
Feature Overview

Office Anywhere is a native fixed convergence solution that lets end-users designate a single phone number for all incoming and outgoing calls, regardless of which phone they are currently using — mobile, office PBX, home, etc.

End-users receive the added benefit of a common business calling “experience” across all devices. This capability allows you to dial colleagues with a four-digit extension from your mobile phone or transfer calls taken from your mobile phone to another colleague’s desk or mobile phone without having to know whether he or she is in the office.

Office Anywhere is a Altus Voice feature that provides the following functionality:

- **Receive calls on an alternate phone:** Office Anywhere allows calls placed to a user’s office phone to ring any phone(s) setup with the feature. Most users will designate their mobile phone as their “Office Anywhere phone.”
- **Place calls from an alternate phone:** From their Office Anywhere phone, users can place calls that display the outbound Caller ID of their desktop phone.
- **“Pull” active calls between desktop and mobile phones:** When on an active call using a desktop phone, users may push that call to their Office Anywhere phone. Conversely, while on an active call on a designated Office Anywhere phone, users can pull the call to the desktop phone.
- **Place long distance and international calls from an alternate phone:** When users place long distance or international calls from an Office Anywhere phone, usage will be tracked and reflected on their office phone invoice just as any other toll calls would appear.
- Users can manage the Office Anywhere feature from the My Phone portal. *NOTE: Within the My Phone portal, this feature is referred to as “Anywhere.”*
- Once the designated Office Anywhere phone is setup, to place and receive Office Anywhere calls, users must first dial the Office Anywhere Portal number. Administrators may alter the Office Anywhere Portal settings as needed.

Feature Prerequisites

Before the Office Anywhere feature can be used the following conditions must be met:

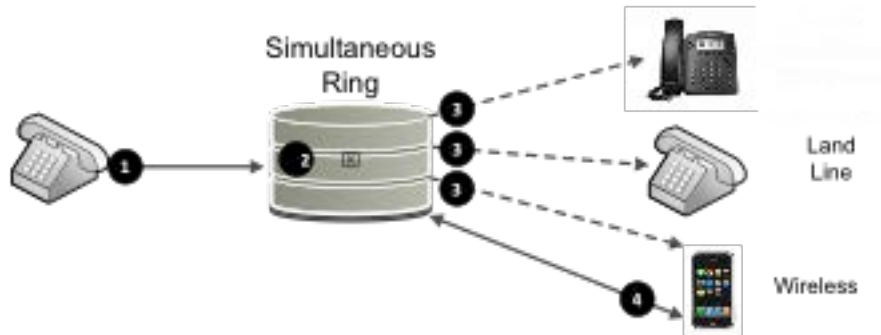
- At least one inbound number must be available to be assigned as an Office Anywhere Portal
- At least one Office Anywhere Portal number must be assigned to the site through the My Site dashboard. Office Anywhere Portals are not automatically assigned when the Altus Voice service is provisioned
- At least one Office Anywhere User (Premium, Standard, or Hosted PRI - User) must be assigned and active
- At least one landline or wireless number must be assigned to the Office Anywhere User through the My Phone dashboard
- Active must be enabled in the Office Anywhere User’s list for all numbers the user wishes to ring when calls are received on their Altus Voice desktop phone.

Using Office Anywhere

Once an Office Anywhere Portal number has been assigned in the My Site dashboard and the Office Anywhere User has configured the Office Anywhere feature in the My Phone dashboard, the Office Anywhere feature is ready for use. The following sections describe how to use the Office Anywhere feature.

Simultaneous Ring

Follow the procedure below to receive Simultaneous Ring calls.



1. Caller dials the Altus Voice User
2. The Office Anywhere Simultaneous Ring feature is invoked
3. All phones in the Office Anywhere list begin to ring
4. One of the phones answers the call and the others stop ringing

Office Anywhere Sim Ring Notes:

- If a call is immediately intercepted by a voicemail system, which could occur when wireless phones are turned off or do not have service or when Do Not Disturb is enabled on the Altus Voice desktop phone, all other phones will immediately stop ringing. If the voicemail system answers quickly enough, the other phones may not ring at all.
- Any number being included in the Office Anywhere Sim Ring feature cannot be included in other Sim Ring lists.
- Office Anywhere Sim Ring does not allow users to activate "Do Not Sim Ring if I'm on the phone" option.

Placing an Office Anywhere Call

Follow the procedure below to place a call using the Office Anywhere Portal.

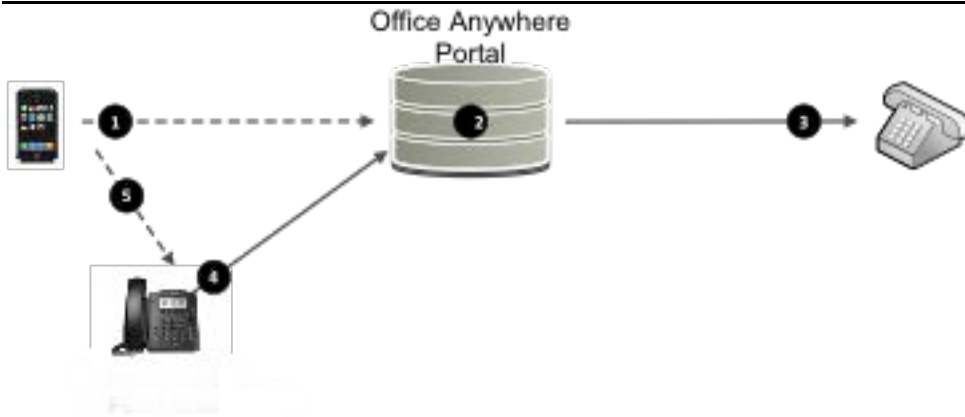


1. Call Office Anywhere Portal number from landline or wireless phone
2. Enter passcode and destination digits
3. Connect to destination

Note: if the landline or wireless number is not configured in the caller's Office Anywhere list in the My Phone dashboard, the user will be prompted to enter the number from which they are calling. This number can be any number configured in the caller's Office Anywhere list.

Transfer Call From Landline/Wireless to Desktop

Active Office Anywhere call can be transferred from a landline or wireless phone directly to the Office Anywhere User's Altus Voice desktop phone. Follow the procedure below perform this function.

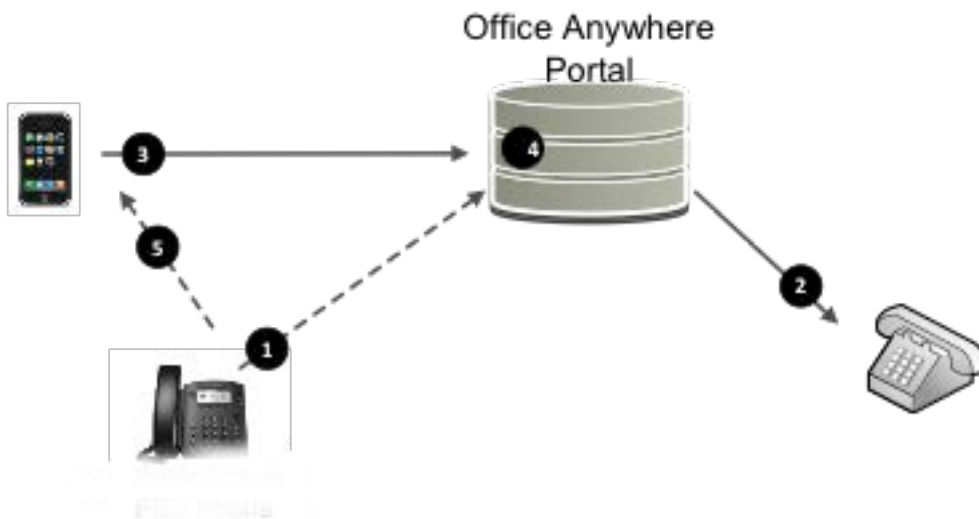


1. Call Office Anywhere Portal number from wireless phone
2. Enter passcode and destination digits
3. Connect to destination
4. Call *11 from desktop phone
5. Call is automatically transferred to desktop phone

*Note: since the Office Anywhere Portal and the desktop phone are both within the Altus Voice system, the caller does not need to call the Office Anywhere Portal from the desktop phone to invoke the transfer. When the caller dials *11 from their desktop phone, the call will automatically be pulled from the portal to the desktop phone*

Transfer Call From Desktop to Landline/Wireless

Active Altus Voice calls can be transferred from the Office Anywhere User's Altus Voice desktop phone directly to any landline or wireless phone. Follow the procedure below to perform this function.



1. Call destination from desktop phone
2. Connect to destination
3. Call Office Anywhere Portal number from wireless phone
4. Enter passcode and *11 as destination digits
5. Call is automatically transferred to wireless phone

*Note: Since the Office Anywhere Portal and the desktop phone are both within the Altus Voice system, the caller does not need to place the initial call from the desktop phone through the Office Anywhere Portal. When the caller dials *11 in the Office Anywhere Portal, the call will automatically be pulled into the portal and transferred to the landline or phone.*

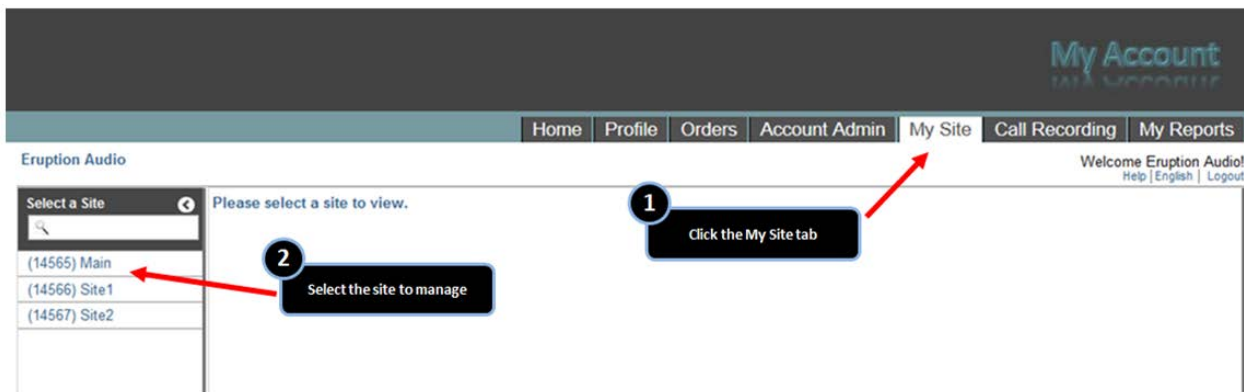
Administrator Feature Setup

Office Anywhere Portal

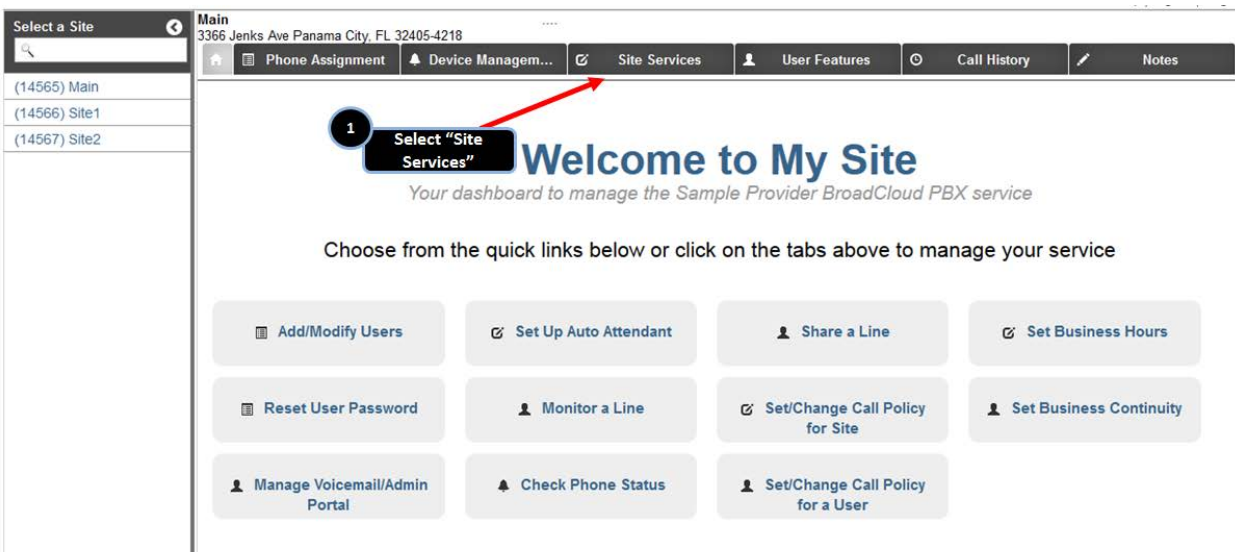
The Office Anywhere Portal is what enables the Office Anywhere outbound calling feature. Each Office Anywhere Portal is assigned a unique telephone number, which Altus Voice customers use to place Office Anywhere calls. These numbers are assigned in the Altus Voice My Site dashboard under the Office Anywhere tab. A minimum of one Office Anywhere Portal number must be assigned to the site to enable the feature. Multiple portal numbers can be assigned if needed to provide multiple local calling area access for all remote users.

Prior to using the Office Anywhere service, the Site administrator must set up the Office Anywhere portal number for users to dial into. Once logged into My Account, simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Go to Site Services



Step 3. Select the Office Anywhere Portal number

Click on the row to change the conferencing

2125413207 Add Edit Delete

Select a number from the drop down box and click on the Add button

Search

Name	Phone Number	Extension	Active
3422981005	3422981005		<input checked="" type="checkbox"/>
Anywhere-Site	2123901130	1130	<input checked="" type="checkbox"/>
3422981096	3422981096		<input checked="" type="checkbox"/>
3422981073	3422981073		<input checked="" type="checkbox"/>
2725413205	2725413205	2345	<input type="checkbox"/>
3422981019	3422981019		<input checked="" type="checkbox"/>
2125413205	2125413205		<input checked="" type="checkbox"/>
3422981052	3422981052		<input checked="" type="checkbox"/>
2725413208	2725413208	4567	<input checked="" type="checkbox"/>
3422981018	3422981018		<input checked="" type="checkbox"/>

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Step 4. Configure Optional Office Anywhere Settings

Click on the row to change the conferencing

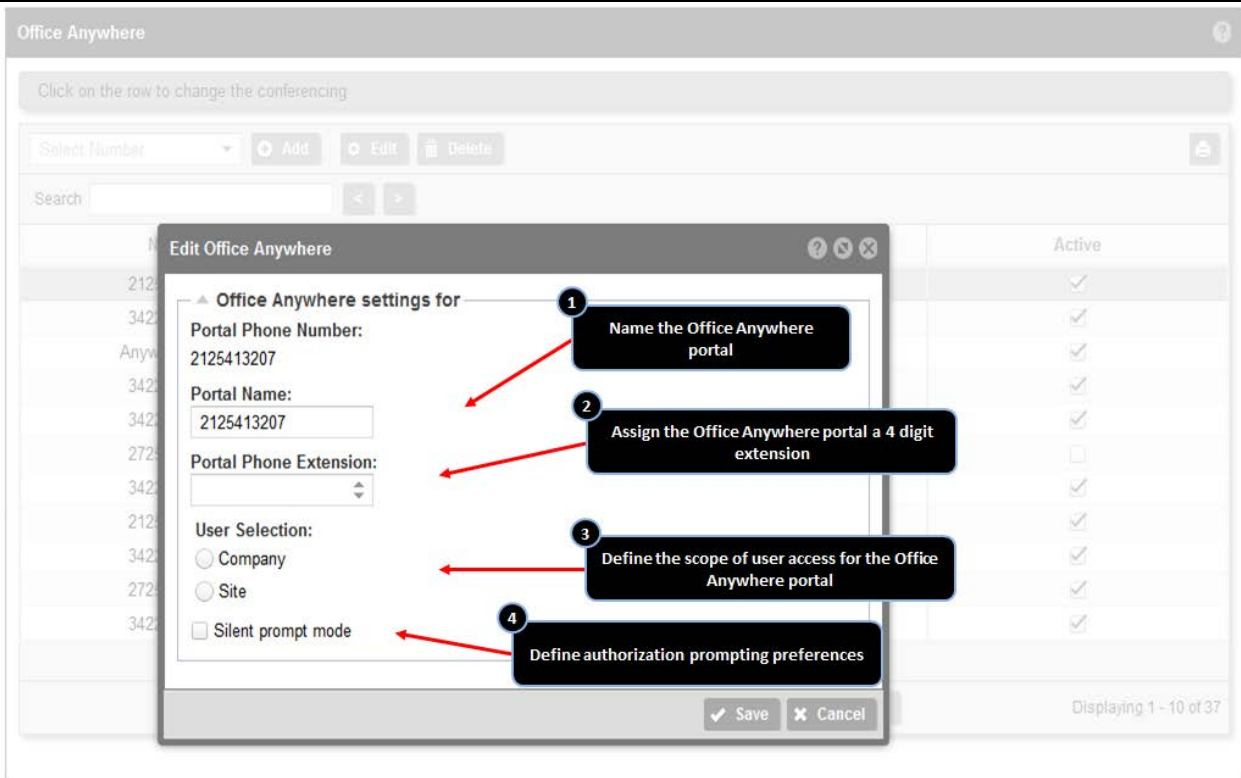
Select Number Add Edit Delete

Select the number you added and click on the Edit button

Search

Name	Phone Number	Extension	Active
2125413207	2125413207		<input checked="" type="checkbox"/>
3422981005	3422981005		<input checked="" type="checkbox"/>
Anywhere-Site	2123901130	1130	<input checked="" type="checkbox"/>
3422981096	3422981096		<input checked="" type="checkbox"/>
3422981073	3422981073		<input checked="" type="checkbox"/>
2725413205	2725413205	2345	<input type="checkbox"/>
3422981019	3422981019		<input checked="" type="checkbox"/>
2125413205	2125413205		<input checked="" type="checkbox"/>
3422981052	3422981052		<input checked="" type="checkbox"/>
2725413208	2725413208	4567	<input checked="" type="checkbox"/>
3422981018	3422981018		<input checked="" type="checkbox"/>

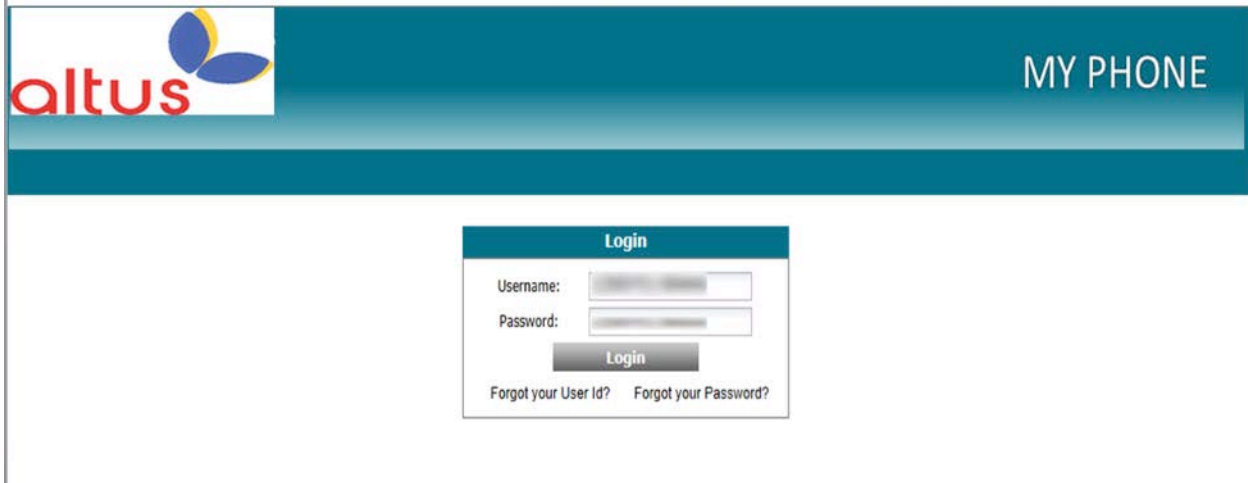
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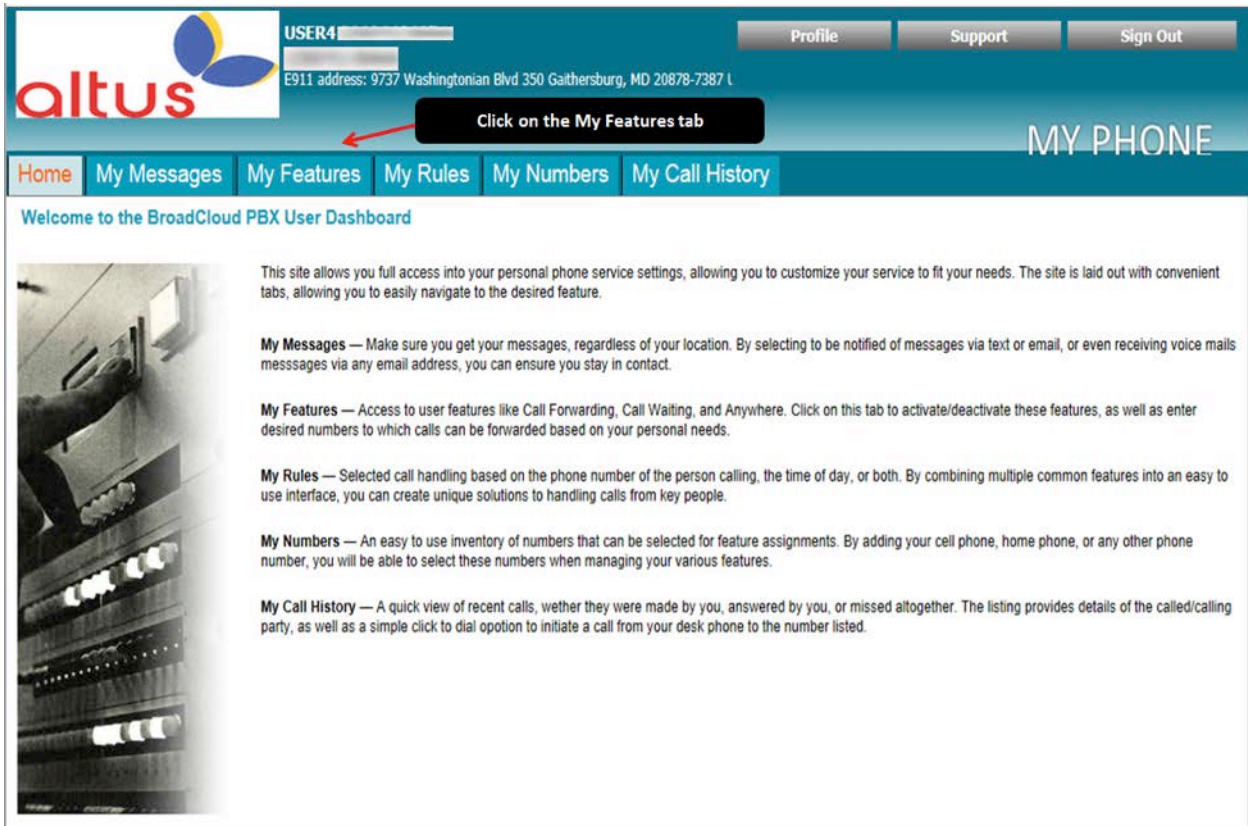
User Feature Setup

The Office Anywhere feature is automatically available to all Executive or RetailLine stations, and feature control is located in the My Phone dashboard. To configure the Office Anywhere feature, the user must enter all landline and wireless phone numbers from which Office Anywhere calls will be placed. The user can also choose which numbers in the list will simultaneously ring whenever calls are received on their Altus Voice desktop phone. A minimum of one number must be assigned by the user to enable the feature for that user. Multiple numbers can be assigned if the user expects to utilize the Office Anywhere Portal from multiple locations or requires multiple numbers to simultaneously ring when calls are received on their Altus Voice desktop phone.

Step 1. Log in to My Phone



Step 2. Go to the My Features tab



Step 3. Go to the Office Anywhere Feature window

The screenshot shows the altus 'MY PHONE' interface. At the top, the altus logo is on the left, and the user ID 'USER4 3019440497' and E911 address '9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L' are on the right. Navigation buttons for 'Profile', 'Support', and 'Sign Out' are also present. Below the header is a menu bar with 'Home', 'My Messages', 'My Features' (highlighted), 'My Rules', 'My Numbers', and 'My Call History'. A left sidebar contains various feature options, with 'Sim Ring/Anywhere' highlighted and a red arrow pointing to it. A callout box with the number '1' and the text 'Select the Sim Ring/Anywhere tab' points to this arrow. The main content area shows a summary of '0 of 12 SimRing Locations in use' and '1 Anywhere Locations in use'. Below this is a table with columns: Active, Number, Type, Answer Confirmation Required, Incoming Calls, and Options. The table contains one row with a checked 'Active' box, a redacted 'Number', 'Anywhere' as the 'Type', an unchecked 'Answer Confirmation Required' box, and a red minus sign in the 'Options' column. At the bottom, there are two settings panels: 'Global Sim Ring Settings' with checkboxes for 'Enable SimRing' and 'Do not ring other phones when I am on a call', and 'Global Office Anywhere Settings' with a checkbox for 'Alert all locations for Click-to-Dial calls'. Both panels have 'Update' buttons. A 'Phone Number' field and 'View Portals' button are also visible.

Step 4. Configure your Office Anywhere settings.

USER4 3019440497
3019440497
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

Profile Support Sign Out

MY PHONE

Home My Messages My Features My Rules My Numbers My Call History

Overview
Mobile App
Desktop App
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Receptionist Soft Console

0 of 12 SimRing Locations in use.
1 Anywhere Locations in use.

Active	Number	Type	Answer Confirmatic	Incoming Calls	Options
<input checked="" type="checkbox"/>	5712243096	Anywhere	<input type="checkbox"/>		

1 Input the Office Anywhere number and select the "Office Anywhere" option from the drop down menu. Then click on the plus button

2407209610 Office Anywhere

Global Sim Ring Settings

Enable SimRing

Do not ring other phones when I am on a call

Global Office Anywhere Settings

Alert all locations for Click-to-Dial calls

USER4 3019440497
3019440497
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

Profile Support Sign Out

MY PHONE

Home My Messages My Features My Rules My Numbers My Call History

Overview
Mobile App
Desktop App
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward
Reject Unidentified Callers
Receptionist Soft Console

0 of 12 SimRing Locations in use.
1 Anywhere Locations in use.

Active	Number	Type	Answer Confirmatic	Incoming Calls	Options
<input checked="" type="checkbox"/>	5712243096	Anywhere	<input type="checkbox"/>		

2 Select the "Active?" box to activate this office Anywhere profile

3 Select the "Answer Confirmation Required?" option if necessary

1 Enter a description for this Office Anywhere profile

New Office Anywhere Location

Description:

Active?

Answer Confirmation Required?

Save

Update Update View Portals

If the Answer Configuration Required box is enabled then when you answer your phone you will hear a prompt that says "Please press any digit now to accept this call" – then you press any digit and the call comes through. If you don't press a digit it goes to your office voice mail.