



Updating CommPilot

for Liberate (TIPT)

Customers - CGA Guide

What is Liberate

Liberate allows you to use your fixed line business number and unified communications (UC) features on your mobile phone. Customers 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 return to the office. You even have the ability to set which device will be alerted for incoming calls.

The Customer Group Administrator will notice some new features that will be enabled in CommPilot for a Liberate customer. This Guide will outline how the Liberate features are managed within CommPilot.

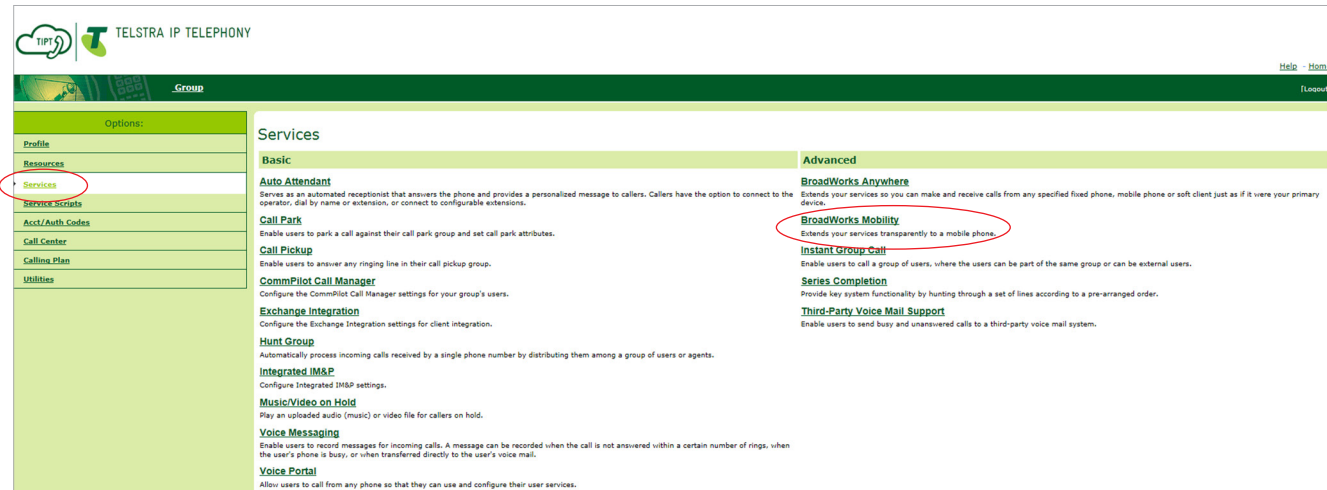


GROUP LEVEL CHANGES

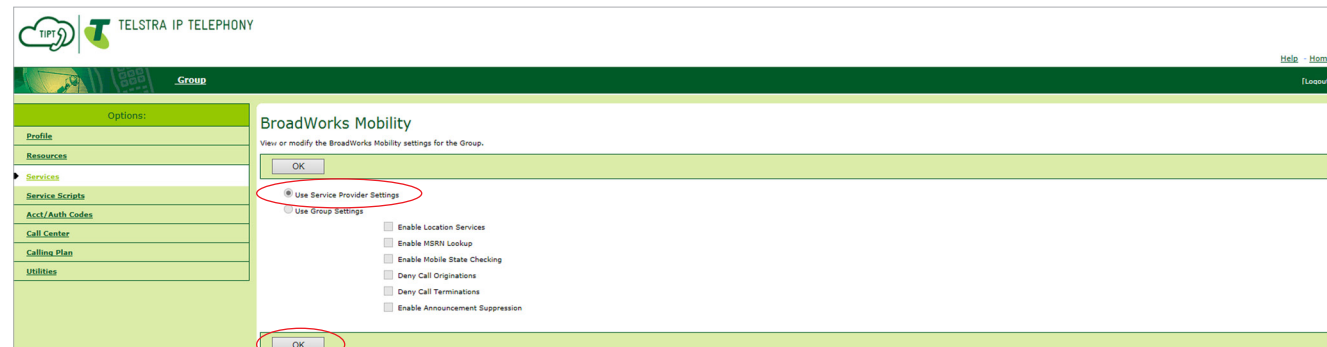
Broadworks Mobility

To ensure that a group of Customers have been provisioned for Liberate you need to check if Broadworks Mobility has been switched on for that group. It is important **YOU DO NOT SWITCH OFF OR CHANGE THIS OPTION**. To check if a group of Liberate customers have Broadworks Mobility activated:

1. Sign into CommPilot as a Group Administrator
2. Select **Services** and **Broadworks Mobility**



3. Ensure that **Use Service Provider Settings** is activated. This will be activated by Provisioning.



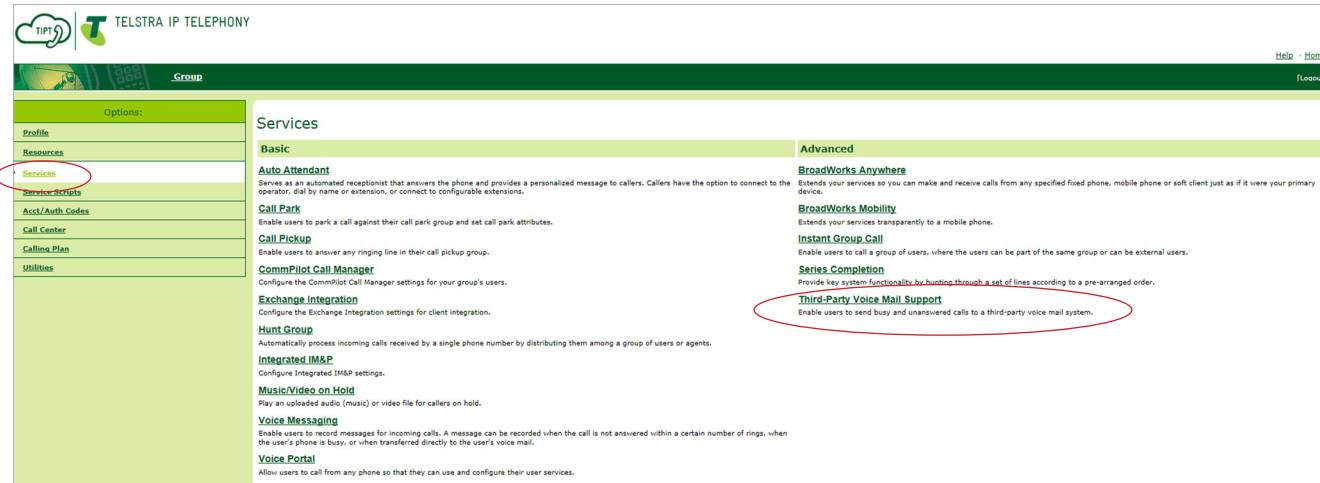
4. Click on **OK**



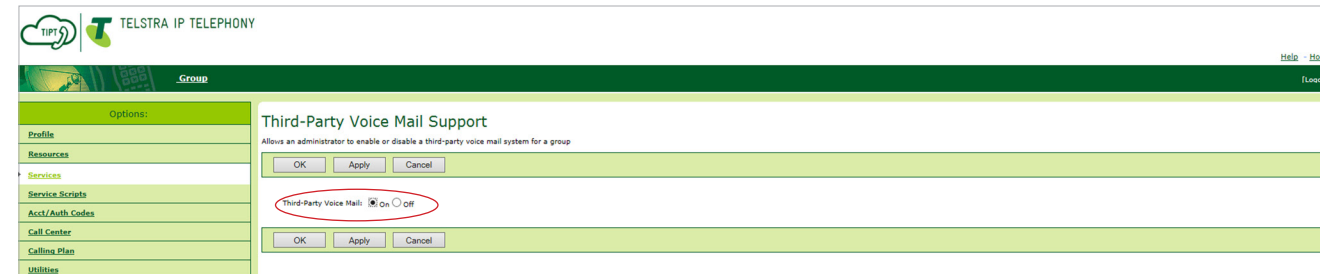
Third Party Voice Mail Support

Third Party Voicemail is the standard single voicemail for Liberate customers. It is a combined voicemail mailbox for the Fixed and Mobile number(s). It is important **YOU DO NOT SWITCH OFF OR CHANGE THIS OPTION**. To ensure that Voicemail has been activated:

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



2. Ensure that **Third-Party Voice Mail** is switched **ON** at Group level.



3. Select **OK**



Voice Portal

As customers are provisioned for Liberate, a customer group will contain a mix of users that will be using the Third Party Voicemail system and Voice Portal. So the Voice Portal will in most cases remain enabled. Once provisioned with Liberate you will no longer have Voice Portal and will move to Messagebank. To ensure that the Voice Portal is switched Off:

1. Select **Services** and **Voice Portal**
2. Ensure **Voice Portal** is switched **OFF**

The screenshot shows the 'Voice Portal' configuration page in the Telstra IP Telephony interface. The page title is 'Voice Portal' and it includes a sub-header 'Enable users to call from any phone and configure some of their user services.' The 'Voice Portal' radio button is selected, and the 'OK' button at the bottom is circled in red. The form contains the following fields and options:

- Voice Portal: ON OFF
- Voice Portal ID: 179938265_518@telstra.com
- Name: Voice Portal
- Phone Number: 0355508128
- Extension: 9188
- Calling Line ID Last Name: Voice Portal
- Language: English
- Time Zone: (GMT+10:00) (AEST) Melbourne Sydney Canberra (VIC NSW ACT)
- Aliases: sip: @connect.telstra.com
- Network Class of Service: None
- Activated:
- Calling Line ID First Name: Voice Portal
- Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions:
- Use Voice Portal Wizard:
- Reset Administrator Password: Type Password: [] Retype Password: []

3. Select **OK**



Integrated IM&P

Integrated IM&P enables the Liberate customer to use **Presence** and send Instant Messages or Chats. To check that Integrated IM&P has been activated at a Group level.

1. Select **Services**
2. Select **Integrated IM&P**

The screenshot shows the 'Integrated IM&P' configuration page in the Telstra IP Telephony web interface. The page title is 'Integrated IM&P' and it says 'Configure the Integrated IM&P settings.' There are two radio button options: 'Use Service Provider Setting' (which is selected and circled in red) and 'IM&P service domain:'. Below the options are 'OK', 'Apply', and 'Cancel' buttons.

3. Ensure **Use Service Provider Setting** is selected
4. Select **OK**



USER LEVEL CHANGES

Broadworks Mobility

A Liberate customer needs to have Broadworks Mobility switched **ON**. This will be switched **ON** by Provisioning. It is important **YOU DO NOT SWITCH OFF OR CHANGE THESE OPTIONS**. If a CGA needs to check that it has been activated:

1. Select **Profile**
2. Select **Users**
3. **Search** for the Liberate User

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Callina Plan
- Utilities

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With + Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Edit
0355508128@uat-trial.com	Apple	Test User 1 -	+61-355508128	8128			Edit
0355502030@uat-trial.com	Apple	Test User 2 -	+61-355502030	02030			Edit
0370104373@uat-trial.com	N3517627R	TIPT C	+61-370104373	4373			Edit
0370100726@uat-trial.com	N3517627R	frad	+61-370100726	0726			Edit
0355502489@uat-trial.com	Julie	Julie	+61-355502489	2489			Edit
0370104892@uat-trial.com	Smith	Test User 2 -	+61-370104892	0892			Edit

OK Add Cancel

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4. **Select** the Liberate User
5. Select **Call Control** and **Broadworks Mobility**

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- 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**
Allows BroadWorks users hosted on a TDM system to activate mid-call services.
- Three-Way Call**
Start a 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.
- Hoteling Guest - Off**
Allows 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 - On**
Use the full CommPilot Call Manager functionality from another phone.
- Shared Call Appearance**
Display alternate calling identity/device profiles or lines assigned to you.



6. Ensure **Broadworks Mobility** is selected and switched **ON**

Options:

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

BroadWorks Mobility

Configure the BroadWorks Mobility settings.

OK Apply Cancel

BroadWorks Mobility: On Off

Use Mobile Identity Call Anchoring Controls

Prevent Calls To User's Own Mobile Identities

Profile Identity Alerting Policy

Mobile Number: The number of values and labels is not the same for the dropdown that goes here

Mobile Identity	Description	Primary Mobile Identity	Enable Alerting	Edit
	UC Mobility Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>

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OK Apply Cancel

7. If the feature is **OFF**:

Outgoing calls from the mobile device will fail: the customer 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.

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** on the Liberate Client. When a customer changes their Multi-Device Ring in Liberate it will update here in CommPilot. **The alerting policy must only be changed within the Liberate app by referring to Call Settings - Multi-device Ring feature.**

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

Options:

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

BroadWorks Mobility - Profile Identity Alerting Policy

Configure the BroadWorks Mobility - Profile Identity Alerting Policy settings.

OK Apply Cancel

Ring Fixed Devices

Include Shared Call Appearance

Include BroadWorks Anywhere

Include Executive Assistant

Ring Mobile Devices

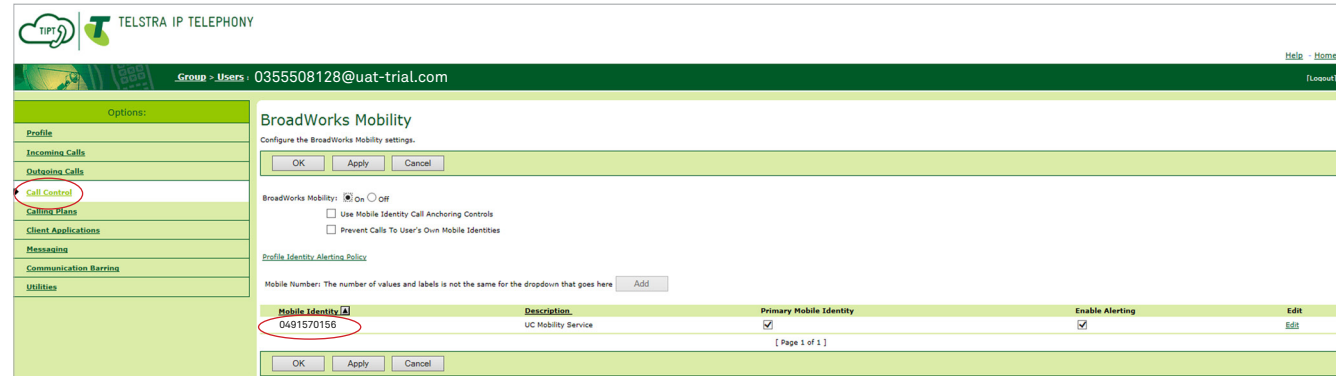
Mobile Identity	Mobile Identity Alerted
<input type="text"/>	<input type="text"/>

OK Apply Cancel

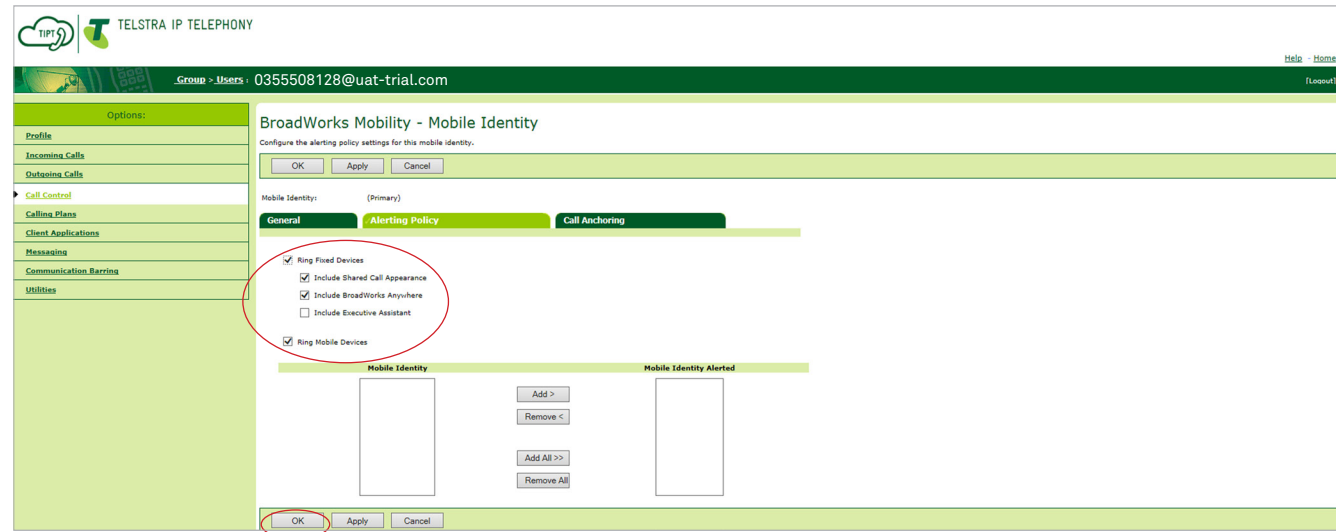


To check devices that will ring for an incoming call to the **mobile** number:

1. Select **Call Control** and **Broadworks Mobility**
2. Select the mobile number below **Mobile Identity**



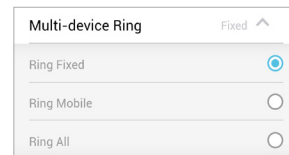
3. Select the **Alerting Policy** tab



4. Select **OK**

[Liberate Multi-Device Ring Android](#)

[Liberate Multi-Device Ring iPhone](#)



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Personal Assistant - Call to Numbers Tab

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5. Select **OK**
6. Select the mobile number below **Mobile Identity**

TELSTRA IP TELEPHONY

Group - Users - 0355508128@uat-trial.com

BroadWorks Mobility
Configure the BroadWorks Mobility settings.

Options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Communication Barring, Utilities

BroadWorks Mobility: On off

Use Mobile Identity Call Anchoring Controls
 Prevent Calls To User's Own Mobile Identities

Profile Identity Alerting Policy

Mobile Number! The number of values and labels is not the same for the dropdown that goes here

Mobile Identity	Description	Primary Mobile Identity	Enable Alerting	Edit
0491570156	UC Mobility Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit

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

TELSTRA IP TELEPHONY

Group - Users - 0355508128@uat-trial.com

BroadWorks Mobility - Mobile Identity
Configure general settings for this mobile identity.

Options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Communication Barring, Utilities

Mobile Identity: 0472849761 (Primary)

General | Alerting Policy | Call Anchoring

Description: UC Mobility Service

Alert for Agent Calls
 Alert for Click to Dial Calls
 Alert for Group Paging Calls
 Use Mobility Calling Line ID
 Mark CDNs as Intra-Enterprise/Group Calls

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

Profile Type: Network Profile Identity/Device Profile

Identity/Device Profile

Identity/Device Profile Name: Mobile Integration (System)

* Line/Port: connect.telstra.com
Contact sip: uc-term@bcf.tipt.telstra.co

BroadWorks Mobility Configuration

Use Level: Group Settings User Settings

Deny Call Originations
 Deny Call Terminations

Ensure the following fields are selected:

- **Alert for Agent Calls**
- **Alert for Click to Dial Calls**
- **Enable Direct Routing**
- **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.



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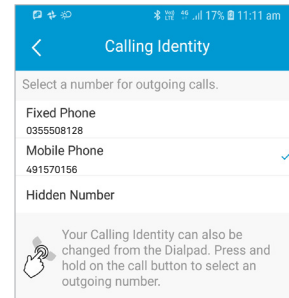
Call Forward Selective

Schedules

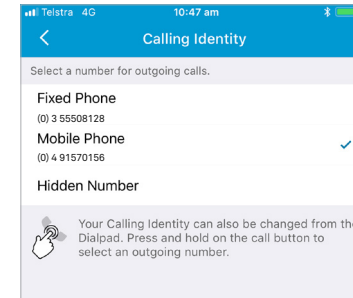
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Android Calling Identity

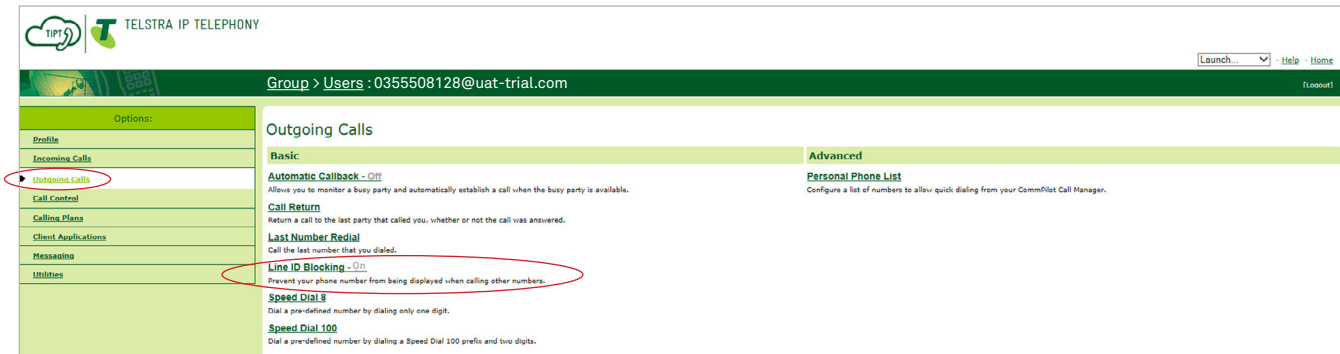


iPhone Calling Identity

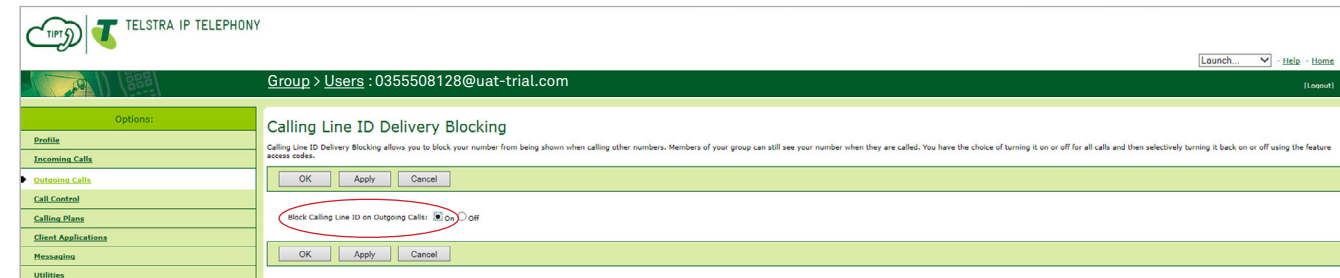


Note: If Hidden Number is selected the following is an overview of the CommPilot settings that will change:

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



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



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



Messaging

A Liberate customer will no longer use their voice portal associated with their fixed number. They won't be able to retrieve their messages from the voice portal once they are provisioned for Liberate. To ensure Messaging is switched off:

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

The screenshot shows the 'Messaging' configuration page for a user. The left sidebar has 'Messaging' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, 'Voice Management' is set to 'Off' and is circled in red. Other settings include 'Integrated IM&P' (On), 'Voice Portal' (Off), and 'Third-Party Voice Mail Support' (On).

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

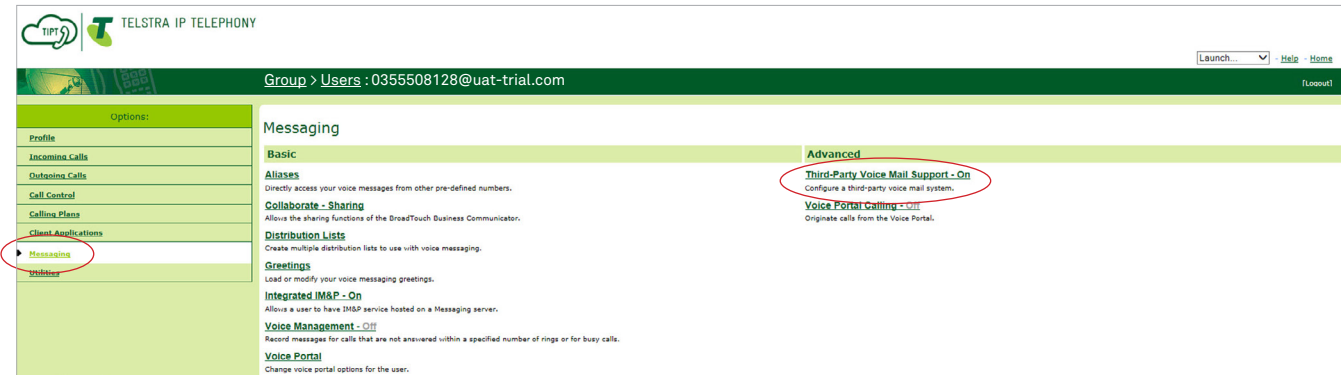
The screenshot shows the 'Voice Management' configuration page. The 'Voice Messaging' option is set to 'Off' and is circled in red. Other options include 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked). There are also options for handling messages when they arrive and additional notification settings.

3. Select **OK**

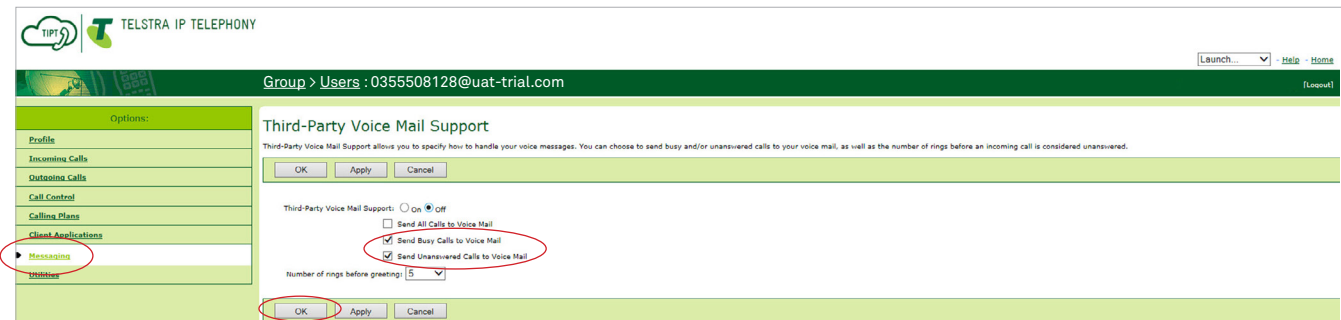


If a customer needs to retrieve a legacy message from their business phone Voice Portal follow the steps listed below. This will allow you to retrieve your legacy messages:

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



2. Select **OFF**



3. Click **OK**



To Switch **On** Voice Management:

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

The screenshot shows the 'Voice Management' configuration page for a user. The left sidebar contains a list of options, with 'Messaging' selected and circled in red. The main content area is titled 'Voice Management' and includes a description of the feature. The 'Voice Messaging' section has three radio buttons: 'On' (selected and circled in red), 'Off', and 'Off'. Below this 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 'When a message arrives...' section has 'Use unified messaging' selected and 'Use Phone Message Waiting Indicator' checked. The 'Additionally...' section has 'Transfer on 0' to Phone Number' checked. The 'Apply' button at the bottom is circled in red.

3. Select **OK**

The Customer can now retrieve their legacy messages from the Voicemail Portal, using the message button on their phone. When complete the CGA must reverse this process:

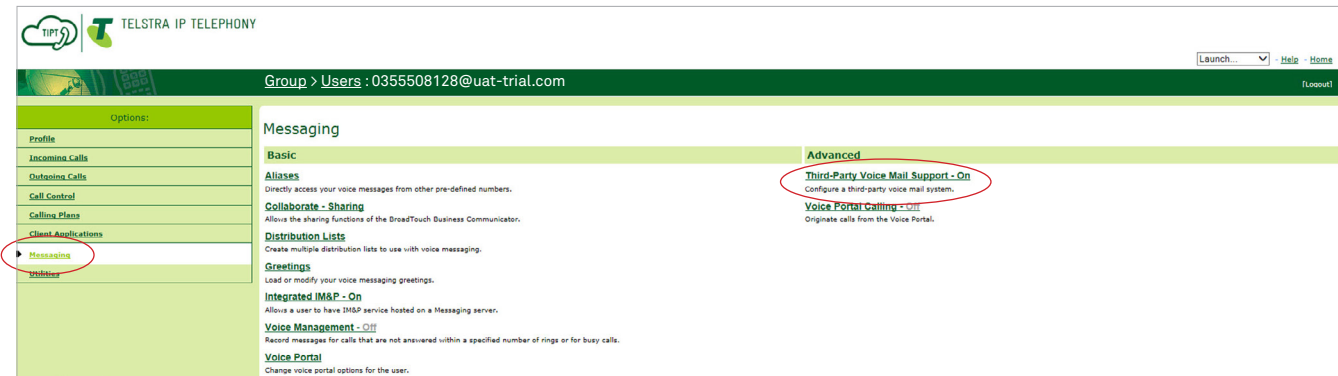
Switch **Voice Management OFF** and **Switch Third-Party Voice Mail Support ON**



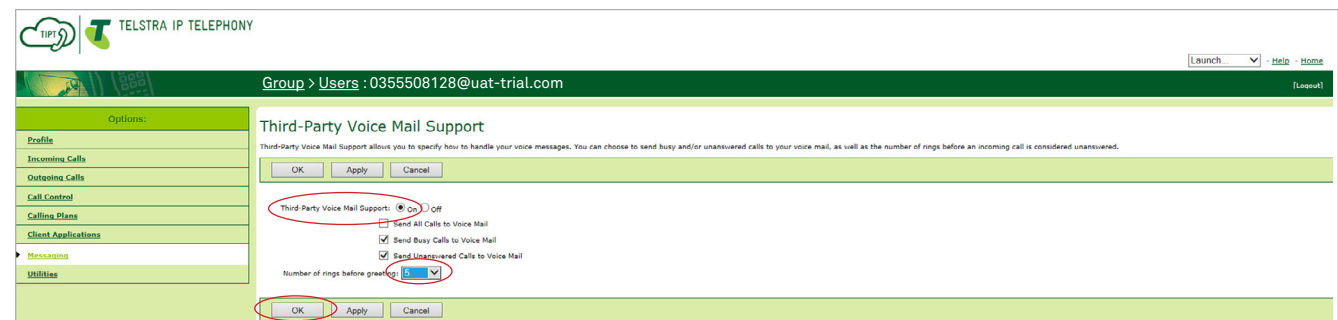
Third-Party Voice Mail Support

Third-Party Voice Mail Support is what Liberate customers use for their voicemail. 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**



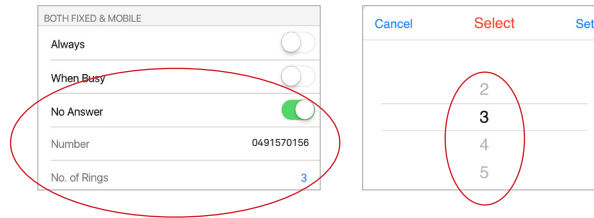
3. Select **OK**

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

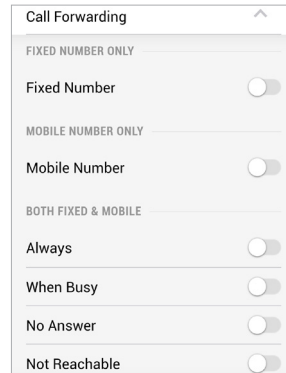


To change the number of rings setting within the Liberate app:

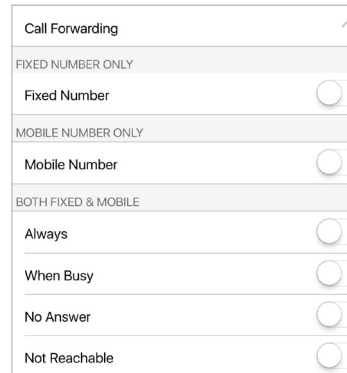
1. Select **Settings** and **Call Settings**
2. Select **Call Forwarding**
3. From **Both Fixed and Mobile**, Select **No Answer**



Android Call Forwarding Settings



iPhone Call Forwarding Settings



Integrated IM&P

Integrated IM&P must be switched **ON** to allow Liberate Customers to send IM's/Chats and share their Presence. To check it is switched on:

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

The screenshot shows the 'Messaging' configuration page for a user. The left sidebar has 'Messaging' selected. The main content area is titled 'Messaging' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, the 'Integrated IM&P' option is set to 'On'. A red circle highlights the 'Integrated IM&P - On' text and the 'On' radio button. Other options like 'Aliases', 'Collaborate - Sharing', 'Distribution Lists', 'Greetings', and 'Voice Portal' are also visible.

2. Select **ON**

The screenshot shows the 'Integrated IM&P' configuration dialog box. The 'Integrated IM&P' option is set to 'On' with a red circle around the 'On' radio button. The 'OK' button is also circled in red. The dialog box has 'OK', 'Apply', and 'Cancel' buttons at the top and bottom.

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, the customer will be unable to log into the Liberate app on their mobile phone. Check the following:

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

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- 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**
Allows 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**
Allows 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. Select **Connect Mobile** below **Identity/Device Profile Type**

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- 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	d0355508128_04 (Group)	p0355508128_04@tel...	Edit
Business Communicator - PC	d0355508128_03 (Group)	p0355508128_03@tel...	Edit
Business Communicator - Tablet	d0355508128_05 (Group)	p0355508128_05@tel...	Edit
Connect - Mobile	d0355508128_Connect (Group)	p0355508128_Connect...	Edit
CONNECT@MOBILE	d0355508128_Lib (Group)	p0355508128_Lib@co...	Edit
MessageBackCallBackViaIMS	MessageBackCallBackViaMS (System)	+61355508128@conn...	Edit
UC-One - Mobile	d0355508128_02 (Group)	p0355508128_04@tel...	Edit
UC-One - PC	d0355508128_01 (Group)	p0355508128_04@tel...	Edit

Identity/Device Profile Type [v] Starts With [v] [Page 1 of 1] Find Find All

OK Apply Cancel



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

Group > Users : 0355508128@uat-trial.com

Options:

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

Shared Call Appearance Modify

Allow administrators to delete or configure additional devices or lines, dissociate and associate a given SCA location (terminal) and allow 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 Delete Cancel

Identity/Device Profile Name: d0355508128_bcm (Group) [Configure Identity/Device Profile](#)
Line/Port: d0355508128_bcm@uat-trial.com

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

OK Apply Delete Cancel

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

Group > Users : 0355508128@uat-trial.com

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- 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 Retrieval from another location

Multiple Call Arrangement: OR OR

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 [1]	Identity/Device Profile Name	Line/Port	Edit
Business Communicator - Mobile	d0355508128_04 (Group)	p0355508128_04@tel...	Edit
Business Communicator - PC	d0355508128_03 (Group)	p0355508128_03@tel...	Edit
Business Communicator - Tablet	d0355508128_05 (Group)	p0355508128_05@tel...	Edit
Connect - Mobile	d0355508128_Connect (Group)	p0355508128_Connect...	Edit
Connect - Mobile	d0355508128_Lib (Group)	p0355508128_Lib@co...	Edit
MessagebankCallbackviaIMS	MessagebankCallbackViaIMS (System)	+61355508128@corne...	Edit
UC-One - Mobile	d0355508128_02 (Group)	p0355508128_02@tel...	Edit
UC-One - PC	d0355508128_01 (Group)	p0355508128_01@tel...	Edit

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

TIPT TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

Options:

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

Shared Call Appearance Modify

Allows administrators to delete or configure additional devices or lines, 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 Delete Cancel

Identity/Device Profile Name: MessagebankCallbackWaiMS (System) *Not Configurable*
Line/Port: +61395508128@connect.telstra.com

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

OK Apply Delete 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 a customer has Liberate. However a customer may still elect to call forward their calls to a third party number noting it will apply to their fixed and mobility number. To check the Call Forwarding settings:

1. Select **Incoming Calls**

The screenshot shows the 'Incoming Calls' configuration page in the Telstra IP Telephony system. The left sidebar contains a menu with 'Incoming Calls' highlighted. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, the 'Call Forwarding Always - Off' option is circled in red. Other options include 'Anonymous Rejection', 'Calling Name Delivery', 'Calling Name Retrieval', 'Calling Number Delivery', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Not Reachable', 'Call Notify', 'Connected Line Identification Restriction', 'Do Not Disturb', and 'External Calling Line ID Delivery'.

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

If a customer decides to define their mobility number as the number to call forward to they 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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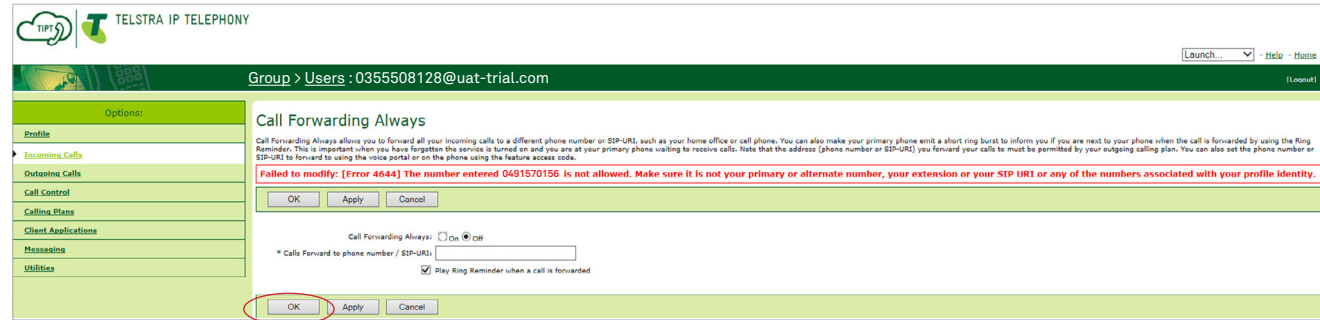
Personal Assistant - Call to Numbers Tab

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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**

The screenshot shows the 'Incoming Calls' configuration page in the Telstra IP Telephony web interface. The left sidebar contains a menu with 'Incoming Calls' highlighted. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Advanced' section, the 'Personal Assistant - On' option is circled in red. Other options include 'Alternate Numbers', 'Call Forwarding Selective', 'CommPilot Express', 'Priority Alert', 'Selective Acceptance', 'Selective Rejection', 'Sequential Ring', and 'Simultaneous Ring Personal'.

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

The screenshot shows the 'Personal Assistant' configuration page in the Telstra IP Telephony web interface. The 'Presence' dropdown menu is set to 'None' and is circled in red. Other options include 'General', 'Call to Numbers', and 'Exclusion Numbers'. The 'General' section has buttons for 'OK', 'Apply', and 'Cancel'.



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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.

The screenshot shows the 'Personal Assistant' configuration page in the Telstra IP Telephony interface. The page title is 'Group > Users : 0355508128@uat-trial.com'. On the left, there is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Callina Plans, Client Applications, Messagins, and Utilities. The main content area is titled 'Personal Assistant' and includes a description: '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.' Below this, there are three tabs: 'General', 'Call to Numbers', and 'Exclusion Numbers'. The 'General' tab is active, and the 'Presence' dropdown menu is set to 'Out Of Office'. There are also fields for 'Until Date', 'Time', and 'Transfer To Attendant' (0491570156), along with checkboxes for 'Play Ring Reminder when a call is transferred to attendant or voice mail'. Buttons for 'OK', 'Apply', and 'Cancel' are visible at the bottom.

The screenshot shows the 'Personal Assistant' configuration page in the Telstra IP Telephony interface, similar to the one above. The 'Presence' dropdown menu is now set to 'Vacation'. The 'Transfer To Attendant' field is also set to '0491570156'. The rest of the interface, including the navigation menu and tabs, remains the same.



Out of Office Schedule

If a Liberate customer applies an **Out of Office Schedule** in Liberate the dates will show in the date fields below **Presence**.

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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 for the customer when a call has been transferred. This will act as a reminder for the customer if they have forgotten to switch Out of Office off. This will **NOT** be switched **ON** at time of provisioning.

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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

If a Liberate Customer chooses to **Transfer** their calls to a third party **Out of Office**, the third party number will appear in the **Transfer to Attendant** field

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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

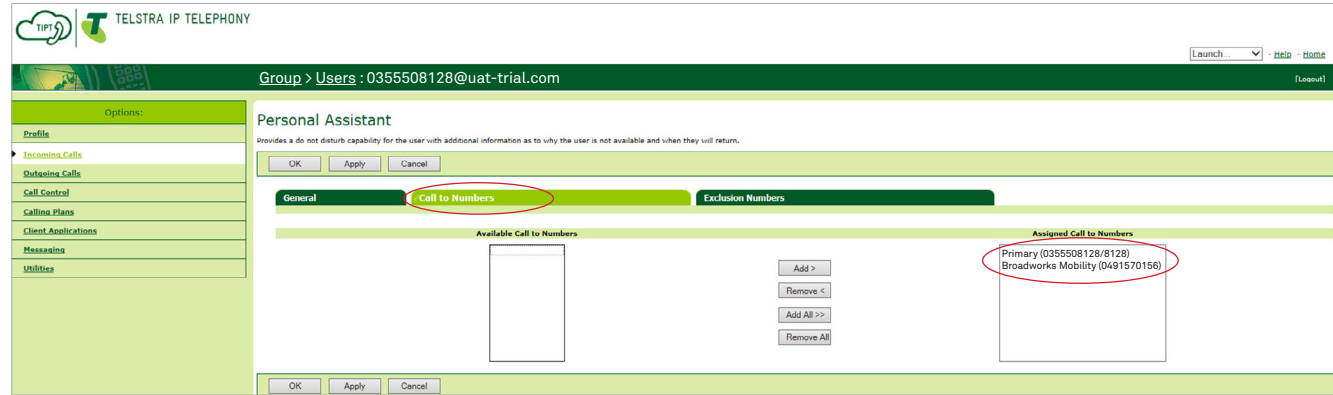
Play Ring Reminder when a call is transferred to attendant or voice mail

OK Apply Cancel



Personal Assistant - Call to Numbers Tab

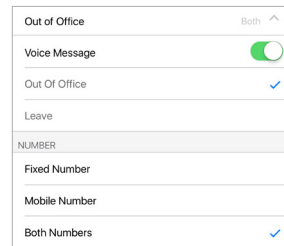
The **Call to Numbers** tab shows the numbers that will be affected if **Out Of Office** is activated. If a customer selects **Both Numbers** in Liberate this is how it will be reflected in CommPilot. These settings will change if the **Out of Office** settings are changed in Liberate.



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 'Incoming Calls' configuration page in the Telstra IP Telephony system. 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, 'Call Forwarding Selective' is highlighted with a red circle. Below it, 'Alternate Numbers' is also highlighted with a red circle. The 'Call Forwarding Selective' option is currently set to 'Off'.

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' configuration page. The 'Call Forwarding Selective' option is set to 'On'. The 'Default Call Forward to phone number / SIP-URI' field is highlighted with a red circle and contains the number '0491570156'. Below this field is a table with columns for 'Active', 'Description', 'Forward', 'Calls from', 'Calls to', and 'Forward to'. The table is currently empty.



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.

Android Call Forwarding

FIXED NUMBER ONLY

Fixed Number

Number
0491570156

All Day, Every Day.

Schedule

iPhone Call Forwarding

Call Forwarding On ^

FIXED NUMBER ONLY

Fixed Number

Number
0491570156

All Day, Every Day.

Schedule

This is how the Liberate setting will be reflected in CommPilot:

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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.

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 checked="" type="checkbox"/>	0355508128@FixedAll...	Yes	All calls	Primary	0491570156	Edit



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TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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: 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

BroadworksMobility (0491570156) Primary (0355508128/8128)

Add > Remove < Add All >> Remove All

OK Delete Cancel

Call Forwarding – Mobile 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.

Android Call Forwarding

MOBILE NUMBER ONLY

Mobile Number

Number 0491570156

All Day, Every Day

Schedule

iPhone Call Forwarding

MOBILE NUMBER ONLY

Mobile Number

Number 0491570156

All Day, Every Day

Schedule

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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	Forwarded to	Edit
<input checked="" type="checkbox"/>	0355508128@MobileAll...	Yes	All calls	0491570156	0491570156	Edit

OK Apply Add Cancel



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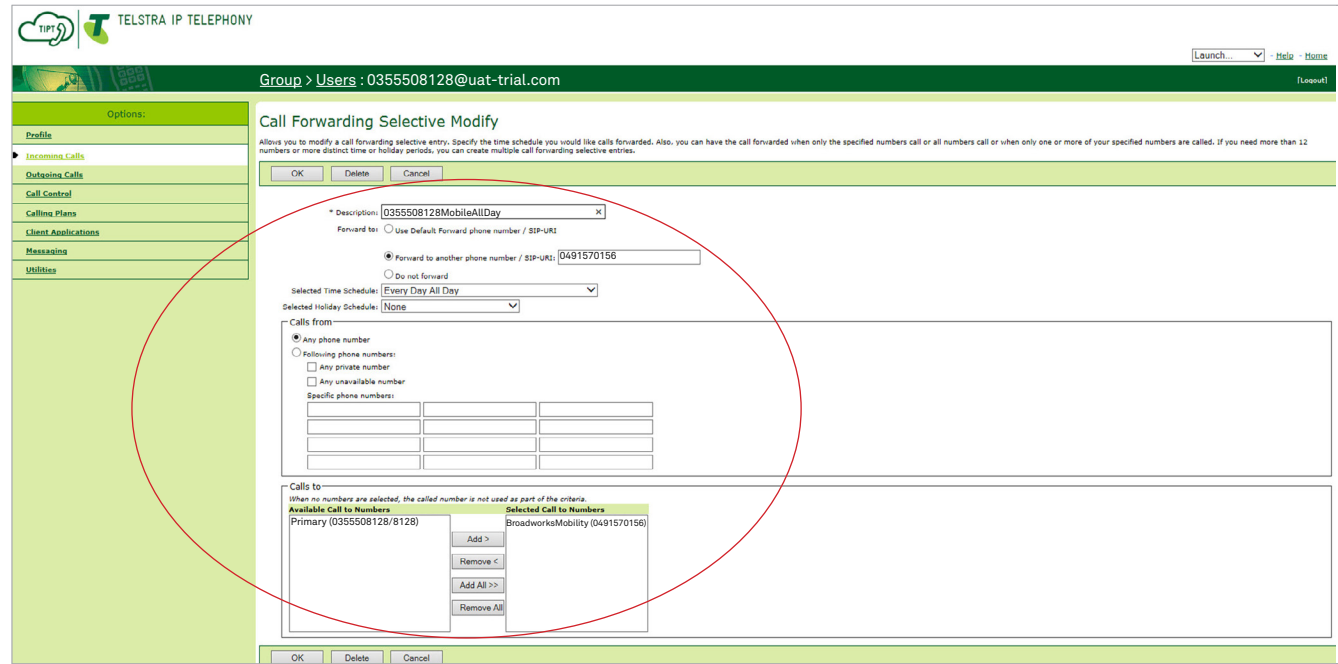
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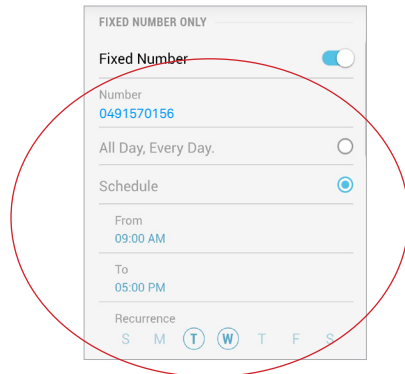
Further Support



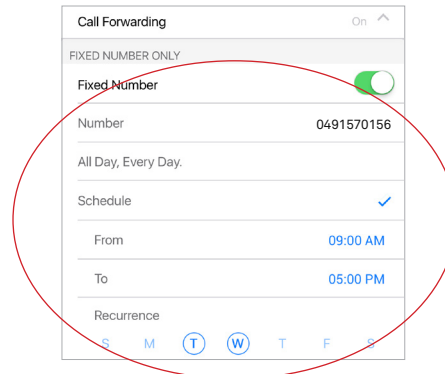
You also have the ability to add a **Schedule** to your Call Forwarding in Liberate. The following reflects the CommPilot settings when a **Schedule** is attached to **Call Forwarding**:

Call Forwarding – Fixed Number Only – Schedule

Android Call Forwarding



iPhone Call Forwarding



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Group > Users : 0355508128@uat-trial.com

Options:

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

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 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.

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"/>	0355508128@FixedSch...	Yes	All calls	Primary	0491 570 159	Edit

Group > Users : 0355508128@uat-trial.com

Options:

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

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.

Description: 0355508128FixedSchedule

Forward to: Use Default Forward phone number / SIP-URL

Forward to another phone number / SIP-URL: 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: BroadworksMobility (0491570156) Selected Call to Numbers: Primary (0355508128/8128)

Call Forwarding – Mobile Number Only – Schedule

Android Call Forwarding

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

iPhone Call Forwarding

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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Group > Users : 0355508128@uat-trial.com

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 call 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.

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 checked="" type="checkbox"/>	0355508128@MobileSc...	Yes	All calls	0491 570 156	0491 570 159	Edit

TELSTRA IP TELEPHONY

Group > Users : 0355508128@uat-trial.com

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.

* Description: 0355508128MobileSchedule

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

Forward to another phone number / SIP-URI: 0491570156

Do not forward

Selected Time Schedule: 0355508128Mobile

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
Primary (0355508128/8128)	BroadworksMobility (0491570156)



Schedules

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

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

The screenshot shows the 'Profile' page in the Telstra IP Telephony system. The left-hand menu has 'Schedules' circled in red. The main content area shows the 'Profile' section with sub-sections: Basic, Profile, Addresses, Announcement Repository, Passwords, and Schedules. The 'Schedules' sub-section is also circled in red.

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

The screenshot shows the 'Schedules' page. A table lists the following schedules:

Delete	Schedule Name	Type	Level	Edit
<input type="checkbox"/>		Time	Personal	Edit
<input type="checkbox"/>	APL Grand Final Pub Hol 2016	Time	Personal	Edit
<input type="checkbox"/>	BDM	Time	Group	View
<input type="checkbox"/>	CDIS WPM with Sunday	Time	Group	View
<input type="checkbox"/>	Corp Sys and Sys Acc Business Hours	Time	Enterprise	View
<input type="checkbox"/>		Time	Group	View

The table area is circled in red.

3. Select the individual schedule(s) you wish to view

The screenshot shows the 'Schedule Modify' page. The 'Event Name' field is circled in red. The page includes a table with columns for 'Event Name', 'Starts With', 'End', and 'Find All'.



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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

The screenshot shows the 'Event Modify' interface. The 'Event Name' field is highlighted with a red oval and contains the text 'Work'. Other fields include 'Schedule Name' (0355508128Fixed), 'Event Time' (Start: 5/22/2018 9:00 AM, End: 5/22/2018 5:00 PM), and 'Recurrence Pattern' (Weekly, Every 1 week(s) on Tuesday, Wednesday).

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

Settings for Call Forwarding – Mobile Number – Schedule

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

The screenshot shows the 'Schedules' table. The 'Schedule Name' column is highlighted with a red oval and contains the text 'Work'. The table also has columns for 'Delete', 'Type', 'Level', and 'Edit'.

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

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



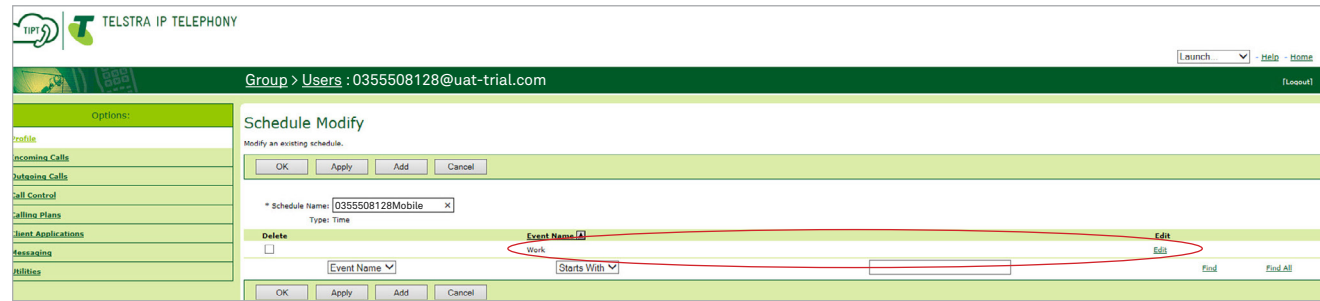
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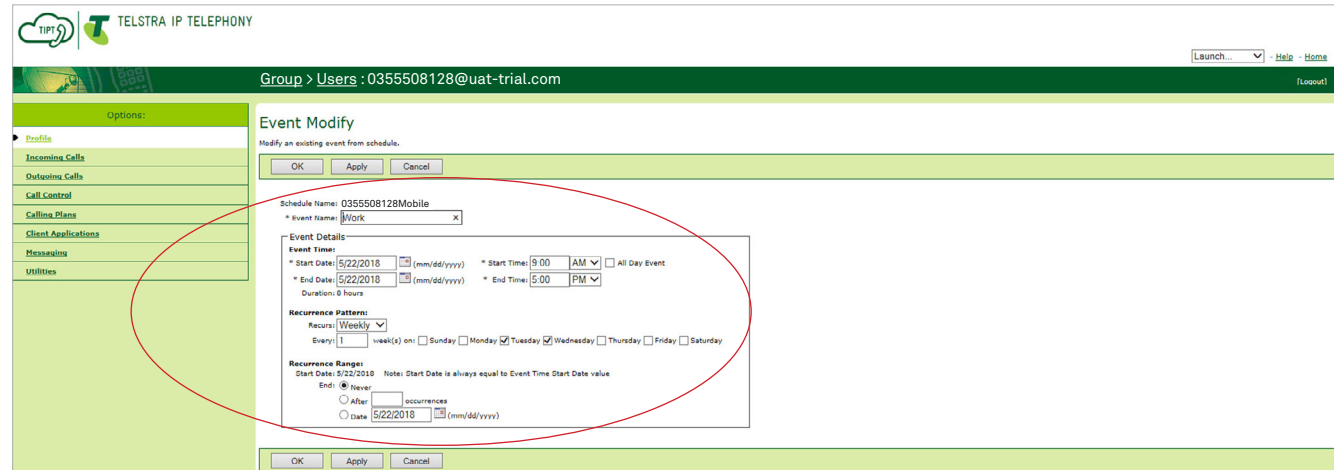
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3. Your Liberate settings for **Call Forwarding – Mobile Number – Schedule** are now showing in CommPilot



4. Select **OK** and **OK** again

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



Service Pack Constructs

The following are a list of the Service Packs associated with the different Liberate Customers:

TIPT Liberate Customer

- TIPT Standard Pack V10 or TIPT Executive Pack V10
- TIPT Liberate Add On Pack V1

Call Settings Features with **Executive** Pack:

- Multi-device Ring
- Do Not Disturb
- Out of Office
- Call Forwarding (Fixed, Mobile AND Both Fixed and Mobile)
- Call Waiting

Call Settings Features with **Standard** Pack:

- Multi-device Ring
- Do Not Disturb
- Out of Office
- Call Forwarding (Both Fixed and Mobile)
- Call Waiting

TIPT CCR Customer

- TIPT Standard Pack V10 or TIPT Executive Pack V10
- TIPT CCR Add On pack V1

Note: A User will not have a Connect – Mobile device profile configured

TIPT Liberate and CCR Customer

- TIPT Standard Pack V10 or TIPT Executive Pack V10
- TIPT Liberate Add On Pack V1
- TIPT CCR Add On pack V1

Call Settings Features with **Executive** Pack:

- Multi-device Ring
- Do Not Disturb
- Out of Office
- Call Forwarding (Fixed, Mobile AND Both Fixed and Mobile)
- Call Waiting

Call Settings Features with **Standard** Pack:

- Multi-device Ring
- Do Not Disturb
- Out of Office
- Call Waiting



Further Support

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**

