

## TalkAnywhere Answering Rules Guide v43.4



*If you need further assistance, please reach out to us at [myaccount.cyberlynk.net](http://myaccount.cyberlynk.net). Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.*

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## Overview

This document explains how to create and manage Answering Rules using the User Portal, providing several examples to guide you through the process.

We're here to help! If you have any questions about the new functionality please reach out to us at [myaccount.cyberlynk.net](https://myaccount.cyberlynk.net).

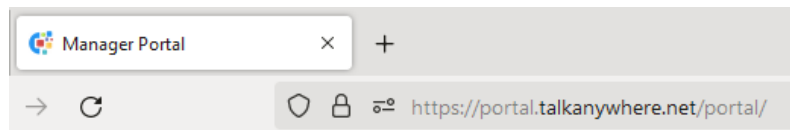
## What are Answering Rules

Answering rules need to be established in order to direct the phone system how to handle incoming calls to a specific extension. Examples are you can have all devices or only some devices ring, you can create a Do Not Disturb rule or forward calls to another extension. Answering rules are created through the User Portal.

## Answering Rules are Created in the User Portal

### Accessing the User Portal

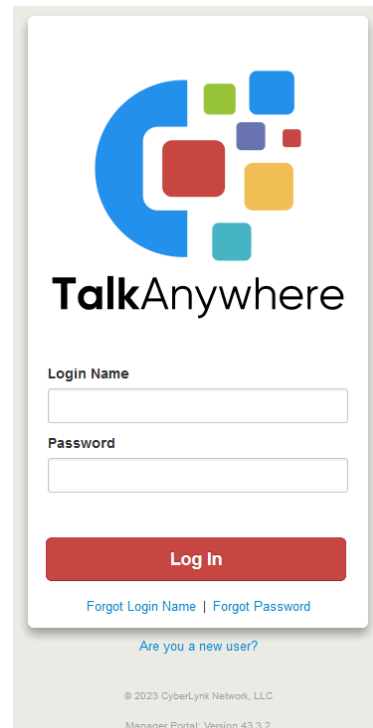
To log into the User Portal, open a web browser and enter



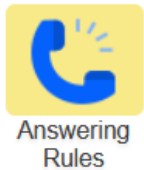
<https://portal.talkanywhere.net>.

### Logging In

After entering the url into your browser, you will be taken to the login page. On the login page, enter your credentials. After entering your credentials, you are taken to the homepage of your account.

A screenshot of the TalkAnywhere login page. At the top is the TalkAnywhere logo, which consists of a large blue 'C' shape and several smaller colored squares (green, blue, red, yellow, purple, cyan). Below the logo is the text "TalkAnywhere". The login form includes two input fields: "Login Name" and "Password". Below these fields is a red "Log In" button. At the bottom of the form, there are links for "Forgot Login Name" and "Forgot Password", and a link for "Are you a new user?". At the very bottom of the page, there is a copyright notice: "© 2023 CyberLynk Network, LLC" and "Manager Portal: Version 43.3.2".

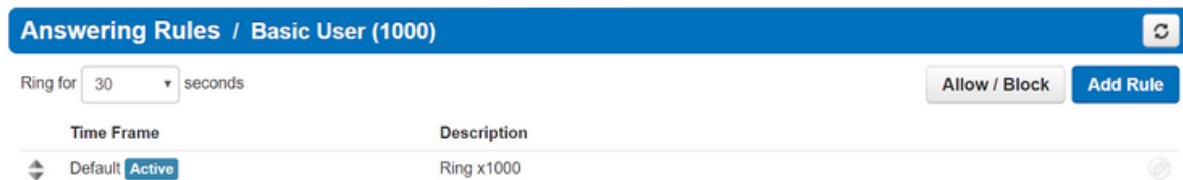
## Accessing the Answering Rules Center



The Answering Rules icon will take you to your answering rules center.

Here you will see answering rules listed specific to your extension. Every account is configured with a Default rule that cannot be deleted.

If you have multiple answering rules configured, the answering rule that is currently in effect will say Active next to the rule. Every rule is displayed with their name. The description will show how the rule will route the call and the options to edit or delete (except the default) the rule.



## Creating Answering Rules

Once in the Answering Rules Center you can create a new rule. Within the rules you can apply the following:


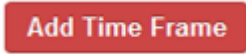
- Do not disturb
- Call screening
- Call forwarding when on vacation, busy on the phone, when unanswered, etc.

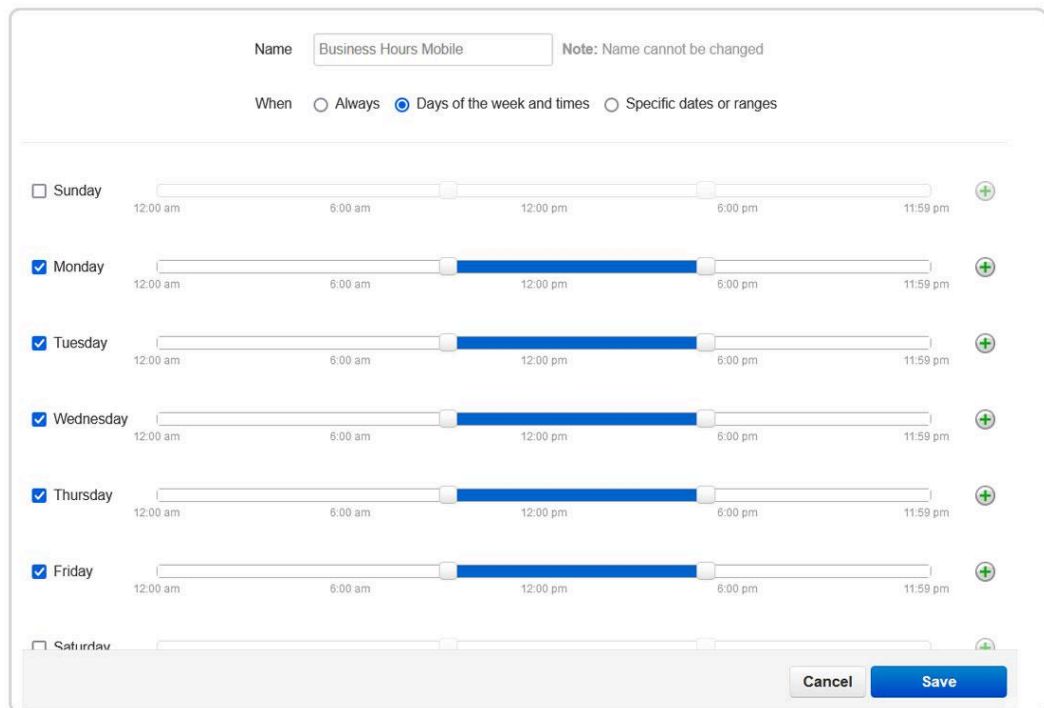
Below are several examples of answering rules and the steps needed in order to create them in the User Portal.

Example: Create a rule to only ring the mobile app during business hours

Below are the steps to create a rule where only the mobile app will ring during Business Hours.

1. Create a Business Hours Mobile Time Frame.

- Select the Time Frames icon in the Navigation 
- Click on the Add Time Frame button 
- Type in the Name field Business Hours Mobile and then select the Days of the week and times option
- Select the boxes in front of the days of week and also adjust the scroll bars



Name:  Note: Name cannot be changed

When:  Always  Days of the week and times  Specific dates or ranges

Sunday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Monday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Tuesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Wednesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Thursday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +



Friday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +

Saturday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm +


Cancel Save

- Select the Save button

2. Creating the Answering Rule

- Select the Answering Rules icon in the Navigation 
- Select the Add Rule button 

- A window will appear. Select Business Hours Mobile from the Time Frame drop down

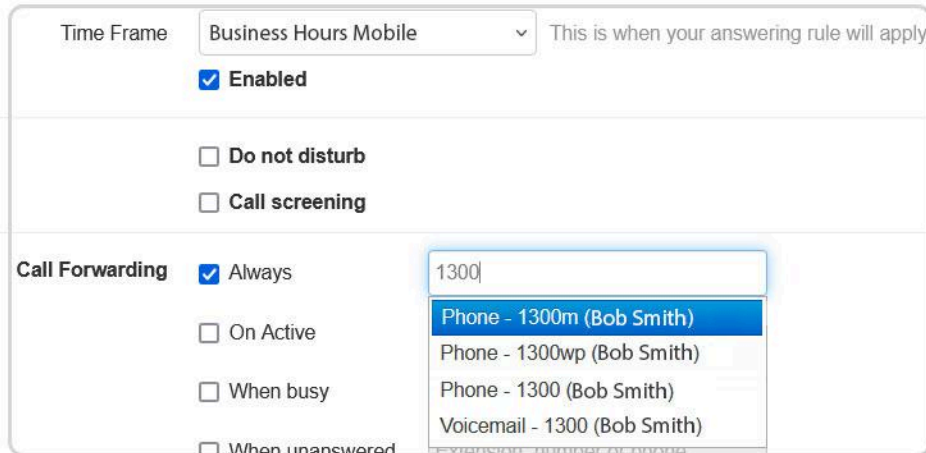


Time Frame Select a time frame This is when your answering rule will apply

Select a time frame

Business Hours Mobile

- Select the checkboxes in front of Enabled and Call Forwarding Always
- Type in your extension number and from the drop-down menu select the extension with the letter “m” after it.



Time Frame Business Hours Mobile This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding  Always

On Active

When busy

When unanswered

1300

Phone - 1300m (Bob Smith)

Phone - 1300wp (Bob Smith)

Phone - 1300 (Bob Smith)

Voicemail - 1300 (Bob Smith)

- Select the Save button
- The Business Hours Mobile Answering Rule will now appear on top and is the Active rule.

Time Frame	Description
Business Hours Mobile <span>Active</span>	Forward always to Phone - 1300m (Bob Smith)
Default	Simultaneously ring <span>1300m</span> , <span>1300wp</span> , <span>1300</span>

3. If you want to go back to all devices ringing you will need to drag the Business Hours Mobile rule beneath the Default Answering Rule.
  - Click on the up and down arrows next to the Business Hours - Mobile rule and drag it below the Default until you see a dotted frame appear. You can let go once the rule is below the Default rule.



Time Frame	Description
Default <span>Active</span>	Simultaneously ring <span>1300m</span> , <span>1300wp</span> , <span>1300</span>
Business Hours Mobile	Forward always to Phone - 1300m (Bob Smith)

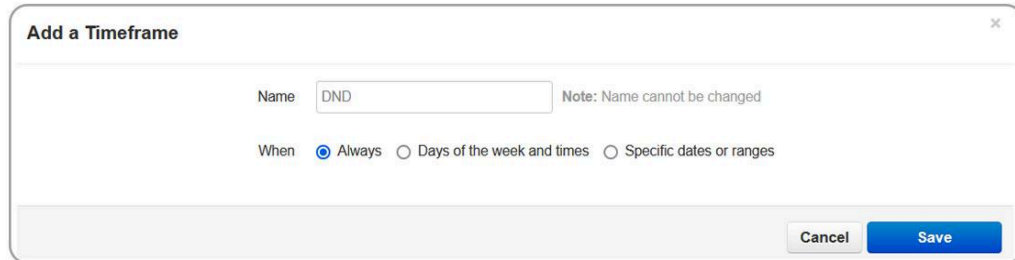
- A notification will then appear asking if you want to save the order of the rules. Click on Save.
- The Business Hours Mobile rule will now appear below the Default rule which now should have the Active tag next to it.

Example: Create a rule for Do Not Disturb

Below are the steps to creating a Do Not Disturb Rule.



1. Create a time frame labeled DND.

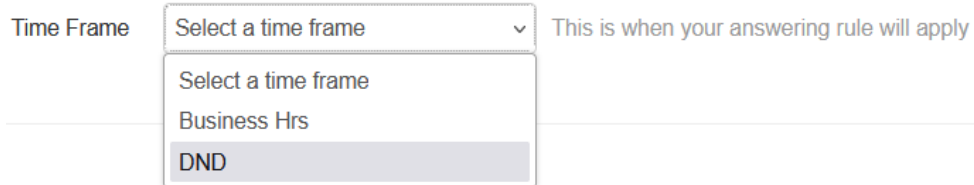
- Select the Time Frames icon in the Navigation 
- Click on the Add Time Frame button 
- Type in the Name field DND and then select the When as Always



- Select the Save button

2. Creating the Answering Rule

- Select the Answering Rules icon in the Navigation 
- Select the Add Rule button 
- A window will appear. Select DND from the Time Frame drop down



- Check Enabled and check Do not Disturb



Do not disturb

- Select the Save button

- The DND Answering Rule will now appear and is marked Active.



Time Frame	Description
DND <b>Active</b>	Do Not Disturb
Default	Simultaneously ring  1300m,  1300wp,  1300

3. If you do not want DND to be the active Answering Rule you will need to drag the DND rule beneath the Default Answering Rule.
  - Click on the up and down arrows next to the DND rule and drag it below the Default until you see a dotted frame appear. You can let go once the rule is below the Default rule.
  - A notification will then appear asking if you want to save the order of the rules. Click on Save.
  - The DND rule will now appear below the Default rule which now should have the Active tag next to it.

## Managing the Active Answering Rule

You can change the order of Answering Rules through the User Portal, the Web Softphone and the Mobile App.

### User Portal

- Once logged into the User Portal select the Answering Rules icon. 
- Click on the up and down arrows  next to the rule you want to be active and drag the rule above the current Active rule until you see a dotted frame appear. You can let go once the rule is above the Default rule.
- A notification will then appear asking if you want to save the order of the rules. Click on Save.

You have reprioritized your answering rules. When you are done, save the changes you have made.



Cancel

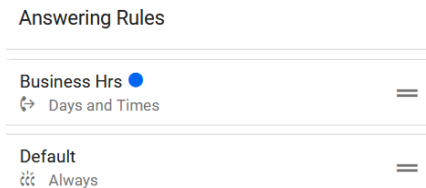
Save

- The top rule will now be Active.



## Web Softphone

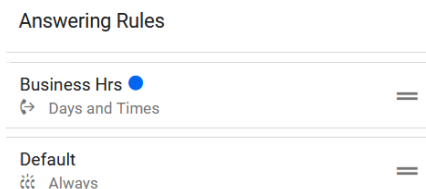
You can access the TalkAnywhere Web Portal by either going to the URL <https://portal.talkanywhere.net/webphone> or from the User Portal select Apps located in the very top right hand corner of the home page and then TalkAnywhere Web from the drop down list. This link will open another webpage and take you to the TalkAnywhere Web Portal page.

- Once logged into the User Portal select the Answering Rules  icon on the left hand side menu.
- Click on the two bars  next to the rule you want to be active and drag the rule above the current Active rule and let go once the rule is above the Default rule.
- The top rule will now be Active and a blue dot will appear next to it.



## Mobile App

- Once logged into the mobile app select the More icon 
- Select Answering Rules from the menu that appears.
- Click on the three bars  next to the rule you want to be active and drag the rule above the current Active rule and let go once the rule is above the Default rule.
- The top rule will now be Active and a blue dot will appear next to it.



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