

MOBILE SETUP GUIDE · 2026

Your Business Phone, on Your Mobile

Four ways to put a business number on a mobile in Australia, which one to choose, and the four settings that decide whether it holds up. About twenty minutes, and you keep the phone you have.

The most common business phone arrangement in Australia is a mobile in a pocket, and the second most common is a business number diverted to that same mobile. Both deliver the call. Only one of the four options below also fixes **outbound**, which is the half that decides whether your business owns its own phone identity.

■ Four ways, compared honestly

	System app	Carrier 2nd number	Dual SIM	Diversion
Business number on outbound	Yes	Yes	Yes	No
Know it is work before answering	Yes	Usually	Yes	No
Rings more than one person	Yes	No	No	No
Hours and after hours path	Yes	No	No	No
Record of every call, plus transcripts	Yes	No	No	No
Fine in weak data coverage	With fallback	Yes	Yes	Yes
Survives the person leaving	Yes	No	Depends	Number yes, relationships no

Which to choose

If there is any chance a second person will ever need to help, or you want the phone to know what time it is, **the system app is the only one of the four that gets you there**, and it usually costs about the same as a carrier second number while doing considerably more. If you are one person who only wants separation and never expects anyone else to answer, a dual SIM or carrier second number is perfectly reasonable and simpler.

■ Setup, in order. Twenty minutes for the first person, ten after that

- 1 Sort the number.** Port your published number in, or take a new one and port in the background. Never cancel the old service before the port completes.
- 2 Own account each.** Shared logins destroy call records and cannot be revoked individually.
- 3 Allow notifications fully**, including lock screen, sound, and time sensitive alerts.
- 4 Exempt from battery optimisation** and any manufacturer power saving mode on Android.
- 5 Grant microphone and background data**, or calls ring and then connect silent.
- 6 Set outbound caller ID** to the business number, and verify it on a phone you can look at.
- 7 Two names in the ring group**, with something defined for when neither answers.
- 8 Real hours**, including Saturday if you trade, plus twelve months of public holidays.
- 9 Register the service address** for emergency calls, and tell people what to use.
- 10 Four test calls:** in, out, after hours, and one with the app closed and the phone locked.

■ "It does not ring." Five causes, none of them the app

Symptom	Usually	Fix
Calls arrive late or as missed calls	Android battery optimisation or a manufacturer power saver suspending the app.	Exempt from both. Re check after OS updates, which reset them.
No sound or banner at all	Notifications never allowed, or silenced on the lock screen.	Allow fully, including lock screen, sound and time sensitive alerts.
Rings, then silence when answered	Missing microphone permission, or background data restricted.	Grant microphone access and allow background data.
Works on wi-fi, not mobile data	Data saver or a per app data restriction.	Exclude the app. Voice uses very little data, latency is what matters.
Worked a week, then stopped	Signed out by an update or an app cleaner.	Sign back in, remove it from any automatic cleaner.

Test with a call, never with a question

Do not ask staff whether they installed the app. Ring each person's business number and confirm you hear it ring **with the app closed and the phone locked**. That is the only test that proves the notification path works. Thirty seconds per person, and it prevents both a fortnight of tickets and the belief that the new system is unreliable, which is far harder to reverse.

■ Present the main number, not a direct line

- A customer who saves a direct line is tied to one person's availability. On leave, on a job, or gone, and the call reaches nothing useful.
- Present the main number and let the system route it. Direct lines should be a deliberate exception for a few roles.
- Whatever shows must be a number that can be rung back. A number nobody can return is a lost callback.

■ When somebody leaves

- The number lives in the system, not the handset. They take the phone and leave the number, history and customers.
- Access is revoked centrally. The app stops working immediately, on any device.
- Write down who pays for the handset and the plan, and what happens to the device at termination.

It does not mean you are always on call

Configured properly it is the first arrangement where the off switch is not your willpower. Set real trading hours plus public holidays. Give callers an AI answer rather than a mailbox, so the customer is genuinely dealt with and the guilt that keeps people answering at 9pm goes with it. If some calls truly are urgent, define urgent with a specific question and run an actual rotation naming who is on this week. Australian employees can refuse unreasonable contact outside working hours, and that is far easier to honour when the system has real hours than when it depends on individuals choosing not to answer.