Please be advised it is the responsibility of all Dealership Hosted Voice Administrators to contact CDK Voice Support to remove any and all associate personal mobile phone numbers from the MobileLink application once terminated. Failure to do so will allow terminated associates to access their previously assigned dealership extension and any calls directed to that line.
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Introduction

About This Guide
This document provides an introduction to the configuration and use of the Mobile Link application on both an Apple and Android smartphone.

What is MobileLink?
MobileLink is a mobile communications application that enables users to access their IPNS business phone line to initiate and receive calls using an Apple or Android smartphone.

Once MobileLink is installed and configured, users can perform the following functions:
- Receive and make voice calls over their cell phone network using their business line identity.
- Seamlessly move business calls from the desk phone to a mobile phone and back.
- Access call history for all call activity linked to their business line, whether terminated on the mobile (via MobileLink) or on the fixed desk phone.
- Search their business directory and local contact list for contacts.
- Manage many service settings for their business line, such as Call Forwarding, Do Not Disturb (DND), Call ID Blocking, etc.

System Requirements
MobileLink is available for use on Smartphones with the following operating systems.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Apple</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>2.3 and above</td>
<td>5 and above</td>
</tr>
</tbody>
</table>
First Time Setup

Download and Install MobileLink

Apple
From the iTunes App Store, search for and install the latest version of the CDK MobileLink application onto your phone. After download, you will be asked to agree to the End User License Agreement before proceeding.

Android
From the Google Play Store (play.google.com), search for and install the latest version of the CDK MobileLink application onto your phone. After download, you will be asked to agree to the End User License Agreement before proceeding.

Initial Login

Important! If you receive an error message, verify that the information you entered is correct. If it is and the error message persists, please contact IPNS Support for assistance.

iPhone

1. Open the MobileLink application on your phone and at the first time setup screen, enter the following information and tap the Login button.

   Note. This information is saved once entered. To modify the login information after successfully logging in, you must first log out. Log out is located in Settings. You may need to scroll to the bottom of the screen.

   ▶ User Name: (Provided by your system administrator)
   ▶ Password: (Provided by your system administrator)
   ▶ Telephone #: Device phone number

2. Tap Login and then OK to allow the application to access your contacts.
3. Navigate to Call Settings using the navigation menu at the bottom of the screen and tap Anywhere.
4. At the next screen, tap Add Location and tap each selection to match your device to the following configuration.

5. Tap Save on the Add Location and Anywhere screens to exit.
6. From the Call Settings screen, tap Dialing Service and select Call Through.

**Android**

1. Open the MobileLink application on your phone and at the first time setup screen, enter the following information and tap the Login button.

   *Note. This information is saved once entered. To modify the login information after successfully logging in, you must first log out. Log out is located in Settings. You may need to scroll to the bottom of the screen.*

   - **User Name:** (Provided by your system administrator)
   - **Password:** (Provided by your system administrator)
   - **Telephone #:** Device phone number

2. After successful login, tap OK at the displayed ‘This device number is not configured for CDK Anywhere’ warning box.

   *Note. This will enable CDK Anywhere on your device.*

3. From the dial screen, tap Calling Option: System Default Dialer and select Use Call Through Service.

   **Calling option: Call through service**
Navigating MobileLink

Once you are logged in, a Navigation Menu is displayed at either the top (Android) or bottom (iPhone) of the screen. Tap each menu tab or icon to navigate between screens.

Phone (iPhone) / Call (Android)

The Phone / Call screen works much like your mobile devices’ regular call screen and allows you to:

- enter a phone number to call
- choose the outgoing call method
- search for or add a new contact
- easily pull a call from your business phone system and/or
- call your business phone voicemail
History (iPhone & Android)

The History screen displays all *initiated*, *received*, and *redirected* calls made through MobileLink or your desk phone line.

Directory (iPhone & Android)

The Directory screen allows you to search for telephone numbers or portions of names within your business directory and local contacts. To initiate a call to any contact within the directory, tap the entry and select *Call* from the displayed call screen.
Call Settings (iPhone) / Settings (Android)

MobileLink offers multiple settings and configurations that control the way a call is handled. To better understand these settings and the necessary configurations for specific scenarios, refer to the Understanding Call Settings section below.

*Note.* Only features that are enabled on your business line will be displayed and available for customization in MobileLink.

**Using MobileLink**

**Make a Call**

MobileLink offers two methods for initiating a phone call, which are selected and configured within the Call Settings section of the application or chosen from a prompt each time a call is initiated (using the 'Always Ask' feature). To better understand these settings and the necessary configurations for specific scenarios, refer to the Understanding Call Settings section below.

**Receive a Call**

Calls to your desk phone line can be configured within the MobileLink application to ring only on your fixed desk phone line, or both your desk and mobile phone lines. All calls answered on your mobile phone will appear as normal cellular calls, but you will still have access to all mid-call features available on your business phone. For more details regarding phone line configurations refer to the Understanding Call Settings sections below.

**Move a Call between Phone Lines**

**Desk to Mobile**

<table>
<thead>
<tr>
<th>iPhone</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. While the active call you wish to transfer is in progress on your desk phone, open MobileLink on your mobile phone.</td>
<td>1. While the active call you wish to transfer is in progress on your desk phone, open MobileLink on your mobile phone.</td>
</tr>
<tr>
<td>2. From the MobileLink dial pad, tap and select Call Pull, which will initiate an outgoing call from your mobile phone.</td>
<td>2. From the MobileLink dial pad, press and hold the * key, which will initiate an outgoing call from your mobile phone.</td>
</tr>
<tr>
<td>3. When this call connects, it will be move from your desk phone to your mobile line.</td>
<td>3. When the call connects, it will move from your desk phone to your mobile line.</td>
</tr>
</tbody>
</table>
Using MobileLink

Mobile to Desk

<table>
<thead>
<tr>
<th>iPhone</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. While the active call you wish to transfer is in progress on your mobile phone, dial *11 on your desk phone.</td>
<td>1. While the active call you wish to transfer is in progress on your mobile phone, dial *11 on your desk phone.</td>
</tr>
<tr>
<td>2. When the active call connects, it will move from your mobile phone to your business phone.</td>
<td>2. When the active call connects, it will move from your mobile phone to your business phone.</td>
</tr>
</tbody>
</table>

**Important!** Only calls received by the business phone system or initiated via MobileLink can be transferred to your business line. Calls received by or initiated through your mobile system dialer cannot be pulled to the desk phone.

Unanswered Calls and Voice Messaging

Unanswered calls can be redirected to either your mobile phone voice mailbox or your business phone system’s voice mailbox. To configure the handling of voice messaging and unanswered calls, refer to the Understanding Call Settings section below.

Hunt Groups and Call Centers

If you are a member of a Hunt Group or Call Center Queue, incoming calls should not be configured to send to your mobile phone voice mailbox and should continue to be presented to the other hunt group or call center members.

To configure the handling of calls within a hunt group or call center, refer to the Understanding Call Settings section below.
Understanding Call Settings

### iPhone

<table>
<thead>
<tr>
<th>Setting</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td></td>
</tr>
<tr>
<td>Telephone #</td>
<td></td>
</tr>
<tr>
<td><strong>CALL OPTIONS</strong></td>
<td></td>
</tr>
<tr>
<td>Dialing Service</td>
<td>Always Ask</td>
</tr>
<tr>
<td>Caller ID Blocking</td>
<td>Disabled</td>
</tr>
<tr>
<td><strong>CALL FORWARDING</strong></td>
<td></td>
</tr>
<tr>
<td>No Answer</td>
<td>Disabled</td>
</tr>
<tr>
<td>Always</td>
<td>Disabled</td>
</tr>
<tr>
<td>Not Reachable</td>
<td>Disabled</td>
</tr>
<tr>
<td>Busy</td>
<td>Disabled</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>Disabled</td>
</tr>
<tr>
<td>Anywhere</td>
<td>Enabled</td>
</tr>
<tr>
<td><strong>ABOUT</strong></td>
<td></td>
</tr>
<tr>
<td>About</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td>21.0.212</td>
</tr>
<tr>
<td><strong>Logout</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Android

<table>
<thead>
<tr>
<th>Setting</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td></td>
</tr>
<tr>
<td>Phone number</td>
<td></td>
</tr>
<tr>
<td>This mobile number</td>
<td></td>
</tr>
<tr>
<td><strong>Incoming Calls</strong></td>
<td></td>
</tr>
<tr>
<td>Do not disturb</td>
<td>Off</td>
</tr>
<tr>
<td>Call forward always</td>
<td>Off</td>
</tr>
<tr>
<td>Call forward no answer</td>
<td>Off</td>
</tr>
<tr>
<td>Call forward busy</td>
<td>Off</td>
</tr>
<tr>
<td>Call forward when unreachable</td>
<td>Off</td>
</tr>
<tr>
<td><strong>Outgoing Calls</strong></td>
<td></td>
</tr>
<tr>
<td>Hide number</td>
<td>Off</td>
</tr>
<tr>
<td>Outgoing call options</td>
<td>Off</td>
</tr>
<tr>
<td>Use Call Through Service</td>
<td></td>
</tr>
<tr>
<td><strong>Call Control</strong></td>
<td></td>
</tr>
<tr>
<td>CDK Anywhere</td>
<td>Enabled: 1/1</td>
</tr>
</tbody>
</table>

#### Call Options

**Dialing Service**

*Note. Calls received by or initiated through your mobile system dialer will not make use of your MobileLink or business phone features.*

**Call Through – Preferred**

Selecting this option causes outgoing calls made from MobileLink to be dialed using your mobile phone’s dialer and cellular carrier however, the call is then
sent through your business phone system, which means you still have access to all business phone features.

When using Call Through, the phone number you wish to call is sent to your business phone system. The business phone system then instructs your mobile phone to initiate a call to a special phone number (provided by the system). When this call is connected and properly authenticated, the call is automatically connected to the dialed destination and will begin ringing on the far end.

*Note.* By using this method, outgoing calls on your mobile phone will show as ‘MobileLink Assistant’ on iPhones or ‘CDK MobileLink’ on Android phones, instead of the actual phone number dialed. However, the History log within the MobileLink application will correctly display the phone number of the calls initiated.

**iPhone (iPhone) / System Default Dialer (Android) –**
Selecting the iPhone (iPhone) or System Default Dialer (Android) option causes the outgoing call to be dialed using your mobile phones’ system dialer and cellular carrier. To the other party, calls made using this method appear to come directly from your mobile phone and business line call features such as extension dialing, transfer and hold are unavailable.

**Call Back**
Selecting this option sends the phone number you are calling to your business phone system first. The phone system then initiates a call to your mobile phone and upon answering you will be connected to the dialed destination.

*Note.* Since only an inbound call is received when using Call Back, it can be useful when you are roaming off your normal cellular service and incur additional charges for making outgoing calls.

**Caller ID Blocking (iPhone) / Hide Number (Android)**
Enabling this option removes your Caller ID information from all calls initiated form MobileLink or your desk phone.

**Call Forwarding**
All received calls can be set to forward to a phone number of your choice based on various scenarios.

*Note.* Tapping each selection below will produce a new screen with additional setting options.

**No Answer**
When activated, unanswered calls are forwarded to the entered phone number after the selected number of rings (up to 20).

*Note.* Even with this setting turned off, calls will still forward to your business voicemail as long as your voicemail is configured.

**Always**
When activated, all received calls are forwarded to the entered phone number.
**Not Reachable**
When activated, all received calls are forwarded to the entered phone number if both your business line and mobile line are not available.

**Busy**
When activated, all received calls are forwarded to the entered number when you are on another call.

*Note. Even with this setting turned off, calls will still forward to your business voicemail, as long as your voicemail is configured.*

**Do Not Disturb**
When activated, all received calls are automatically forwarded to your voice mailbox, as long as your voice mailbox is configured. Otherwise, the caller will hear a busy tone.

**Anywhere (iPhone) / CDK Anywhere (Android)**

**Diversion Inhibitor**
The intent of this feature is to prevent incoming business calls from being diverted to your mobile carriers’ voice mail system. Not all carriers abide by this setting, so some calls may be diverted to your mobile voice mail.

**Require Confirmation / Answer Confirmation**
This setting requires that a specific key be pressed on the mobile phone keypad before an incoming call can be answered. This is most useful for Hunt Group and Call Center users as it prevents unanswered calls from being sent immediately to your mobile voice mail system.

**Alert Click to Dial Calls**
When enabled, this feature allows a call-back to the mobile phone if the user initiates a click-to-dial call from their business phone integrated PC application.

*Note. This option is not typically used in conjunction with MobileLink.*

**Call Control**
This feature enables the ability to use mid-call control features. See the *Using Call Features* section below for additional information on call features.

**Using Call Features**
Most functions available during an *active* call on your business phone are also available on calls initiated or received by MobileLink. Use the following tables to determine how to correctly use these functions during a call.

**Pre-Call Features**

<table>
<thead>
<tr>
<th>Retrieve a Parked Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>After parking a call (see Mid-Call Features below) or being notified that a call for you is parked (e.g. an announcement via an overhead paging system) note the extension at which the call is parked.</td>
</tr>
</tbody>
</table>
### Using Call Features

#### Call Waiting

<table>
<thead>
<tr>
<th>Enable / Disable</th>
<th>From the MobileLink call screen, enter *88 followed by the park extension and tap Ⓡ to connect to the parked call.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Call Waiting:</td>
<td>*43</td>
</tr>
<tr>
<td>Disable Call Waiting:</td>
<td>#43</td>
</tr>
</tbody>
</table>

*Note. This setting affects your business phone line, and applies to both MobileLink and your desk phone.*

#### Voicemail Retrieval

| To access your business phone voice mailbox, dial *86 from your MobileLink call screen. |

#### Initiate a Page

| Depending on how your phone system has been configured, you can initiate an overhead page by dialing *50 and then the paging extension or by simply dialing the paging extension from the MobileLink call screen. |

### Mid-Call Features

| Hold | Press ##. Once the call is on hold, you will hear a dial tone and can then enter a phone number or feature access codes, as needed. |
| Resume | To resume a held call, simply hang up. |

*Note. This will generate an inbound call and upon answering you will be reconnected with your original call.*

| Blind Call Transfer | After placing a call on hold (see above), enter the phone number or extension to receive the transferred call and hang up. |
| Three-way Calling / Consultative Call Transfer | After placing a call on hold (see above), enter the phone number or extension of the third party and wait for them to answer. Once the line is connected dial ## to conference all calls. |

*Note. When you hang up, the remaining calls will stay in progress until the other two parties end the call.*

| Park a Call | After placing a call on hold (see above), dial the feature access code *58. You will then hear an announcement indicating the extension where the call is parked. |
| Direct Transfer to Your Voicemail | After placing a call on hold (see above), enter *55#. |

| Direct Transfer to Another Voicemail | After placing a call on hold (see above), enter *55, followed by the extension of the user of the voice mailbox to which you want to transfer the call. |
Learn More

**Release Essentials**
For information about new product releases, go to your application Help menu and select Release Essentials.

**Online Help**
Get instant information about your application screen. Click the Help button or F1 for context help in CDK Drive and other applications.

**Service Connect**
Get expert support and guidance without picking up the phone or leaving your desktop. You can search the document library, collaborate with industry peers in the Service Connect Community, web chat with Support, and more.
Click the Service Connect tab on your desktop to get started, or download the mobile app for Apple or Android.

**CDK Learning Connect**
Access hundreds of training courses, easy-to-use tools, and interactive resources. Log in for current schedules, registration, instructor-led learning, and e-Learning.
**USA and Canada:** cdklearningconnect.com
**Canada Français:** cdklearningconnect.fr

**Additional Resources**

**Forms and Supplies**
Call the number below and request supplies using the EasySource catalog number, or send an email to easysource@cdk.com with the following information: CMF number, dealership name, contact name, phone.
**USA:** 800-237-2372
**Canada:** 877.847.9276