

Telstra Business Connect

FAQs and known limitations



Telstra Business Connect for mobile, tablet and desktop

Further support

For “How-to” support the How-to Help Desk can be contacted on 1800 648 116 from 8am to 8pm AEST.

If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, telstra.com/tiptresources, your Customer Group Administrator can contact the Telstra IP Telephony Helpdesk – 1800 287 289, 24 hours per day.

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

- Web addresses, e-mail addresses and hyperlinks are shown in **bold** and underlined, for example www.telstraenterprise.com.au
- Button names and titles/features on your computer screen are shown in **Bold**.

The contents page can also be used to navigate through the document.

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Chapter 1

Feature summary

The following table lists the features available in each of the Telstra Business Connect clients. Some of the features are dependant on IP access capability, these are marked with an *.

Features	PC Desktop Client	iPhone and iPad	Android
Automatic Sign on	✓	✓	✓
Access to the Enterprise Directory*	✓	✓	✓
Access to Outlook Contacts and Calendar	✓	✗	✗
Add, Edit and Remove Personal contacts	✓	✓	✓
Add, Edit and Remove Contact groups	✓	✗	✗
Add, Edit and Remove groups	✓	✗	✗
Add an Enterprise contact to your local Contact list	✓	✓	✓
Make and Receive Voice and Video calls*	✓	✓	✓
Search on Contacts	✓	✓	✓
Set a Contact as a favourite	✓	✓	✓
Click to Dial from the Contact Directory	✓	✓	✓
Click to Dial from the Call Log	✓		
Call Settings	<ul style="list-style-type: none"> • Remote Office • Telstra Business Connect Anywhere • Simultaneous Ring • Call Waiting 	<ul style="list-style-type: none"> • Telstra Business Connect Anywhere • Dialling Service • Simultaneous Ring 	<ul style="list-style-type: none"> • Telstra Business Connect Anywhere • Dialling Service • Simultaneous Ring
Active Call Features	<ul style="list-style-type: none"> • Mute • Hold • Blind Transfer • Consultative Transfer • Speaker • Dial pad • Conference • Video Call 	<ul style="list-style-type: none"> • Mute • Hold • Blind Transfer • Consultative Transfer • Speaker • Dial pad • Conference • Add Video • Add Call 	<ul style="list-style-type: none"> • Mute • Hold • Blind Transfer • Consultative Transfer • Speaker • Dial pad • Conference • Add Video • Add Call
Presence	✓	✓	✓
Chat	✓	✓	✓
Desktop Sharing	✓	✗	✗

Telstra Business Connect supporting information

Users support documentation

The following documents are available to all users of Telstra Business Connect, they are available in PDF format on the Online Resource Centre (ORC) at telstra.com/tiptresources

- Telstra Business Connect iPhone Feature Guide
- Telstra Business Connect iPad Feature Guide
- Telstra Business Connect Android Phone Feature Guide
- Telstra Business Connect Andorid Tablet Feature Guide
- Telstra Business Connect MAC Desktop Feature Guide
- Telstra Business Connect Desktop Feature Guide
- Telstra Business Connect Desktop with Skype for Business Feature Guide
- Telstra Business Connect FAQs and Known Limitations



Installation

Android devices tested:

- Samsung Galaxy S2 – Will not work with out of the box firmware version 4.0.4. Please update firmware prior to installing Telstra Business Connect.
- Samsung Galaxy S6 and S7
- Samsung Galaxy Note 3 Tablet

iOS devices tested:

- iPhone 7
- iPhone 6
- iPad

iPad Telstra Business Connect App

When searching and downloading the Telstra Business Connect App for your iPad, you need to download **Telstra Business Connect iPad**.

Android tablet devices

Android tablet devices have been tested and certified with Telstra Business Connect.

Bluetooth

Telstra Business Connect does not support Bluetooth, it may work on most devices, most likely if it works with the native dialler.

Customers on HCPE or DMS

Customers can be on either HCPE or DMS. The Telstra Business Connect devices that are added are DMS devices exclusively.

Telstra Business Connect call costs

Calls made through the Telstra Business Connect client will utilise data from your data plan.

Where to find the Business Connect installation files

Device type	Details
Android – Smart phones and tablets	Google Play Store – search for “Telstra Business Connect”
iOS – iPhones and iPads	App Store – search for “Telstra Business Connect”
Desktop – PC with or without Skype for Business and MAC desktop	telstra.com.au/small-business/bundles/smarter-call-management

The file will not install on my device

Do not start to install the client until the download has completed

Failed to retrieve configuration

The message “failed to retrieve configuration” may display as an error message when first installing Telstra Business Connect on a mobile device.

This will be due to network connectivity. Please make sure the device has the right internet access to retrieve the configuration.

Reading config failed

The message “reading config failed” may display as an error message when first installing Telstra Business Connect on a mobile device.

The reading config will fail if the user has not been built properly in CommPilot. Please make sure that the mobile/ PC user files have been built correctly in CommPilot.

A Customer Group Administrator will only be able to perform the following steps, please refer to your CGA if required.

To rebuild files:

1. Log in to CommPilot
2. Navigate to the correct Group
3. Select **Resources**
4. Select **Identity/Device Profiles**
5. Locate and select the device
6. Select the **Configure** Tab
7. Click on **Rebuild the files**

Chapter 4

Signing in

The user is unable to sign into the client

- Ensure the mobile device does not have a network issue by browsing to the internet.
- Ensure the User is attempting to sign in using the correct username and password. Refer to your Customer Group Administrator to reset your password if required.

Can a user change their password?

- A User is not able to change or reset their sign in password within the Telstra Business Connect application. They can however change it within CommPilot.



Connection issues

Determine initial connection issue causes

Firstly, check the following to establish if the issue is a mobile connectivity issue

1. Check if the reception indicator on the mobile device shows reception coverage is available. If no coverage is available the issue is with the connectivity on the device, reception will have to be established before any other fault finding tasks can be completed.
2. Launch a web browser on the device where connection is required, this will establish if a webpage can be loaded. This determines the device has data connection. If they are unable to display a web page, the issue may be with the device. This will have to be corrected before any Telstra Business Connect fault finding tasks can be completed.
3. If it is found to be mobile connectivity issues, ensure that Telstra is the mobile service provider prior to calling Telstra Help Desk. If Telstra is not the service provider then please contact the mobile provider.

Do you have APN or SIP connectivity?

To access Telstra Business Connect you must be able to connect to the Internet or have IPVPN Wifi access to the internet gateway.

APN

If your mobile is registered with your company's APN use. Generally, if you have APN access you can access your company emails on your mobile device.

The majority of the features can still be used in the Telstra Business Connect client in absence of the APN. Features such as call forwarding, remote office, call back and searching the enterprise phone directory for contacts can be used.

Can Telstra Business Connect be used on WiFi?

Telstra Business Connect will work when connected to WiFi, however, the type of connection is important.

All call setting changes and call back functionality works over open internet.

If you use your mobile device as a hotspot to connect to WiFi you will be connected to your company's APN and so you will be able to use Telstra Business Connect.

Can Telstra Business Connect be used on WiFi overseas?

Yes, but this may be difficult in some areas.

Can Telstra Business Connect be used on data roaming overseas?

You will need to contact your CGA to verify if this is possible.

There will be extra data costs involved in such a connection.

Configuration settings

- When using the Telstra Business Connect Mobile client, incoming calls to your desk phone will also arrive on your mobile and you can choose which device you want to answer the call on.
- Voice or video calls can be pulled to your Mobile from your desk phone and vice versa.
- Outgoing calls can be initiated from the Telstra Business Connect client if signed into Telstra Business Connect.
- Shared call appearance (SCA) must be configured in CommPilot by the Customer Group Administrator for the user for Telstra Business Connect. The Telstra Business Connect client uses SCA on the primary number assigned to your phone. The mobile Telstra Business Connect client, Telstra Business Connect PC and Telstra Business Connect tablet client will require a SCA user each.
- Following in the guide are the recommended settings for optimal functionality.
- Changing any of the recommended settings may impact expected functionality.

Many of the features can still be used in the Telstra Business Connect client in absence of the Access Point Number (APN).

Features such as call forwarding, remote office, call-back and searching the enterprise phone directory for contacts can be used.

Setting	Telstra Business Connect client	Reason for recommended setting
Call Forwarding When No Answer	On	All calls will be forwarded to the configured phone number after a certain number of rings, when your desk phone is not answered. This can be used to ensure you won't miss calls. If this feature is not set and your client is not logged in calls will proceed to your configured setting (probably voicemail).
Call Forwarding Always	Off	Every call to your desk phone will be forwarded to the number configured. If turned on incoming calls will not ring on the Telstra Business Connect mobile client but will ring on the device that has been configured, i.e. your mobile number.
Do Not Disturb	Off	If you turn Do Not Disturb on, calls will not arrive on your Telstra Business Connect client but will go straight to Voicemail on your desk phone.
Remote Office	Off	If you turn Remote Office On calls made to your desk phone will arrive at the configured number, not your Telstra Business Connect client.
Telstra Business Connect Anywhere	Feature can be On, Enabled location – Off	If you turn Telstra Business Connect Anywhere On and you have your mobile number listed as a location and "enabled", both your mobile and the Telstra Business Connect client will ring at the same time.
Simultaneous Ring	Off	If you have your mobile number listed in your Simultaneous Ring list, both your mobile and the Telstra Business Connect client will ring at the same time when a call arrives through the Telstra Business Connect client when turned On.

The following User settings are recommended for initial setup in CommPilot:

Setting	Telstra Business Connect client	Reason for recommended setting
Connected Line Identification Restriction	On*	
External Calling Line ID Delivery	On*	
Internal Calling Line ID Delivery	On*	

*Note: If you do not want your CLID name and number to be displayed ensure Internal and External Calling Line ID Delivery is turned Off.

Reduction of sound quality

A Reduction of sound quality is most likely a result in network congestion or a reduction in network performance.

My Telstra Business Connect number still displays – block my Caller Id

Is your number being displayed to both internal or external calls?

Internal calls to colleagues in your enterprise still see your number displayed when you have Block My Caller ID enabled.

Your number should be hidden to external contacts.

Calls rejected using Remote Office or Call Back

Remote office and Call Back feature calls party B even if the Remote office party rejects the call. This is expected behaviour. Rejecting a call does not terminate callback. This only happens when party B is busy. It doesn't work with call Rejection or if B party has forwarded the busy calls to Voicemail.

Call back

Call Back is only available if you have the BroadWorks Mobility, BroadWorks Anywhere, or Remote Office assigned to you. Telstra Business Connect allows you to originate a circuit-switched call using your business line identity. This is done using the basic Call Back functionality on BroadWorks or the Call-Through functionality available with BroadWorks Mobility. The application checks to see whether one of these services is provisioned with a phone number that matches the mobile number. If it is provisioned this way, it provides you with the option to make calls using the Call Back feature.

Call features

Voice calls

Adding video to a call changes the client to speaker mode

When making a video call or adding video during a call the Telstra Business Connect client automatically changes the hearing option to Speaker phone, whether you are on handset, or headset.

Calls dropping when there is a second incoming call to the device's native dialler

Telstra Business Connect will operate the same as every other app on your mobile phone. Mobile phones will always give priority to mobile calls.

The call will not be disconnected, it will put connected parties on hold. This may be an issue if you are on a conference call as the entire conference will be held. This is typical Android behaviour.

It is recommended to use iPads or Tablets for Business Connect calls. Tablets and iPads are designed to take calls, therefore incoming calls to any native dialler that may be installed will not take priority.

Turning on the mobile devices DND or Call Blocking will not fix this issue.

Bandwidth of a voice call

The bandwidth of a voice call is approximately 100kbps.

Video calls

Bandwidth of a video call

The bandwidth of a video call is approximately 500kbps.

The option to make a video call is not displaying

Video will only display as an option if you have a camera attached to your PC.

- Check the connection of the camera to the PC.
- Check the correct drivers have been installed.
- Verify Telstra Business Connect is recognising the camera.

My video is not working

All devices must have video enabled in the settings.

- Android devices may not have the video enabled by default. Enable video from your Options menu.
- A camera must be installed. Not all PCs have a camera installed. If there is no camera you will not have any video options.
- Check the video configuration on your PC.

My video calling does not work on apple mobile/tablet intermittently or experiencing one way video

- There can be some intermittent issues with one way video and Telstra is working to resolve this issue, you may experience the same issue with the Video VMR dialling session. The easy workaround for the time being is to hold/unhold the video session.

Video conferencing on Telstra Business Connect endpoints

Video conferencing is not natively available on the Telstra Business Connect endpoints (mobile/desktop). The Telstra Business Connect media servers do not support video conferencing. Video calls will need to call using a conferencing bridge.

Incoming calls – iPad and tablet

Incoming calls get rejected but call doesn't get dropped at A end.

Incoming video calls get rejected but call doesn't get dropped at A end.

Resolution of the above scenario has already been identified and will be applied in the near future to rectify the behaviour.

iOS notifications – iPhone and iPad

The operating system of an iOS device needs to be v11.1.1 or above for notifications and other functionality to work.

Ring splash – iPhone and iPad

No ring tone is played if your phone is in sleep mode. However when a call arrives it will still wake up the phone.

Voicemail – Android tablet

Notification of a new Voicemail message appears on the Dial Pad tab (not Call History) when there are messages in the voice mail box. The voice mail icon under digit one becomes orange when there are voice mail messages. A long press on digit one connects you with your voice mail box. When there are no voice mail messages in your voice mail box the icon is grey.

Do not disturb

Do not disturb – Ring splash doesn't work on tablet.

PC desktop error messages

For the following error messages:

- Error retrieving XSI Call Logys
- SIP Connectin Lost
- Network Connection Lost

The client needs to be signed out and signed back in again.

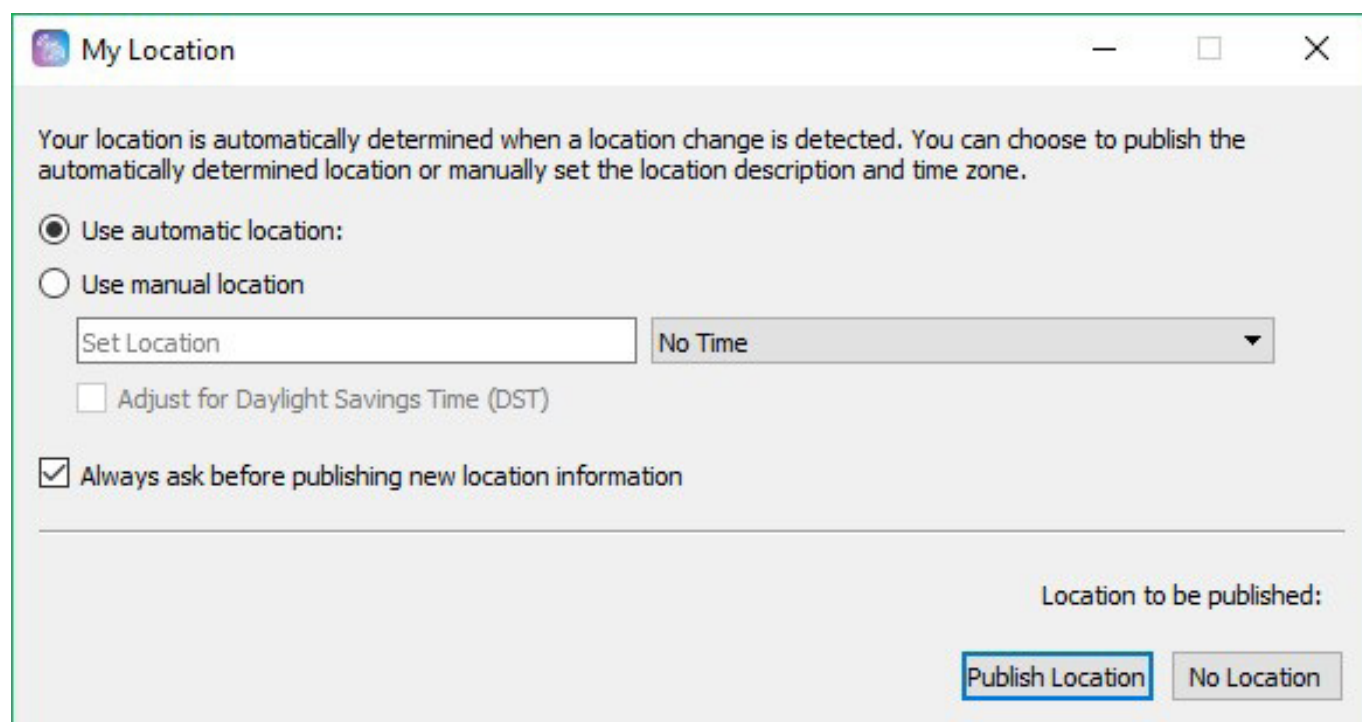
Presence, Chat (IM) and desktop share

Presence – use automatic location – PC client and mac

When attempting to use **Automatic Location** in Presence, nothing happens.

'Use Automatic Location' is currently not working and not supported.

If the PC is behind a proxy then we need to select 'Use Manual Location'.



My room – call from phone

When using **Call from Phone** in **My Room** to connect to your VMR Conference Number you have to manually type in your PIN Number. This is expected behaviour but if you have already entered the Moderator PIN Number in your **Dial In information** then you shouldn't have to enter the Moderator PIN manually.

Chat

People from different companies can chat with each other in Telstra Business Connect as long as they have added their IM address.

Liberate and Telstra Business Connect provisioned on your TIPT service

When signing in to Telstra Business Connect and entering your mobile number for the first time it needs to be entered with the +61 before the mobile number, example +61412688233. This can also be edited by **Settings** in the login screen and selecting "Edit Login Info".

Once you have signed into Telstra Business Connect:

Your mobility/Liberate alerts will automatically be turned off, this will trigger the incoming calls on your mobile and fixed line on your Telstra Business Connect (not on the Native dialler/phone). You will see the following message:

"Mobility for this location has automatically been disabled".

When signing out of Telstra Business Connect you may see the following notification:

1. Select Yes to receive mobility calls while signed out, this will enable the alerting policy on Liberate and your Liberate Mobile phone should work as expected.
2. Note by Selecting option "No" you will NOT receive any incoming calls on your mobile phone. If by accident, you have selected the "No" option, you can log in and out of Telstra Business Connect and Log out, you will be prompted with the same options and you can Choose "Yes".

Liberate and Telstra Business Connect are mutually exclusive and henceforth it is suggested to use one of them at a given time.

It is suggested in order to avoid these issues to have either Liberate or Telstra Business Connect installed on your client, not both.

FAQs

Q. Has Telstra Business Connect been trialled with existing customers?

A. Business Connect has been given to an especially sensitive customer who currently uses TTT and it has been favourably received.

Q. Do all users have to log onto gcc.com?

A. No, they log into their own domain – example Username: – xxxxxxxx@telstra.com

DOT customers just need to use the Prefix (Hostname/FNN) because domain (digitalbusiness) is already configured as the default in the Client. e.g. Username: – XXXXXXXX

Q. Will there be a link to Call Centres in Website Links?

A. No there will be no links to Call Centres, however you will be recognised as a Call Centre agent from your log in details provided you have the tags enabled for Call Centre at a User a level.

Q. Does Telstra Business Connect support Call Centre functionality?

A. Yes, but the tag needs to be enabled at a User level, then it can become the Call Center Agent, by default at the System level it's turned off. %ENABLE_CALL_CENTER_DESKTOP% = True

Q. I have Ring Splash activated on my iPhone but I am not getting a ring tone for an Incoming Call

A. This is a known issue but Notifications will alert you by activating the phone (if asleep) and sending you a call notification.

Q. How do I listen to my voicemail messages on an Android device?

A. If you have pending voice mail messages, then the notification bar on the Android device displays an icon and the message, "You have XX pending voice mail messages". By tapping the voice mail notification, the application dials the voice mail access number directly and you can listen to the voice mail messages.

Q. My iOS device is running version 10.3.3 operating system. Will I get full functionality with Telstra Business Connect?

A. No, you need to be running Version 11.1.1 or above.

Q. I have received a voicemail message but I cannot see the notification on the Call History icon on my Android tablet?

A. This is normal behaviour. A badge notification appears on the Dial Pad tab when there are messages in the voice mail box. The voice mail icon under digit one becomes orange when there are voice mail messages. A long press on digit one in the dial pad connects you with your voice mail box. When there are no voice mail messages in your voice mail box the icon is grey.

Q. If I am a current UC-One customer do I have to uninstall UC-One before downloading Telstra Business Connect?

A. Telstra Business Connect will work without uninstalling the UC-One client, but it is recommended you uninstall UC-One, as soon as you successfully install Telstra Business Connect to avoid any issues.

Q. If you have a standard pack will a lot of the functionality be hidden or greyed out? An example is Shared Call Appearance as an Executive Pack feature. Will a user with a standard pack be able to use the Shared Line feature of Business Connect?

A. If you have a standard pack the additional Executive pack features will not be visible.

Q. Some SIP Connect users were given access to the Toolbar as part of their "mobility pack". What will these users get in place of this?

A. The Telstra Toolbar has been discontinued, they would need to speak to their AE to get Telstra Business Connect as an alternative, this would be a business decision to have Telstra Business Connect as a part of the Mobility pack.

Q. Can I integrate Telstra Business Connect with Outlook?

A. If you want to use Telstra Business Connect with Outlook Integration, to allow your Presence to update, you should uninstall Lync/ Microsoft Office/Skype for Business (you will need admin access to install the outlook plugin).

If you want to use Lync/Microsoft Office/ Skype, do not enable Outlook Integration in Communicator.

Desktop users may receive this error message, if above was not been completed.

NOTE: The current version of this add-in cannot be used if you have Microsoft Office Communicator, Microsoft Lync, or Skype installed. You must uninstall these products if you want to use this add-in.

Q. Will I have access to my Outlook Enterprise contacts?

A. Yes will will have access to all contacts at an Enterprise level.

Q. How will we access the TIPT Collaboration Portal?

A. Access to the TIPT Collaboration Portal will be via Website Links in Telstra Business Connect.

Definitions

Terms	Definition
Always Forward	Every call will be forwarded to the number configured.
Communication History	Communication History lists your missed, received and placed calls made from any of your Telstra Business Connect devices. The time and details of the call are also displayed.
Contacts	<p>Contacts displays a list of your contacts, as you use Telstra Business Connect you will modify contacts to suit your needs. These can be a combination of contacts from your directory, Outlook or contacts you have added using Add Contacts.</p> <p>Contacts are useful for:</p> <ul style="list-style-type: none"> • Searching all contacts, including your Directory and Outlook contacts if you have it configured • Lists your own contacts – these can be added from your Directory, Outlook, or by using Add Contacts and entering the contacts details
Directory	Your enterprise directory.
Do not disturb	If you enable DND you will not receive calls. Calls are automatically forwarded to your voicemail if DND is enabled.
Enterprise Directory	Use the Directory for access to your enterprise directory
Forward when unanswered	Calls will be forwarded after a certain number of rings. The number of rings before forwarding is not supported in the Telstra Business Connect client but can be configured in the web based interface, CommPilot. Please refer to the support web site telstra.com.au/small-business/bundles/smarter-call-management for information on how to change the number of rings before a call is forwarded in CommPilot
Forward when busy	Calls will be forwarded only when the phone being called is busy.
Forward when unreachable	Calls will be forwarded when your desk phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.
Block my Caller ID	<p>When this feature is enabled your number is hidden from the display of the called party. When enabled, Block my Caller ID only works for calls to contacts external to your enterprise.</p> <p>Calls to colleagues at your business site will still see your number displayed.</p>
Remote Office	Remote Office allows you to use any other device e.g. home number or mobile, as your desk phone. When a call is initiated from Telstra Business Connect with Remote Office enabled, your business phone number will be displayed to the caller and not your remote office number. Incoming calls to your business are redirected to ring on the Remote Office phone number.
Simultaneous Ring	The Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary desk phone.
SIP URI	The users phone number. Session Initiation Protocol (SIP) uniform resource identifiers (URIs).
Telstra Business Connect Anywhere	The Business Connect Anywhere feature unifies how your calls are represented and provides you with the ability to have a single number identity. Calls to a single number ring all preconfigured phones. You can answer an incoming call on any of the configured phones. If required the call can then be continued on any of the other preconfigured phones.
Desk phone	The primary phone for TIPT and SIP.
Telstra Business Connect	Telstra Business Connect client.
Chat	Chat or Instant Messaging allows you to chat with contacts.
Presence	Online status, allows you to view the online status of a contact whether they are Available, Away, Busy or Offline. Some Presence statuses change automatically when you are in a Meeting, chatting or on the phone.
Desktop Share	Allows you to share your desktop with contacts.