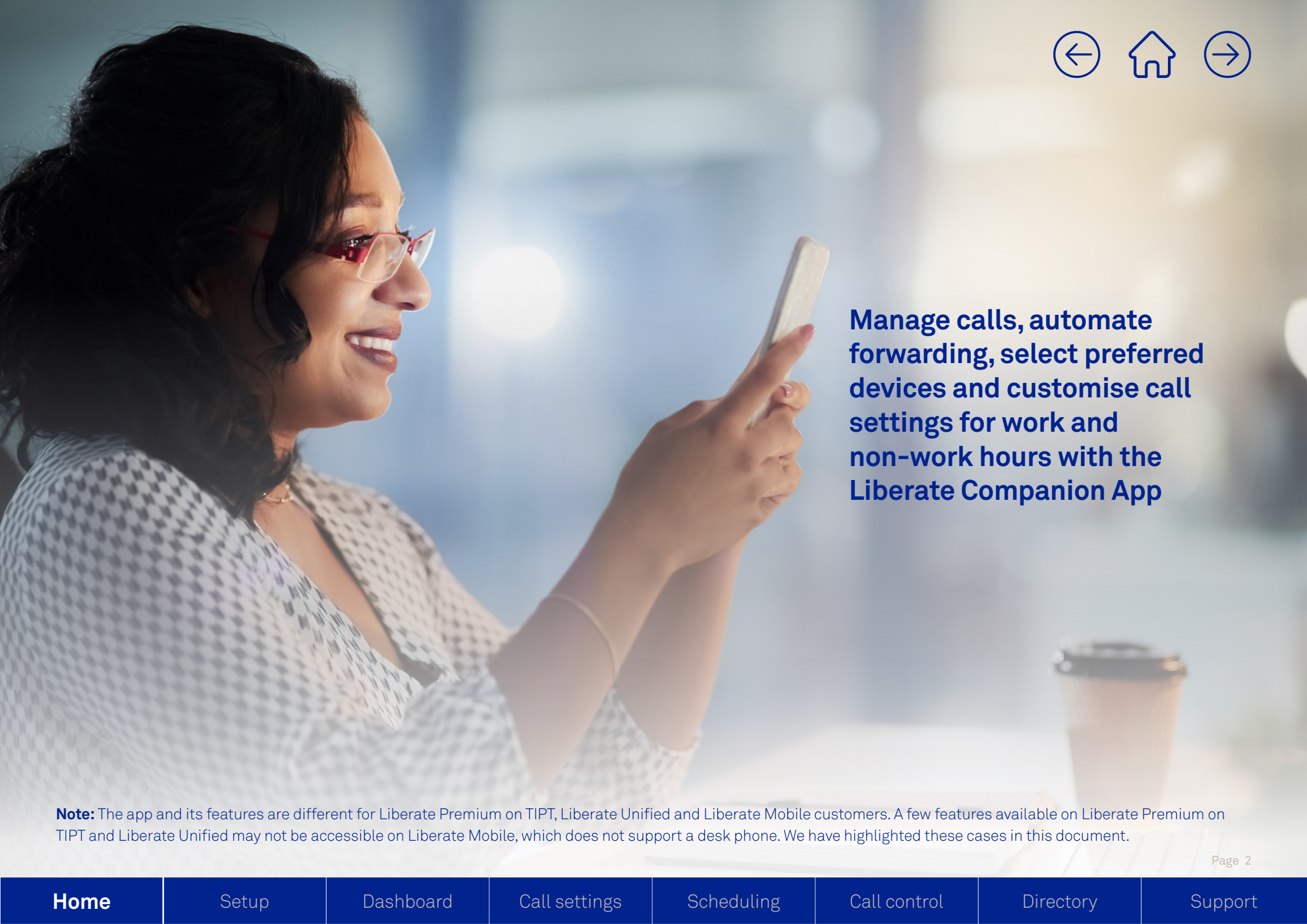




# Liberate Companion App

Quick reference guide



## Manage calls, automate forwarding, select preferred devices and customise call settings for work and non-work hours with the Liberate Companion App

**Note:** The app and its features are different for Liberate Premium on TIPT, Liberate Unified and Liberate Mobile customers. A few features available on Liberate Premium on TIPT and Liberate Unified may not be accessible on Liberate Mobile, which does not support a desk phone. We have highlighted these cases in this document.



# App download and setup



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**[Setup](#)**

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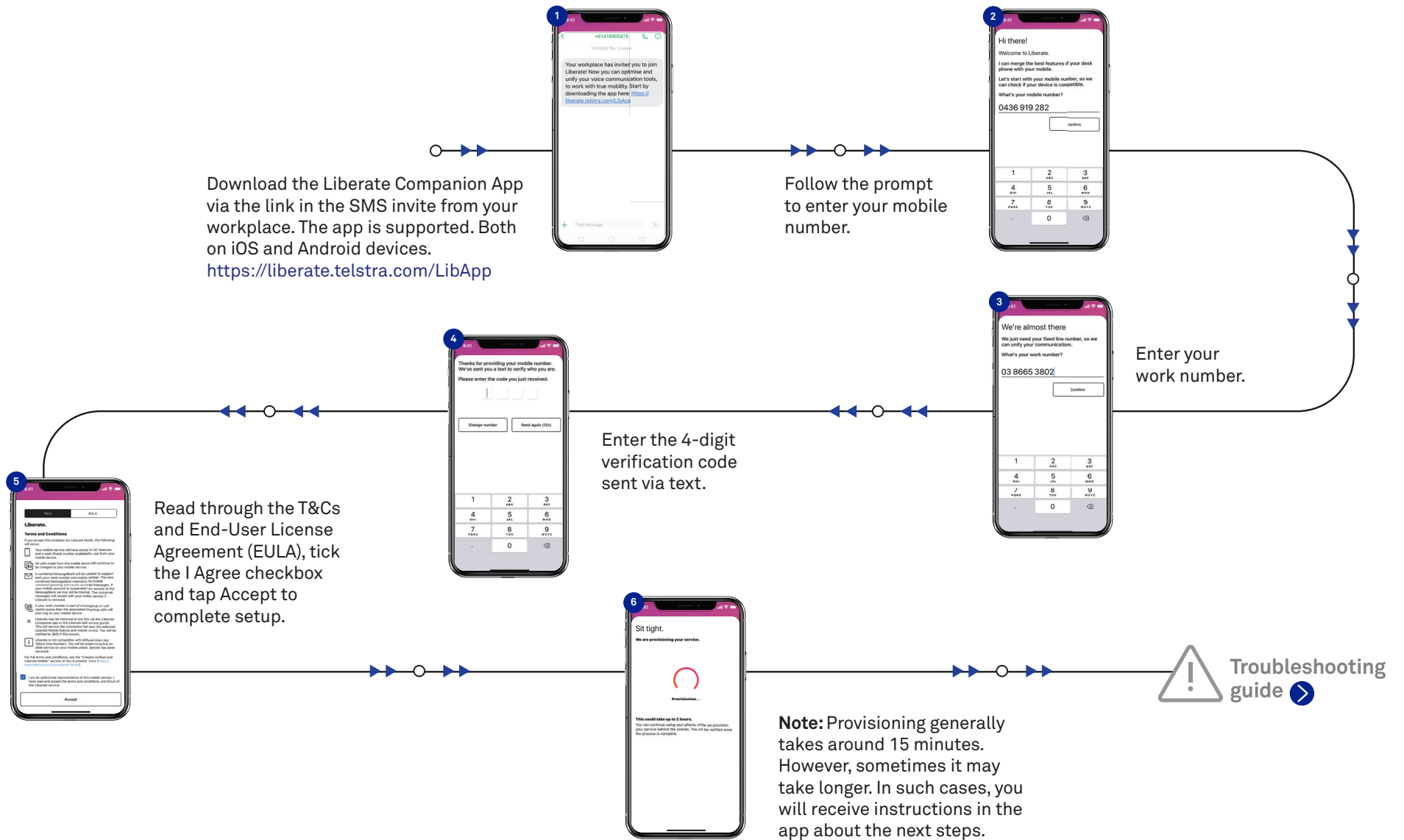
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[Call control](#)

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# Setup - getting started with the Companion App

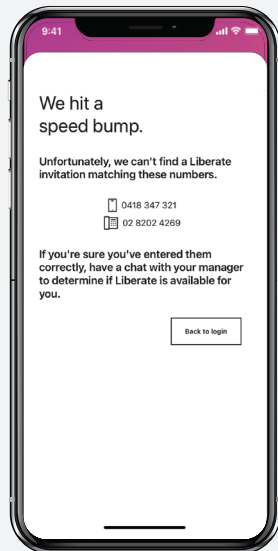


**Note:** Provisioning generally takes around 15 minutes. However, sometimes it may take longer. In such cases, you will receive instructions in the app about the next steps.

## Setup - troubleshooting guide

### Potential error messages

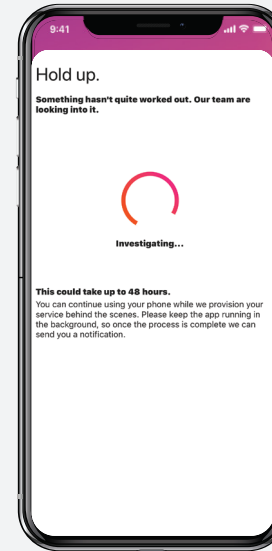
X



#### Invalid entry

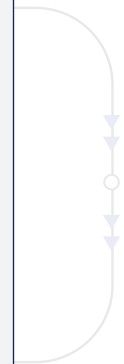
You'll see this error message, if you:

- Entered a wrong fixed/mobile number. Please tap on 'back to login' and enter the correct number.
- Your invite was cancelled by your administrator. Your invite can be withdrawn for several reasons, such as it was sent to you by mistake or you are no longer required to be a part of Liberate. Please check with your administrator.



#### Delayed activation

You'll see this error message if provisioning stops or is delayed beyond 2 hours. In such cases, call our Support number 1800 287 289 to get further assistance.



troubleshooting >

will receive instructions in the app about the next steps.





**Dashboard**



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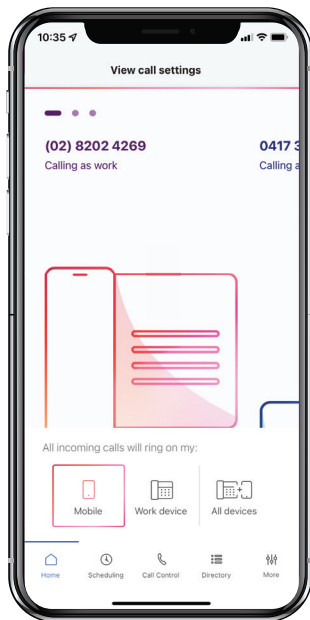
Directory

Support

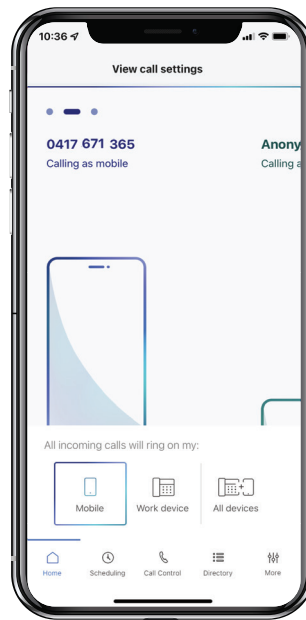
# Dashboard - call identity for outgoing calls

Call Identity is the number being presented to whoever you're calling. With Liberate, you can choose to present either your landline or mobile number, or go entirely anonymous. To set a call identity of your preference for outgoing calls, swipe through the colour-coded tiles on your main dashboard screen. Each identity is represented by a colour as shown below.

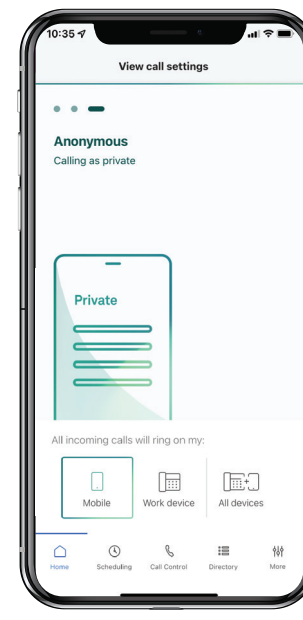
Orange for work



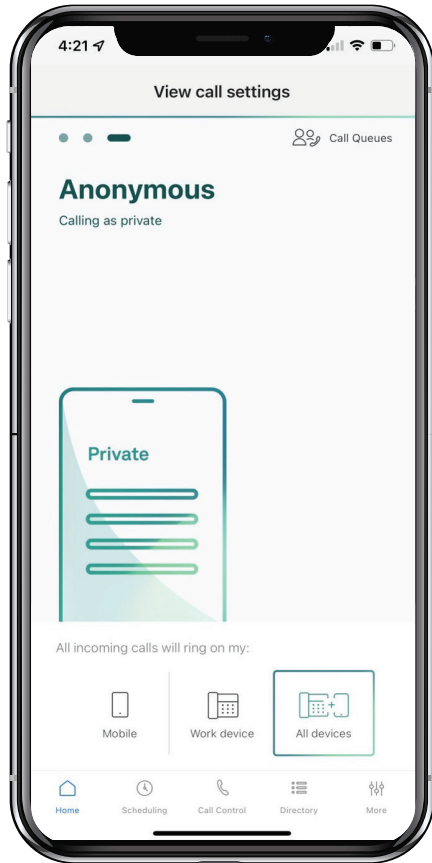
Blue for mobile



Teal for private



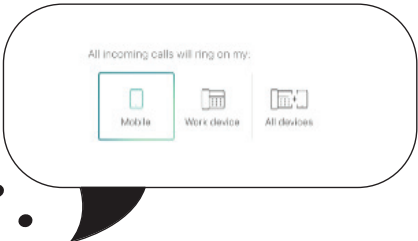
# Dashboard - choosing which device receives calls



To receive calls on a device of your preference, tap the appropriate tile in the incoming call section, just below the outgoing caller ID.

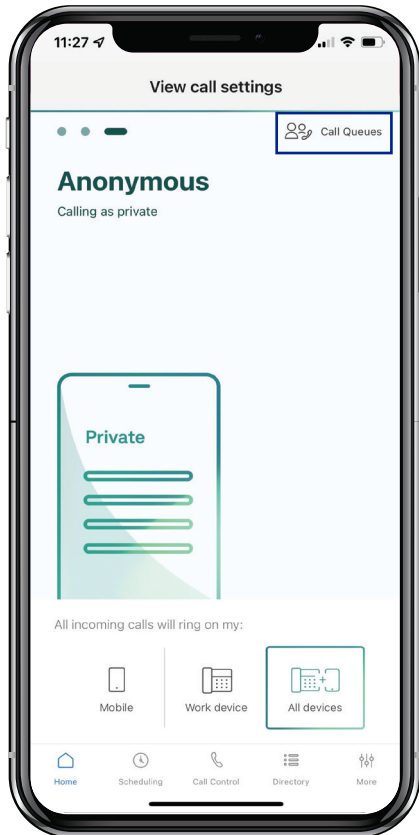
**Note:** Selecting a device will configure which device will ring for all your incoming calls, while your outgoing caller ID remains the same. For example, your outgoing caller ID can be your mobile number while you still receive calls on your work device.

Liberate Mobile users do not have the option to choose an alternate device to ring.



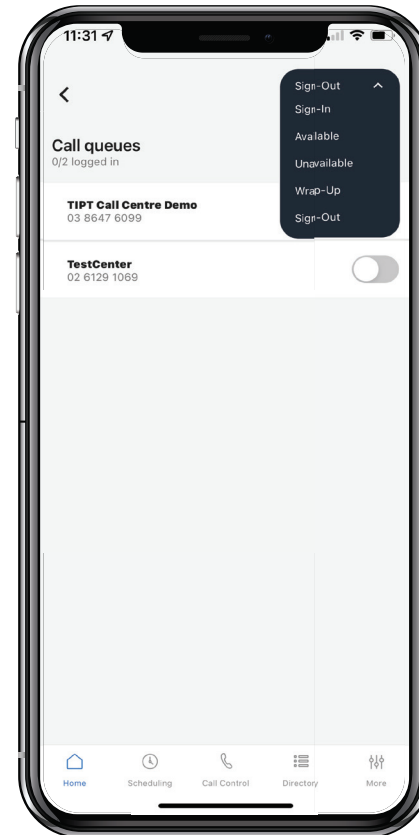


# Dashboard - call queues



If you're part of a call centre environment, the 'Call Queues' button is visible on the top right corner of the main dashboard. Updating your availability is easy via the dropdown menu.

Call Queues displays the call centres that you belong to and allows you to log in or log out from those call centres.



Here you can manage your availability to answer calls in a queue. Turn selected queues On if you're free to answer, or switch them Off if you're busy.

If you're on an active call, your status will show that you're unavailable. You can also see the total queues that you are part of and your availability for each.



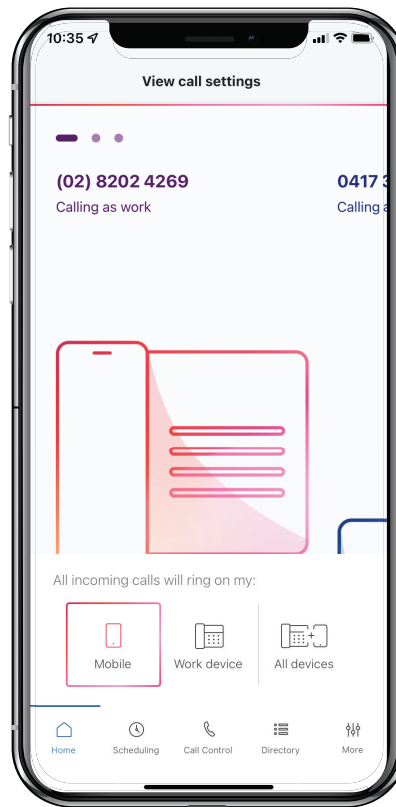


# Call Settings

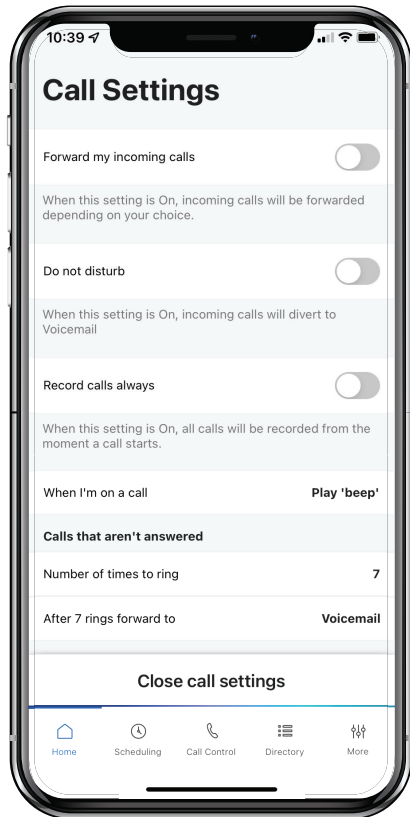


# Call settings - manage incoming calls

To customise other aspects of your incoming calls, such as call forwarding, do not disturb and call waiting, tap on the call settings area at the top of the dashboard.



# Call settings - features



**Call forwarding**

Forwards incoming calls to another number or voicemail.



**Do not disturb**

Forwards calls to the number configured in the settings, when your phone is busy. The default setting for this is voicemail.



**Call Recording Feature**

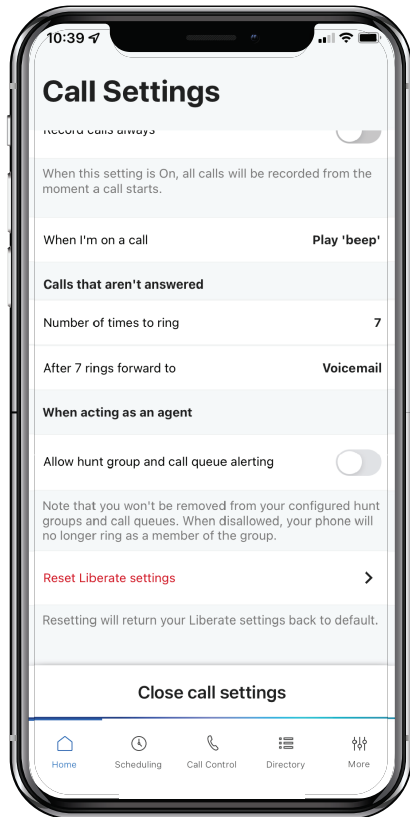
When this setting is On, all calls will be recorded from the moment a call starts. When this setting is Off, you can initiate to record calls on demand by pressing the "Record" button during an active call under the "Call Control" widget.



**Call waiting**

Plays beep sound or forwards call to your specified number, which by default, is again voicemail.

# Call settings - features



**Number of rings before forwarding**

Sets the number of times you want your phone to ring before the caller is directed to your specified number.



**Hunt group notifications**

Disables all call notifications from aligned hunt groups and call queues.



**Reset Liberate settings**

You can reset your app settings to default by tapping on reset settings.



# Scheduling

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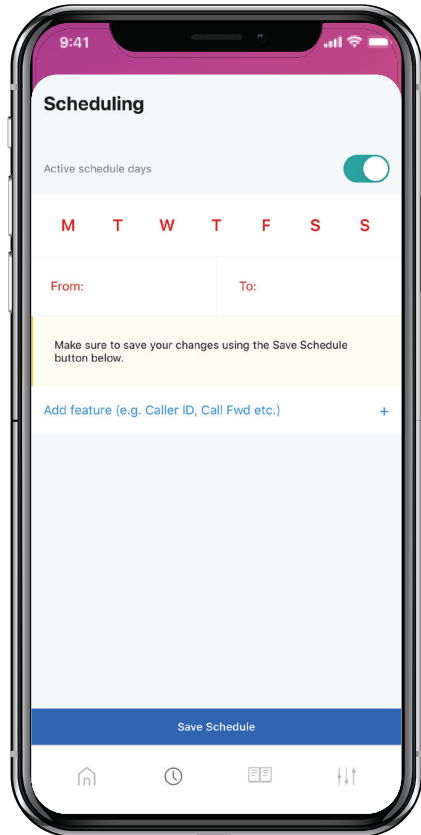
**[Scheduling](#)**

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# Scheduling - options



Use your scheduling options to change your call settings during business hours.

## Work hours

While at work, you can configure Liberate for business calls by assigning your work number and work device for outgoing and incoming calls respectively.

## After hours

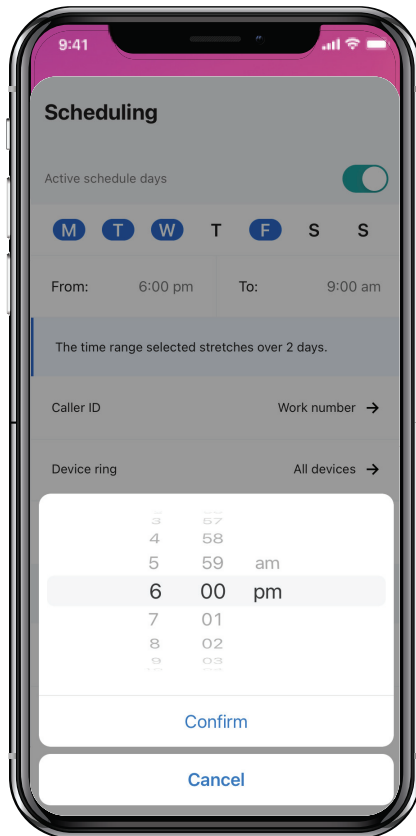
After hours, you can configure your settings to switch over to personal mode, displaying your mobile number and making your mobile device ring.

### Tip:

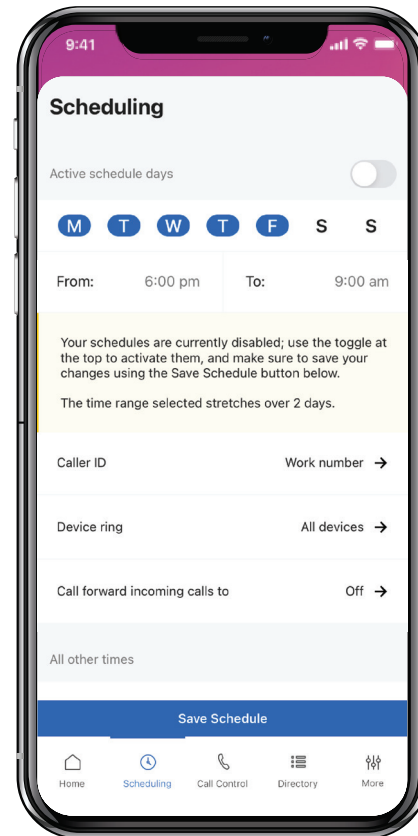
If you value your downtime, you can additionally redirect all calls to your work number to voicemail after hours, and attend to them during business hours.



# Scheduling - options



Set your daily start and finish time to register your working hours.



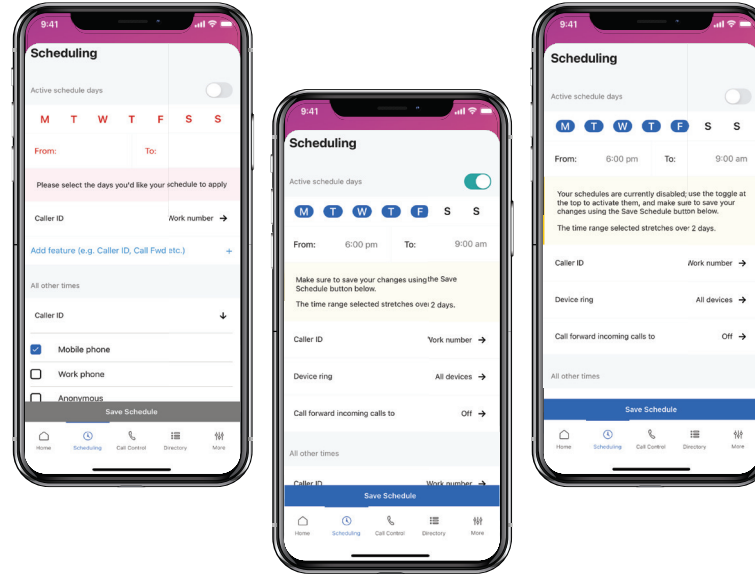
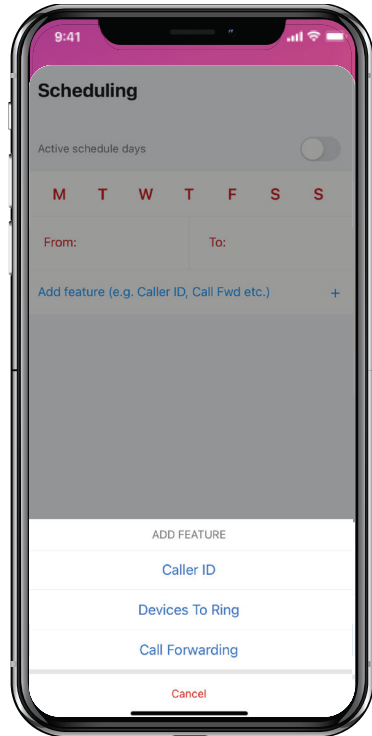
Select your work days by tapping on the relevant days at the top. Until you select a day, the day options will appear in red.

**Note:** To deselect a day, just tap on it again.





# Scheduling - customise your schedule



To customise your schedule for **work hours** and shown **after hours**, you need to add the following features.

The features and corresponding options are shown below:

| Feature            | Work hours  | After hours                                      |
|--------------------|---|--|
| Outgoing caller ID | Device of your choice                                   | Device of your choice                            |
| Call forwarding    | Option to disable call forwarding during business hours | Option to forward work number calls to voicemail |
| Device to ring     | Device of your choice                                   | Device of your choice                            |





# Call Control

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# Call control - hold, shift and record

Call control gives you the ability to manage active calls. You can hold, shift, transfer and add a new call while your current call is in progress.



## Hold

Tap the Hold button on the Call Control tab to place the active call on hold.



## Shift

Tap the Shift button on the Call Control tab to move the active call from your mobile to your work device. You can move it back to your mobile by tapping on the Shift button on the widget one more time.

Please note: Liberate Mobile construct users do not have a Shift function on their widget.



## Record

If your administrator has added the call recording add-on feature for your service, the 'Record' button will appear during an active call. You will be able to pause and resume the call recording by pressing the 'Record' button.

Please note: Call recording is not included with standard Liberate services, and requires additional add-on purchases.

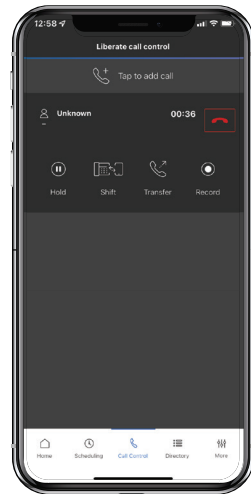


# Call control - transfer

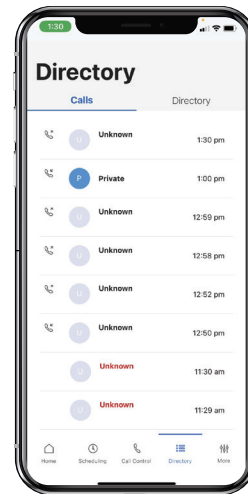
You can carry out both cold and warm transfers using the Companion app.

## For cold transfer:

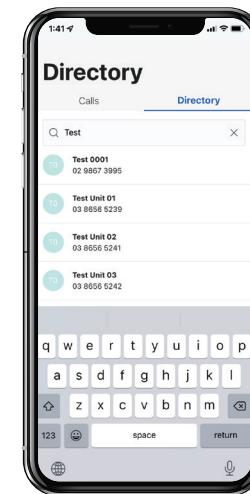
- Open the Companion app.
- You will see the active call in the call control tab.



- Under the call control tab, tap the Transfer button on your active call.



- In the directory, search for a contact or enter a phone number from Calls or Directory tabs.



- Tap the relevant number from the list to which you want to transfer the call.
- The call will now be transferred to the new number, and you will be dropped from the call.

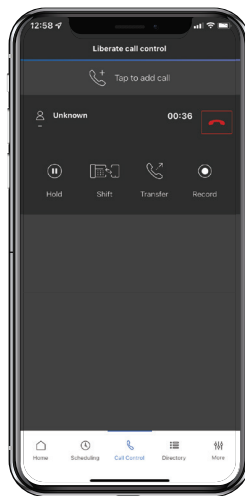


# Call control - transfer

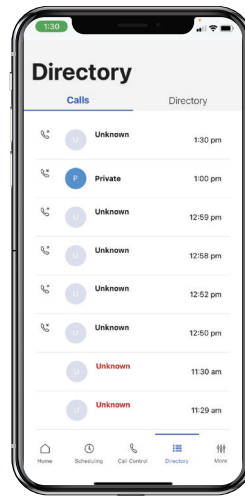
You can carry out both cold and warm transfers using the Companion app.

## For warm transfer:

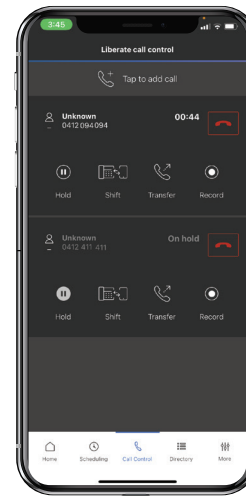
- Open the Companion app.
- You will see the active call in the call control tab.



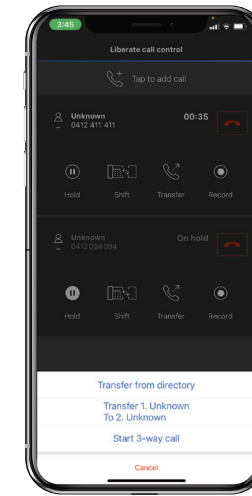
- Under the call control tab, tap to add call at the top of the page.



- You will be displayed the Calls history and Directory tab.
- Search for a contact or enter a phone number, and tap the relevant number to start a new call.



- The Call Control tab will show both your active calls.
- Tap the transfer button on the current active call.



- Tap the option to connect call 1 (your current call) to call 2 (the call on hold); the two calls will be connected, and you will be dropped from the call.
- Alternatively, to start a conference, tap the 3-way call option; the calls will now be connected.

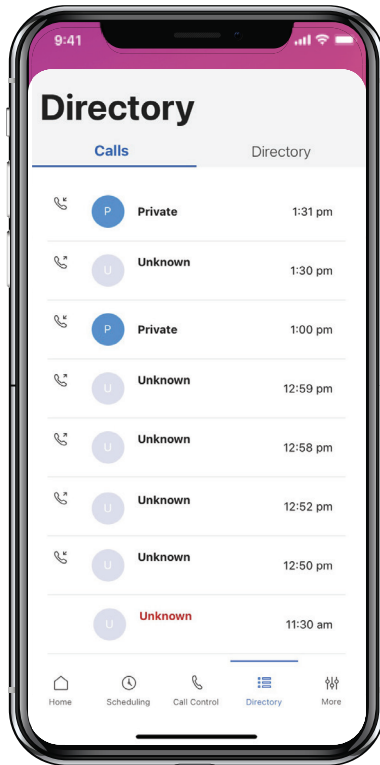




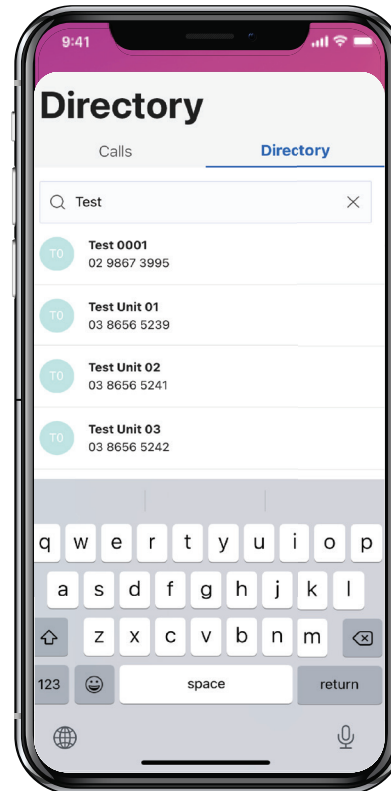
**Directory**



# Directory - call history and enterprise directory



Tap on the Directory icon in the bottom menu bar to open your directory and call history page. You can see your missed calls (highlighted in red), outgoing calls (with a phone icon) and received calls on this page, along with the time stamps for each.



To look up a number, type out the name in the search bar to get access to the local and enterprise contacts in your directory. You can initiate a call directly from here.

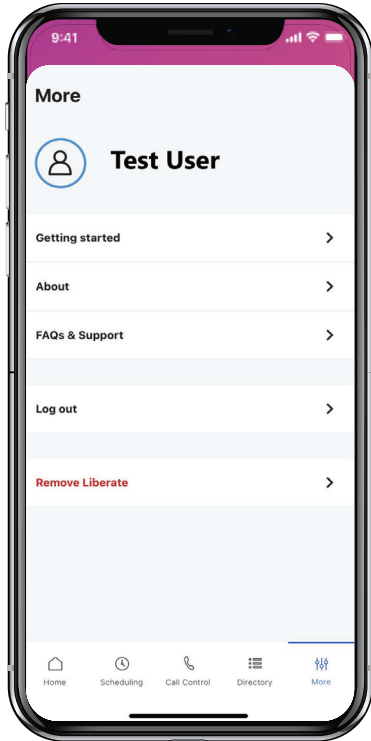


# Tool Tips and App Support

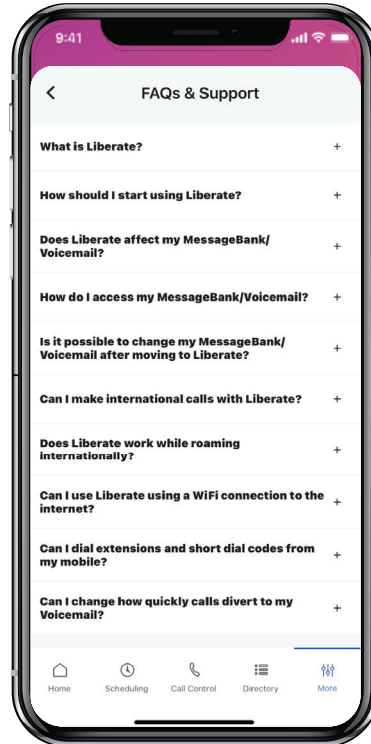




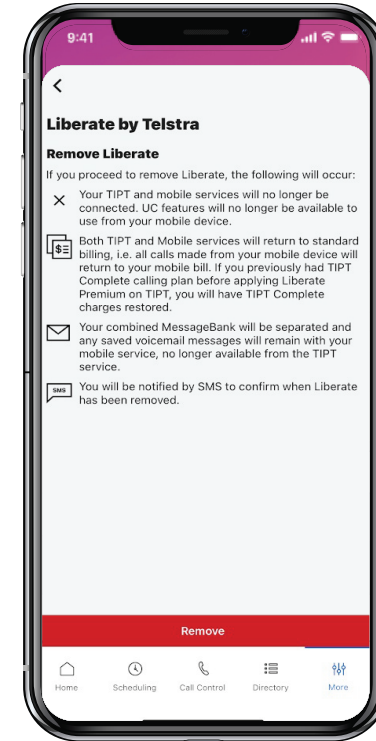
# Support - FAQs and app settings



Tap on the last icon 'More' in the bottom menu bar to access the app settings menu.



If you need to reach out to us or have more questions, tap on the FAQs and support section inside tool tips.

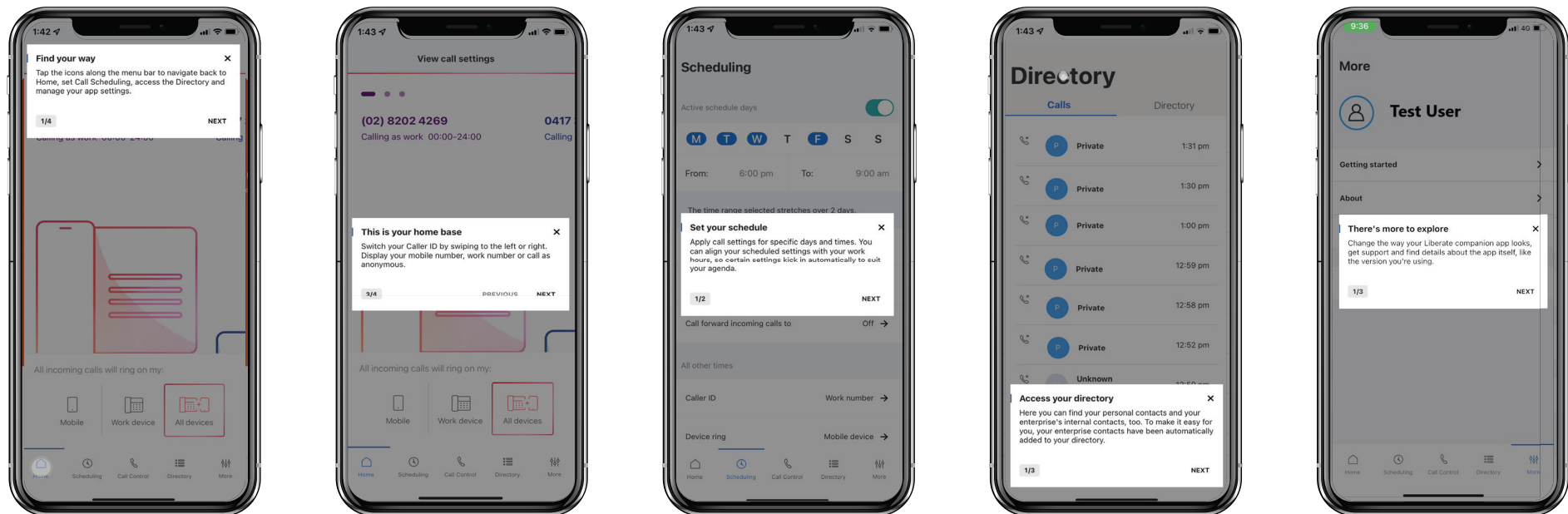


If you want to deactivate Liberat, tap on the Remove Liberat button.



# Support - tips to get started

During set up, tool tips are available to explain how the app works. They will appear automatically on your screen when you set up your app for the first time.



**Note:** You can review the tool tips at a later time via the Getting Started menu.

