

BroadWorks Anywhere Solution Quick Reference Guide

BROADWORKS ANYWHERE SOLUTION

BroadWorks 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 BroadSoft BroadWorks Anywhere solution.

To ensure that your account is setup for BroadWorks Anywhere functionality, contact your office administrator.

Make Business Calls From Your Mobile

You can make calls from your mobile phone using your BroadWorks business number as the Calling Line ID.

Call Directly From Your Mobile

From your mobile, dial your BroadWorks Anywhere portal number and then wait for the prompt. Once you hear the prompt, dial the destination number or business extension. The called party sees your BroadWorks business number (not your mobile number) as the Calling Line ID.

Control Your Reachability

The BroadWorks 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. You may be several time zones away and you do not want your business calls alerting your mobile.

BroadWorks 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 usual, and callers receive a 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 a BroadWorks Anywhere Phone

From the phone to be deactivated, dial *13.

Activate a BroadWorks Anywhere Phone

From the phone to be activated, dial *12.

Specify Your Reachability From Web Portal

Using your web portal, you can specify for each of your BroadWorks Anywhere locations who can reach you at that location, when they can reach you, and for what types of calls.

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 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 new phone, and the mobile call leg is dropped.

Move Active Call From Your Fixed Phone or Soft Client to Your Mobile

Dial your BroadWorks business number and wait for the Two-Stage dial tone. Once you hear the tone, dial *11 manually.