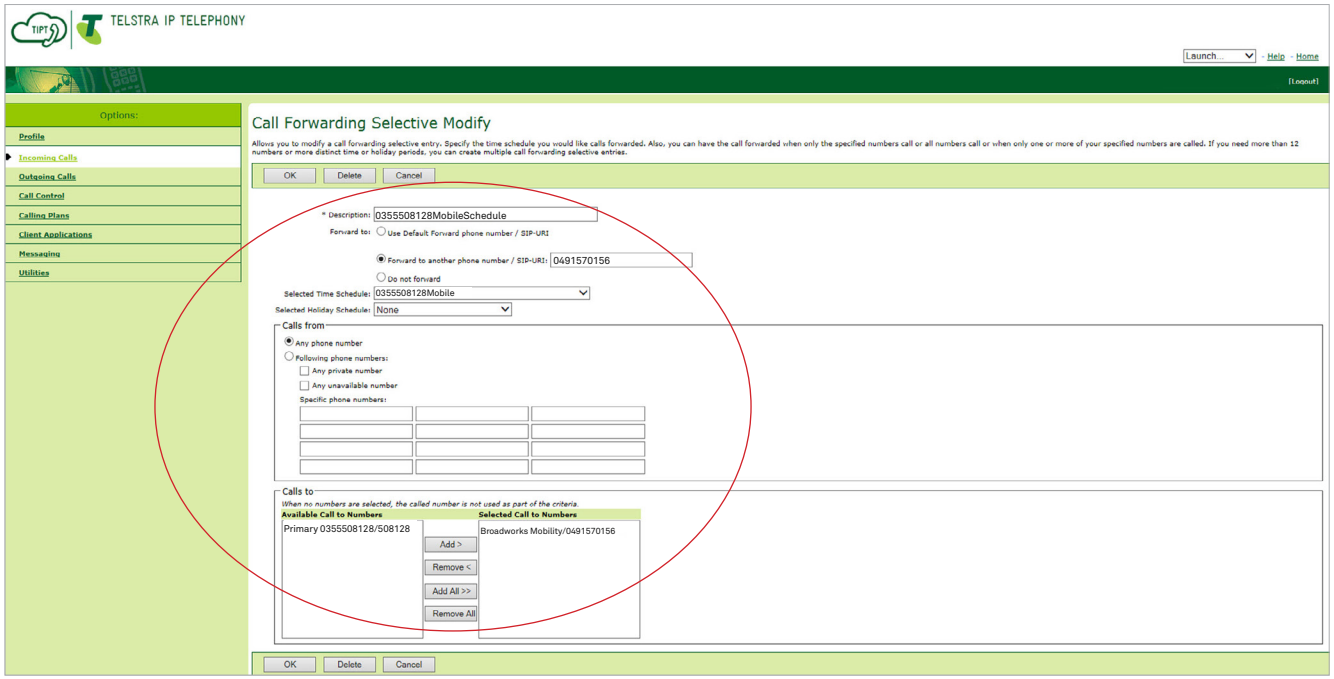

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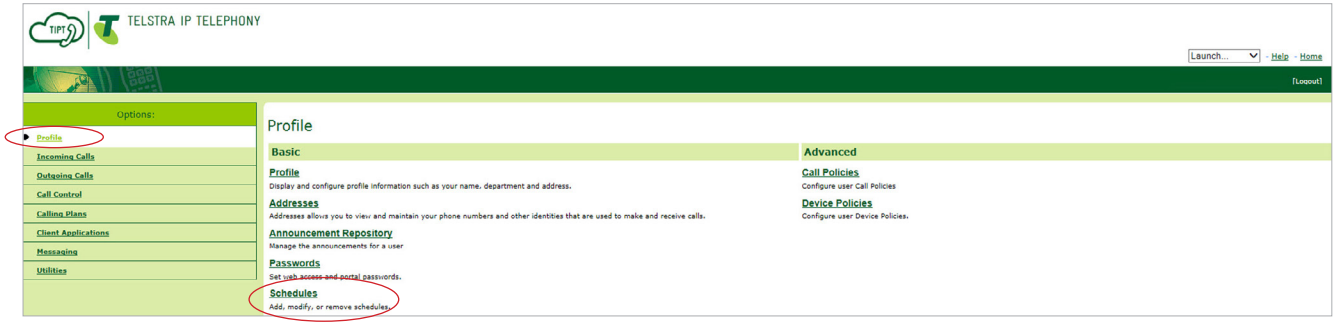
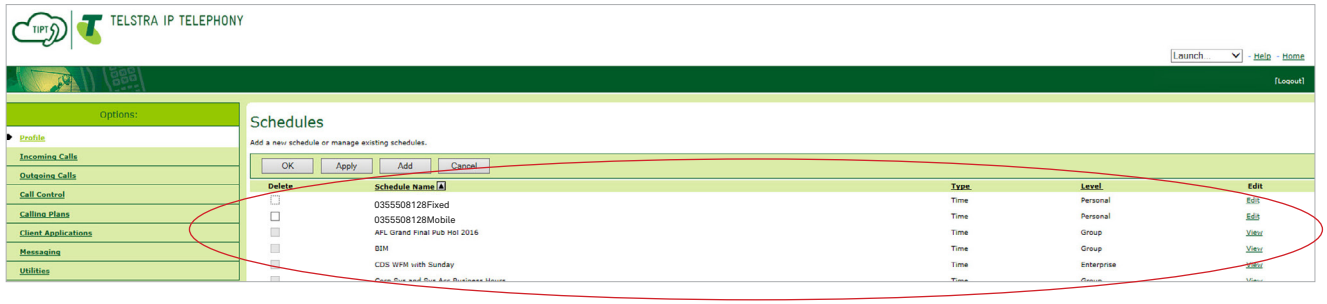
Schedules

To Review the **Schedules** for Call Forwarding in CommPilot:

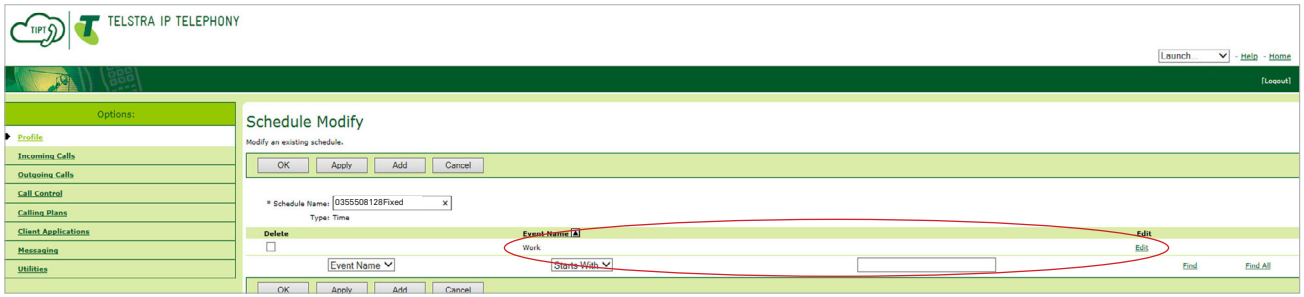
1. Select ***Profile*** and ***Schedules***



2. The list of Schedules associated with Call Forwarding will now be listed



3. Select the individual schedule you wish to view



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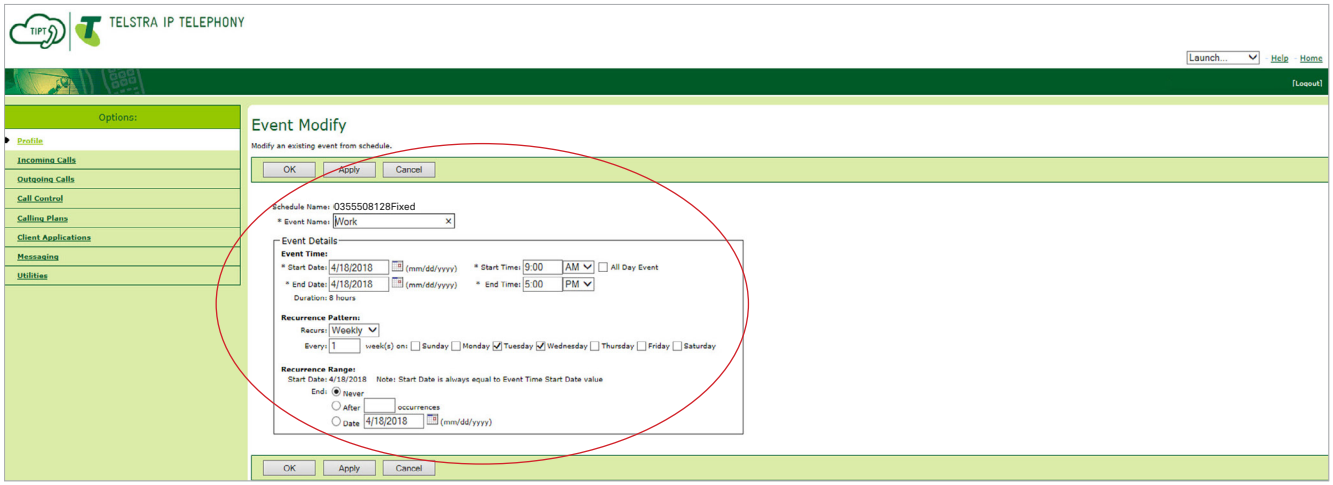
4. Select ***Edit*** next to the **Event Name**

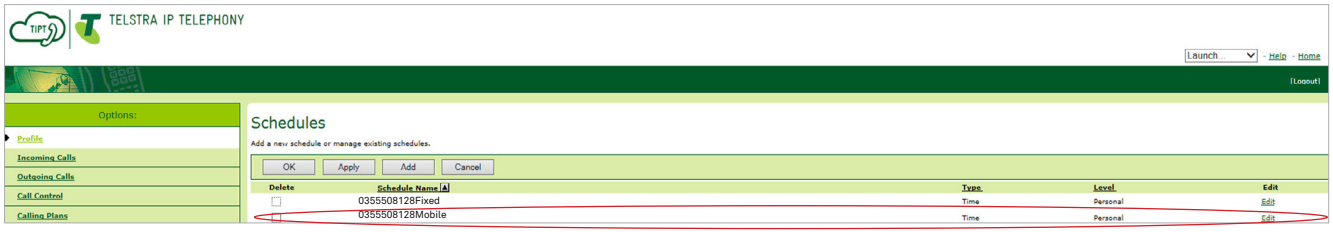
   Your Liberate settings for **Call Forwarding – Fixed Number – Schedule** are now showing in CommPilot



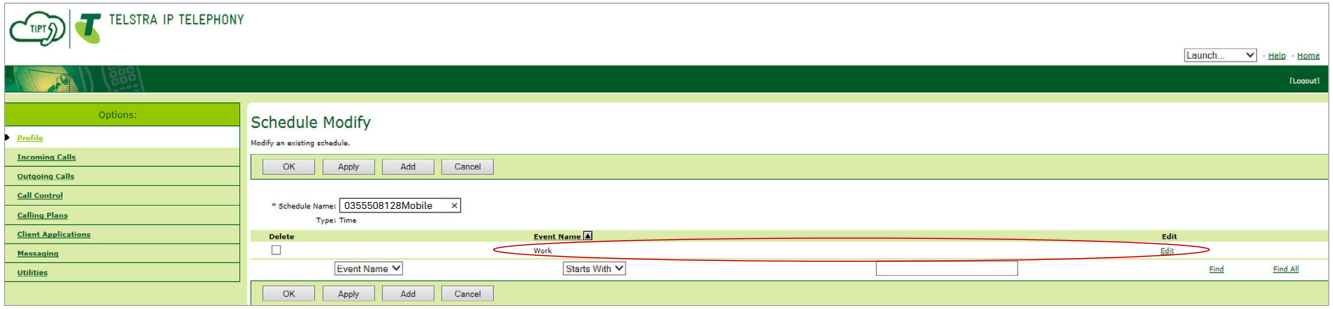
5. Select ***OK*** and ***OK*** again

Settings for Call Forwarding – Mobile Number – Schedule

1. Select ***Mobile*** below ***Schedule Name***



2. Select ***Edit*** next to the **Event Name**



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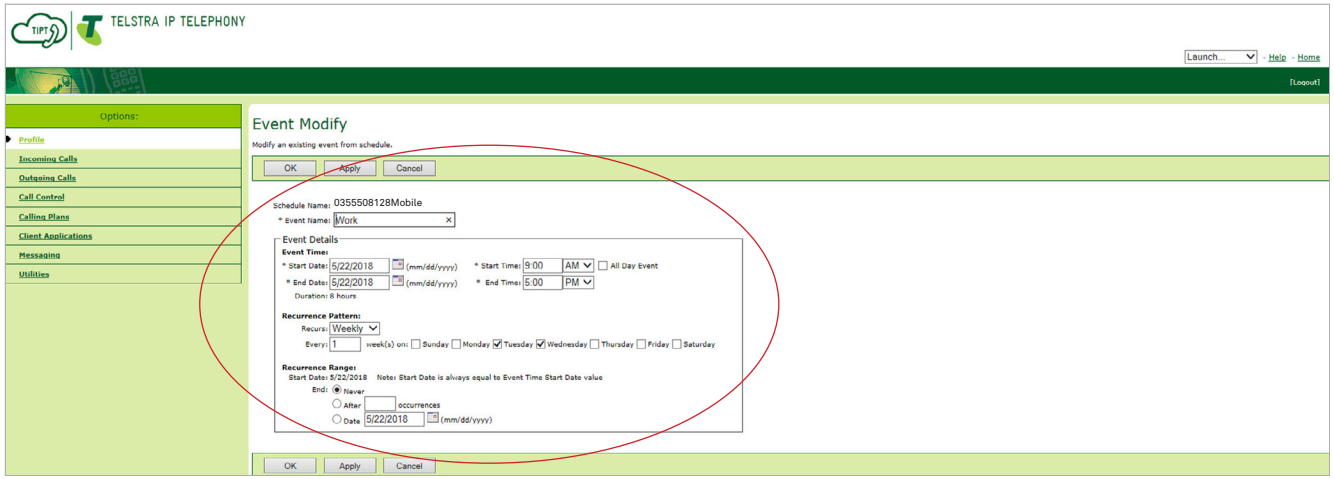

3. Select ***OK*** and ***OK*** again

These Settings will update when they are changed or updated in Liberate.

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For help/support view the Liberate Office (TIPT) documentation available on the Resource Centre.

Link to the TIPT Resource Centre

Liberate Office (TIPT) Documentation

Or

Call Liberate Support (TIPT) ***1800 287 289***