VonageAnywhere

User Guide

Document Version 1.1
1 Introduction

1.1 About This Guide

The intent of this document is to provide general information about this solution. The document will cover how to setup the service and how to use the service.

Vonage Anywhere is a solution for people on the go demanding the best of today’s unified movement. This product solution unifies how your calls are represented to the business world as well as maintaining one, simple voice messaging solution. Vonage Anywhere also allows a call to seamlessly be moved from a desk phone to a mobile phone, or vice versa.

1.2 Overview

Vonage Anywhere delivers the following benefits:

- A single number for contact – anytime, anywhere
- 4-digit office extension dialing from the Anywhere device (i.e. a cell phone)
- Seamlessly move calls from a desk phone to a mobile phone, or vice versa
- Call Transfer – consulted and blind transfer options (4-digit and external numbers)
- Call Conferencing – Three-way conferencing (4-digit and external numbers)

During the design of this service it was critical for Vonage Anywhere to employ the latest technology without requiring specific software, cell phones or changes in carrier communications facilities.
4) **Enable Vonage Anywhere:** Click Add

5) **Enter the Anywhere Device Phone Number:** Now you should be at the same page as the screenshot below. Simply enter the cell phone in the format used below and make sure the same options are checked.

   1. **Phone Number (numbers only, no dashes):** 1234567890
   2. **Description:** Cell, Home, Temporary as appropriate
   3. **Enable this Location:** Enable or disable the Anywhere service for this device as necessary
   4. **Avoid Unanswered Calls from Going to Voicemail on the External Device:**
      1. **Option 1 - Enable Diversion Inhibitor:** Select this option if you want this to happen automatically
      2. **Option 2 - Require Answer Confirmation:** This requires you to press any digit on your cell phone to accept the incoming call. If you do not want to accept the call, simply hang up and the call will go to your Vonage voicemail.
   5. **Use BroadWorks-based Call Control Services:** Select this option to enable the Vonage platform to provide mid-call services such as Call Transfer and Three-Way Conferencing.
2.2 Selective Criteria

Selective Criteria allows time and number based control at a per Vonage Anywhere device/number level. This can filter calls to only contact the Anywhere phone number during business hours. This is ideal if it is a home or cell number. The Selective Criteria also allows further filtering based on which telephone number is calling. This would be ideal if the desire is to only allow management to call during a larger window, or anytime.

Start using this feature of Vonage Anywhere by logging into the MyVoice web page with the desk phone number and web portal password at http://myvoice.telesphere.com

1) Time Schedule: Only follow this step if the desire is to build Selective Criteria with time based options. On the web portal, go to Profile Time Schedule Add
   1. **Time Schedule Name:** Enter name, i.e. M-F 8a-5p
   2. **Select:** Start Day
   3. **Select:** Start Time (format is required to be N:NN, where N is a number)
   4. **Select:** End Day
   5. **Select:** End Time (format is required to be N:NN, where N is a number)
   6. Repeat as necessary to build desired schedule
   7. **Click:** OK
5) **Edit the Calls From options:**
   1. To accept calls from any external phone number, check the *Any external phone number* checkbox.
   2. To accept calls from a defined telephone number, check the *Following phone numbers* checkbox.
      1. To accept calls from private and/or unavailable numbers select “Any private number” and/or “Any unavailable number”.
      2. Click your cursor in the text box and type the complete phone number, which should trigger the instance. You can enter up to 12 numbers for each instance.

**NOTE:** You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards. **Example:** 55510012?4, 555100??34, 5551?0*

6) **Save your changes:** Click OK. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.
3.4 Understanding How Vonage Anywhere Works

Once Vonage Anywhere has been configured for a user, the user can make and receive calls on any of their phones. In addition, they can pull calls seamlessly from any device to another.

The Vonage Anywhere Quick Reference Guide is a document that shows how to perform the following actions:

- **Receive a “Vonage Anywhere” call**: When a user's Vonage Anywhere number is dialed, all of their Vonage Anywhere assigned phone devices (fixed, mobile, soft client, and so on) ring. The end user can answer any assigned phone. Upon answering, the call legs to the other Vonage Anywhere phone devices are dropped.
  - Since mobile calls can be forwarded when the device is not reachable, the user can configure the device so it is not forwarded if it is not reachable using a diversion inhibit capability. The diversion method is not supported in all mobile networks. In such cases, the user can configure the Vonage Anywhere service to prompt for answer confirmation. Then, upon answering the mobile, the user is prompted to press any key to accept the call.

- **Make a “Vonage Anywhere” call from their mobile**: The end users use the speed dial key on their phone to access the Two-Stage Dialing feature, and then overdial the called number (using short dialing, full dialing, or any corporate dial plan).

- The end users can also perform “standard” dialing from their mobile. If they do not perform a standard call. It is not routed to Vonage and Vonage services are not executed. This is often specifically requested by end users for “personality-based” outbound calling. For example, a business user may make business calls (especially if they are international/toll calls) using Vonage Anywhere. When doing this, their outbound CLID shows their “business” number; however, they would make personal calls using standard dialing, so these calls would not go through Vonage and would not be seen/logged on the Vonage user’s call logs.

- **Move a call from the fixed phone to a mobile phone**: If the users are on active calls on their fixed phone, they can use the mobile “call pull” speed dial (described in section 4 Configuring Vonage Anywhere) on their mobile. They use “one-button call” on the speed dial (for example the “8” digit in the previous example), which routes to Vonage. When Vonage receives this call, it immediately and silently sets up the media path between the mobile and the original called party. The fixed phone call leg is dropped.
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Vonage 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 on the speaker phone – this (and more) is all part of Vonage’s Anywhere solution.

Please Note: To ensure that your account is set up for Vonage Anywhere functionality, contact your office administrator.

4.1 Make Business Calls from your Mobile

Use the Vonage Assistant-Mobile Client
From the Vonage Assistant-Mobile client, dial manually. Assistant-Mobile may prompt you (depending on the configuration) to determine if this is a business or personal call. You may also go to the Options (Q) Directory menu or Options (Q) Call History menu and click-to-dial on any entry.

Call Directly from your Mobile
From your mobile, dial your Vonage 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 Vonage business number (not your mobile number) as the Calling Line ID.

4.2 Control your Reachability

The Vonage 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 alerting your mobile.

Vonage 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 a Vonage Anywhere Phone
When dialed into the portal from the phone to be deactivated, dial *13.

Activate a Vonage Anywhere Phone
When dialed into the portal from the phone to be activated, dial *12.

4.3 Move Call from One Phone to another Phone

This functionality enhances your personal productivity.