



Updating CommPilot

for Liberate (TIPT)
Customers

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.

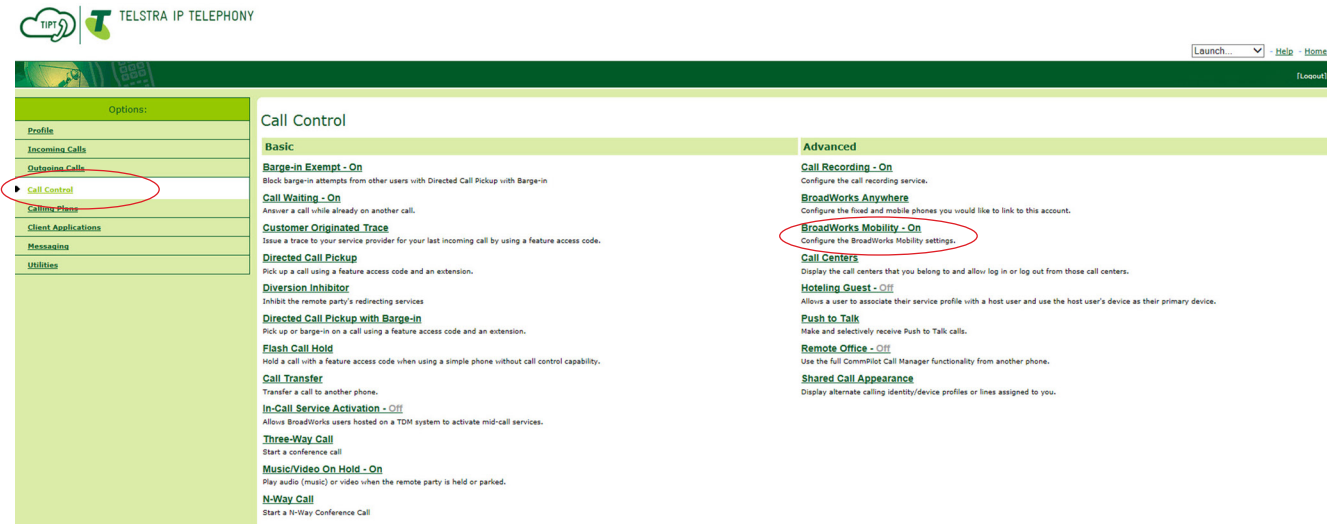
You will notice some new features that will be enabled in CommPilot for Liberate. This Guide will outline how the Liberate features are managed within CommPilot.



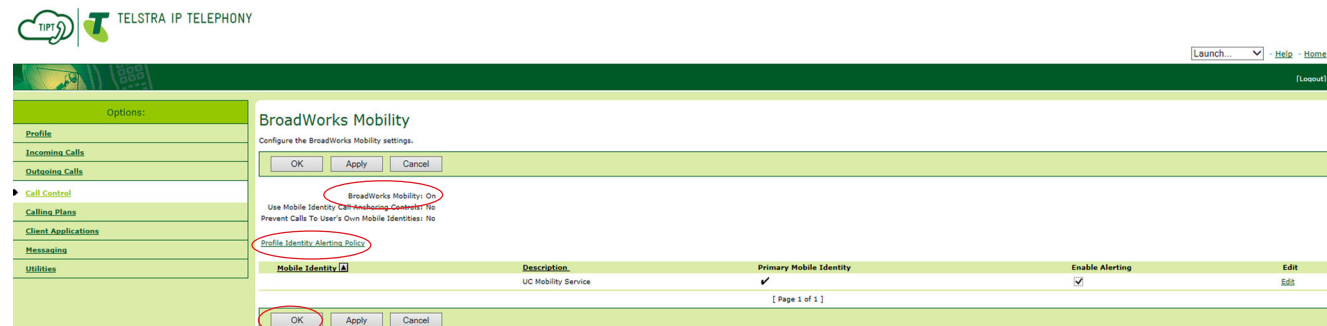
Broadworks Mobility

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**



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**



2. Select the **Alerting Policy** tab

BroadWorks Mobility - Mobile Identity

Configure the alerting policy settings for this mobile identity.

Mobile Identity: 0491570110Primary

Alerting Policy

☒ Ring Fixed Devices

☒ Include Shared Call Appearance

☒ Include BroadWorks Anywhere

☐ Include Executive Assistant

☐ Ring Mobile Devices

Mobile Identity **Mobile Identity Alerted**

OK Apply Cancel

3. Select **OK**

Liberate Multi-Device Ring Android

INCOMING CALLS	
Multi-device Ring	Fixed ^
Ring Fixed	<input checked="" type="radio"/>
Ring Mobile	<input type="radio"/>
Ring All	<input type="radio"/>

Liberate Multi-Device Ring iPhone

INCOMING CALLS	
Multi-device Ring	Fixed ^
Ring Fixed	<input checked="" type="radio"/>
Ring Mobile	<input type="radio"/>
Ring All	<input type="radio"/>

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

BroadWorks Mobility

Configure the BroadWorks Mobility settings.

BroadWorks Mobility: On
Use Mobile Identity Call Anchoring Controls: No
Prevent Calls To User's Own Mobile Identities: No

Profile Identity Alerting Policy

Mobile Identity	Description	Primary Mobile Identity	Enable Alerting	Edit
0491 570 110	UC Mobility Service	✓	<input checked="" type="checkbox"/>	Edit

OK Apply Cancel



- 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.*

- 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**

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**

The screenshot shows the 'Outgoing Calls' configuration page. The left sidebar has 'Outgoing Calls' selected. The main content area has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, the 'Line ID Blocking' setting is set to 'Off' and is circled in red. Other settings visible include 'Automatic Callback' (Off), 'Call Return', 'Last Number Redial', 'Speed Dial 9', and 'Speed Dial 100'.

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

The screenshot shows the 'Calling Line ID Delivery Blocking' configuration page. The left sidebar has 'Outgoing Calls' selected. The main content area has a heading 'Calling Line ID Delivery Blocking' and a description. Below the description, there are two sections with 'OK', 'Apply', and 'Cancel' buttons. The first section has a checkbox labeled 'Block Calling Line ID on Outgoing Calls' which is checked (ON) and circled in red.

3. Select **OK**

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**

TIPT TELSTRA IP TELEPHONY

Launch... Help Home

Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Plans
- Client Applications
- Messaging**
- Utilities

Messaging

Basic

Aliases
Directly access your voice messages from other pre-defined numbers.

Collaborate - Sharing
Allows the sharing functions of the BroadTouch Business Communicator.

Distribution Lists
Create multiple distribution lists to use with voice messaging.

Greetings
Load or modify your voice messaging greetings.

Integrated IM&P - On
Allows a user to have IM&P service hosted on a Messaging server.

Voice Management - Off
Record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Portal
Change voice portal options for the user.

Advanced

Third-Party Voice Mail Support - On
Configure a third-party voice mail system.

Voice Portal Calling - Off
Originate calls from the Voice Portal.

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

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Launch... Help Home

Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
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- Call Plans
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- Messaging**
- Utilities

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

OK Apply Cancel

Voice Messaging: ☐ On ☒ Off

☐ Send All Calls to Voice Mail

☒ Send Busy Calls to Voice Mail

☒ Send Unanswered Calls to Voice Mail

When a message arrives...:

☒ Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)

☒ Use Phone Message Waiting Indicator

☐ Forward it to this e-mail address:

Additionally...:

☐ Notify me by e-mail of the new message at this address:

☐ E-mail a carbon copy of the message to:

☒ Transfer on '0' to Phone Number:

OK Apply Cancel

3. Select **OK**

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**

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Launch... Help Home

[Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callina Plans
- Client Applications
- Messaging**
- Utilities

Messaging

Basic

Aliases
Directly access your voice messages from other pre-defined numbers.

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Allows the sharing functions of the BroadTouch Business Communicator.

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Greetings
Load or modify your voice messaging greetings.

Integrated IM&P - On
Allows a user to have IM&P service hosted on a Messaging server.

Voice Management - OFF
Record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Portal
Change voice portal options for the user.

Advanced

Third-Party Voice Mail Support - On
Configure a third-party voice mail system.

Voice Portal Calling - OFF
Originate calls from the Voice Portal.

2. Select **OFF**

TELSTRA IP TELEPHONY

Launch... Help Home

[Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callina Plans
- Client Applications
- Messaging**
- Utilities

Third-Party Voice Mail Support

Third-Party Voice Mail Support allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.

OK Apply Cancel

Third-Party Voice Mail Support: ☐ On ☒ Off

☐ Send All Calls to Voice Mail

☒ Send Busy Calls to Voice Mail

☒ Send Unanswered Calls to Voice Mail

Number of rings before greeting: 5

OK Apply Cancel

3. Click **OK**

To Switch **On** Voice Management:

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

options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging**
- Utilities

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

OK Apply Cancel

Voice Messaging: ☒ ON ☐ OFF

☐ Send All Calls to Voice Mail

☒ Send Busy Calls to Voice Mail

☒ Send Unanswered Calls to Voice Mail

When a message arrives...:

☒ Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)

☒ Use Phone Message Waiting Indicator

☐ Forward it to this e-mail address:

Additionally...:

☐ Notify me by e-mail of the new message at this address:

☐ E-mail a carbon copy of the message to:

☒ Transfer on '0' to Phone Number:

OK Apply Cancel

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**



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**

The screenshot shows the Telstra IP Telephony web interface. On the left, a sidebar menu lists various options, with 'Messaging' highlighted. The main content area is titled 'Messaging' and contains several sub-sections: 'Basic', 'Advanced', 'Aliases', 'Collaborate - Sharing', 'Distribution Lists', 'Greetings', 'Integrated IMAP - On', 'Voice Management - Off', and 'Voice Portal'. The 'Advanced' section is expanded, showing 'Third-Party Voice Mail Support - On' with a sub-link 'Configure a third-party voice mail system'. The 'Voice Portal' section is also visible, showing 'Voice Portal Calling - Off'.

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

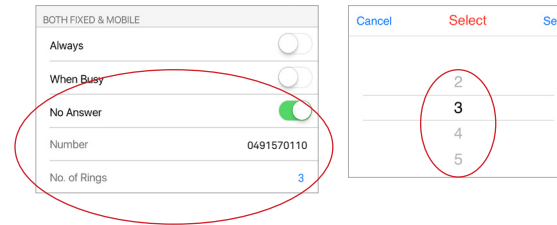
The screenshot shows the 'Third-Party Voice Mail Support' settings page. The page title is 'Third-Party Voice Mail Support'. Below the title, there is a description: 'Third-Party Voice Mail Support allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.' The settings are as follows: 'Third-Party Voice Mail Support' is set to 'On' (radio button selected). Below this, there are three checkboxes: 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked). The 'Number of rings before greeting' is set to '5'. At the bottom, there are 'OK', 'Apply', and 'Cancel' buttons.

3. Select **OK**

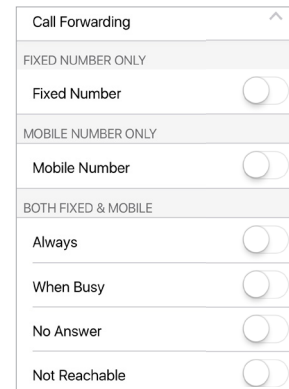
Note: You have the ability to change the number of rings before diverting to Voicemail but we recommend that this is changed using the Liberate app.

To change the number of rings setting:

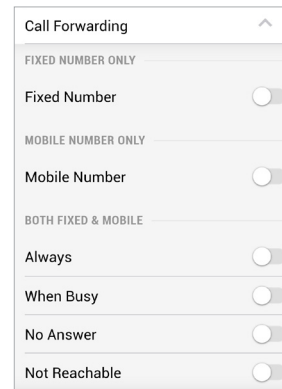
1. Select **Settings** and **Call Settings**
2. Select **Call Forwarding**
3. From **Both Fixed and Mobile**, Select **No Answer**



Android Call Forward Settings



iPhone Call Forward Settings

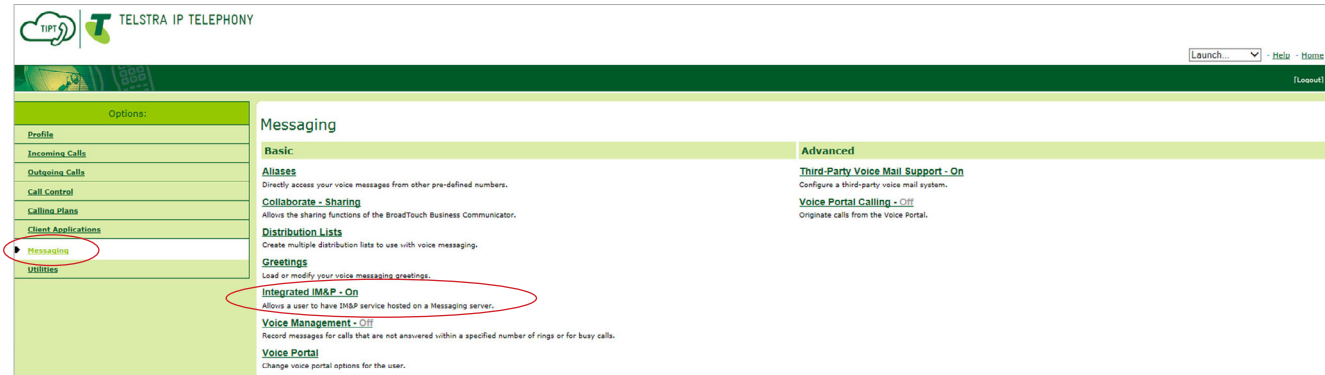


Integrated IM&P

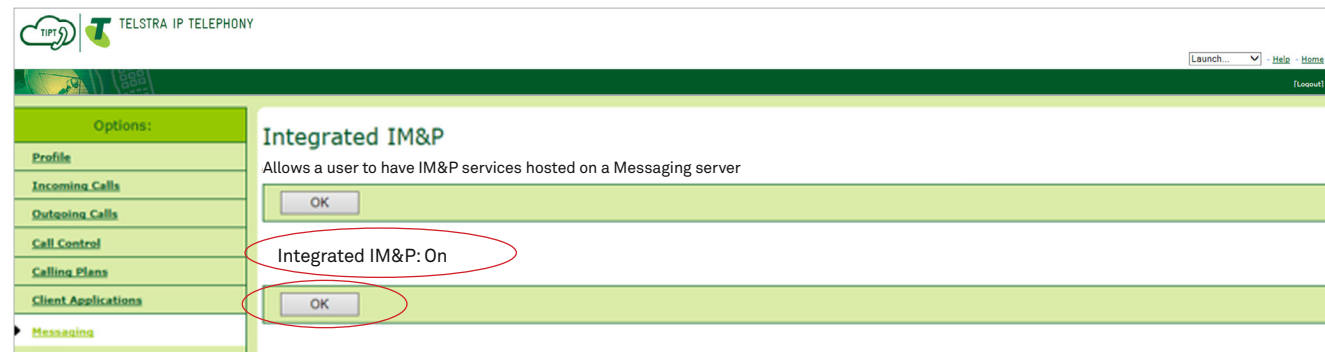
Integrated IM&P must be switched **ON** to allow you to send IM's/Chats and share Presence.

To check it is switched on:

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



2. It will be switched **ON**



3. Select **OK**

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**

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Launch... Help Home

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Call Forwarding
- Client Applications
- Messaging
- Utilities

Call Control

Basic

- Barge-in Exempt - On**
Block barge-in attempts from other users with Directed Call Pickup with Barge-in.
- Call Waiting - On**
Answer a call while already on another call.
- Customer Originated Trace**
Issue a trace to your service provider for your last incoming call by using a feature access code.
- Directed Call Pickup**
Pick up a call using a feature access code and an extension.
- Diversion Inhibitor**
Inhibit the remote party's redirecting services.
- Directed Call Pickup with Barge-in**
Pick up or barge-in on a call using a feature access code and an extension.
- Flash Call Hold**
Hold a call with a feature access code when using a simple phone without call control capability.
- Call Transfer**
Transfer a call to another phone.
- In-Call Service Activation - Off**
Allow BroadWorks users hosted on a TDM system to activate mid-call services.
- Three-Way Call**
Start a conference call.
- Music/Video On Hold - On**
Play audio (music) or video when the remote party is held or parked.
- N-Way Call**
Start a N-Way Conference Call.

Advanced

- Call Recording - On**
Configure the call recording service.
- BroadWorks Anywhere**
Configure the fixed and mobile phones you would like to link to this account.
- BroadWorks Mobility - On**
Configure the BroadWorks Mobility settings.
- Call Centers**
Display the call centers that you belong to and allow log in or log out from those call centers.
- Hoteling Guest - Off**
Allow a user to associate their service profile with a host user and use the host user's device as their primary device.
- Push to Talk**
Make and selectively receive push to talk calls.
- Remote Office - Off**
Use the full CommPilot Call Manager functionality from another phone.
- Shared Call Appearance**
Display alternate calling identity/device profiles or lines assigned to you.

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

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Launch... Help Home

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Call Forwarding
- Client Applications
- Messaging
- Utilities

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.

OK Apply Cancel

☒ Alert all appearances for Click-to-Dial calls
☒ Alert all appearances for Group Paging calls
☒ Allow Call Retrieve from another location

Multiple Call Arrangement: ☒ On ☐ Off

☐ Allow bridging between locations
☐ Enable Call Park notification

Bridge Warning tone: ☒ None
☐ Barge-in only
☐ Barge-in and repeat every 30 seconds

Identity/Device Profile Type (A)	Identity/Device Profile Name	Line/Port	Edit
Business Communicator - Mobile	d0386495722_04 (Group)	p0386495722_04@tel...	Edit
Business Communicator - PC	d0386495722_03 (Group)	p0386495722_03@tel...	Edit
Business Communicator - Tablet	d0386495722_02 (Group)	p0386495722_02@tel...	Edit
Connect - Mobile	d0386495722_Connect (Group)	p0386495722_Connect...	Edit
Connect - Mobile	d0386495722_Lib (Group)	p0386495722_Lib@co...	Edit
MessageBarCallBackViaIMS	MessageBarCallBackViaIMS (System)	+61386495722@com...	Edit
UCOne - Mobile	d0386495722_01 (Group)	p0386495722_01@tel...	Edit
UCOne - PC	d0386495722_01 (Group)	p0386495722_01@tel...	Edit

[Page 1 of 1]

Identity/Device Profile Type Starts With Find Find All

OK Apply Cancel



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

Shared Call Appearance Modify

Allows you to dissociate and associate a given SCA location (terminal) and allows termination or origination of calls from a given SCA terminal. When a terminal is dissociated from a user, it becomes transparent to Broadworks and is not presented with incoming calls.

OK Apply Cancel

Identity/Device Profile Name: MessagebankCallbackViaIMS (System)
Line/Port: +61386311223@connect.telstra.com

☒ Enable this location
☒ Allow Origination from this location
☐ Allow Termination to this location

OK Apply Cancel

- Select **OK**
- Select **Shared Call Appearance** again
- Select **MessagebankCallbackviaIMS** below **Identity/Device Profile Type**

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.

OK Apply Cancel

☒ Alert all appearances for Click-to-Dial calls
☐ Alert all appearances for Group Paging calls
☒ Allow Call Retrieve from another location

Multiple Call Arrangement: ☒ On ☐ Off
☐ Allow bridging between locations
☐ Enable Call Park notification

Bridge Warning tone: ☒ None
☐ Barge-in only
☐ Barge-in and repeat every 20 seconds

Identity/Device Profile Type	Identity/Device Profile Name	Line/Port	Edit
Business Communicator - Mobile			
Business Communicator - PC			
Business Communicator - Tablet			
Connect - Mobile			
Connect - Mobile			
MessagebankCallbackViaIMS	d0386311223_Connect (Group) MessagebankCallbackViaIMS (System)	p0386311223_Connect... +61386311223@connect...	Edit Edit
UCOne - Mobile			
UCOne - PC			

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Identity/Device Profile Type Starts With Find Find All

OK Apply Cancel



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

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Launch - Help - Home [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messages
- Utilities

Shared Call Appearance Modify

Allows you to dissociate and associate a given SCA location (terminal) and allows termination or origination of calls from a given SCA terminal. When a terminal is dissociated from a user, it becomes transparent to Broadworks and is not presented with incoming calls.

OK Apply Cancel

Identity/Device Profile Name: MessagebankCallbackViaIMS (System)
Line/Port: +6186311223@connect.telstra.com

☒ Enable this location
☒ Allow Origination from this location
☐ Allow Termination to this location

OK Apply Cancel

8. Select **OK**

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**

The screenshot shows the Telstra IP Telephony web interface. On the left, a sidebar lists various options, with 'Incoming Calls' highlighted. The main content area is titled 'Incoming Calls' and is divided into two columns: 'Basic' and 'Advanced'. In the 'Basic' column, the 'Call Forwarding Always' option is circled in red. Below it, there are several other options with brief descriptions. The 'Advanced' column contains more options, including 'Alternate Numbers', 'Call Forwarding Selective', 'CommPilot Express', 'Personal Assistant', 'Priority Alert', 'Selective Acceptance', 'Selective Rejection', 'Sequential Ring', and 'Simultaneous Ring Personal'.

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”**



Updating CommPilot for Liberate (TIPT) Customers

What is Liberate

Broadworks Mobility

Messaging

Third Party Voice Mail Support

Intergrated IM&P

Shared Call Appearance

Call Forwarding Features

Personal Assistant

Out of Office Schedule

Personal Assistant - Call to Numbers Tab

Call Forward Selective

Schedules

Further Support

TIPT TELSTRA IP TELEPHONY

Launch... Help Home

Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messages
- Utilities

Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

Failed to modify: [Error 4644] The number entered 0459879268 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.

OK Apply Cancel

Call Forwarding Always: ☐ On ☒ Off

* Calls Forward to phone number / SIP-URI:

☒ Play Ring Reminder when a call is forwarded

OK Apply Cancel

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**



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**

The screenshot shows the 'Incoming Calls' configuration page in the Telstra IP Telephony web interface. The left sidebar contains a menu with 'Incoming Calls' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Advanced' section, the 'Personal Assistant - On' option is highlighted with a red circle. Below it, the 'Priority Alert - Off' option is also highlighted with a red circle. The 'Personal Assistant - On' description states: 'Provides a do not disturb capability for the user with additional information of why the user is not available and when they will return.'

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

The screenshot shows the 'Personal Assistant' configuration page in the Telstra IP Telephony web interface. The left sidebar contains a menu with 'Personal Assistant' selected. The main content area shows the 'Personal Assistant' configuration. The 'Presence' dropdown menu is highlighted with a red circle, showing 'None' selected. Below it, the 'Transfer To Attendant' checkbox is checked, and the 'Play Ring Reminder' checkbox is unchecked. The 'Presence' dropdown menu is also highlighted with a red circle.



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.

The screenshot shows the 'Personal Assistant' configuration page in the Telstra IP Telephony interface. The 'Options' menu on the left includes Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, and Utilities. The 'General' tab is selected, and the 'Presence' dropdown is set to 'Out Of Office'. Below this, there are fields for 'Until Date' (mm/dd/yyyy) and 'Time' (AM/PM). A checkbox for 'Transfer To Attendant' is checked with the number 0491570156. There is also an unchecked checkbox for 'Play Ring Reminder when a call is transferred to attendant or voice mail'. Buttons for OK, Apply, and Cancel are at the bottom.

This screenshot is identical to the one above, but the 'Presence' dropdown is set to 'Vacation' instead of 'Out Of Office'. All other settings, including the 'Transfer To Attendant' checkbox and the number 0491570156, remain the same.



Out of Office Schedule

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

TELSTRA IP TELEPHONY

Launch... Help Home [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Plans
- Client Applications
- Messaging
- Utilities

Personal Assistant

Provides a do not disturb capability for the user with additional information as to why the user is not available and when they will return.

OK Apply Cancel

General Call to Numbers Exclusion Numbers

Presence: Vacation

☐ Until Date: 04/20/2018 (mm/dd/yyyy) Time: 9:00 AM

☐ Transfer To Attendant

☐ Play Ring Reminder when a call is transferred to attendant or voice mail

OK Apply Cancel

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.

TELSTRA IP TELEPHONY

Launch... Help Home [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Plans
- Client Applications
- Messaging
- Utilities

Personal Assistant

Provides a do not disturb capability for the user with additional information as to why the user is not available and when they will return.

OK Apply Cancel

General Call to Numbers Exclusion Numbers

Presence: Vacation

☐ Until Date: 04/20/2018 (mm/dd/yyyy) Time: 9:00 AM

☐ Transfer To Attendant

☒ Play Ring Reminder when a call is transferred to attendant or voice mail

OK Apply Cancel

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

TELSTRA IP TELEPHONY

Launch... Help Home [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Plans
- Client Applications
- Messaging
- Utilities

Personal Assistant

Provides a do not disturb capability for the user with additional information as to why the user is not available and when they will return.

OK Apply Cancel

General Call to Numbers Exclusion Numbers

Presence: Vacation

☐ Until Date: 04/20/2018 (mm/dd/yyyy) Time: 9:00 AM

☒ Transfer To Attendant: 0491570156

☐ Play Ring Reminder when a call is transferred to attendant or voice mail

OK Apply Cancel



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

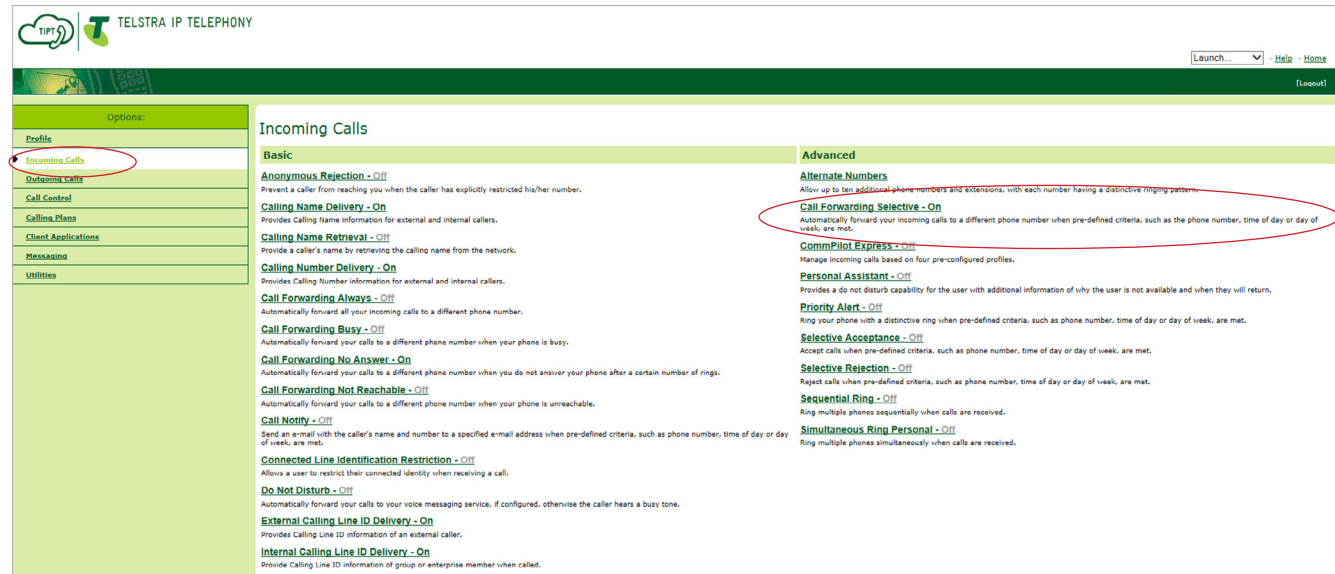
iPhone Out of Office
Both Numbers Selected

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.

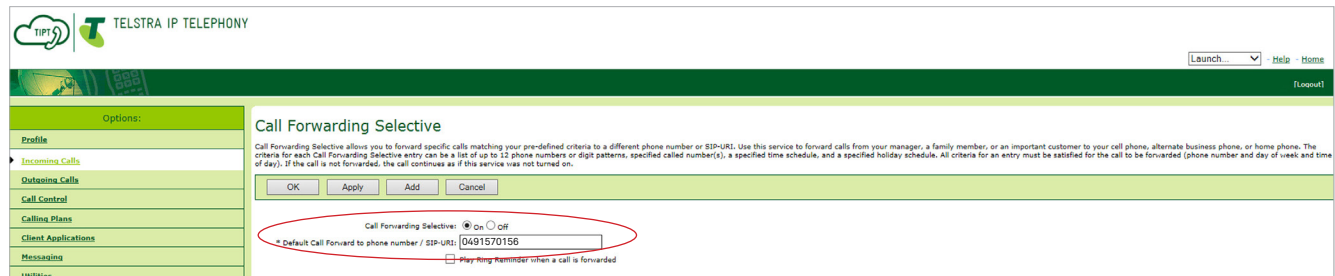
To review the **Call Forward Selective** settings at a user level:

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



The screenshot shows the Telstra IP Telephony web interface. The left sidebar has a menu with 'Incoming Calls' highlighted. The main content area is titled 'Incoming Calls' and has two tabs: 'Basic' and 'Advanced'. The 'Advanced' tab is active, showing various settings. The 'Call Forwarding Selective - On' option is highlighted with a red circle. Below it, the 'Default Call Forward to Phone Number' field is visible, containing the value '0491570156'.

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



The screenshot shows the 'Call Forwarding Selective' settings page. The 'Default Call Forward to Phone Number' field is highlighted with a red circle. The field contains the value '0491570156'. Below the field, there is a checkbox labeled 'Play Ring Reminder when a call is forwarded'.

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

FIXED NUMBER ONLY

Fixed Number ☒

Number 0491570156

All Day, Every Day. ☒

Schedule ☐

Call Forwarding - iPhone

Call Forwarding On

FIXED NUMBER ONLY

Fixed Number ☒

Number 0491570156

All Day, Every Day. ☒

Schedule ☐

This is how the Liberate settings will be reflected in CommPilot

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Call Forwarding Selective

Call Forwarding selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☒ On ☐ Off

* Default Call Forward to phone number / SIP-URI: 0491570156

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input type="checkbox"/>		Yes	All calls	Primary		Edit
<input checked="" type="checkbox"/>	035508128FixedAll...	Yes	All calls	Primary	0491570156	Edit
<input type="checkbox"/>		Yes	All calls	Any Number		Edit
<input type="checkbox"/>		Yes	All calls	Any Number		Edit

OK Apply Add Cancel



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Launch... Help Home

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callina Plans
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Call Forwarding Selective Modify

Allows you to modify a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Delete Cancel

Description: 0355508128FixedAllDay

Forward to: ☐ Use Default Forward phone number / SIP-URI

☒ Forward to another phone number / SIP-URI: 0491570156

☐ Do not forward

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unavailable number

Specific phone numbers:

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Broadworks Mobility/0491570156	Primary 0355508128/508128
Add >	
Remove <	
Add All >>	
Remove All	

OK Delete Cancel

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](#)

Mobile Number ☒

Number
0491570156

All Day, Every Day. ☒

Schedule ☐

[Call Forwarding - iPhone](#)

MOBILE NUMBER ONLY

Mobile Number ☒

Number 0491570156

All Day, Every Day. ☒

Schedule



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Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☒ On ☐ Off

* Default Call Forward to phone number / SIP-URI: 0491570156

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input type="checkbox"/>	0355508128FixedAll...	Yes	All calls		0491570156	Edit
<input type="checkbox"/>	0355508128FixedSch...	Yes	All calls		0491570156	Edit
<input type="checkbox"/>	0355508128MobileAL...	Yes	All calls	0491570159	0491570156	Edit
<input checked="" type="checkbox"/>	0355508128MobileSc...	Yes	All calls	0491570159	0491570156	Edit

OK Apply Add Cancel

TIPT TELSTRA IP TELEPHONY

Launch... Help Home Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
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Call Forwarding Selective Modify

Allows you to modify a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Delete Cancel

* Description: 0355508128MobileAllDay

Forward to: ☐ Use Default Forward phone number / SIP-URI: 0491570156

☒ Forward to another phone number / SIP-URI: 0491570156

☐ Do not forward

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unavailble number

Specific phone numbers:

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers: Primary 0355508128/508128

Selected Call to Numbers: Broadworks Mobility/0491570156

Add > Remove < Add All >> Remove All

OK Delete Cancel



Call Forwarding – Fixed Number Only – Schedule

Call Forwarding - Android

Call Forwarding - iPhone

Call Forwarding

On

FIXED NUMBER ONLY

Fixed Number

Number

0491570156

All Day, Every Day.

Schedule

From

09:00 AM

To

05:00 PM

Recurrence

S M T W T F S

Call Forwarding

On

FIXED NUMBER ONLY

Fixed Number

Number

0491570156

All Day, Every Day.

Schedule

From

09:00 AM

To

05:00 PM

Recurrence

S M T W T F S

TIPT

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Options:

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Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URL. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 32 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: On Off

* Default Call Forward to phone number / SIP-URL: 0491570156

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input checked="" type="checkbox"/>	0355508128FixedSched...	Yes	All calls	Primary	0491570156	Edit
<input type="checkbox"/>		Yes	All calls	Primary		Edit
<input type="checkbox"/>		Yes	All calls	Any Number		Edit
<input type="checkbox"/>		Yes	All calls	Any Number		Edit

OK Apply Add Cancel



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Call Forwarding Selective Modify

Allow you to modify a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Delete Cancel

Description: 0355508128FixedSchedule

Forward to: ☐ Use Default Forward phone number / SIP-URI

☒ Forward to another phone number / SIP-URI: 0491570156

☐ Do not forward

Selected Time Schedule: 0355508128Fixed

Selected Holiday Schedule: None

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unavailable number

Specific phone numbers:

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Broadworks Mobility/0491570156	Primary 0355508128/508128
Add >	
Remove <	
Add All >>	
Remove All	

OK Delete Cancel

Call Forwarding – Mobile Number Only – Schedule

Call Forwarding - Android

Mobile Number ☒

Number
0491570156

All Day, Every Day. ☐

Schedule ☒

From
09:00 AM

To
05:00 PM

Recurrence
S M T W T F S

Call Forwarding - iPhone

MOBILE NUMBER ONLY

Mobile Number ☒

Number
0491570156

All Day, Every Day. ☐

Schedule ☒

From
09:00 AM

To
05:00 PM

Recurrence
S M T W T F S



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[Launch...] [Help] [Home] [Logout]

Options:

- Profile
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Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☒ On ☐ Off

* Default Call Forward to phone number / SIP-URI:

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
<input type="checkbox"/>		Yes	All calls	Primary		Edit
<input type="checkbox"/>		Yes	All calls	Primary		Edit
<input type="checkbox"/>		Yes	All calls	Any Number		Edit
<input checked="" type="checkbox"/>	0355508128MobileSc...	Yes	All calls	0491570156	0491570159	Edit

OK Apply Add Cancel

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[Launch...] [Help] [Home] [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callina Plans
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Call Forwarding Selective Modify

Allows you to modify a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Delete Cancel

* Description:

Forward to: ☐ Use Default Forward phone number / SIP-URI

☒ Forward to another phone number / SIP-URI:

☐ Do not forward

Selected Time Schedule:

Selected Holiday Schedule:

Calls from:

☒ Any phone number

☐ Following phone numbers:

☐ Any private number

☐ Any unavailable number

Specific phone numbers:

Calls to:

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Primary 0355508128/508128	Broadworks Mobility/0491570156
Add >	
Remove <	
Add All >>	
Remove All	

OK Delete Cancel



Schedules

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

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

TELSTRA IP TELEPHONY

Options:

- Profile
- Incoming Calls
- Outgoing Calls
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Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allow you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository

Manage the announcements for a user.

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

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

TELSTRA IP TELEPHONY

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Callina Plans
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Schedules

Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name (A)	Type	Level	Edit
<input type="checkbox"/>	035508128Fixed	Time	Personal	Edit
<input type="checkbox"/>	035508128Mobile	Time	Personal	Edit
<input type="checkbox"/>	APC Grand Final Pub Hoi 2016	Time	Group	View
<input type="checkbox"/>	BIM	Time	Group	View
<input type="checkbox"/>	CDS WPM with Sunday	Time	Enterprise	View
<input type="checkbox"/>	Comp Bus and Bus And Business Hours	Time	Personal	View

3. Select the individual schedule you wish to view

TELSTRA IP TELEPHONY

Options:

- Profile
- Incoming Calls
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Schedule Modify

Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name: 035508128Fixed

Type: Time

Delete

☐

Event Name (A)

Work

Starts With

Edit

Find Find All



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**

Delete	Schedule Name	Type	Level	Edit
<input type="checkbox"/>	0355508128Fixed	Time	Personal	Edit
<input type="checkbox"/>	0355508128Mobile	Time	Personal	Edit

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



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

The screenshot shows the 'Event Modify' form in the CommPilot interface. The form is titled 'Event Modify' and includes a sidebar with navigation options like Profile, Incoming Calls, Outgoing Calls, Call Control, Call Forwarding, Client Applications, Messaging, and Utilities. The main form area contains fields for 'Schedule Name' (0355508128Mobile), 'Event Details' (Start Date: 5/22/2018, End Date: 5/22/2018, Start Time: 9:00 AM, End Time: 5:00 PM, Duration: 8 hours), 'Recurrence Pattern' (Weekly, Every: 1 week(s)), and 'Recurrence Ranges' (Start Date: 5/22/2018, End: Never). A red circle highlights the 'Event Details' and 'Recurrence Pattern' sections.

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**