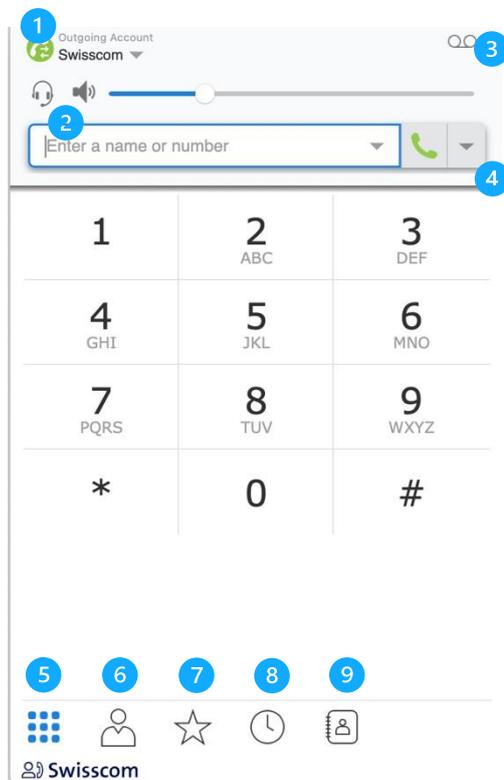




With Enterprise Telephony App, you can use your fixed network business number to make calls from your PC or your laptop, even if you are out of the office.

Login & first steps



1. Pairing status
2. Select either headset or loudspeaker
3. Call answering machine (COMBOX)
4. Call options and start call
5. Keypad
6. Contacts
7. Contact favourites
8. Call log
9. Directories

- **Reset password:** To reset your password, click the 'Forgotten password' link in the login area.
- **Activate authorisations:** To ensure that the app works correctly, please enable access to the required options (microphone, camera, contacts, calls). You can do this the first time you launch the application.

To edit authorisations at a later time, proceed as follows:

For Mac OS:

System Preferences → Security → Privacy → Camera / Microphone / Screenshot / Location Services / ...

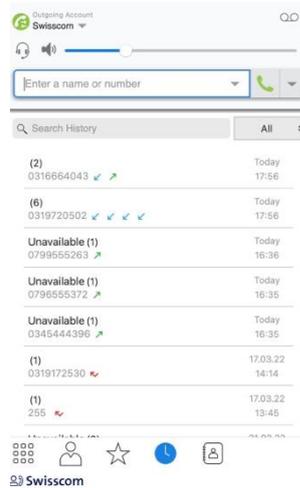
For Windows:

Start → Settings → Privacy → Camera / Microphone / Notifications / ...

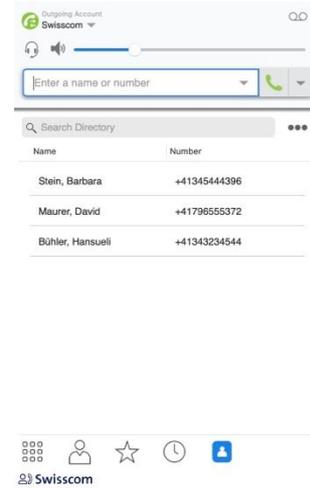


Basic settings and contact management

Call log:



Directory:



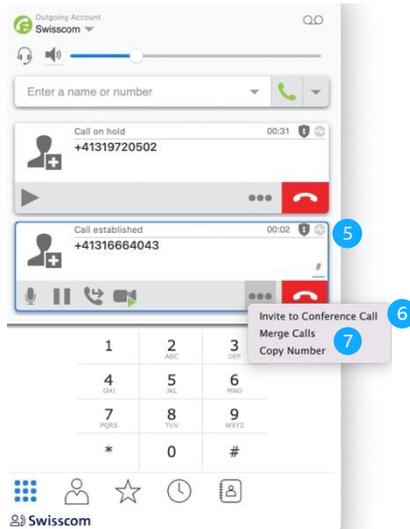
- **Combox message access (answering machine):** Click the answering machine in the top right to configure your COMBOX and access your messages directly. As soon as there is a new message in your COMBOX, this will appear here. You can configure the forwarding to the COMBOX in the BroadWorks menu or the MySwisscom Customer Center.
- **Automatic name resolution:** The Enterprise Telephony App can directly assign a caller ID to incoming calls so you can see automatically who is calling you. The connection to the Swisscom telephone directory is used for this. If the caller is not stored in a telephone directory or company directory, only the caller's telephone number will be displayed.
- **Create contact:** To create a new contact, navigate to your contacts and click the plus symbol to the right of the search bar 'Add new contact'.
- **Contact search:**
 1. Use the search bar in the contact overview to search the local directory on your device.
 2. In the telephone directory you can search your internal and external company directories. As soon as you start typing in the search bar, matching suggestions appear automatically. Click the three dots next to the search bar to perform an advanced search of your directories.
- **Managing Outlook and iCloud contacts:** If you are using Outlook on Windows to organise your contacts, you can activate Outlook integration in the settings. You can then call your Outlook contacts directly from the Outlook app. To add your Outlook contacts to the Enterprise Telephony App address book, select the Outlook address book under 'Softphone' → 'Account settings'. You can follow these same steps to add your iCloud contacts to the Enterprise Telephony address book on a macOS.
- **Adding favourites:** You can bookmark specific people from your contacts as favourites. To do this, right-click the entry and choose 'Add to favourites'. If you wish to add someone from your company directories as a favourite, you have to add them as a contact first by right clicking.
Note: Your local contacts and favourites are only stored on one device and not synchronised on other devices. If you switch to a new device, you can export your local contacts first and import them on the new device.
- **Simultaneous use on multiple devices:** The Enterprise Telephony App can be used simultaneously on up to two devices per account. This can be any combination of smartphone devices and desktop devices. As soon as you log in on a 3rd device, both other devices are automatically logged out.



Options before and during a call

Call forwarding: You can set up and activate/deactivate call forwarding individually in the BroadWorks menu. The settings that you make there will be synchronised with your Customer Center and applied to all registered devices. Note: It is not possible for all call forwarding settings from your Customer Center to be configured in the app.

Active call:

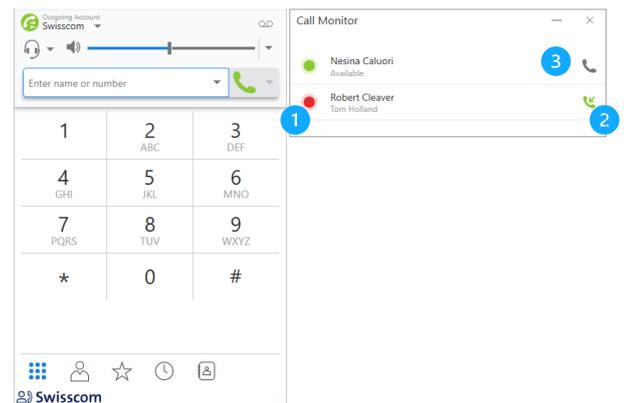


- 1) Mute microphone
- 2) Hold call
- 3) Forward call
- 4) Advanced call options
- 5) Connection quality
- 6) Add more participants to call ("Conference")
- 7) Merge two ongoing calls

- 1) Status of monitored participants
- 2) Call Pick-Up
- 3) Option to call monitored user directly

Busy Lamp Field:

(to use your own sound please change within "Preferences/Alerts & Sounds")





- **Start call with multiple participants:** With the Enterprise Telephony App, you can hold a conference call with up to seven participants at a time. To do this, first start the call with one of the participants. Then use the advanced call options (three dots) to navigate to 'Add to conference' and add the additional participants individually.
- **Call from another device:** To make a call from your desk phone or mobile device rather than your computer, you can key in a telephone number using the keypad of the desktop app and select 'Call from standard device' from the menu adjacent to the dialing key. All your connected devices will now ring and you can start the call from your chosen device. If you wish to select a stored contact, right-click on the contact and select 'Call from standard device'.

Direct dial from other applications: To be able to call telephone numbers from other applications such as websites or e-mails directly using the Enterprise Telephony App, you have to activate this in the settings first. To do this, navigate to the settings via the menu bar above and set the application as a default software telephone client. Please note that this function is only available for telephone numbers that have been stored as a clickable telephone number link by the app/website publisher.

Tip: To check your settings in the operating system, proceed as follows:

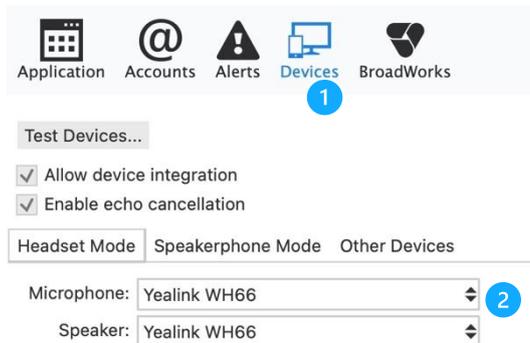
For Windows:

Go to the settings menu and search for 'Default apps'. Scroll down and click 'Set default settings by app'. Now select Enterprise Telephony and activate it as a default program in the three file and protocol assignments.

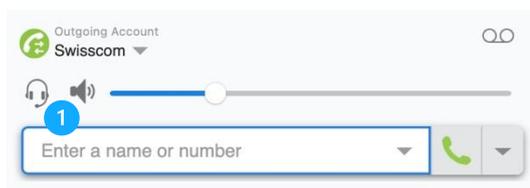
For Mac OS:

First open the Facetime app. Now navigate to the settings and find the 'Default for calls' option at the bottom. Then select 'Enterprise Telephony'.

Using external audio devices such as headsets with the Enterprise Telephony App:



To set the headset you want to use for calls, open the settings menu and navigate to 'Devices' 1. You can select your desired headset as an input and output device here 2. Please first ensure that your external devices are connected to the PC.



You can use the two modes 'Headset mode' and 'Hands-free mode' to create two different audio device profiles to switch easily between your devices. You can activate the selected mode here 1