

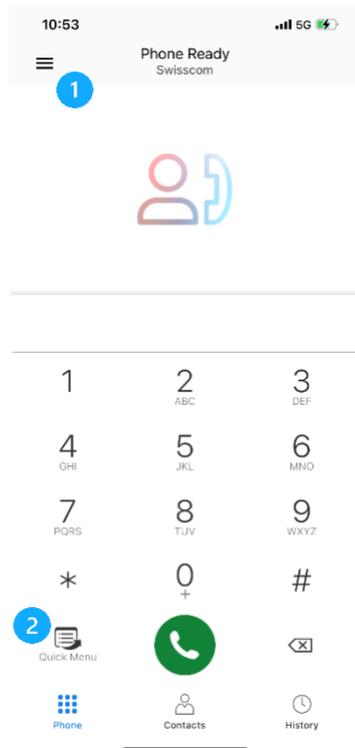


With Enterprise Telephony App, you can use your fixed network business number to make calls from your smartphone, even if you are out of the office.

## Login

- **Store login details:** You can store your login details permanently by selecting the 'Remember login' button.
- **Reset password:** To reset your password, click the 'Forgotten password' link in the login area.
- **Biometric login:** Once the login details have been permanently stored and you have logged in for the first time, the smartphone stores your data and you can use a biometric login in the future. (e.g. face ID or fingerprint).
- **Alternative user name:** It is possible to use an alias instead of the automatically generated user name. You can register this yourself in the Customer Center (you will need a Swisscom Login for this). Alternatively, contact the person at our company with administrator rights who will also be able to complete this registration for you. Once you have defined an alias, you will only be able to log in using this alias.

## Initial screen after login



After logging in, the keypad will be displayed as the app's main page.

1. Open settings
2. Quick menu



- **Initial screen after login:** After logging in, the keypad will be displayed as the app's main page.
- **Simultaneous use on multiple devices:** The Enterprise Telephony App can be used simultaneously on up to 2 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.
- **Dark mode:** The app can be displayed in light or dark mode. On Android, the default appearance depends on your smartphone's system setting, which you can change in your smartphone's app menu under 'Defaults'. On iOS, the appearance is linked to the system-wide setting.
- **Activate authorisations:** To ensure that the app works correctly, please enable access to the required options (microphone, camera, contacts, calls, notifications, network settings).
- **Quick menu:** If you have set up a Combox, you can check for any messages with one click on the quick menu. You can also use the quick menu to transfer ongoing calls from the desktop or desk phone to your mobile device, if you wish to continue the call on your mobile.
- **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.

## Contact directories

- **Different directory types:** Use the 'Contacts' menu to find your local directory and company directories. You can use the tab bar at the top to select between local contacts, your favourites and your connected directories (Swisscom address book: external and internal company contacts).
- **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.
- **Call history:** Listed entries can be deleted by swiping left left. Select 'Missed' to filter missed calls only.
- **Adding favourites:** You can bookmark specific people from your contacts as favourites. To do this, click and hold down on a contact and select 'Add to favourites'. If you wish to add someone from your company directories as a favourite, you first have to add them as a local contact. To do this, open the required directory contact and add them using the top right-hand menu. Note: Your favourites are only stored locally and are not synchronised on other devices.
- **Contact search:** Use the search bar in the contact overview to search your company directories and the local directory on your device. You can search internal and external company directories under 'Directories'. As soon as you start typing in the search bar, matching suggestions appear automatically.

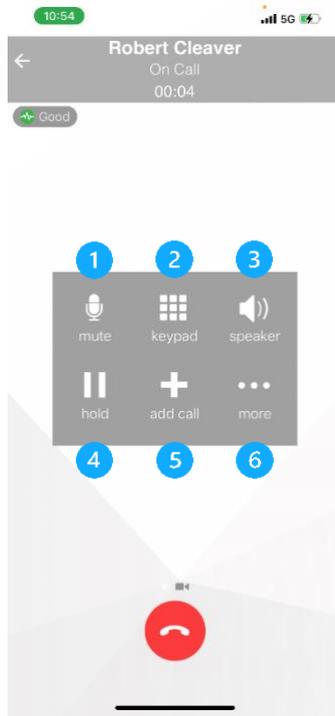


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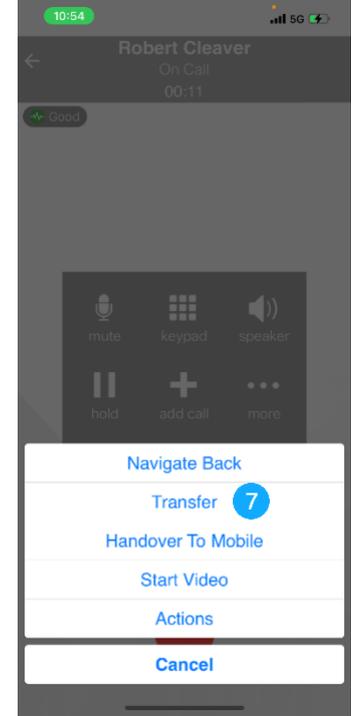
swisscom

## During the call

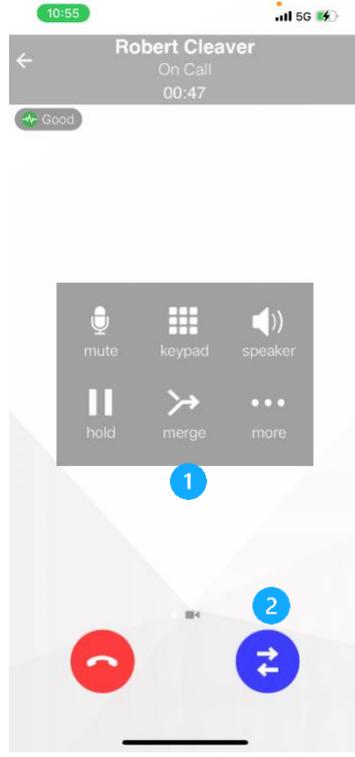


### Active call:

1. Mute call
2. Keypad (DTMF)
3. Select loudspeaker/headset
4. Hold call
5. Add second call
6. Advanced call menu
7. Forward call without notification



- **Call forwarding with and without notification:** With notification: Select the 'Add call' button (large plus) and select the second participating person to whom you would like to transfer the call. The first call will then be put on hold automatically. Once the second call has been connected, you can forward the first call. This option is in the advanced call menu.  
Without notification: Select call forwarding in the advanced call menu and then choose the telephone number.
- **Advanced call functions:** Select the menu with the three dots (during an ongoing call) to access additional functions.
- **Start call with multiple participants:** With the Enterprise Telephony App, you can start a conference call from a mobile device with up to three participants. To do this, first start the call with one of the participants. Select the 'Add call' button (large plus) and select the second person you would like to add. The first call will then be put on hold automatically. Once the second call is connected, you can switch between the two calls (using the green arrow button) or set up a conference call between the three participants by selecting the 'Connect' button.



### Requirement: 2 calls running in parallel:

1. Connect the two calls to a conference call
2. Switch between the calls