



Liberate Office (TIPT)

User Guide for
Liberate iPhone
Mobile App

Liberate Feature Guide iPhone

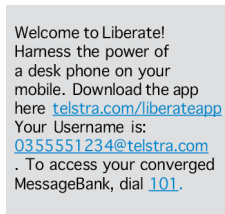
Liberate allows you to use your fixed line business number and unified communications (UC) features on your mobile phone. You will achieve better call quality and performance as calls are carried on the voice calling network. So when you are on the go you can share Presence, access Enterprise Contacts, Chat with contacts and be able to seamlessly move a call back to the desktop phone when you get back into the office. You even have the ability to set which device will be alerted for incoming calls.




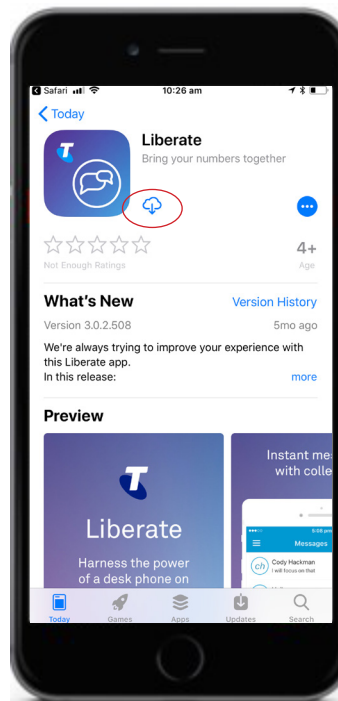
Downloading the Application

It is recommended that you download the Liberate application to ensure you have access to full functionality. You will receive a text message with a link to where to go to download the Liberate application. The Liberate application will download from the App Store. To download:

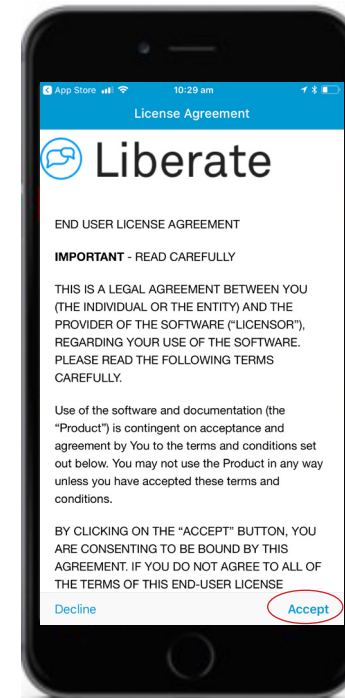
1. Click on the link in the text message. The link will take you to the App Store.



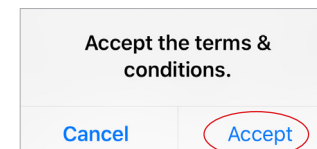
2. Tap 
3. Tap **Open**



4. Read and Accept the **Licence Agreement** by clicking **Accept**



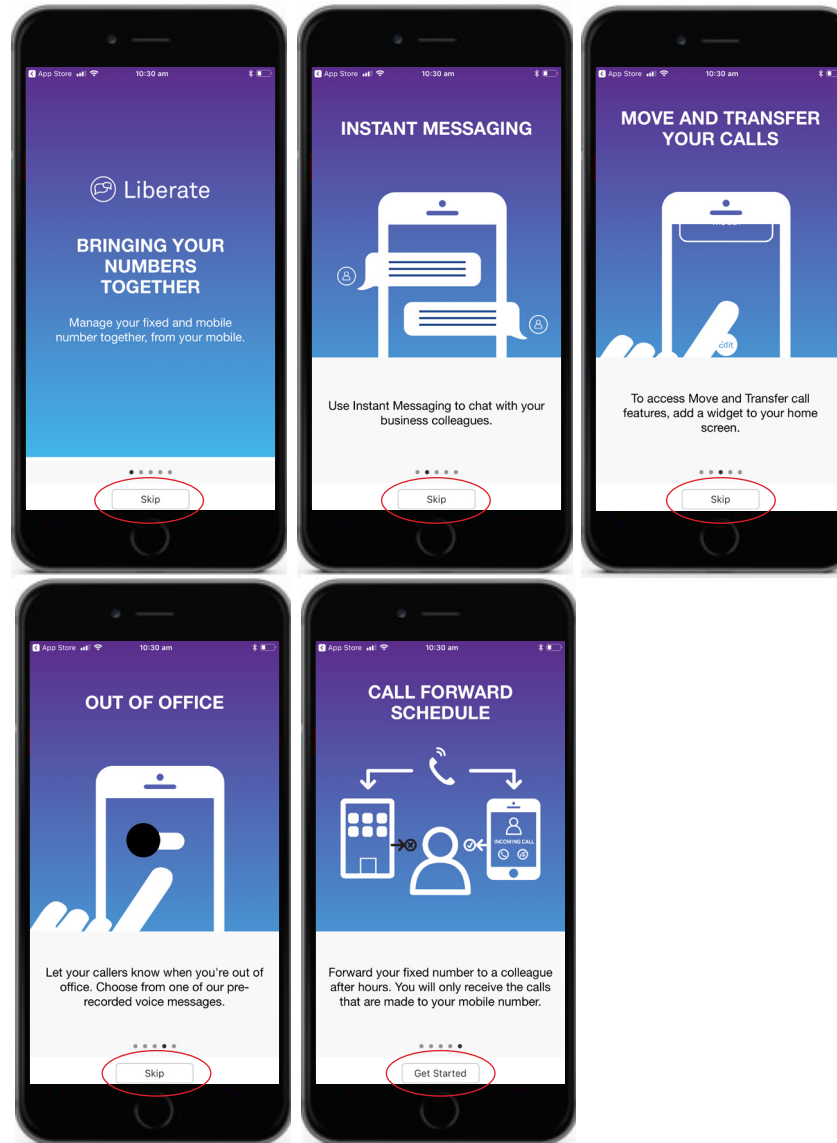
5. Click **Accept** again



Welcome Screens

The Welcome Screens appear when you download the Liberate application. They provide an overview of some of the important Liberate features.

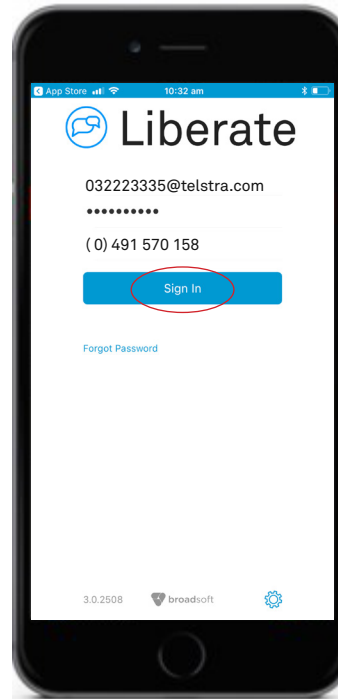
1. Swipe **Left** to view the Welcome Screens or Select **Skip** to skip or **Get Started** on the last Welcome screen.



Signing In

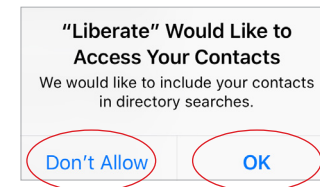
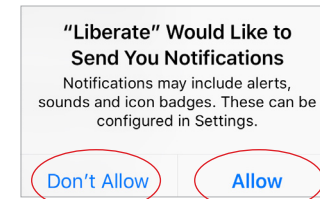
To sign into Liberate:

1. Enter your **TIPT username** and **password** to sign In



2. Enter your **Mobile Number**
3. Select **Sign In**

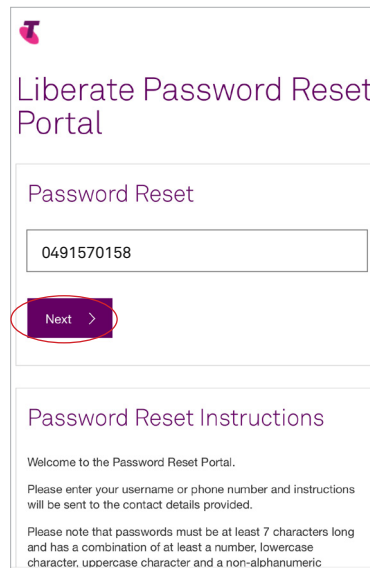
You will then receive a series of notifications tap **Allow**, **Don't Allow** or **OK**. These permissions are required to use the full functionality of Liberate.



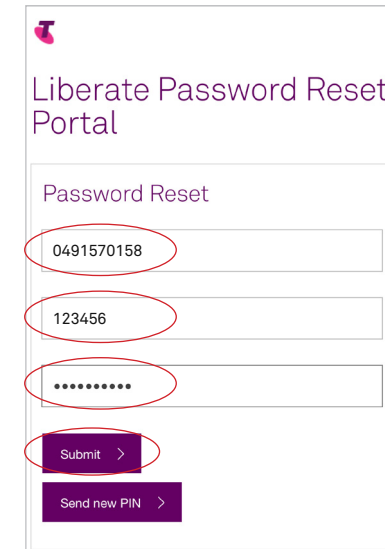
Forgot Password

Whilst signing in if you have forgotten your password.

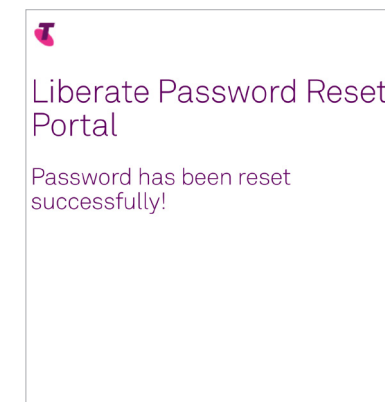
1. Click on **Forgot Password** on the log in screen. This will take you to the **Password Reset Portal** to change your password.
2. Enter your **username** or **telephone number** and tap **Next**






3. You should automatically receive a text message within a few minutes with the new PIN Number if not, Tap **Send New PIN**



4. Enter that **PIN** number in the **PIN** field
5. Enter your **new Liberate Password**
6. Tap **Submit**




Adding your Profile Picture

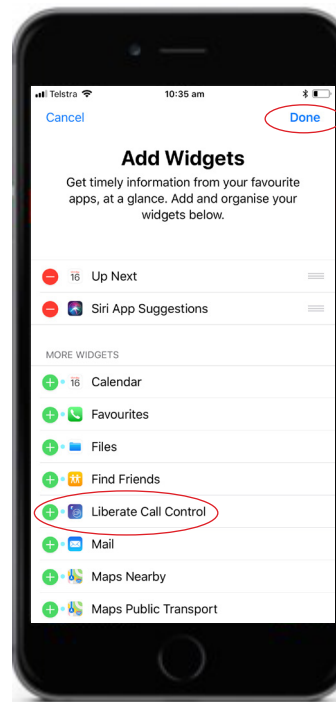
1. Select 
2. Tap the icon above your name 
3. Tap the icon again
4. Select **Choose Existing Photo**
5. Select the album (or photo)
6. Select your photo 
7. Tap **Choose**



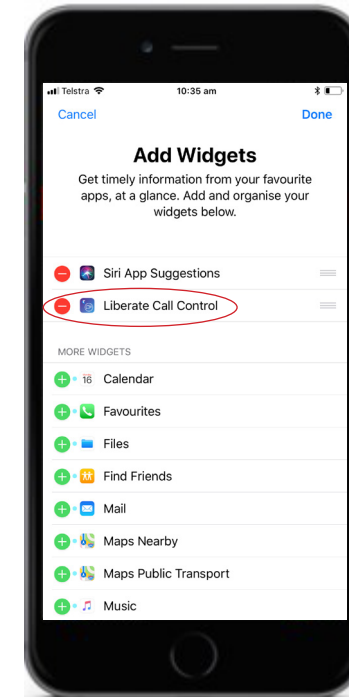
Creating a Widget

Widgets show functionality specific to an application. The Liberate Widget allows you to **Transfer a Call, Move a Call** or manage **Identity**. On an iPhone you can view your Widgets on the **Today** view or just swipe right over the **Home** screen. To access and add a Widget:

1. Swipe **right** over the **Home** screen
2. Scroll to the bottom and tap **Edit**
3. In the **More Widgets** area tap  next to the application that you would like to link to the widget i.e. **Liberate Call Control**



4. Tap **Done**
5. The widget will now appear in the Widgets section



6. Tap the **Home** button to return to the Home screen
7. Swipe **Right** to view the Widget

Liberate Office (TIPT) – User Guide for Liberate iPhone Mobile App

[Downloading the Application](#)

[Welcome Screens](#)

[Signing In](#)

[Forgot Password](#)

[Adding your Profile Picture](#)

[Creating a Widget](#)

[Presence](#)

[Enterprise Contacts](#)

[Creating a Contact Group](#)

[Delete a Group](#)

[Instant Messages \(Chat\)](#)

[New Broadcast](#)

[Making a Call](#)

[Using the Enterprise Contacts](#)

[Using the Dialpad](#)

[Receiving a Call](#)

[Send Message](#)

[In Call Features](#)

[Move a Call](#)

[Transfer a Call](#)

[Call History](#)

[Voicemail](#)

[Dialpad](#)

[Settings](#)

[Call Waiting](#)

[Call Centre Queues](#)

[CCR User - Call Settings](#)

[Calling Identity](#)

[Using the Liberate Widget to change Identity](#)

[Update Password](#)

[Troubleshooting](#)

[Email Logs to Support](#)


[Crash Reporting](#)

[About](#)


[Signing Out](#)

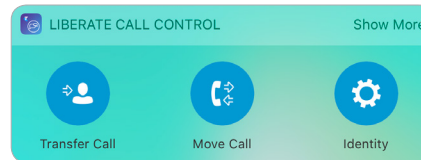
[Help/Support](#)

To Reorder the Widget:

1. Swipe **right** over the **Home** screen
2. Scroll to the bottom and tap **Edit**
3. **Touch and Hold**  to the right of **Liberate Call Control**
4. Click and drag **Liberate Call Control** upwards on the screen to change to the order you want
5. Tap the **Home** button to return to the Home screen

To Remove a Widget:

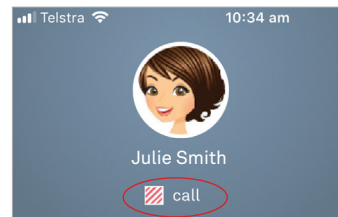
1. Swipe **right** over the **Home** screen
2. Scroll to the bottom and tap **Edit**
3. Tap  to the left of the widget you want to remove
4. Tap **Remove**
5. Tap **Done**
6. Tap the **Home** button to return to the **Home** screen



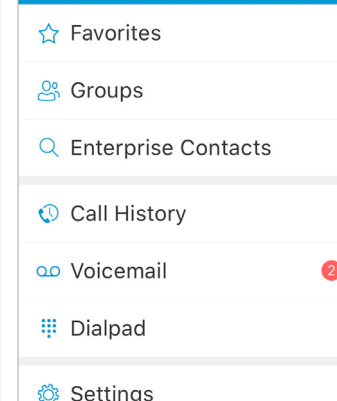
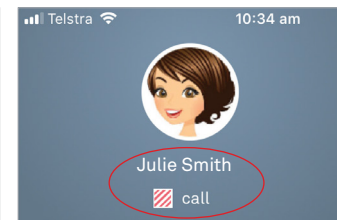
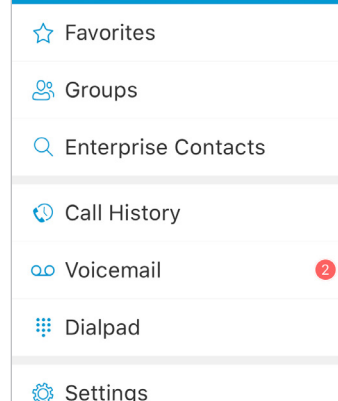
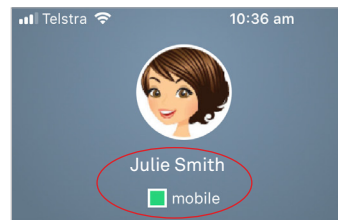
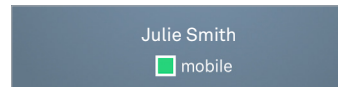
Presence

Presence is your telephony presence. It changes automatically when you are on a call notifying colleagues that you are unavailable to talk. Your Presence will synchronise with UC Connect. You do not have the ability to change your Presence within Liberate.

Your Presence will change to **Red** when you are on a call



Presence will change to **Green** when you are available to receive a call



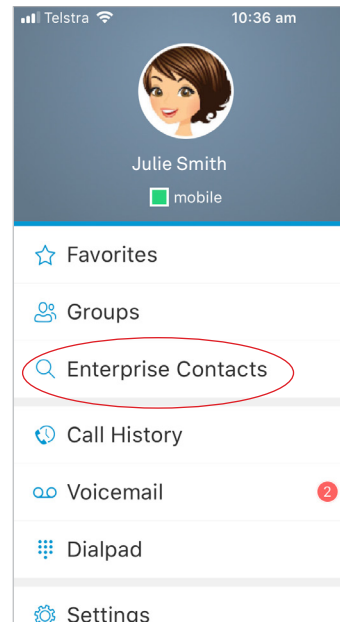
Enterprise Contacts

You have the ability to search for a contact from the **Enterprise Contacts** on your mobile device.

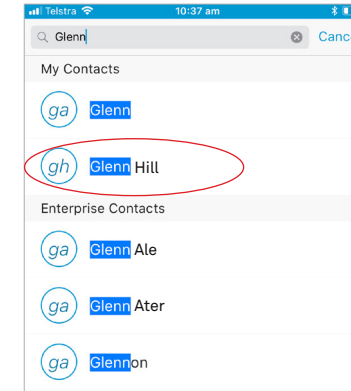
Search for a Contact

To search for a contact in the Enterprise Contacts:

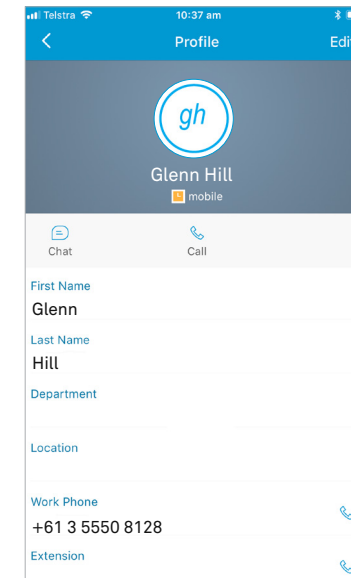
1. Tap 
2. Select **Enterprise Contacts**





3. In the **Search Contacts** field type the name of the contact



4. Select the **Contact Name**

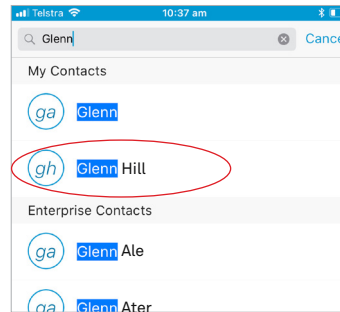


5. Tap 
6. Tap **Cancel**
7. Tap 

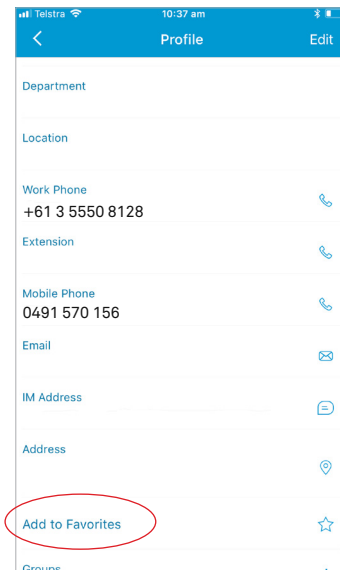


Set a Contact as a Favorite

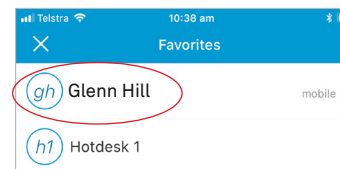
1. Search for the contact in the **Enterprise Contacts**




2. Select the **Contact Name**
3. Scroll downwards in the contact screen and tap **Add to Favorites**



4. The contact is now displayed in your **Favorites**

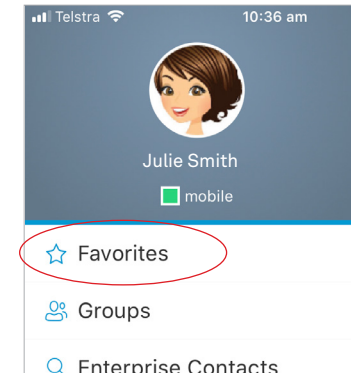


5. Tap 
6. Tap **Cancel**

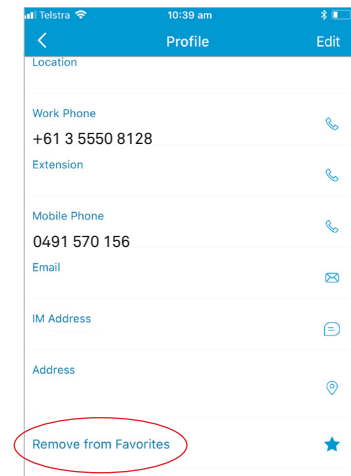
7. Tap 

Remove a Contact from Favorites

1. Tap 
2. Select **Favorites**



3. Tap the **contact**
4. Scroll downwards and select **Remove from Favorites**

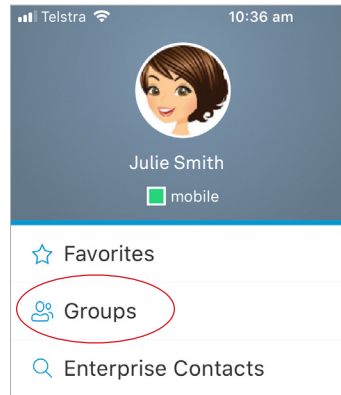


5. Tap 
6. Tap **Close Messages**  to return to the **Messages** window

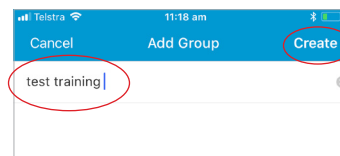


Creating a Contact Group

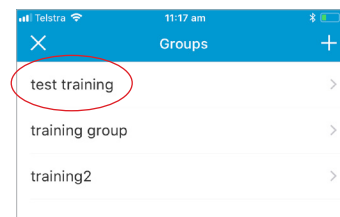
1. Tap 
2. Select **Groups**



3. Tap 
4. Enter the **Group Name** and tap **Create**



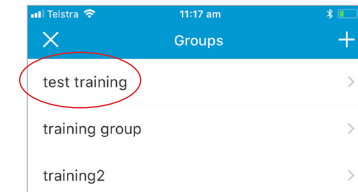
The group name will now appear in **Groups**



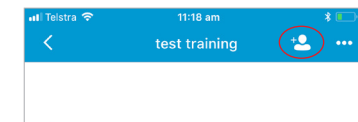
5. Tap  to close

Add a Contact to the Group

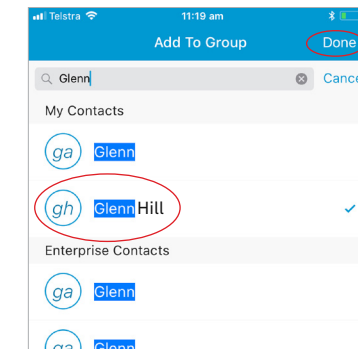
1. From the **Groups** Menu select the **Group Name**



2. Select **Add to Group** 



3. Search for the contact(s) you wish to add to the group



4. Select the contact(s) and tap **Done**
5. The contact will now appear in the group


6. Tap **Back** 

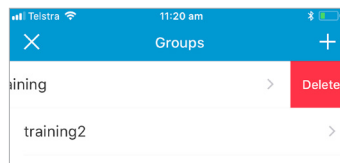
7. Tap **Close** 



Delete a Group

To delete a group:

1. Tap 
2. Select **Groups**
3. Tap the **Group name** and **Swipe Left**
4. Tap **Delete**

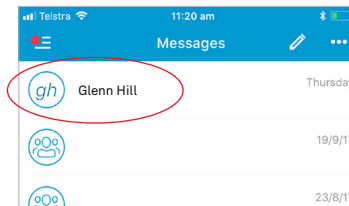


Instant Messages (Chat)

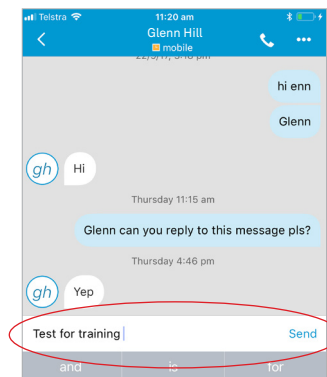
In Liberate we can **Chat** or **Broadcast**. Chat allows you to chat on a one-on-one basis or in a group. Broadcast is a one way message that you can send to one person or multiple people. You cannot broadcast to a group. If you have chatted with a colleague previously they will appear in your Messages Window. To chat with a contact:

One-to-one Chat

1. In the **Messages** Window tap on the contact you wish to chat with



2. Type your message and tap **Send**




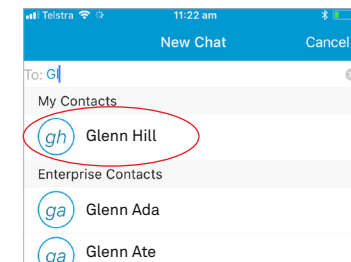
3. Tap **Back**



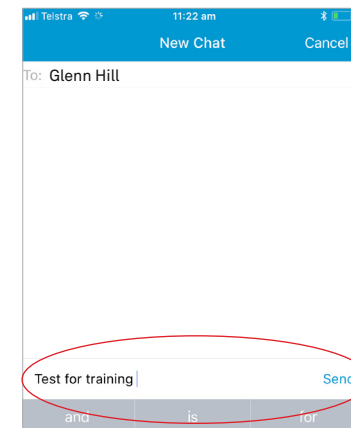
New Chat

To start a new chat:

1. Tap 
2. In the **To** field enter the name of the person you wish to chat with and select that contact



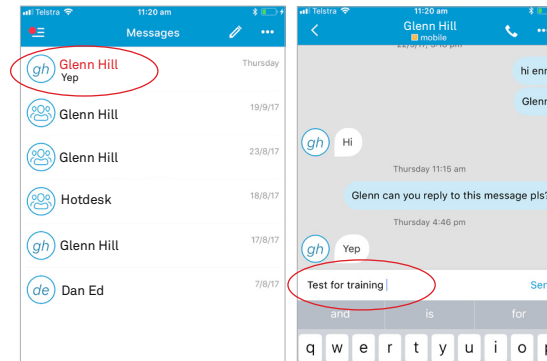
3. Type your message and tap **Send**



Receiving a Message

When you have received a message that you have not yet read it will appear in the **Messages** Window in **red** with a number next to the name. To read the message:

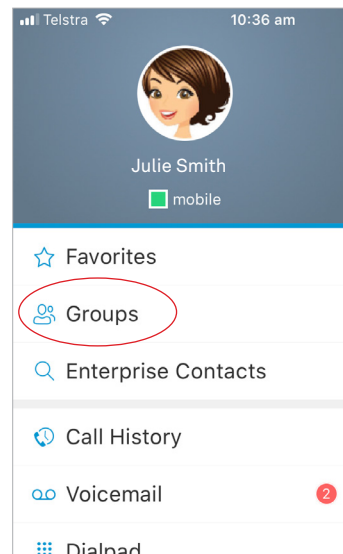
1. Tap on the message. The message will now open to allow you to reply



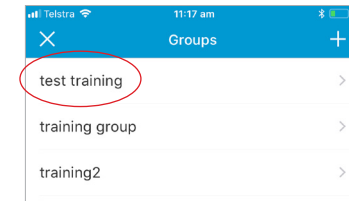
Group Chat

To start a group chat:

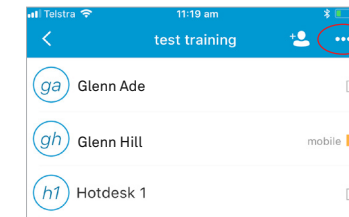
1. Tap 
2. Select **Groups**



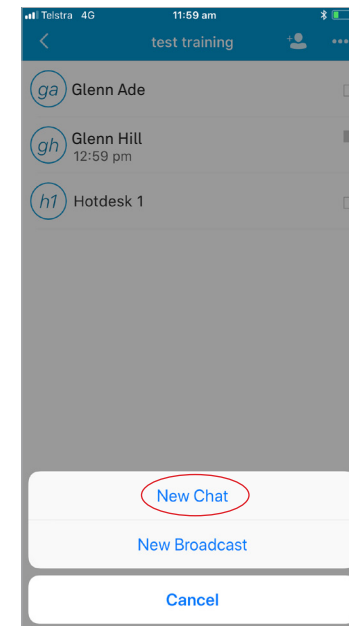
3. Select the **Group** you wish to chat with



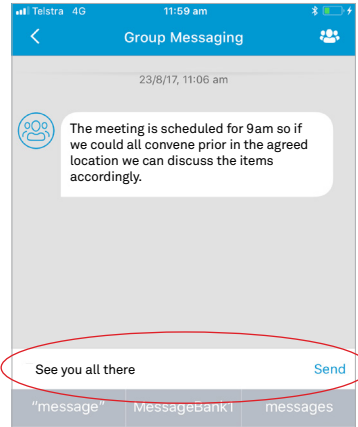
4. Tap 



5. Select **New Chat**

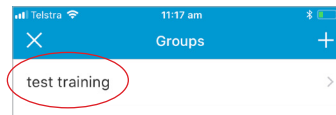


6. Type your message and tap **Send**

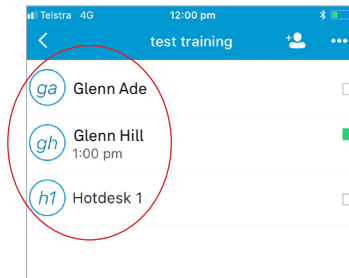




To view the participants of a group message:

1. In the **Groups** Window tap the **Group** name



2. The participants of the group will now be visible

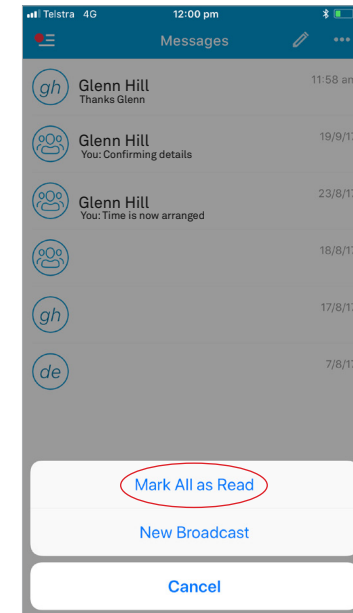


3. Tap **Back** 
4. Tap **Close** 

Marking All as Read


When you open a chat or IM it is automatically marked as read. To mark all your messages as read. From the **Message** Window:

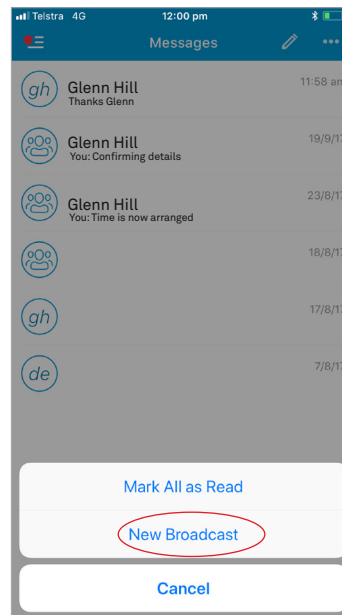
1. Tap 
2. Select **Mark all as Read**



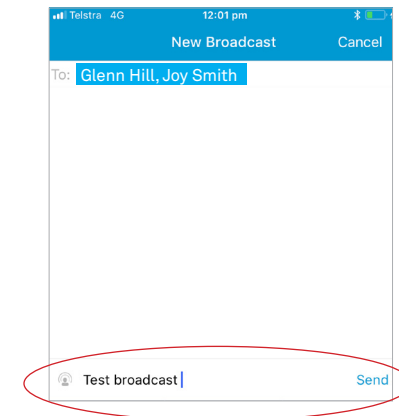
New Broadcast

New Broadcast is a one-way Broadcast. The recipient(s) cannot respond. A Broadcast can be sent to multiple contacts but not to a group. To send a new Broadcast:

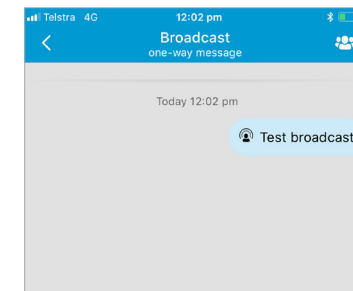
1. In the **Messages** Window tap 
2. Tap **New Broadcast**



3. In the **To** field search for the people you wish to send the Broadcast to



4. Type your Broadcast and tap **Send**
When the recipient(s) receive your message they do not have the ability to respond.



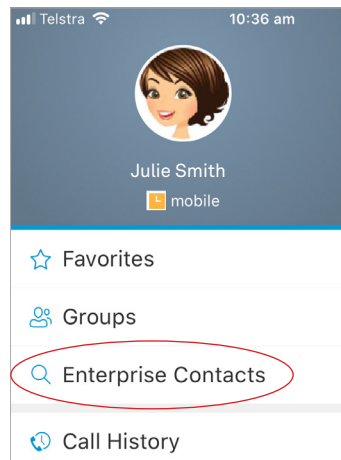
Making a Call

You can search the **Enterprise Contacts** on your mobile phone when making calls. You can also call any number using the dial pad.

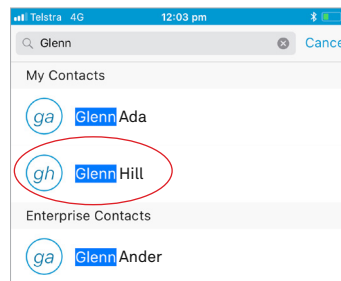
Using the Enterprise Contacts

To search for a contact in the Enterprise Contacts:

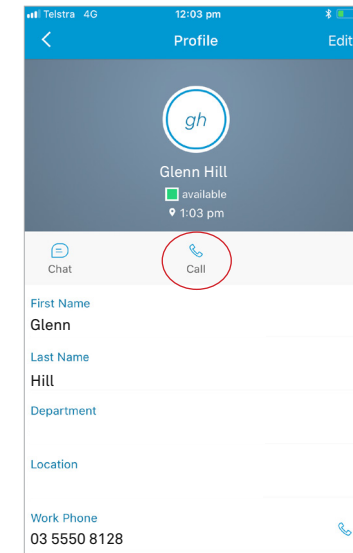
1. Tap 
2. Select **Enterprise Contacts**



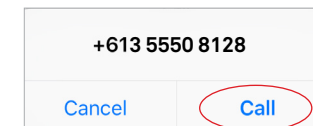
3. In the **Search** field type the name of the contact
4. Select the **Contact Name**



5. Tap **Call**





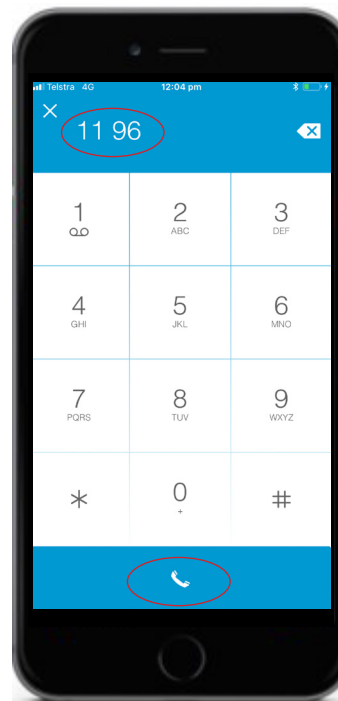
6. Tap **Call** again



Using the Dialpad



Use the dialpad to make a call to someone who is not in your contacts.

1. Tap 
2. Select **Dialpad**
3. Enter the number you wish to call
4. Tap 



Receiving a Call


The caller's name and number will display on incoming calls if the caller is in your **Enterprise Contacts**.

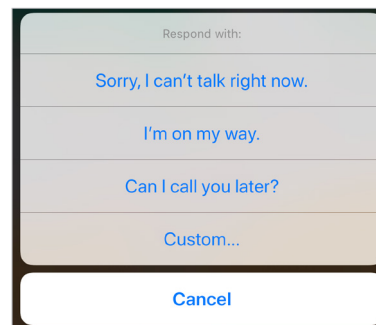
You can choose to **Accept**  or **Reject/Decline**  the call



Send Message

If you are unavailable to take the call:

1. Select  and select from the following options
2. The caller will receive the message that you can't talk and your call will go to voicemail




In Call Features

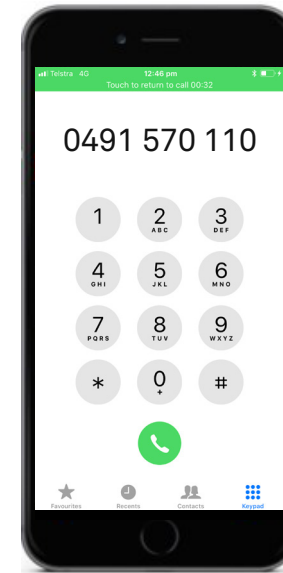
You have the ability to use the **In Call Features** while on an active call.



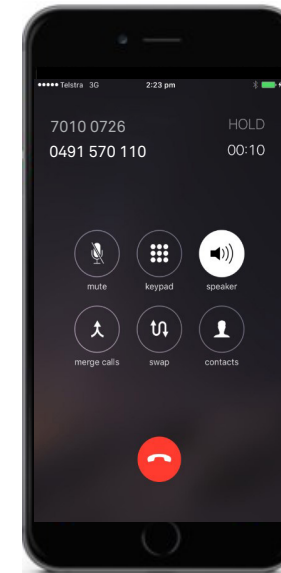
Add Call


Whilst on an active call you can add another call.

1. Tap  (active call automatically placed on hold)
2. Tap **Keypad**
3. Enter the number you wish to call



4. Tap 



5. Once the recipient answers the call tap  **Merge Calls** to merge the call into a conference call



Mute

Whilst on an active call if you want to Mute your call


1. Tap **Mute** 

To take your call off **Mute**

1. Tap **Mute** again 

Dialpad

To access the Dialpad whilst on an active call:

1. Tap **Keypad** 
2. The keypad will open to allow you to dial the number to call

To Hide the Dialpad:

1. Tap **Hide**

Speaker

To place your call on Speaker whilst on an active call:

1. Tap **Speaker** 

To take your call off Speaker:

1. Tap **Speaker** again 

Facetime

To access the Facetime whilst on an active call:

1. Tap **Facetime** 

Contacts

To access Contacts:

1. Tap **Contacts** 

Decline a Call

To Decline a call when your mobile phone is ringing:

1. Tap **Decline** 

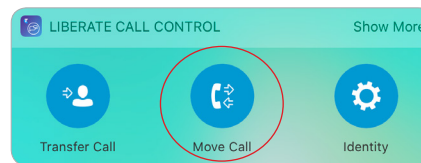
The caller will automatically be directed to voicemail to leave a message.



Move a Call

Calls can be taken on the mobile phone and then seamlessly pushed to the desk phone or vice versa. To move a call from the **mobile phone** to the **desk phone** whilst on an active call:

1. Tap the **Home** button on your phone
2. Using the **Liberate Widget** on the **Home** screen tap **Move Call**



3. Your desk phone will instantly ring. When you lift the handset you now have your caller on the line and you can continue your conversation.


To move a call from the **desk phone** to the **mobile phone** whilst on an active call:

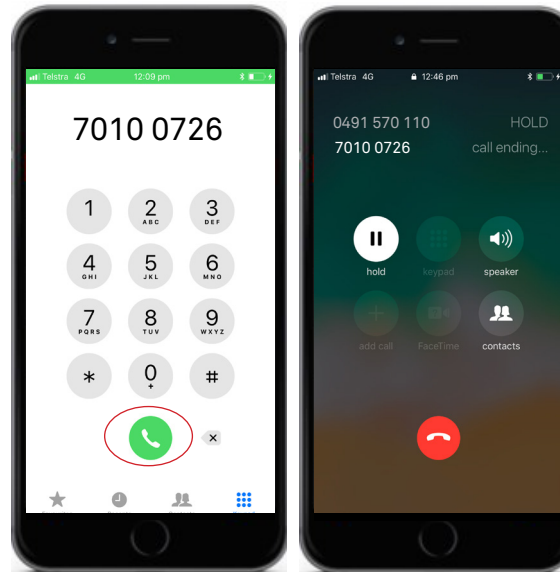
1. Press ***11** on the desk phone
2. Your mobile phone will ring and the call can now be taken on the mobile phone.




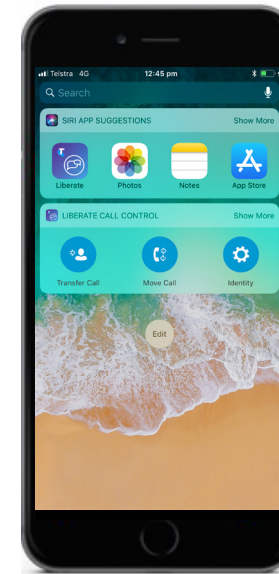
Transfer a Call

When you transfer a call, you are transferring the call to another individual. That might be an internal contact or an external number. To transfer a call whilst on an active call:

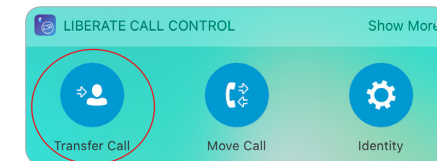
1. Tap 
2. Tap **Keypad**
3. Enter the number you wish to call



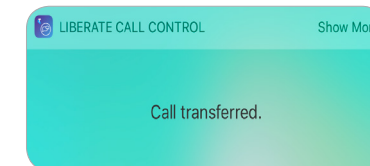
4. Tap 
5. When the caller answers announce the call and tap the **Home** button on your phone to return to the home screen



6. Using the **Liberate Widget** on the **Home** screen tap **Transfer Call**



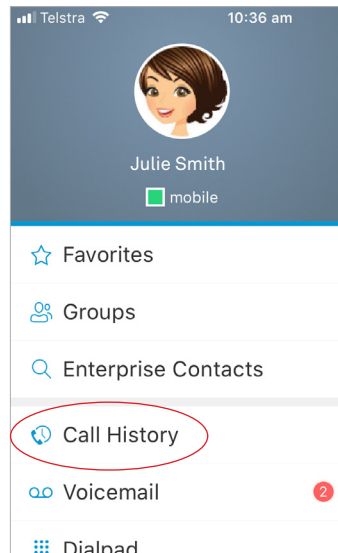
7. The call will automatically be transferred and you will receive the following message



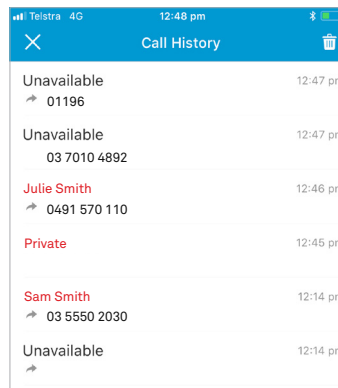
Call History

Call History will display all calls placed, received or missed. To view Call History:

1. Tap 
2. Select **Call History**




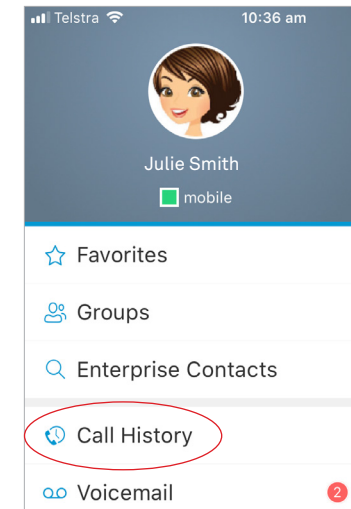
3. A list of your call history will be displayed
Note: Missed calls will display in Red




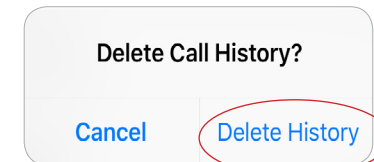
Delete Call History

To delete your call history

1. Tap 
2. Select **Call History**



3. Tap 
4. Tap **Delete History**



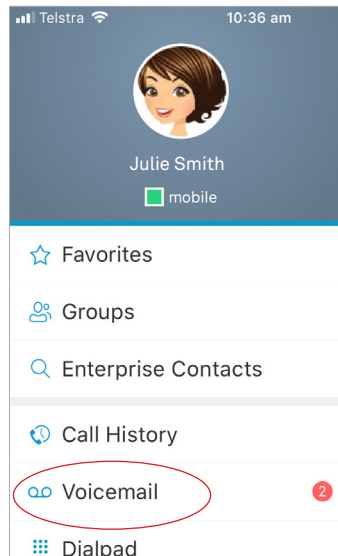
5. Tap 



Voicemail

Your Voicemail is now one central voicemail for all numbers. This gives you the ability to listen to your fixed number voicemail on your mobile phone. If this is the first time using Voicemail, follow the prompts to set up your PIN and greetings. To call voicemail and listen to your messages from either your desk phone or your mobile phone:

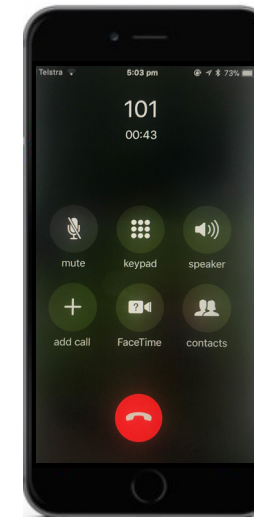
1. Tap 
2. Select **Voicemail**



When you receive a voicemail message the number(s) of messages received will be indicated in the Menu next to Voicemail and it will also appear as

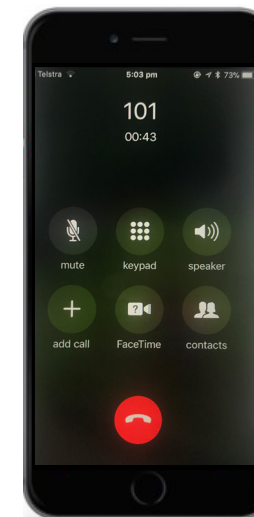
a red dot in the **Menu** button 


3. Select **Call**
Follow the prompts to retrieve your messages, set your PIN number or record your greetings.



OR

1. You can use the Dialpad to access Voicemail, Dial **101** on your desk phone or mobile phone
2. Tap **Call**
3. Follow the prompts to record your message if you are using voicemail for the first time or follow the prompts to listen to your messages





4. Tap  to end the call



Dialpad

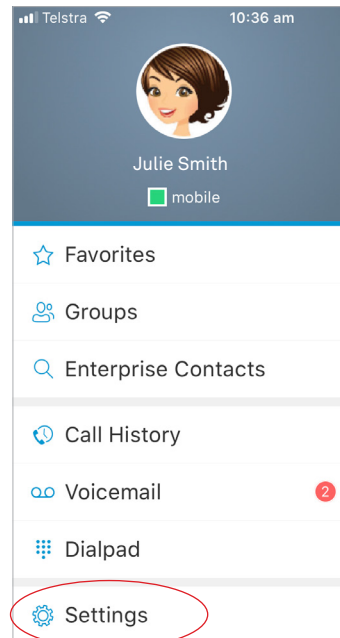
To make a call using dial pad:

1. Tap 
2. Select **Dialpad**
3. Enter the number
4. Tap 

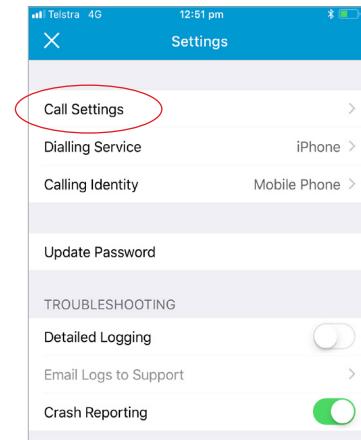
Settings

Settings allow you access to your Incoming Call Settings. To manage settings:

1. Tap 
2. Select **Settings**

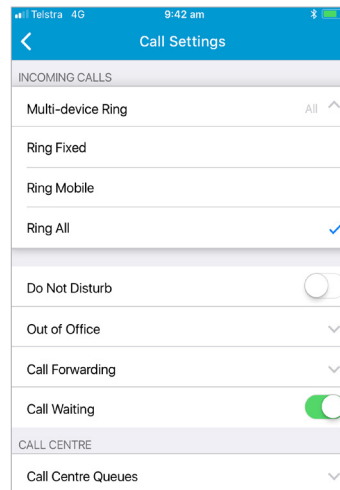


3. Tap **Call Settings**



Incoming Calls

The settings for incoming calls are available for you to manage.




4. Tap the dropdown for **Multi Device Ring**
5. Tap **Ring Mobile**



When you now receive incoming calls only your mobile phone will ring.

To change the default settings and have **your desk phone** ring when you receive an incoming call:

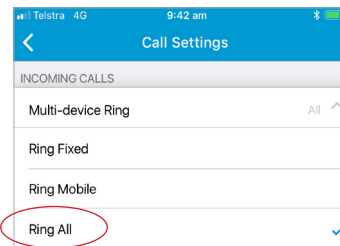
1. Tap 
2. Select **Settings**
3. Select **Call Settings**
4. Tap the dropdown for **Multi Device Ring**
5. Tap **Ring Fixed**



When you now receive incoming calls your desk phone will ring.

Multi-Device Ring

You have the ability to choose which phone(s) to use for incoming calls. **Ring All** will be selected by default. Which means both your desk phone and mobile phone will ring when you receive an incoming call.




Do Not Disturb (DND)

DND gives you the ability to block all incoming calls to your Fixed or Mobile phones. Calls are automatically diverted to your voicemail. To activate:

1. Tap 
2. Select **Settings**
3. Select **Call Settings**
4. Tap the **ON/OFF** Switch for **Do Not Disturb**

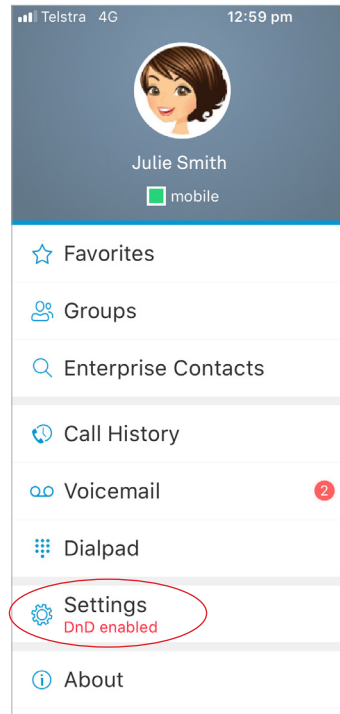


To change the default settings and only have your **mobile phone** ring when you receive an incoming call:

1. Tap 
2. Select **Settings**
3. Select **Call Settings**



When activated or switched **On** you are notified in the main menu.



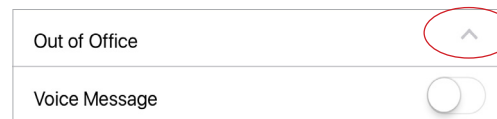
To deactivate or switch off:

1. Tap **Do Not Disturb ON/OFF** switch again



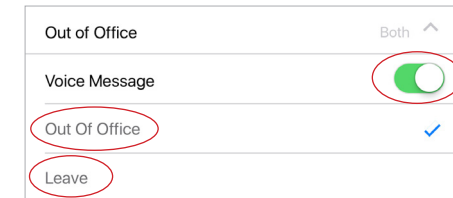
Out of Office

Allows you to use a prerecorded real voice message so your callers know when you are on leave or just out for the day. You have the ability to switch Out of Office **On** or **Off**.

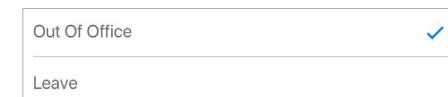


To activate Out of Office

1. Tap the **ON/OFF** Switch next to **Voice Message**



2. Select from **Out of Office** or **Leave**. This will determine the voice message your caller will receive.



If you select **Out of Office** your caller will hear the following message “The Person you are calling is out of the office until today at 5pm (your Out of Office schedule setting, if attached), Press 3 or stay on the line to leave a message”.

If you Press 3 or stay on the line you will hear “You have reached the Messagebank of 03xxxx xxxx”.

If you select **Leave** your caller will hear the following message “The person you are calling is on Leave until today at 5pm (your Out of Office schedule setting, if attached). Press 3 or stay on the line to leave a voice message”.

If you Press 3 or stay on the line you will hear “You have reached the Messagebank of 03xxxx xxxx”.

Selecting the Number to apply to Out of Office

Both numbers are selected by default. You can choose which number to use with Out of Office. if you only want Out of Office to activate when your **Fixed Number** is called:

1. Tap **Fixed Number**



Out of Office will now activate when your desk phone rings.

If you only want Out of Office to activate when your **Mobile Phone** is called:

1. Tap **Mobile Number**

Out of Office will now activate when your mobile phone rings.



To use Out of Office with **both** your **Fixed Line** and **Mobile Phone**:

1. Tap **Both Numbers**

Out of Office is now activated for both **Fixed** and **Mobile** numbers.



Schedule

You have the ability to stipulate a timeframe for Out of Office. You do this by using Schedule.

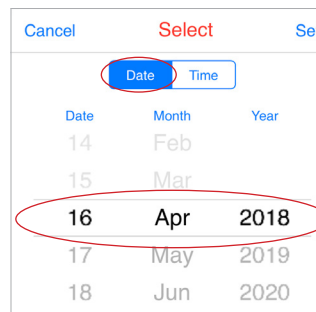
To attach a Schedule to Out Of Office:

1. Tap the **ON/OFF** switch next to **Schedule**

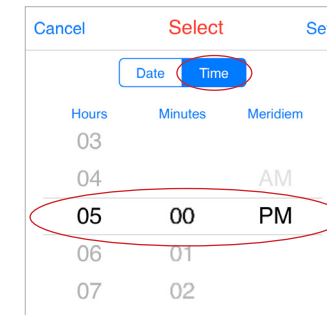


2. In the **End** field tap the **Date and Time**

3. Scroll through the dates and select the date that you want **Out of Office** to Switch **OFF**



4. Tap **Time** and select the time you want Out of Office switched **OFF**



5. Tap **Set**



In this example Out of Office will be switched **OFF** on 16 April 2018, at 5pm

Transfer Call

If you wish to transfer your calls to a third party or a different number whilst you are Out of the Office.

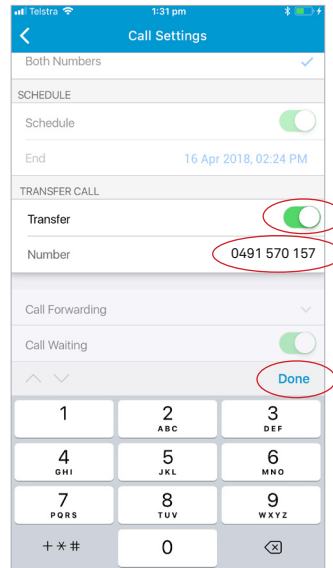
1. Tap the **ON/OFF** switch next to **Transfer**



2. Enter the third party number that you want your calls transferred to

3. Tap **Done**





Your caller will automatically go to voicemail and receive the following message:

“The person you are calling is Out of the Office. To be transferred to an Attendant (which is the third party number you entered) Press 2 otherwise Press 3 or stay on the line to leave a voice message”. Note: the Attendant is the third party number you entered in Step 2.

When you stay on the line you hear – “You have reached the messagebank of 03 xxxx xxxx”.

When you press 2 your call is automatically transferred to the stipulated number.

When you Press 3 you hear You have reached the messagebank of 03 xxxx xxxx”.

Note: the Attendant is the third party number you entered in Step 2.

Switch Transfer Off

To Switch Transfer off:

1. Tap the **ON/OFF** Switch next to **Transfer**



Switch Out of Office Off

To switch Out of Office Off:

1. Tap the **ON/OFF** Switch next to **Voice Message**



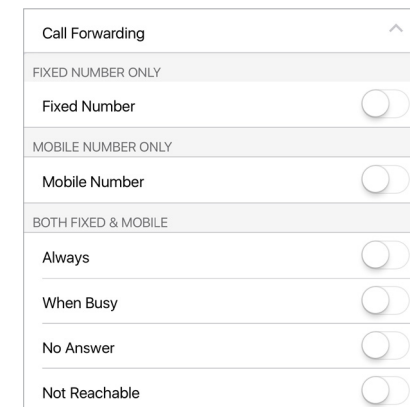
Call Forwarding

Call Forwarding allows you to forward your calls to an alternative number **NOT** to your fixed number or mobile phone number. All calls will be forwarded to the configured phone number after a certain number of rings, when your desk phone or mobile phone is not answered. You can choose to forward calls from your desk phone or mobile phone or both. To activate Call forwarding:

1. Tap 
2. Select **Settings**
3. Select **Call Settings**
4. Tap the **dropdown** for **Call Forwarding**



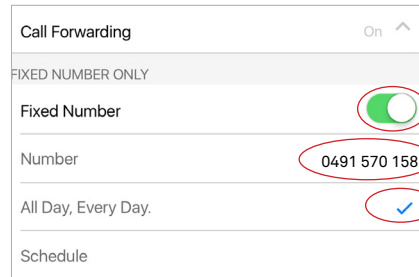
The following options are available:



Call Forward Fixed Number

To call forward calls received on your desk phone:

1. Tap the **ON/OFF** switch next to **Fixed Number**
2. Enter the telephone number in the **Number** field
3. Tap **Done**
4. Select **All Day, Every Day** or **Schedule**

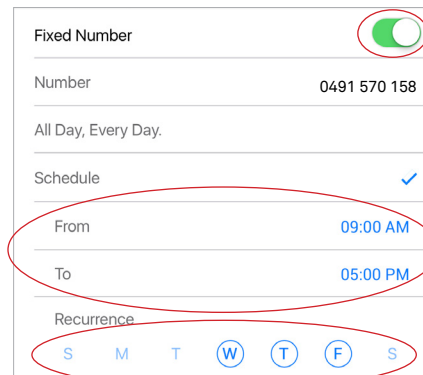


All Day, Every Day will continue to forward your desk phone calls every day until you switch it Off.

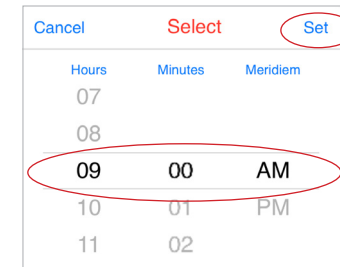
Schedule – Desk Phone

Attaching a Schedule to your desk phone call forwarding gives you a little more flexibility as you can stipulate the dates and times for your call forwarding. To set up a schedule:

1. Tap **Schedule**

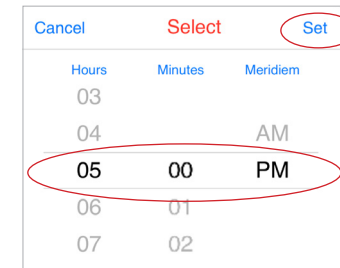


2. In the **From** field select the time you want the Schedule to **start**



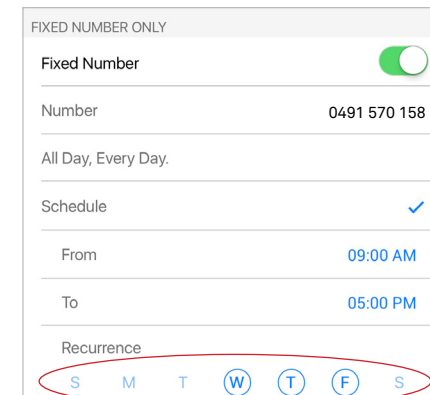
3. Tap **Set**

4. In the **To** field tap the time that you want the schedule to **finish**



5. Tap **Set**

6. In the **Recurrence** field deselect the days you **don't** want the Schedule to apply



Call Forward Mobile Number

To call forward calls received on your mobile phone:

1. Tap the **ON/OFF** switch next to **Mobile Number**
2. Enter the telephone number in the **Number** field
3. Tap **Done**
4. Select **All Day, Every Day** or **Schedule**

MOBILE NUMBER ONLY

Mobile Number

Number 0491 570 158

All Day, Every Day.

Schedule

Schedule – Mobile Number

Attaching a Schedule to your **mobile phone** Call Forwarding gives you a little more flexibility as you can stipulate the dates and times for your Call Forwarding. To set up a schedule:

1. Tap **Schedule**

MOBILE NUMBER ONLY

Mobile Number

Number 0491 570 157

All Day, Every Day.

Schedule

From 09:00 AM

To 05:00 PM

Recurrence S M T W T F S

2. In the **From** field tap the **time** you want the schedule to **start**

3. Tap **Set**

Cancel Select Set

Hours Minutes Meridiem

07

08

09 00 AM

10 01 PM

11 02

4. In the **To** field tap the **time** you want the schedule to **finish**

5. Tap **Set**

Cancel Select Set

Hours Minutes Meridiem

03

04 AM

05 00 PM

06 01

07 02

6. In the **Recurrence** field **deselect** the days you **don't** want the Schedule to apply.

MOBILE NUMBER ONLY

Mobile Number

Number 0491 570 157

All Day, Every Day.

Schedule

From 09:00 AM

To 05:00 PM

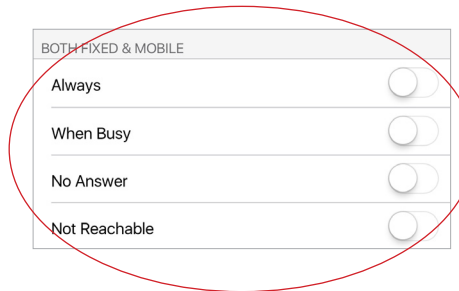
Recurrence S M T W T F S



Both Fixed and Mobile Numbers

To Call Forward calls received on both your desk phone and mobile phone to a third party choose from the call forwarding options available to you in Liberate:

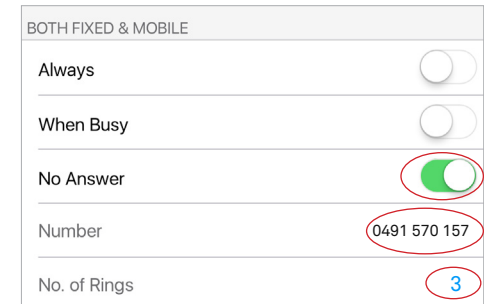
- **Always**
- **When Busy**
- **No Answer**
- **Not Reachable**



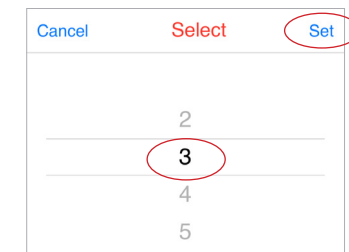
No Answer

To call forward all calls received on your **desk phone** and **mobile phone** to a third party when there is No Answer:

1. Tap the **ON/OFF** switch next to **No Answer**
2. Enter the telephone number of the third party in the **Number** field
3. Tap **Done**
4. Tap the **Number of Rings** field and select the number of rings



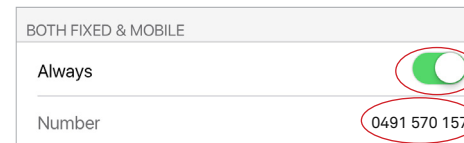
5. Tap **Set**



Always

To call forward calls that are received on your **desk phone** and **mobile phone** always:

1. Tap the **ON/OFF** switch next to **Always**
2. Enter the telephone number of the third party in the **Number** field



When Busy

To call forward all calls received on your **desk phone** and **mobile phone** to a third party when your phones are busy:

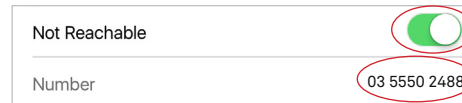
1. Tap the **ON/OFF** switch next to **When Busy**
2. Enter the telephone number of the third party in the **Number** field



Not Reachable

Calls will be forwarded when your desk phone and mobile phone is not accessible or inactive due to power loss to the site or no network connectivity. To activate:

1. Tap the **ON/OFF** switch next to **Not Reachable**
2. Enter the telephone number of the third party in the **Number** field
3. Tap **Done**



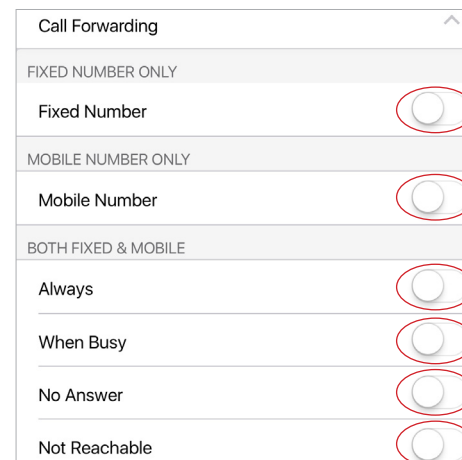
Turning Call Forwarding Off

To switch Call Forwarding Off

1. Tap 
2. Select **Settings**
3. Tap **Call Settings**
4. Tap the **Call Forwarding** dropdown




5. Ensure all the **ON/OFF** switches are switched **OFF**



Call Waiting


If your standard TIPT profile has Call Waiting switched on by default then this setting will show in Liberate. If turned **On**, when a second call arrives the first call will immediately be placed on hold and the second call will be answered. You are not given an option to “hold the first call and answer the second incoming call, or end the first call to answer the second incoming call”.

To Switch **Call Waiting OFF**:

1. Tap 
2. Select **Settings**
3. Tap **Call Settings**
4. Tap the **Call Waiting ON/OFF** Switch



We recommend that **Call Waiting** is also enabled within your Mobile device. To enable:


1. Tap 
2. Select **Settings**
3. Tap **Call Settings**
4. Tap the **Call Waiting ON/OFF** Switch



Call Centre Queues

If you are a member of a Call Centre, Call Centre Queues will be visible and allow you to log into and out of your Call Centre. This gives you the ability to manage your Call Centre queues on your mobile phone.

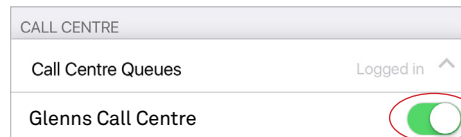
Log into the Call Centre

1. Tap 
2. Select **Settings**
3. Tap **Call Settings**
4. Tap the dropdown for **Call Centre Queues**



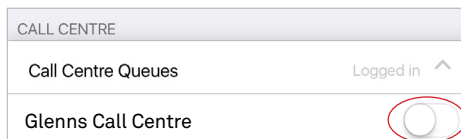
5. Tap the **ON/OFF** Switch for your Call Centre to switch **ON**

You are now logged into your call centre and will have the ability to receive calls.



Log out of the Call Centre

1. Tap the **ON/OFF** Switch for your Call Centre to switch **OFF**



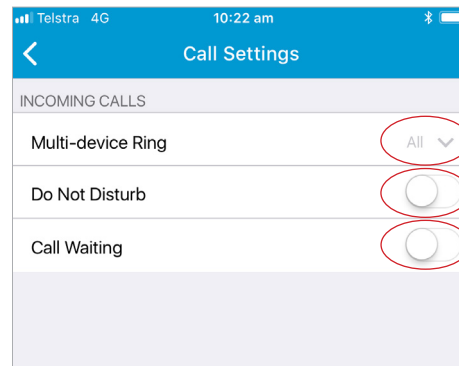
Note: The Voicemail of the Call Centre number must be activated to allow callers to leave a message when the Agent is logged out of the Call Centre.



Liberate and Cloud Communications Recording (CCR) with Record Always

If you use Liberate with Cloud Communications Recording (CCR) with Recording Always activated in your profile, you will have restricted Call Settings.


Call Settings are restricted to **Multi-device Ring**, **Do not Disturb** and **Call Waiting**.

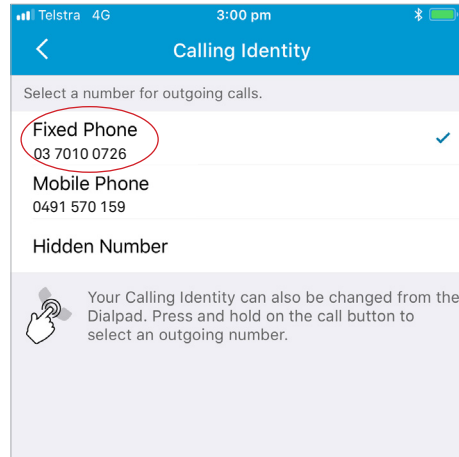


Calling Identity

Changing the **Calling Identity** features allows you to select a number for outgoing calls, either fixed or mobile. Your fixed number is your desk phone and will be the default setting for outgoing calls. The number selected will be displayed as your outgoing call number when you make a call from your mobile device. Which means you now have the ability to use your mobile to call from your fixed number.

To change the Identity settings:

1. Tap 
2. Select **Settings**
3. Tap **Calling Identity**
4. By default your **Fixed Phone** (business number) will be selected. This is the number that will be displayed when you make an outgoing call.



To display your mobile number as your outgoing number

1. Tap **Mobile Phone**



Hidden Number means that your number will **not** be displayed to your caller. To hide your number for outgoing calls:

1. Tap **Hidden Number**



2. Tap  to return to **Settings**

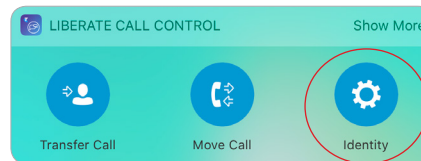
3. Tap 



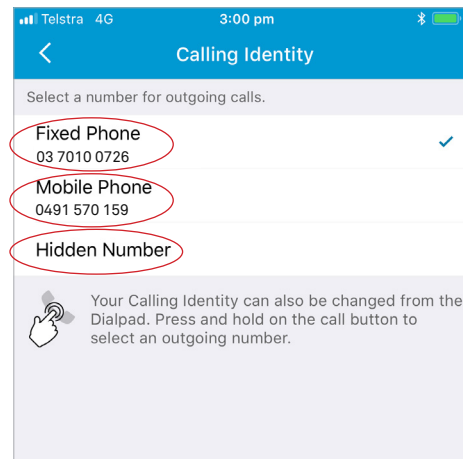
Using the Liberate Widget to Change Identity

It is possible to use the Liberate Widget to change your Identity:

1. Tap the **Home** button to return to the **Home** screen
2. From the Widget tap **Identity**



3. Select from **Fixed Phone**, **Mobile Phone** or **Hidden Number**



4. Tap




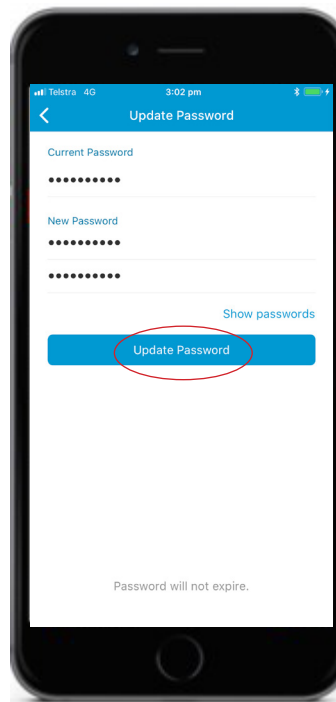
5. Tap



Update Password

Update Password allows you to update your Liberate password. To change your password:

1. Tap 
2. Select **Settings**
3. Tap **Update Password**
4. Enter your **Current Password**
5. Enter your **New Password**
6. Enter your **New Password** again to verify
7. Tap **Update Password**



Note: this will change your password for all Web based applications.



Liberate Office (TIPT) – User Guide for Liberate iPhone Mobile App

Downloading the Application

Welcome Screens

Signing In

Forgot Password

Adding your Profile Picture

Creating a Widget

Presence

Enterprise Contacts

Creating a Contact Group

Delete a Group

Instant Messages (Chat)

New Broadcast

Making a Call

Using the Enterprise Contacts

Using the Dialpad

Receiving a Call

Send Message

In Call Features

Move a Call

Transfer a Call

Call History

Voicemail

Dialpad

Settings

Call Waiting

Call Centre Queues

CCR User – Call Settings

Calling Identity

Using the Liberate Widget to change Identity

Update Password

Troubleshooting

Email Logs to Support

Crash Reporting

About

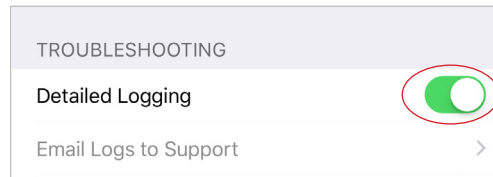
Signing Out

Help/Support

Troubleshooting

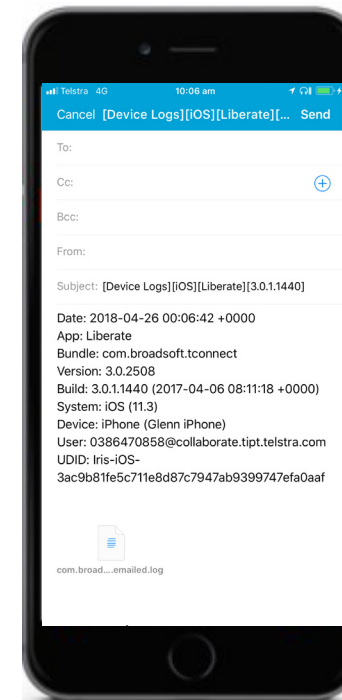
Detailed Logging

Detailed Logging is switched on by default. It allows detailed logs to be sent to Support when an error or problem occurs.



Email Logs to Support

You have the ability to email the detailed logs to Support. When you select **Email Logs to Support** an email will be created to allow you to send the logs to Support. We recommend that this is switched **OFF** and only needs to be switched **ON** when you are experiencing issues and are requested to do so by Telstra Support. Telstra Support will advise which email address to use in the **To** field of the email.



Crash Reporting


Crash Reporting is switched On by default. It will send notification and logs when Liberate Crashes.

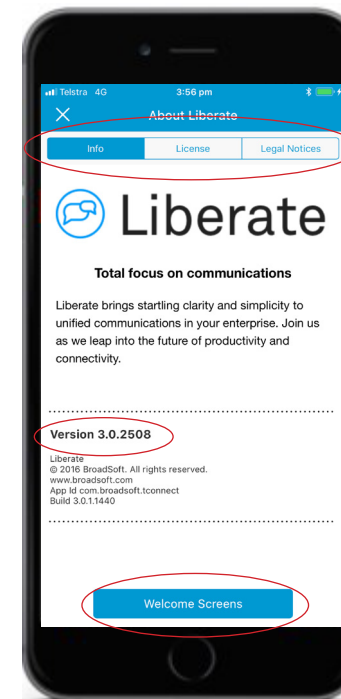
Crash Reporting



About

About provides you with information about Liberate. This is where you can determine the version you are using, information on the Licence, Legal Notices and access the Welcome Screens.

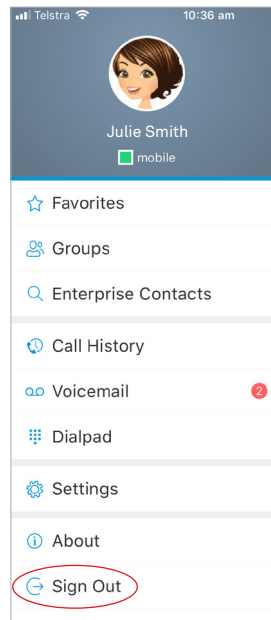
1. Tap 
2. Select **About**
3. Tap the relevant tab to access – **Info, License, Legal Notices** or **Welcome Screens**.



Signing Out

When you no longer want colleagues to see your telephony Presence or receive calls you can sign out of Liberate. To sign out:

1. Tap 
2. Select **Sign Out**



3. You will be prompted “**Are you sure you want to sign out?**”
4. Select **Sign Out**

Help/Support

For help/support view the Liberate (TIPT) documentation available on the Telstra Resource Centre.

[Liberate \(TIPT\) Documentation](#)

Or

Call Liberate Support (TIPT) **1800 287 289**

