

# Mobile Identity

for SmartVoice

User  
Guide



3/23/2017

## OVERVIEW

Mobile Identity is a simple smartphone client that enables an end-user to make and receive (or just make) calls over their existing cellular service while using their SmartVoice Direct in Dial (DID) or Business Line number/identity. A user can dial and manage calls from their personal smartphones just as they would from their office desk phone, including tracking calls, picking up business voicemail, managing personal settings, and more. Mobile Identity is available through the two major mobile application stores and can be installed on Android and iOS mobile devices. (See below for download and installation instructions.) Once installed, users can perform the following functions through the Mobile Identity client:

- Make *and* receive voice calls on their smartphone over the public mobile network using their business identity
- Only *make* calls on their smartphone using their business identity
- Access their call history for all call activity linked to their SmartVoice number
- Search their SmartVoice Enterprise Directory and Outlook contacts. Users can easily click on a contact in their search results to originate a call
- Manage their assigned features, such as Call Forwarding, Do Not Disturb, Caller ID Blocking, BroadWorks Anywhere, Simultaneous Ring, and Sequential Ring
- Call their voice mail by dialing their DID/Business Line number or extension

## FEATURES

### Enterprise Search Directory

The Mobile Identity application allows the user to search for contacts in a number for different locations. More specifically, depending on the mobile platform and the user's native device settings, a search can be performed against their local phone contact list, their SmartVoice Enterprise Directory, and Outlook contacts.

Note: The client allows you to search all available directories or a specific one by touching the **Display** option under **Search**. The client does not list all entries; just the one you enter into the search function.

## Call History

The Mobile Identity application allows the user to view their call history for all calls on their business identity. To do this, Mobile Identity downloads the latest call history stored on the user's SmartVoice profile. This includes business calls made on their mobile phone in addition to their desk phone.

- Calls originated through the **Call Through** or **Call Back** service are logged and accessible via the **Call History** tab.
- The call history can be filtered by all or missed calls. Each call record includes type (answered, missed, and placed/outgoing), time and date, telephone number, and name (if available).
- Users can easily click on a phone number in their call history to originate a call.

## Outgoing Call Options

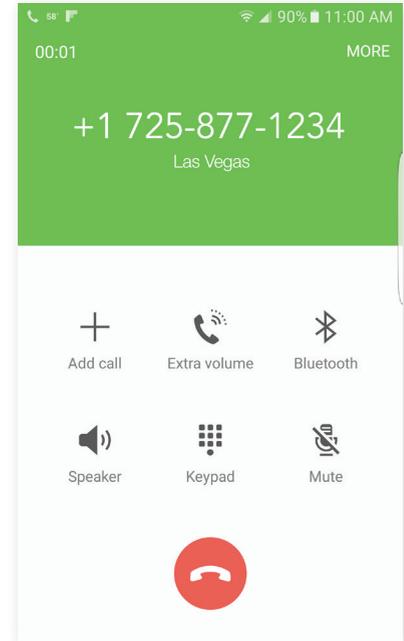
There are 3 calling options available:

- **Call Through** allows the end user a single step to place an outgoing call.

*When using the Call Through dialing option, a special area code 725 number will display on the Android dialer (right) and in the Call History, but your SmartVoice service will display the called number and bill according to your SmartVoice dialing plan.*

- **Dial Back** is a two-step process that dials the SmartVoice service and you receive a call back that you answer before the dialed number call is placed. This feature may avoid roaming charges from your cellular carrier.
- **System** or **iPhone dialer** will place the call using your standard cell phone dialing plan through your carrier. This option bypasses Mobile Identity and uses your standard cell phone service.

All 911 calls in Mobile Identity are placed through your cellular carrier and bypasses the Mobile Identity client in case of emergency.



## Incoming Call Management

The **BroadWorks Anywhere** feature allows the user to control whether to receive incoming calls or not. In Settings, you can turn this feature on to receive incoming calls or off to not receive them. This feature does not affect your ability to make outgoing calls using your business identity.

## Management While in a Call

The user can move an ongoing call from one device to another by dialing **\*11** feature code on the device that is on hook (not in the call) or using the **Call Pull** feature in the iOS client to move the call to your iPhone. An example is that you are on a call using your smartphone and you want to finish the call on your desk phone by placing a **\*11** call on your desk phone. BroadWorks Anywhere will move the call to your desk phone.

## Feature Management

The Mobile Identity application allows the user to configure any assigned SmartVoice feature such as enabling or disabling Call Forwarding or changing the Call Forwarding number.

## DOWNLOADING THE MOBILE IDENTITY CLIENT

The latest versions of Mobile Identity are available from the smartphone app stores in Apple or Android just as you would download any other application.

- Search “TPx Mobile Identity” to go directly to the client. Subsets of the search term will give you multiple options.

Note: The Mobile Identity user must enter their Mobile Identity phone number and password on the first launch. Details provided below.

### Download for iPhone

1. Select the **App Store icon** on your iPhone
2. In the search window, type **TPx Mobile Identity**
3. Tap **Install**
4. Accept the end-user license agreement when it is displayed

5. Once installed, select **Call Settings** and enter:

**User Name:** 5555551212@smartvoice.TPx.com (your DID/  
business line phone number)

**Password:** Your assigned password

**Phone number:** Your mobile number if not already  
selected by the client

6. Select **Login**

### Placing a call: iPhone

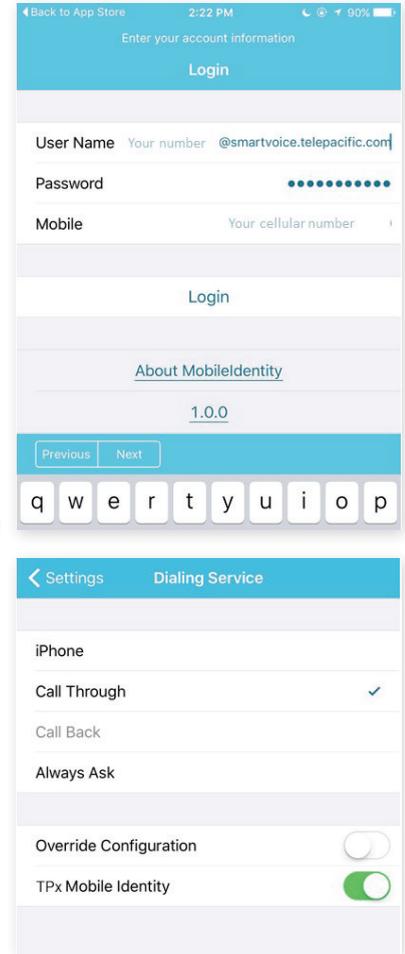
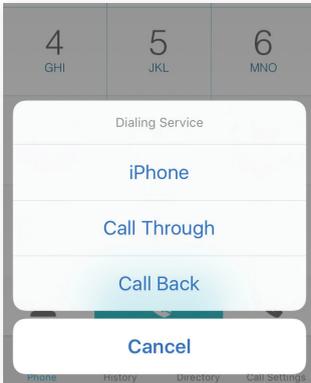
1. Enter phone number.

2. Tap **Call**.

3. Select the **Call Through**, **Call Back** or **iPhone** option.

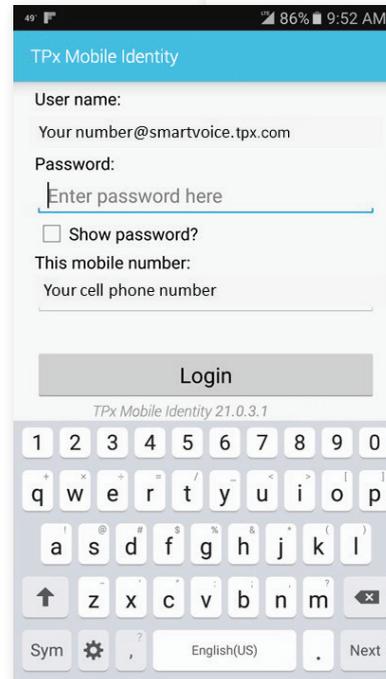
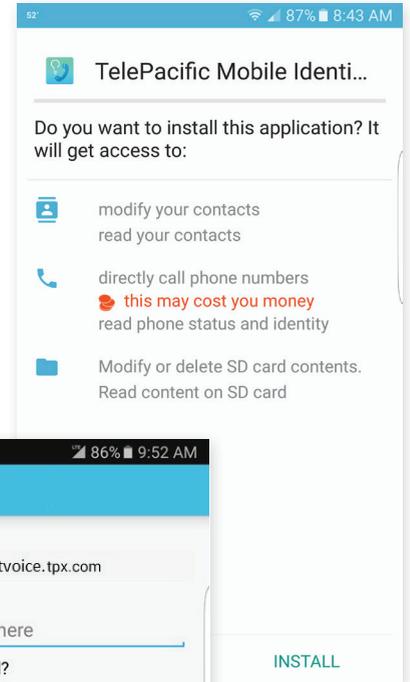
In **Settings**, you can select your preferred option for outgoing calls which can be changed over time. (Note: if you select **iPhone** and not the Mobile Identity **Call Through** or **Call Back** options, your personal mobile phone number will be used and NOT your business identity.)

In Settings, leave **Override Configuration** "Off" (unless you want to disable Call Back) and leave **TPx Mobile Identity** "On."



## Download for Android

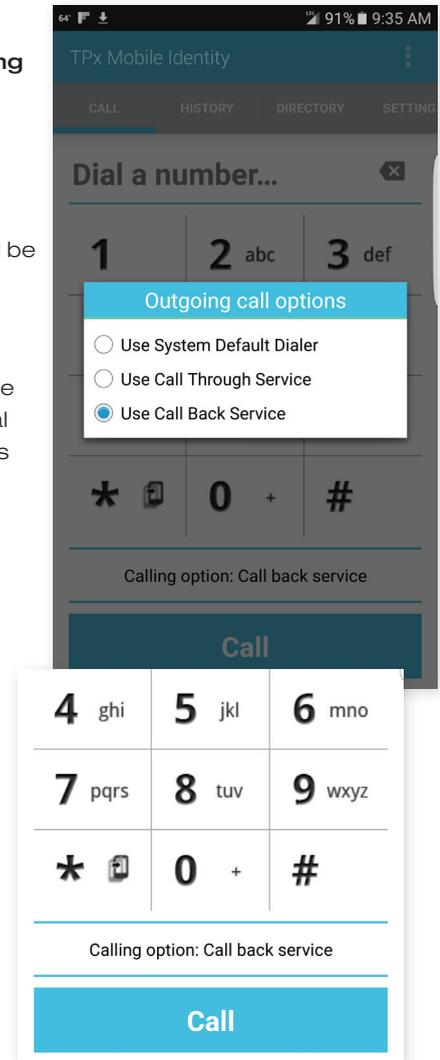
1. Select the **Play Store icon** from your Android device.
2. Tap the **Search icon** and enter **TPx Mobile Identity**.
3. In the results window, select **TPx Mobile Identity**.
4. Tap **Install**, then **Accept & Download**.
5. Once installed, launch the app and accept the end user license agreement.
6. The **Call Settings** page will open automatically. Enter:  
**User Name:** 555555555@smartvoice.TPx.com (your SmartVoice number)  
**Password:** Your assigned password  
**Phone number:** Your mobile number (this may auto-populate)
7. Select **Login**.



## Placing a call: Android

1. If you have not selected a standard option, select **Calling Option**.
2. Enter phone number or extension (dial 2222 if in your SmartVoice Enterprise Directory)
3. Tap **Call**
4. Depending on your selected calling option, your call will be placed.

In **Settings**, you can select your preferred option for outgoing calls which can be changed over time. (Note: if you select **Use System Default Dialer** and not the Mobile Identity **Call Through** or **Call Back** options, your personal mobile phone number will be used and NOT your business identity.)



## SETTING UP MOBILE IDENTITY

To set up Mobile Identity on your smartphone, follow the instructions below after installation.

### Setup for iPhone and Android

1. Go to **Settings**.
2. Select **Call Control** and then **BroadWorks Anywhere**.
3. Select **Enable for Callback** if you want to use that feature for the roaming option (if required).
4. Select **+** at the top right to add or change your cell phone if not already entered at initial install. It will then prompt you to enter your cellular number.
5. Select **On** to enable that number.
6. Select the **Advanced Options** you want:

**Call control** allows you to use the features and dial codes that are available with your number.

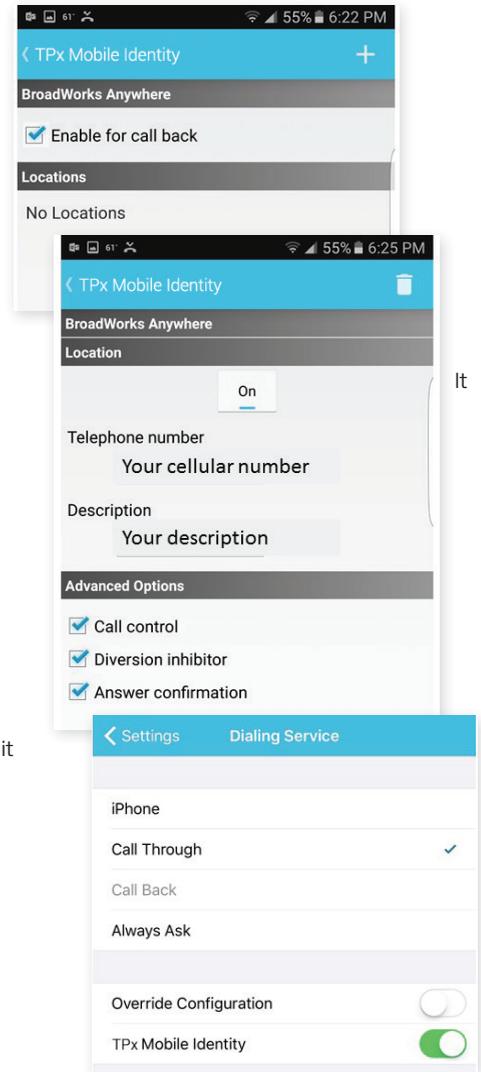
**Diversion inhibitor** insures calls go to Mobile Identity before other features you have enabled are implemented.

**Answer confirmation** allows you to touch a digit on your cellular phone before the call is completed or let it be processed per your call settings.

#### In iOS:

**Override Configuration** disables Call back

Select **On** for **TPx Mobile Identity**



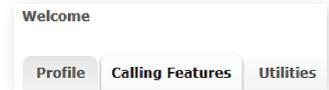
## Setup via SmartVoice customer portal

If you have access to SmartVoice Customer Portal, you can also set up your smartphone there.

1. Log into <https://portal.sv.TPx.com/auth/login/>.
2. After login, select the **Call Features** tab if not already displayed.
3. Scroll to **BroadWorks Anywhere** and click **Add**. (Or just click **View** to see your settings.)
4. In **Add**, enter or change your cell number, how you want to identify it, and click **Save**.
5. You can add or change the

**Advanced Options** that you selected on page 8. (Do **not** select an *Outbound Alternate Phone Number*. Contact TPx support if required.)

6. You can also add rules for Mobile Identity. (This option not available on your smartphone client.)



Contact Customer Care at 877-487-8722 for additional assistance.

## MOBILE DEVICE REQUIREMENTS

Mobile Identity supports current iPhone and Android and selected operating systems and manufacturing device models.

## ADDITIONAL NOTES

### **Data Connection**

A data connection is required for the mobile device. If you turn your cellular data off, you cannot place a call from the Mobile Identity client.

### **For more information and support**

Contact [TPxcustomers@TPx.com](mailto:TPxcustomers@TPx.com).