Telstra Business Connect –
Android Phone Client

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Telstra Business Connect is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road. “It’s like having the power of your desk phone in the palm of your hand.”

Telstra Business Connect can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops. Telstra Business Connect allows the user to search their enterprise directory for contacts and after searching, they can easily click to call the user or, optionally, add them to their Telstra Business Connect contact list.
1. Downloading Telstra Business Connect

To download Telstra Business Connect onto your Android phone:

1. Access the Google Play Store
2. Search for Telstra Business Connect
3. Follow the instructions to download and install the application
4. Accept the Terms and Conditions
5. Enter your TIPT phone number preceded with +61 eg +61xxxx xxxx or if you have Liberate provisioned on your phone enter your Liberate Mobile number preceded with +61 eg +61411222333 and tap Continue
2. Signing In

To sign into Telstra Business Connect:
1. Enter your **username** and **password**
2. Select **Remember password**
3. You can select to show your password before you select **Sign in**
4. If you wish to make a change to your mobile number on the Sign in screen and select **Edit Login Info**
2. Signing In

5. Make the necessary change to the number and tap **Continue**

6. Tap **Sign in**

7. You will now see a series of different screens Tap **OK** or **Don’t Allow**

8. Tap **OK** on the next screen

9. A series of four screens will now appear tap **Deny** or **Allow** on each screen

"Business Connect" Would Like to Access the Microphone
We would like to use the microphone for audio and video calls.

Don’t Allow OK

"Business Connect" Would Like to Access the Camera
We would like to use the camera for video calls or to capture your profile photo.

Don’t Allow OK

"Business Connect" Would Like to Access Your Contacts

Don’t Allow OK

Welcome to Business Connect
Enjoy
3. Liberate and Telstra Business Connect Users Only

If you have Liberate provisioned on your mobile and Telstra Business Connect you will see an additional message when signing into Business Connect.

1. select OK

When logging out you will see the following message:

2. Select Yes

If you accidentally choose No when logging out please log in and log out to get this prompt again.
4. Adding your Profile Picture

You can add a photo of yourself so other colleagues can have a visual image of who they are talking to.

To add a photo:
3. Tap
4. Tap where you want the photo to appear
5. Tap again
6. Select Choose Existing Photo
7. Browse or select the graphic file/photo
8. Tap OK to upload the photo

Clear Your Profile Photo
1. Tap
2. Tap your profile photo
3. Tap your profile photo again
4. Select Clear Profile Photo
5. Tap
5. Presence

Presence enables you to change your availability manually. It will automatically update when you are on a call, away or busy and will synchronise with your Outlook Calendar.

To change your Presence:
1. Tap the "Presence" button.
2. Tap your current Presence.
3. Select from – mobile, away or busy. Your Presence will change to your selection.
4. Tap the back arrow.
5. Your Presence will now reflect your change.

Personalising your Presence Message
Giving colleagues more information about your status is also available.
1. Tap the "Presence" button.
2. Tap your current Presence.
3. Tap just below your Presence in 'What's on your Mind'.
4. Type your Customised Message and tap OK.
5. Tap the back arrow.
6. Contacts

Contacts can be displayed from a number of different directories such as – All, Phone Contacts, and Directory. All contacts are not automatically visible, you need to search for a contact and then add them to your My Contacts group.

To Access your Contacts:
1. Tap 📞 from the toolbar at the top of the screen
2. A List of current contacts will be displayed

Searching for a Contact
1. Click 🔍
2. Tap 👤
3. Type the name of the contact in the Search Contacts field, the search will begin as soon as you start entering the name

Adding a Contact
1. Select 📞 from the toolbar on the left
2. Tap +
3. Select Add Contact
4. Enter the Contact details
5. Tap OK. The contact will now be added to the Contact list

Adding a Contact to Favorites
The first time you add a contact as a Favorite, the group will be created, you don’t need to create the group manually
1. Tap the Contact you wish to add to Favorites
2. Tap Add to Favorites
3. The contact will now be listed in Favorites

Removing a Contact from Favorites
1. Tap the Contact you wish to remove from Favorites
2. Tap Remove from Favorites

Delete a Contact
1. Tap and Hold the contact you want to delete
2. Tap Remove
3. Select OK
7. Instant Messages (Chat)

Chat – One on one

You can have a one on one chat with another colleague or chat in a group. If you have chatted with a colleague previously they will appear in your chat window. To chat with a contact, either

1. Select
2. Search for the contact you wish to chat with
3. Tap the contact
4. Select Chat
5. The Chat window will automatically open
6. Type your message
7. Tap to send your message

OR

1. Select from the toolbar
2. Select the contact you want to chat with. This will display contacts you have already chatted with
3. Type your message
4. Tap to send your message.

OR

1. Select from the toolbar
2. Tap
3. Search for or select the contact you wish to chat with
4. Type your message and tap to send your message
5. Tap
7. Instant Messages (Chat)

**Group Chat**
To start a Group Chat:
1. Select 📄
2. Tap ☏
3. Select **Start Group Chat**
4. Select the participants you wish to add to the Group chat
5. Tap ✅
6. Type the message to the group
7. Tap ✅ to send your message.

**Chat History**
To view your Chat history:
1. Select 📄
2. Tap a contact

**OR**
1. Click on **My Room** 🚫
2. Tap 📣
3. Tap ☑
4. Select the participants you wish to join the group chat
5. Tap ✅
3. The chat history for that contact will now be visible.

4. Tap \( \rightarrow \)

To Delete Chat History

1. Select \( \bullet \)
2. Tap a contact
3. Tap \( \bullet \)
4. Select Delete Chat
5. Tap OK
6. Tap \( \leftarrow \)

Escalating a Chat to a Call

You can escalate a one on one Chat or a Group Chat to a Call or Video Call.

1. In the Chat window select Call or Video

The Chat session will now escalate to a Call or Video Call and the Call Control toolbar will appear to allow you to manage the call.

7. Tap Internet Call (VoIP)

Select Dialing Service

- Internet Call (VoIP)
- This Phone

Ending the Group Call

Click on End Call \( \rightarrow \) to end your participation in the call.

8. Tap \( \leftarrow \)
8. Making a Call

There are a number of different ways to make a call in the Telstra Business Connect client:

Using Contacts
1. Select 💬 from the toolbar at the top of the screen to view Contacts
2. Tap the contact you wish to call
3. Tap Call

Using the Dial Pad
1. Select the Dial Pad icon 📲 from the toolbar at the top of the screen
2. Enter the number you wish to call
3. Press Enter or tap 📲
4. Tap Internet Call (VoIP)

9. Tap Internet Call (VoIP)
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8. Making a Call

Making a Video Call
1. Search for the contact you wish to call
2. Tap the contact
3. Select Video Call
4. The video call will now be made and you can use the active
call toolbar to manage the call.

Receiving a Call

To answer an Incoming Call:
1. Click on Accept in the Call window that will appear when
   you receive a call
2. The active call window will open and the Active Call
toolbar will allow you to manage your call.
8. Making a Call

To Decline a call:
1. Click on Decline in the active call window

Missed Call
A missed call will appear in your Call History.
1. Click on 📞 to view your Call History
2. Click on ☎️ to redial the number

Ending the Call
To end an active call:
1. Select Hang Up from the active call window

Placing a Call on Hold
To place an active call on Hold:
1. Whilst on the active call select

To take the caller off Hold or Resume the call:
1. Click Resume

Missed Call
A missed call will appear in your Call History.
1. Click on 📞 to view your Call History
2. Click on ☎️ to redial the number

Ending the Call
To end an active call:
1. Select Hang Up from the active call window
Transferring a Call

There are two ways to transfer an active call:

Blind Transfer and Consult Transfer. Blind transfer allows you to transfer a call to another contact without announcing the call prior to transferring it.

1. With the active caller on the line, select from the Active Call window

2. Select Transfer

3. Search for the contact or enter the number you wish to transfer the call too

4. Tap

5. Tap Transfer to xxxxxxx

6. The contact that you are transferring the call too will receive a popup notification, they need to click on the Audio icon to answer the call

Consult Transfer allows you to announce the caller to the contact prior to transferring the call.

1. With the active caller on the line

2. Select and Transfer

3. Search for the contact or enter the number you wish to transfer the call too

4. Tap

5. Tap 

8. Making a Call

XXXX XXX XXX

XXXX XXX XXX

XXXX XXX XXX

XXXX XXX XXX
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8. Making a Call

5. Tap Call xxxxxxxx first

3. Search for the contact or enter the number you wish to transfer the call too

4. Tap
5. Tap Call xxxxxxxx first

6. Announce the caller and if they agree to accept the call select Complete

Transferring a Call and activating Video

Whilst transferring an audio call you can activate Video.

1. With the active caller on the line
2. Select 🅿️ and Transfer

6. Announce the caller and if they agree to accept the call select Complete
7. Tap Add Video
8. Your audio call will now be changed to a video call
8. Making a Call

Conference Calls
With Telstra Business Connect you can have multiple internal or external parties on a conference call.

To conference in a second party:
1. Whilst on an active call, from the Active Call window select and Conference

2. Enter the name of the contact or enter the number you wish to add to the conference call

3. Tap Conference

Pull a call
If the user has an active call on their desk phone, the call can be pulled seamlessly to the Android mobile via the Call Pull functionality. There is no interruption to the voice call. Whilst on an active call on your desktop:
1. Tap
2. Select Pull Call

To Pull the call from your Android phone to your desk phone:
1. Dial *11 on your desk phone

The caller that you wish to conference into the call will receive a call Popup window. They need to click on the Audio icon to answer the call. They have automatically join the conference call.
9. My Room

My Room is your own virtual meeting room where you can chat, call and video call with a number of people at a time. You can initiate a group chat or call, or start a one on one call and invite others to your room once the call is active.

Starting a Group Call in My Room
1. Click on My Room
2. Tap
3. Tap to add the Participants to My Room
4. Select the Participants and tap

The contacts will appear in the My Room Participants list.
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9. My Room

To call My Room
1. Click on
2. Tap Call Room

Leave Conversation
To leave My Room:
1. Tap Leave Room

Delete Chat History from My Room
1. Click on My Room
2. Tap Chat
3. Tap
4. Click Delete Chat
5. Tap OK
10. Call Settings

Telstra Business Connect Call Settings allow you to view options to manage your calls. To view these options:
1. Tap 
2. Tap Call Settings

Do Not Disturb (DND)
If you activate this service all calls will be blocked and sent to your voicemail. To activate:
1. Tap 
2. Tap Call Settings
3. Tap Do Not Disturb
4. Tap Enable (and Ring Splash) if required and OK

To Switch off:
1. Tap 
2. Tap Call Settings
3. Tap Do Not Disturb
4. Tap Enable (to deselect) and tap OK
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10. Call Settings

Call Forwarding
There are number of Call Forwarding options to choose from:
- Always Forward
- Forward When Busy
- Forward When No Answer
- Forward When Not Reachable

Always Forward
When enabled every call to your Android phone will be forwarded to the number configured.
If turned on incoming calls will not ring on the Telstra Business Connect client but will ring on the device that has been configured, i.e. your mobile number.

To enable:
1. Tap
2. Tap Call Settings
3. Tap Always Forward
4. Enter the number for all calls to be forwarded too
5. Tap Enable and tap OK

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Always Forward
4. Tap Enable (to deselect) and tap OK

Forward When Busy
Every call to your phone will be forwarded to the number configured when you are on another call.

To enable:
1. Tap
2. Tap Call Settings
3. Tap Forward When Busy
4. Enter the number for all calls to be forwarded too
5. Tap Enable and tap OK

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To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Forward When Busy
4. Tap Enable (to deselect) and tap OK

5. Tap
Forward When No Answer

Every call to your Android phone will be forwarded to the number configured when you do not answer a call after a stipulated number of rings.

To enable:
1. Tap
2. Tap Call Settings
3. Tap Forward When No Answer
4. Enter the number for calls to be forwarded too
5. Select the Number of Rings before Forwarding
6. Tap Enable and tap OK

6. Tap

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Forward When No Answer
4. Tap Enable (to deselect) and tap OK

5. Tap
Forward When Not Reachable

Calls will be forwarded when your Android phone is not accessible or inactive due to power loss to the site, no network connectivity or no internet access is available.

To enable:
1. Tap
2. Tap Call Settings
3. Tap Forward When Not Reachable
4. Enter the number for calls to be forwarded too
5. Tap Enable and tap OK
To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Forward When Not Reachable
4. Tap Enable (to deselect) and tap OK

5. Tap Forward When Not Reachable

To enable:
1. Tap
2. Tap Call Settings
3. Tap Remote Office
4. Enter the number of the device that you want to use as your remote phone
5. Tap Enable and tap OK

Remote Office

Make calls from a remote phone and have it appear from your business line. In addition incoming calls to your business line will ring this remote phone.

If Remote Office is enabled calls to your Android phone will not arrive through the Telstra Business Connect client, the calls will only ring on the device Remote Office has been configured with, i.e. your mobile number or other listed number. The recommended settings are to have Remote Office turned off.
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10. Call Settings

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Remote Office
4. Tap Enable (to deselect) and tap OK

Remote Office
Make calls from a remote phone and have it appear from your business line. In addition incoming calls to your business line will ring this remote phone.

- XXXX XXX XXX
- Enable

5. Tap

Block My Call ID
To block your caller ID for outgoing calls:
1. Tap
2. Tap Call Settings
3. Tap Block My Call ID
4. Tap Enable
5. Tap OK

6. Tap

Block My Caller ID

- Enable

7. Tap

Business Connect Anywhere
If turned on and you have another number listed as a location and “enabled”, both your mobile and Telstra Business Connect client will ring at the same time.

To enable:
1. Tap
2. Tap Call Settings
3. Tap Business Connect Anywhere
4. Tap + to the right of Locations
5. Enter a Telephone Number and Description
6. Tap Enable this Location
7. Tap Call Control
8. Tap Answer Confirmation

To Switch Off:
1. Tap
2. Tap Call Settings
3. Tap Block My Call ID
4. Tap Enable (to deselect)
5. Tap OK
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9. Tap Add

10. Tap twice to return to the main screen
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Dialing Service
Dialing Service ensures you are using VoIP for your calls.
To enable:
1. Tap
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Internet Call (VoIP)
5. Tap OK

6. Tap
To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Internet Call (VoIP)
5. Tap OK

Simultaneous Ring
Will ring multiple devices at the same time for incoming calls.
The recommended settings are to have Simultaneous Ring
turned off. This is to prevent confusion when an incoming call
is received.
When Simultaneous Ring is disabled calls will arrive on the
Telstra Business Connect client.
To enable:
1. Tap
2. Tap Call Settings
3. Tap Simultaneous Ring
4. Tap Enable (if there has been a location added). If not
5. Tap to the right of Locations
6. Enter the number of the second device you want to ring
   simultaneously
7. Tap Answer confirmation required
8. Tap OK

Add New Entry

Note: "Don't ring when on a call" is selected by default
9. Tap
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To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Simultaneous Ring
4. Tap Enable (to deselect)
5. Tap Back twice to return to the main window

My Room
To enter your VMR Number to use with My Room:
1. Tap
2. Tap Call Settings
3. Tap My Room
4. Enter – Dial-in Number, Conference ID, Moderator PIN and Security PIN (if required) and tap OK
5. Tap

This Phone Number
Is the phone number of your Android phone. To Enter:
1. Tap
2. Tap Call Settings
3. Tap This Phone Number
4. Enter the phone number of the device
5. Tap OK
11. Voicemail

Retrieving Voicemail Messages
When you receive a voicemail message you will receive a notification on the Dial Pad icon.

To listen to your voicemail messages
1. Click on the Dial Pad icon
2. Long Press on the number 1 on the keypad
3. Select Internet Call (VoIP)
4. Enter your Passcode and follow the prompts to retrieve your messages
5. To delete the voicemail message, press Delete on your keyboard

To Access the Voice portal for the first time to set up greetings, and other options
1. In the Call dialpad, type the feature access code *62 and press Enter or (this is the Code to automatically dial your voice portal number)
2. Select Internet Call (VoIP)
   You will hear a prompt
   "Welcome to your CommPilot voice portal. Please enter your passcode then press the # key. If you are not calling from your own phone, please press the * key."
   Enter your voicemail passcode
   For your first time login you need to change your passcode and record your name
   Follow the voice prompts to make the changes.
   You will then be provided with the following menu to access different options in your Voice Portal.

### Press

1. to access your Voice Mail Box
   (this is the main option for listening to, deleting messages and changing your greetings)
2. to change your CommPilot Express Profile
   (This option is not required in VG UC)
3. to go to the Greetings menu
   (this option is purely to change your recorded name)
4. to change your Call Forwarding options
5. to record a new announcement
6. to make a call (through the Voice Portal)
7. to change your passcode
8. to Exit the Voice Portal
9. # to Repeat this menu

### Message and greeting options

Once you have pressed 1 to access your voicemail box, then press

1. to listen to your messages
2. to change your mailbox Busy greeting
3. to change your mailbox No Answer greeting
4. to change your Extended away greeting
5. to Compose and send a new message
6. to Delete all messages
8. to Modify the message default settings from your Mailbox
   * to go to the CommPilot voice Portal
   # to Repeat this menu

### Message prompts while listening to messages

While you are listening to a message you have the following options available,

Press

1. to Save the message
2. to repeat the message
4. to return to the previous message
5. to play message envelope
6. to go to the next message
7. to Erase the message
8. to call back the caller
9. additional options
* to go to the previous menu

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1. Tap and Sign Out
2. Tap OK

13. Help/Support

For help/support view the Telstra Business Connect Feature Guides available on the Resource Centre.
Link to the TIPT Resources website Telstra Business Connect Feature Guides