## What is the Anywhere Feature?

The Evolved Anywhere Feature 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.

With Evolved Anywhere, you can move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you, move a call from your mobile to your fixed phone at will, and transfer or conference with your colleagues from your mobile with their four-digit extension. These as well as many other features are all part of the Evolved Anywhere solution.

How to Setup the Anywhere Feature:

Step 1: From your toolbar find the **Anywhere** tab and select Configure through the drop down menu **OR** go to the **Services** tab and select **Anywhere**.
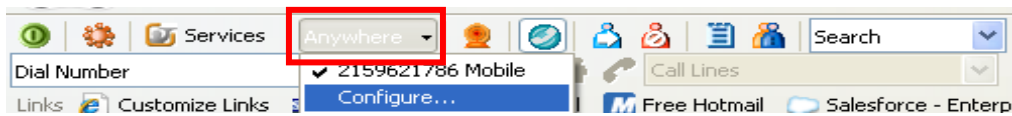
Step 2: Go to **Add** and enter the phone number you wish to use *(you can add more than 10 phone numbers).* Select **Apply** to save.

Step 3: Select **View Available Portal List** to retrieve your companies assigned phone number for this feature.

Receive an Anywhere call:

When a user's Anywhere number is dialed, all of their 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 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 Anywhere service to prompt for answer confirmation. Then, upon answering the mobile, the user is prompted to press any key to accept the call. **Note: It is highly recommended that Simultaneous ring and Remote Office be disabled when using the Evolved Anywhere feature.**

Move Call from One Phone to another Phone:

Move Active Call from your Desk Phone or Soft Client to your Mobile:

Step 1: From your mobile, dial your assigned phone number.
Step 2: Enter your voicemail passcode followed by #.
Step 3: When you hear the tone, dial ***11** and you will immediately be connected with the original caller.

Move Active Call from your Mobile to your Desk Phone or Soft Client:

Step 1: While engaged in a call on your mobile, dial ***11** from your desk phone or soft client. *The call is seamlessly moved to the new phone and the mobile call leg is dropped.*

Conferencing from your Mobile Device:

The Evolved Anywhere Feature allows users to conference calls to an internal extension or an external 10 digit number from their mobile device. **NOTE:** The **"Use BroadWorks-based Call Control Services"** needs to be checked off for this feature to work.

Three-Way Calling: A "user" can create a three-way call.

Step 1: When a user is on a call, press **# #**. You will then hear a dial tone and the **"caller"** hears Music on Hold (if configured).
Step 2: 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.

NOTE: 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 voice mail answers.)*

Transferring from your Mobile Device:

The Evolved Anywhere Feature allows users to transfer calls to an internal extension or an external 10 digit number from their mobile device. **NOTE:** The **"Use BroadWorks-based Call Control Services"** needs to be checked off for this feature to work.

There are 2 types of transfer: Blind and Consultative

1. **Blind Call Transfer:** A "user" can transfer an active call to another number.
    Step 1: While on the call, press **# #.** You will hear a dial tone and the **"caller"** hears Music on Hold.
    Step 2: Dial a destination number of a third party. Upon hearing ringing, hang up and the **"caller"** is connected to the ringing destination number.

2. **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.
    Step 1: When a user is on a call and would like to transfer the call, press **# #**. You will hear a dial tone and the "caller" hears Music on Hold (if configured).
    Step 2: Dial the destination number of third party. Upon hearing ringing, you may wait and talk with the third party *(that is, to announce the call).* If the third party wants 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 **# #**.

Setting Up Your Phone for 2 Stage Dialing:

Move Active Call from your Desk Phone or Soft Client to your Mobile:
From your mobile, dial your assigned phone number. You will be asked to enter your voicemail passcode. Enter information followed by #. Once you hear the tone, dial *11 and you will immediately be connected with the original caller.

Move Active Call from your Mobile to your Desk Phone or Soft Client:
While engaged in a call on your mobile, dial *11 from your desk phone or soft client. The call is seamlessly moved to the new phone and the mobile call leg is dropped.

NOTE: To save the 2 stage dialing as a speed dial using an IPHONE, Droid, or Blackberry, create a contact and enter the following string as the contact Phone number: **Anywhere Phone Number, Voicemail Passcode# , *11**