



### Apptix Anywhere Solution

Apptix Anywhere allows employees to make and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features. You can call your colleagues from your mobile with their four-digit extension, move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you, and move a call from your mobile to your fixed phone so others can listen in on the speaker phone – this (and more) is all part of Apptix's Anywhere solution. To ensure that your account is set up for Apptix's Anywhere functionality, contact your office administrator.

### MAKE BUSINESS CALLS FROM YOUR MOBILE PHONE

#### Call Directly from your Mobile

From your mobile, dial your Apptix business number, and wait for the Two-Stage dial tone. Once you hear the tone, dial the destination number or business extension. The called party sees your Apptix business number (not your mobile number) as the Calling Line ID.

#### Control your Reachability

The Apptix Anywhere solution allows you to make or receive business calls from your fixed phone, mobile, or soft client – allowing you to be productive from any location, at any time.

However, there are times when you may not want to be reached – perhaps you are several time zones away on the other side of the world, and you do not want your daily flurry of business calls altering your mobile.

Apptix Anywhere allows you to activate and deactivate your reachability from your phone, so that on those long business trips, you can “deactivate” your mobile at night. This way calls to your business number do not reach you. Calls go to your other phones as always, and callers receive a usual voice mail if you do not answer. In the morning, you simply reactivate your mobile and you start receiving calls sent to your business number.

### Deactivate an Apptix Anywhere Phone

From the phone to be deactivated- call your Apptix Anywhere business number, enter your password, dial \*13.

### Activate an Apptix Anywhere Phone

From the phone to be activated- call your Apptix Anywhere business number, enter your password, dial \*12.

### Move Call from one Phone to another Phone

This functionality enhances your personal productivity. For example, you may take a business call on your mobile while you are on lunch, and upon returning to the office, you may choose to move the call to your fixed phone.

### Move Active Call from your Mobile to your Fixed Phone (desk) or Soft Phone

While engaged in a call on your mobile, from your desk phone or soft client, call \*11. The call is seamlessly moved to the desk/soft phone, and the mobile call leg is dropped.

### Move Active Call from your Fixed (desk) Phone or Soft Client to your Mobile

From your mobile, dial your Apptix Anywhere business number and wait for the Two-Stage dial tone. Once you hear the tone, dial \*11 manually.

### Mid-call Services Feature Execution

Apptix's Anywhere service has been configured for mid-call services; users with traditional CS-based phones such as mobile handsets or PSTN phones can signal an Apptix Services feature access code towards BroadWorks. Following are some examples of key mid-call services. In each case a "caller" calls the Apptix Services "user".

- ▶ **Blind Call Transfer:** A "user" can transfer an active call to another number. When a user is on a call and would like to transfer the call, while on the call, they simply need to press # #. They hear a dial tone and the "caller" hears Music On Hold (if configured).

The user can then dial a destination number of a third party. Upon hearing ringing, they simply need to hang up and the “caller” is connected to the ringing destination number.

- ▶ **Consultative Call Transfer:** A “user” can transfer an active call to a third-party number, but can first consult with the third party before the transfer. To do this, when a user is on a call and would like to transfer the call, while on the call, they simply need to press # #. They hear a dial tone and the “caller” hears Music On Hold (if configured). The user can dial the destination number of third party. Upon hearing ringing, they may wait and talk with the third party (that is, to announce the call). If the third party wishes to take the call, the user can simply hang up to connect them. If not, the third party can hang up, and the user can reconnect to the caller by pressing # #.
- ▶ **Three-Way Calling:** A “user” can create a three-way call. To do this, when a user is on a call and would like to add a third party, while on the call, they simply need to press # #. They hear a dial tone and the “caller” hears Music On Hold (if configured). The user can then dial the destination number of the third party. Upon hearing ringing or while talking with the third party, the user can press # # to initiate the three-way call. If the user hangs up, the caller and the third party remain connected. However, if the user presses # # again while on the three-way call, the call leg to the third party hangs up, and the user and the original caller remain connected. (This is useful when the third party’s voicemail answers.)