

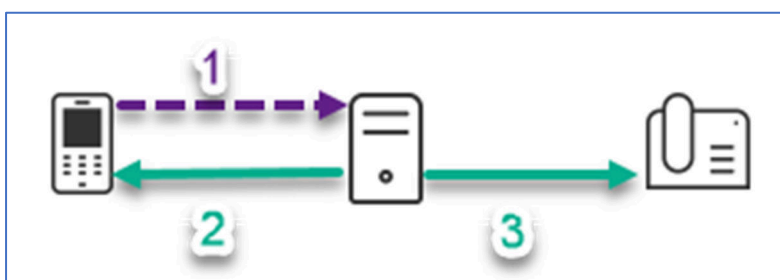
# BroadWorks Anywhere

In many places, the network quality of WLAN or mobile data networks does not meet the requirements of real-time communication. This can be seen in poor voice quality, inaccessibility or even abortion of a call. With BroadWorks Anywhere, the Business Communication App offers a good alternative in such situations.

## Functionality

When BroadWorks Anywhere is activated, the app will only be used to control the calls. The voice will be transmitted via GSM network. The receiver of the call will still see the business number.

Outgoing calls will be connected via a two-way call.



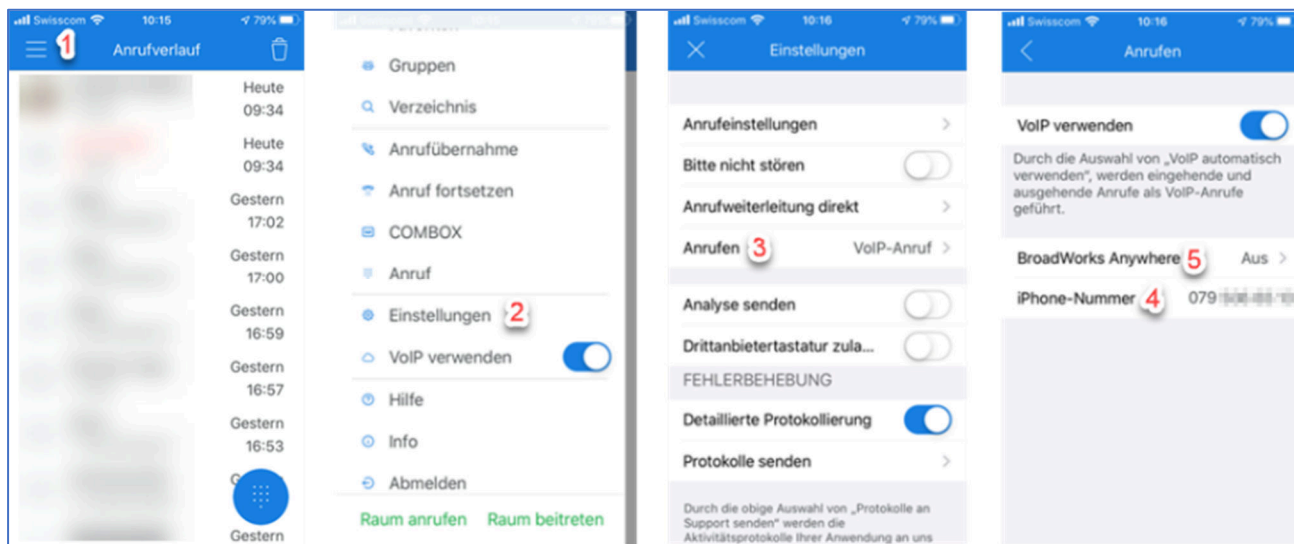
1. Dial the number inside the app (WIFI or mobile network)
2. The Swisscom platform will call your own mobile number, you have to accept that call. (mobile voice network GSM)
3. After accepting the call, the Swisscom platform will call your requested number and connect both ongoing calls

Incoming calls are going directly to the mobile number (mobile voice network GSM).

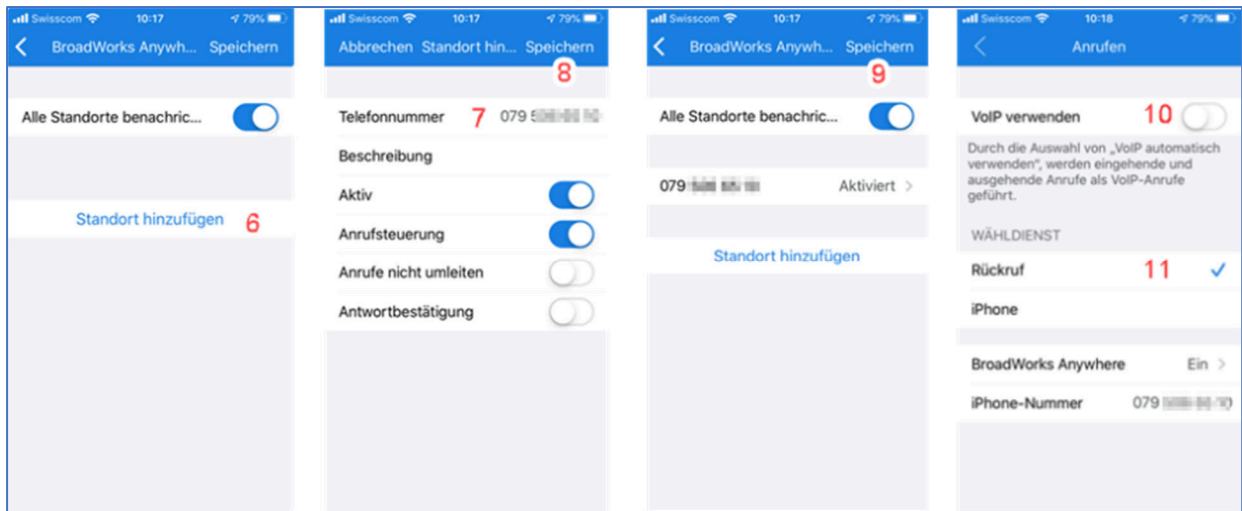
The call can be controlled with the Business Communication App in both cases.

Via the app, the call can be put on hold, a consultation call can be made with or without prior notice and further connected.

## Configuration



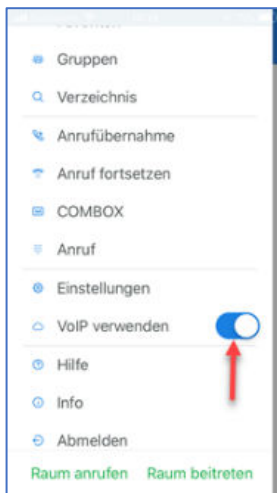
1. Menu
2. Settings
3. Calling
4. Enter your mobile number in the format 079 xxx xx xx
5. BroadWorks Anywhere



6. Add your location
7. Add again your mobile number in the format 079 xxx xx xx
8. Save
9. Save
10. Disable VoIP
11. CALLING SERVICE has to be set to "call back".

## Activate/Deactivate BroadWorks Anywhere

After the first set up, you can easily activate and deactivate BroadWorks Anywhere in the menu by activating or deactivating the "VoIP" setting.



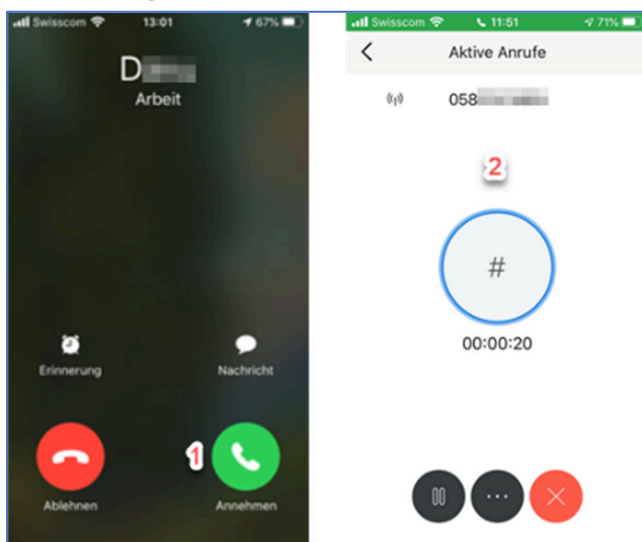
Use VoIP OFF = Calling via the mobile voice network GSM with a two-way call  
 Use VoIP ON = Calling via WIFI or mobile network directly with the app

## Outgoing calls



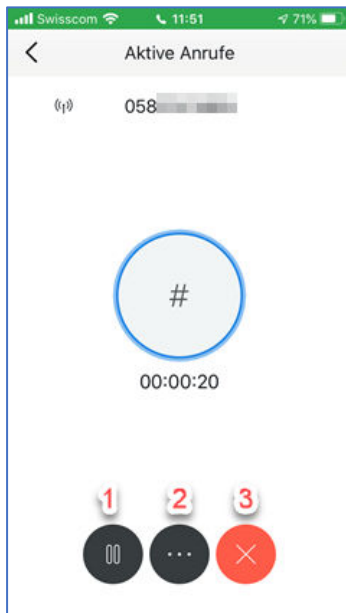
1. Calling a number with the dialpad or in the contacts inside the Business Communication App. You can also dial internal numbers of your own company
2. A pop up is showing that a call back is expected
3. An incoming call is going to your own mobile number. The business number will be shown. Please accept the call. If the number you called is reachable, the call control sound can be heard
4. When switching back to the app, the display shows the active call. You can control the call here. For more information, see "Controlling calls"

## Incoming calls



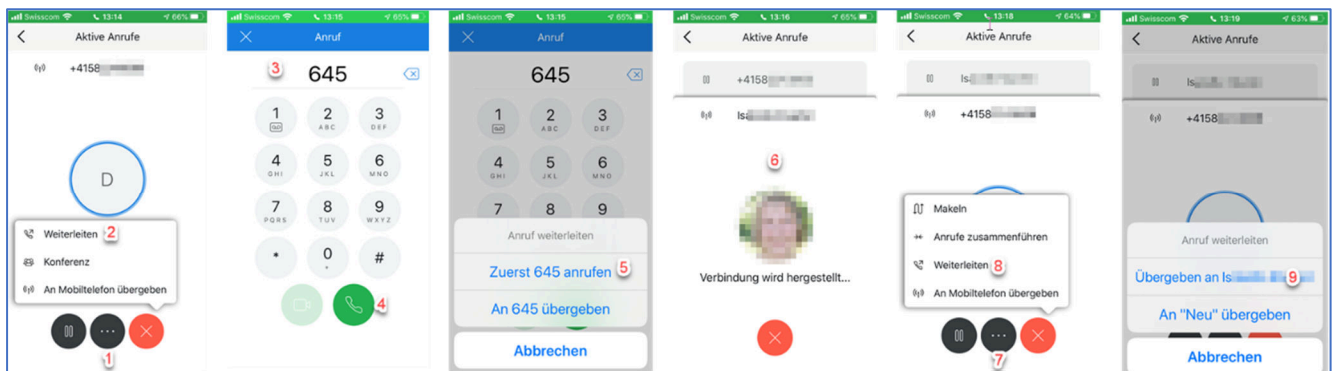
1. The incoming call will go directly to the mobile device
2. When switching back to the app, the display shows the active call. You can control the call here. For more information, see "Controlling calls"

## Controlling calls



1. Put active call on hold. The caller will hear waiting music, if this has been set up in the customer center.
2. More options
3. Cancel call

## Forwarding calls



1. Other options
2. Forward
3. Dial a number using the dialpad or select a contact
4. Call
5. You can select whether the forwarding is to be made with or without advance notification:  
Without pre-registration = Hand the call over (the procedure is finished here)  
With pre-registration = First call xxx (continue at step 6)
6. There you can see, that the caller is set on hold and the connection to your chosen number xxx is set up.
7. As soon as the connection is successfully created, more options will be available.
8. Forward
9. Forward the call to xxx

## FAQ

### Will my mobile number be shown to the called person?

No, the business number (stored in the Business Communication App) is always transmitted to the called party.

### Can a caller see my mobile number?

In the customer center you can set which number should be signalled when a call is diverted back to the caller. Please contact your IT partner.

Anzeige des Namens und Nummer bei Umleitungen

Anrufer die Info "Anruf wird weitergeleitet" anzeigen

Nie

Interne Anrufe

Alle Anrufe

Anzeige des Anrufers bei umgeleiteten Anrufen

Anrufer anzeigen

Bei externen Umleitungen die umgeleitete Nummer anzeigen

Bei allen Umleitungen die umgeleitete Nummer anzeigen

Anzeige des Umleitziel zum Anrufer

Umleitziel immer anzeigen

Umleitziel nur anzeigen wenn es ein Interner Anrufer ist

Umleitziel nie anzeigen

### Am I able to see if an incoming call is a business or a private call?

Unfortunately this is not possible. However, BroadWorks Anywhere offers an option that allows you to acoustically determine whether the call is intended for the company:



If "Answer Confirmation" is active, the text "Press any key to complete the call" sounds when you answer the phone. To answer the call, you must first press any digit. If the text is played when answering, it is a business call. If not, it is a direct call to the mobile number.

### Are there any extra costs for that service?

There are no call charges on the mobile device, as the calls are always incoming. However, roaming charges may apply when abroad. Depending on the mobile subscription, there may also be a cost for the internet connection of the app to control the calls. However, the amount of data is small.

### Are there any extra costs for my company?

Incoming calls are subject to charges for the redirection from the company to the mobile device. For outgoing calls, there is a cost for the call from the platform to the mobile device and from the platform to the desired number that has been dialed. These costs are included in a flat rate subscription (Switzerland/International) and also in the case of a per-minute rate if the mobile device is registered as a business device. Additional costs are charged if the Hosted User Package uses the per-minute rate and the mobile device is not registered as a business device.

### Does this also work with other mobile service providers?

Yes.