Telstra Business Connect

Android Phone Feature Guide

Telstra Business Connect – Android Phone Client

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**

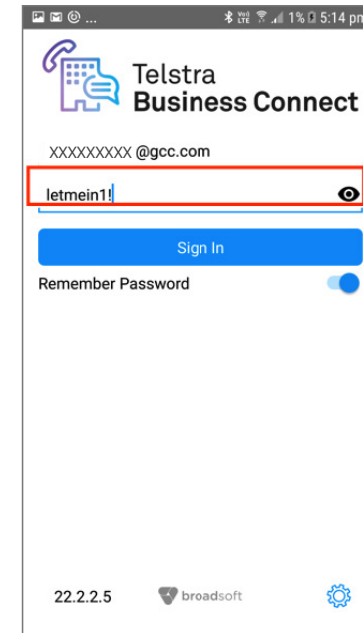# 2. Signing In

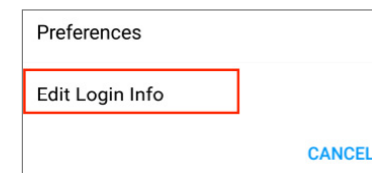To sign into Telstra Business Connect:

1. Enter your **username** and **password**

2. Select **Remember password**
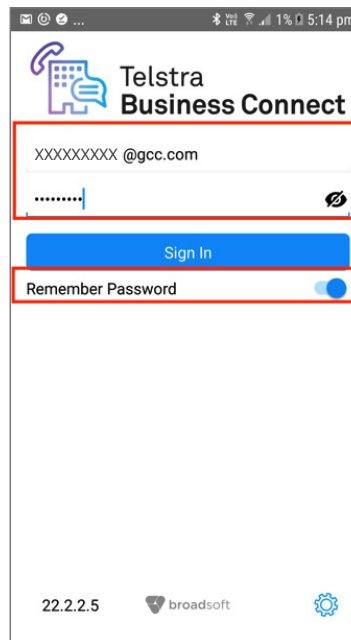
3. You can select 🚫 to show your password
   before you select **Sign in**

4. If you wish to make a change to your mobile number ⚙
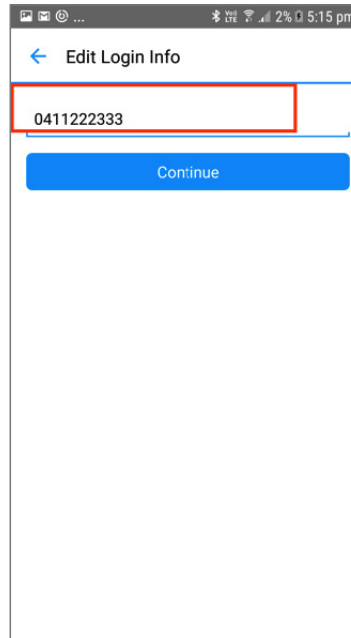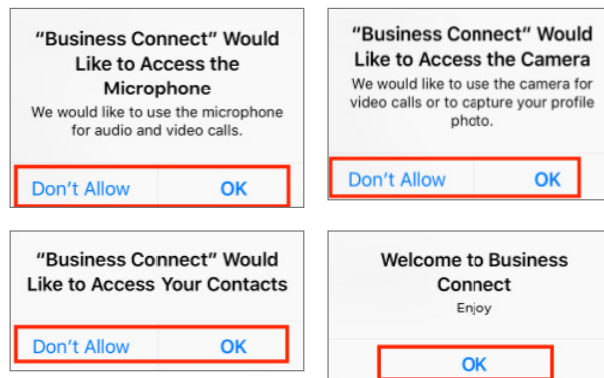   on the Sign in screen and select **Edit Login Info**

2. Signing In

**Telstra Business Connect –
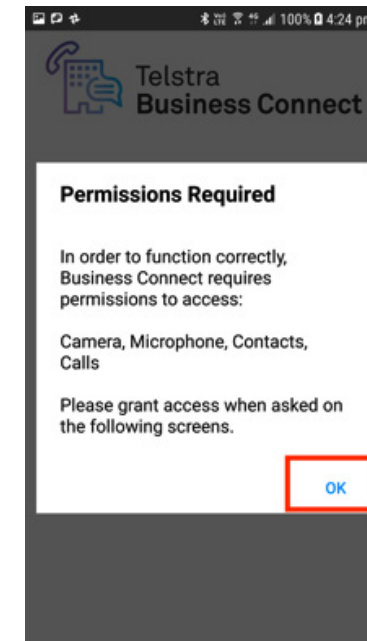Android Phone Client**

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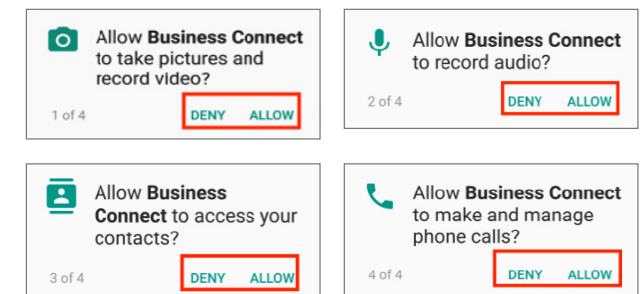   and tap **Continue**

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

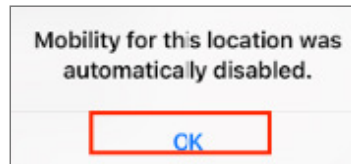9. A series of four screens will now appear tap **Deny** or **Allow**
    on each screen

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

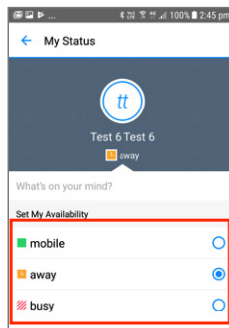4. Select **Clear Profile Photo**

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

2. Tap your current Presence
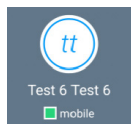
3. Select from – **mobile**, **away** or **busy**.
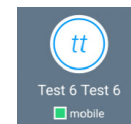   Your **Presence** will change to your selection

4. Tap the **back arrow**
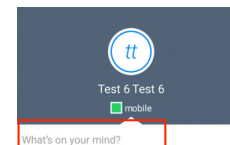
5. Your **Presence** will now reflect your change

Personalising your Presence Message

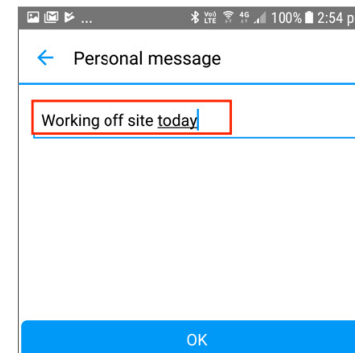Giving colleagues more information about your status is also available.

1. Tap

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

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
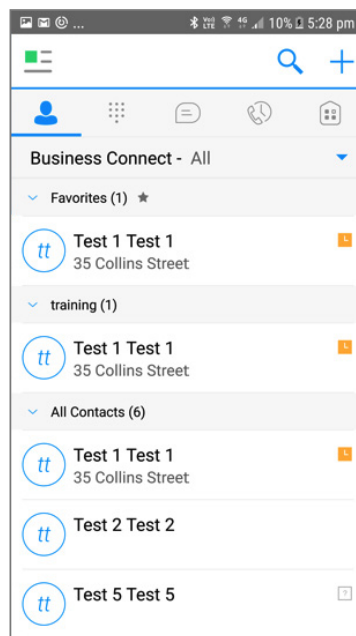
Searching for a Contact

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

4. Tap the contact to view the details

5. Tap ⊗ to **close** the search field

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**
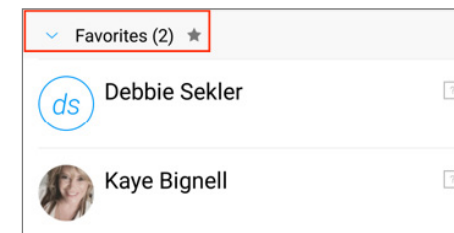
Removing a Contact from Favorites

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
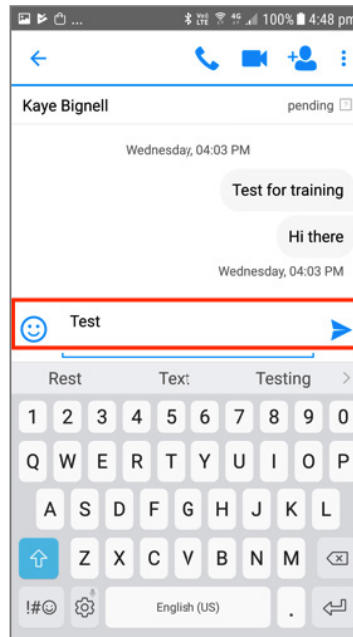
1. Select 💬 from the toolbar

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
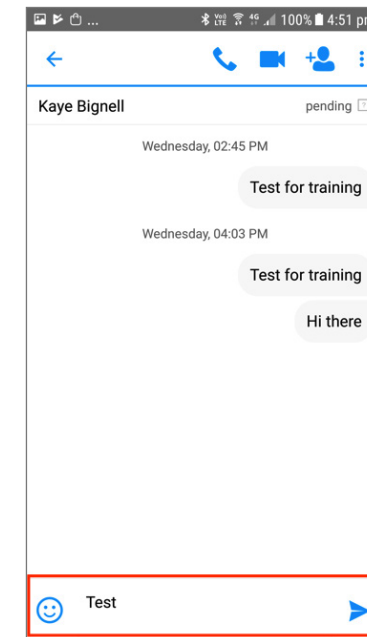
1. Select 💬 from the toolbar

2. Tap ⊕

3. **Search** for or **select** the contact you wish to chat with

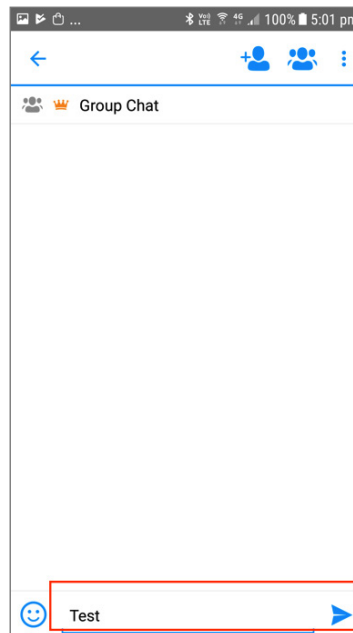4. Type your message and tap ➤ to send your message

5. Tap ⬅

Telstra Business Connect – Android Phone Client

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.

8. Tap ✔

OR

1. Click on **My Room** ⊞

2. Tap 💬 Chat

3. Tap 👤+

4. Select the participants you wish to join the group chat

5. Tap ✔

5. Type your message and tap ➤ to send your message.

6. Tap ←

7. Tap Leave Room

Chat History

To view your Chat history:

1. Select 💬

2. Tap a contact

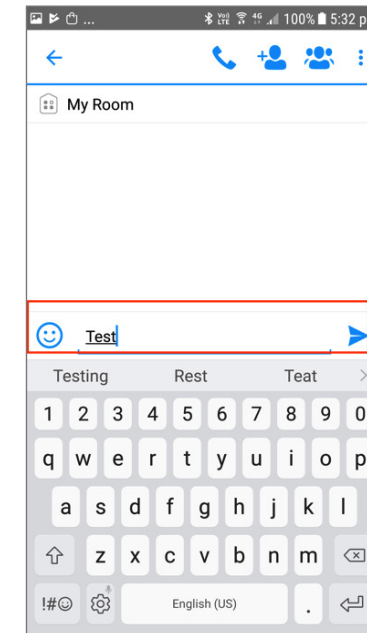3. The chat history for that contact will now be visible
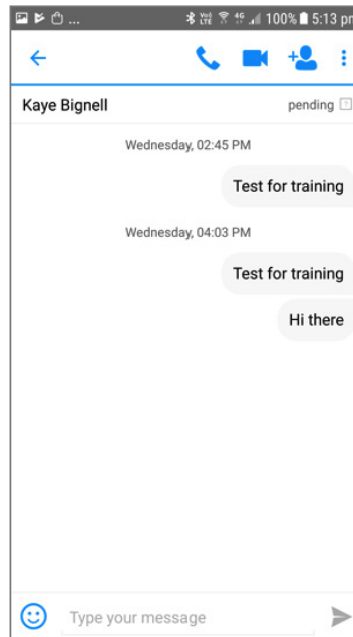
4. Tap ⬅

To Delete Chat History

1. Select 💬

2. Tap a contact

3. Tap ⋮

4. Select **Delete Chat**

5. Tap **OK**

6. Tap ⬅

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)**
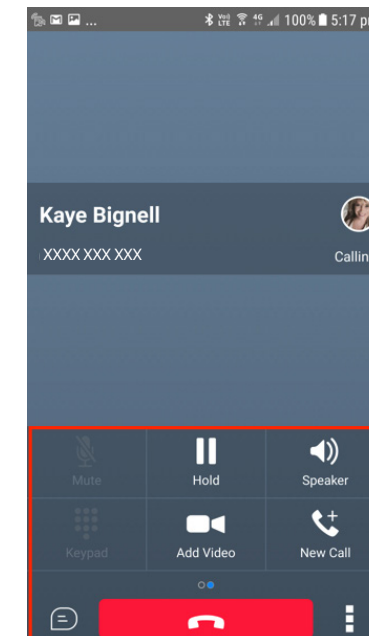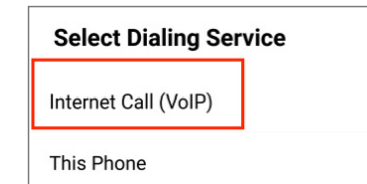
Ending the Group Call

Click on **End Call** 📞 to end your participation in the call

8. Tap ⬅

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**
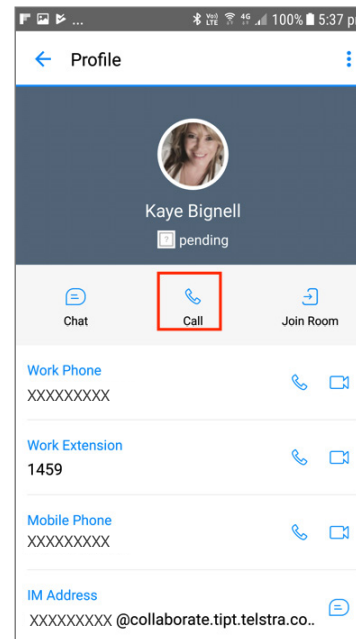
9. Tap **Internet Call (VoIP)**

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 📞
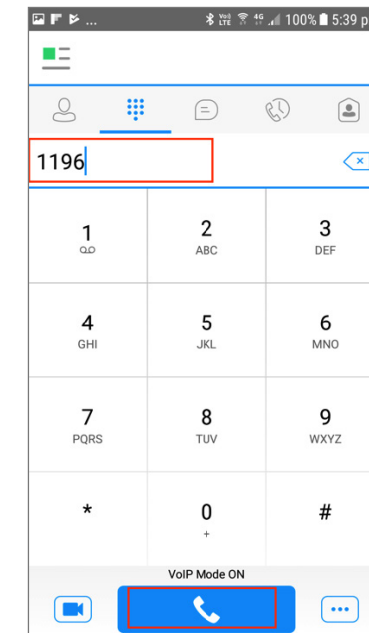
4. Tap **Internet Call (VoIP)**

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
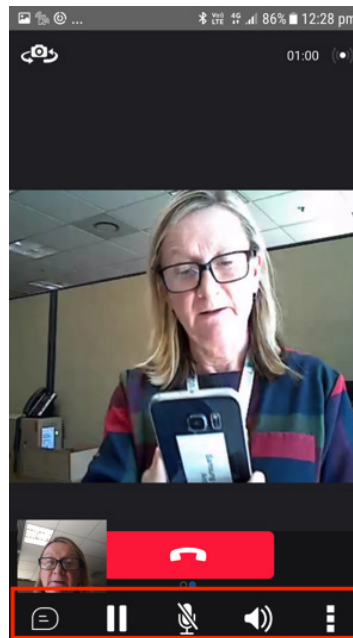
Receiving a Call

To answer an Incoming Call:

1. Click on **Accept** in the Call window that will appear when
   you receive a call
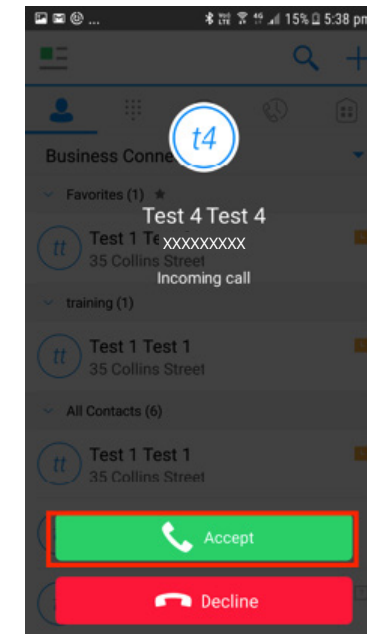
2. The **active call window** will open and the **Active Call
   toolbar** will allow you to manage your call

To **Decline** a call:

1. Click on **Decline** in the active call window
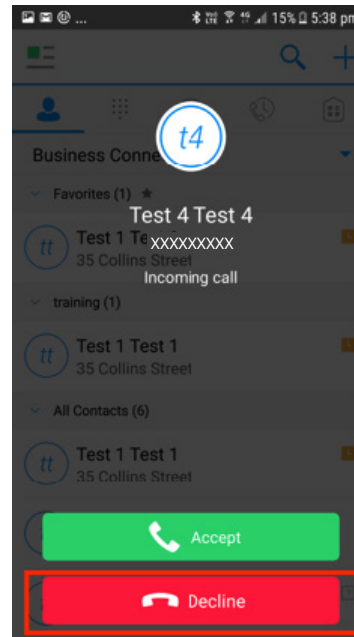
Missed Call

A missed call will appear in your **Call History**.

1. Click on 📞 to view your **Call History**

2. Click on 📞 to redial the number
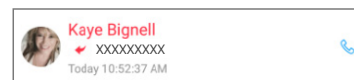
Placing a Call on Hold

To place an active call on Hold:

1. Whilst on the active call select ⏸ Hold
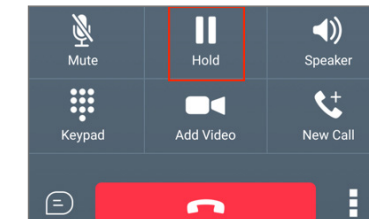
To take the caller off **Hold** or **Resume** the call:

1. Click **Resume** ▶ Resume
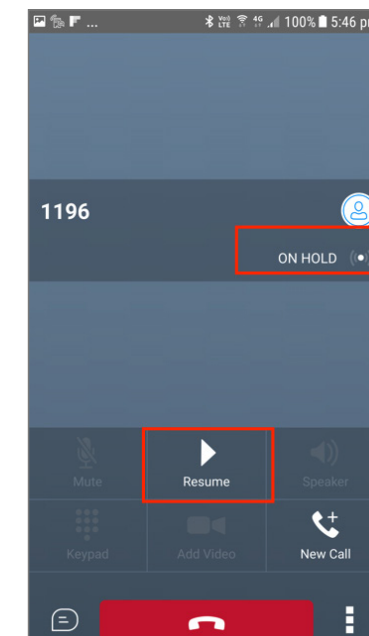
Ending the Call

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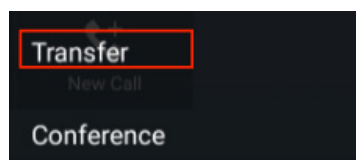
3. **Search** for the contact or **enter the number** you wish to transfer the call too

4. Tap 📞
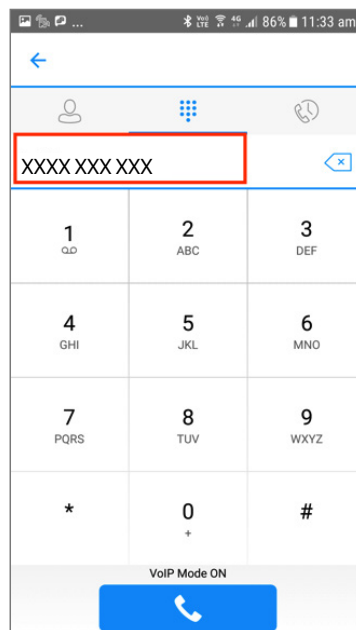
5. Tap **Transfer to xxxxxxx**
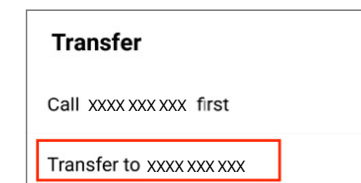
6. The contact that you are transferring the call too will receive a popup notification, they need to click on the **Audio** icon to answer the call

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 **Call xxxxxxxx first**
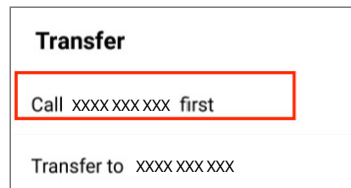
6. Announce the caller and if they agree to accept the call select **Complete**
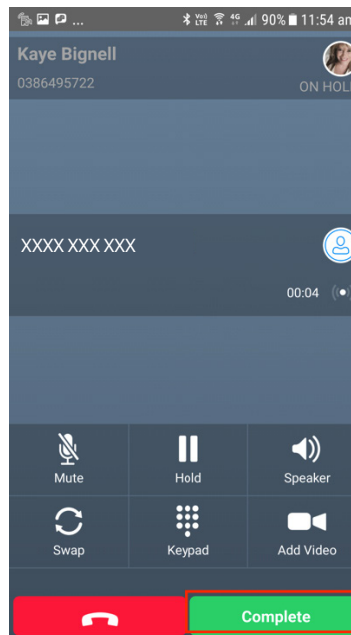
Transferring a Call and activating Video

Whilst transferring an audio call you can activate Video.

1. With the active caller on the line

2. Select ⋮ and **Transfer**

3. **Search** for the contact or **enter the number** you wish to transfer the call too
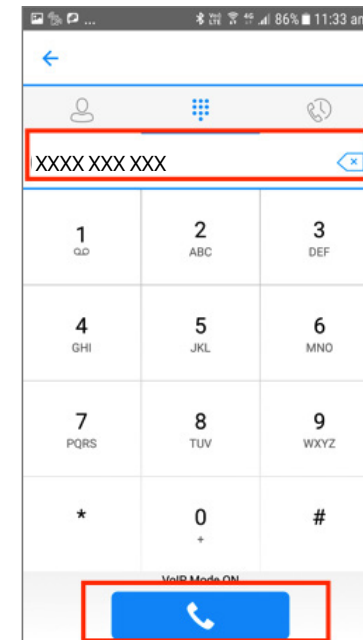
4. Tap 📞

5. Tap **Call xxxxxxxx first**
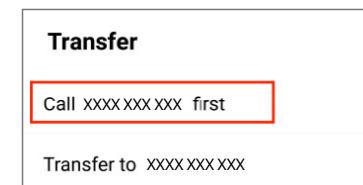
6. Announce the caller and if they agree to accept the call select **Complete**

7. Tap **Add Video** 🎥

8. Your audio call will now be changed to a video 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**
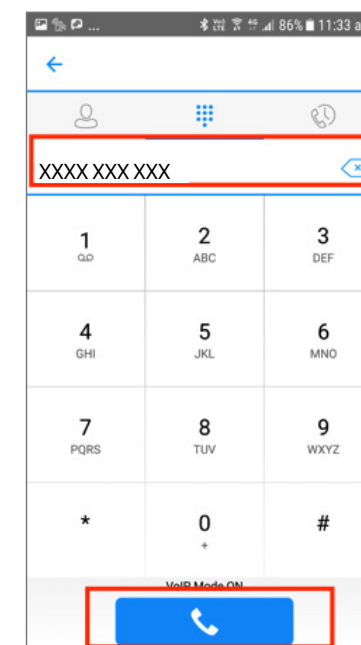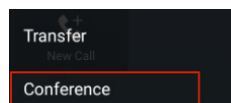

2. Enter the **name** of the contact or **enter the number** you wish to add to the conference call

3. Tap 📞
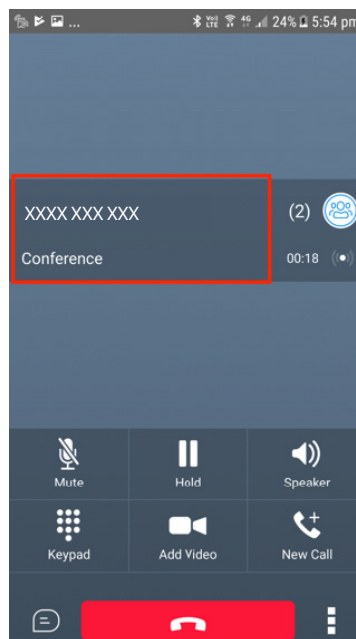
The caller that you wish to conference into the call will receive a call Popup window. They need to click on the **Audio** icon to answer the call. They have automatically join the conference call

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

9. My Room

My Room is your own vitual 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 (Chat icon)
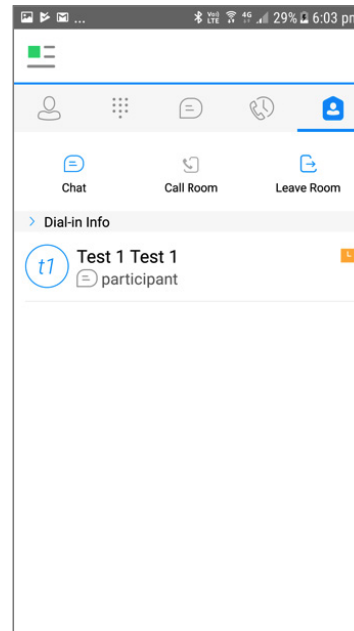
3. Tap (add participant icon) to add the Participants to My Room

4. Select the Participants and tap ✓
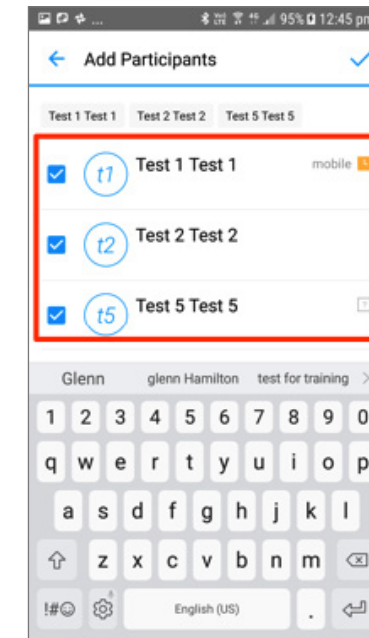
The contacts will appear in the My Room Participants list

To call My Room

1. Click on 👤
2. Tap ↩ Call Room
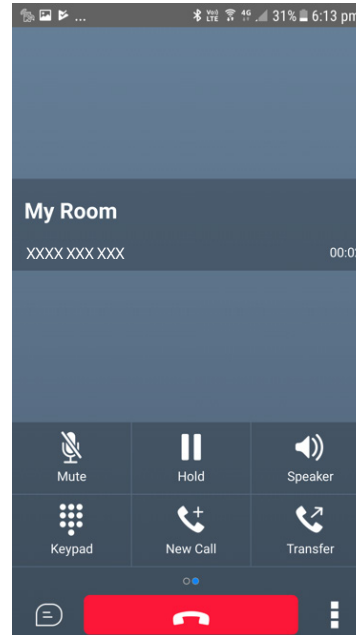
Leave Conversation

To leave **My Room**:

1. Tap **Leave Room**
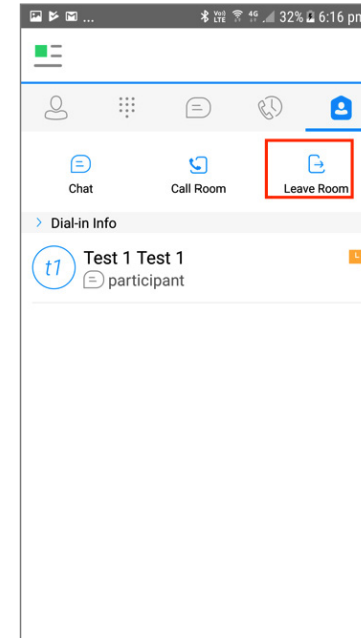
Delete Chat History from My Room

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**
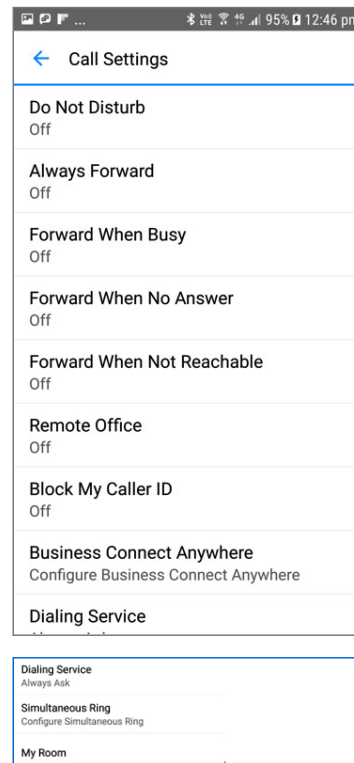
Do Not Disturb (DND)

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
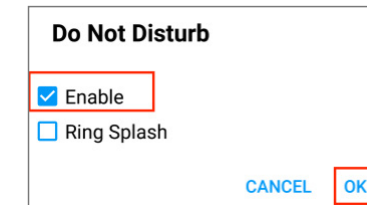
5. Tap ←

To Switch off:

1. Tap ▮▬
2. Tap **Call Settings**
3. Tap **Do Not Disturb**
4. Tap **Enable** (to deselect) and tap **OK**
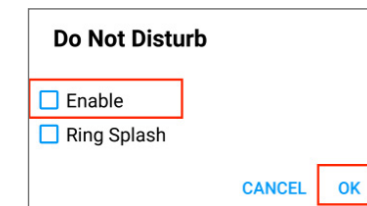
5. Tap ←

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:
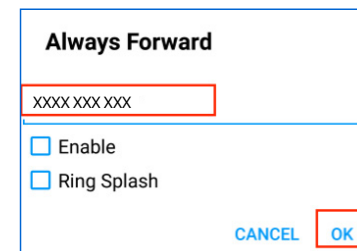
1. Tap

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**

Always Forward

XXXX XXX XXX

☑ Enable
☐ Ring Splash

CANCEL   OK

6. Tap ⬅

To Switch off:

1. Tap

2. Tap **Call Settings**

3. Tap Always Forward

4. Tap **Enable** (to deselect) and tap **OK**

Always Forward

XXXX XXX XXX

☐ Enable
☐ Ring Splash

CANCEL   OK
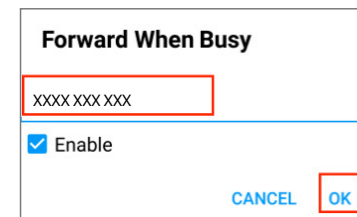
5. Tap ⬅

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
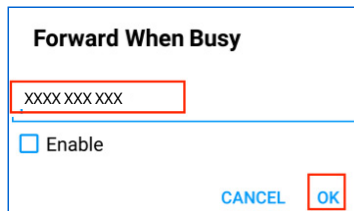
5. Tap **Enable** and tap **OK**

Forward When Busy

XXXX XXX XXX

☑ Enable

CANCEL   OK

6. Tap ⬅

To Switch off:

1. Tap

2. Tap **Call Settings**

3. Tap **Forward When Busy**

4. Tap **Enable** (to deselect) and tap **OK**

Forward When Busy

XXXX XXX XXX

☐ Enable

CANCEL   OK
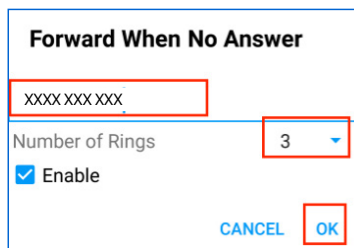
5. Tap

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:
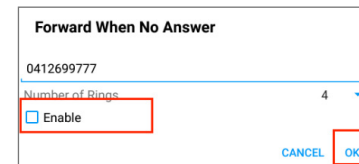
1. Tap

2. Tap **Call Settings**

3. Tap **Forward When No Answer**

4. Enter the number for calls to be forwarded too

6. Select the **Number of Rings** before Forwarding

7. Tap **Enable** and tap **OK**

Forward When No Answer

XXXX XXX XXX

Number of Rings   3 ▼
☑ Enable

CANCEL   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**

Forward When No Answer

0412699777

Number of Rings   4 ▼
☐ Enable

CANCEL   OK
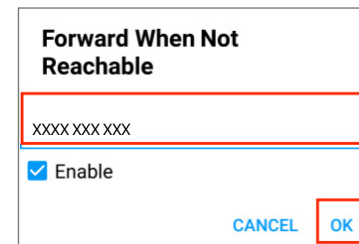
5. Tap

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
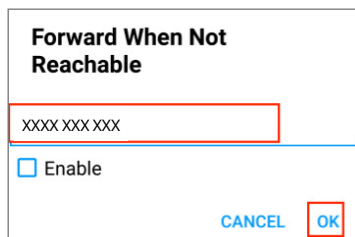
5. Tap **Enable** and tap **OK**

Forward When Not Reachable

XXXX XXX XXX

☑ Enable

CANCEL   OK

6. Tap

To Switch off:

1. Tap

2. Tap **Call Settings**

3. Tap **Forward When Not Reachable**

4. Tap **Enable** (to deselect) and tap **OK**

Forward When Not Reachable

XXXX XXX XXX

☐ Enable

CANCEL   OK

5. Tap ←
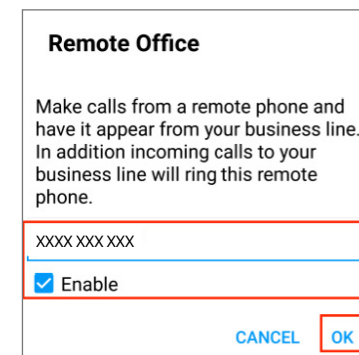
Remote Office

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

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.

XXXX XXX XXX

☑ Enable

CANCEL   OK

6. Tap ←

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

CANCEL   **OK**

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**

Block My Caller ID

☑ Enable

CANCEL   **OK**

6. Tap ←

To Switch Off:

1. Tap

2. Tap **Call Settings**

3. Tap **Block My Call ID**

4. Tap **Enable** (to deselect)

5. Tap **OK**

Block My Caller ID

☐ Enable

CANCEL   **OK**

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**

Telstra Business Connect – Android Phone Client

9. Tap **Add**

10. Tap ←

To Switch off:

1. Tap ▮▭

2. Tap **Call Settings**

3. Tap **Business Connect Anywhere**

4. Tap the device (you just added) to deselect the checkbox

5. Tap ← twice to return to the main screen
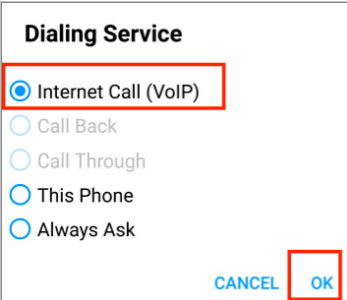
Dialing Service

Dialling Service ensures you are using VoIP for your calls.

To enable:
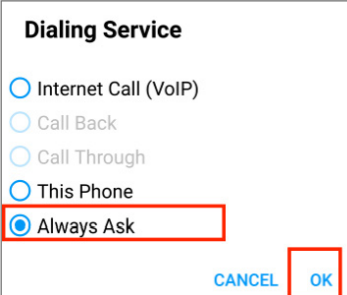
1. Tap ▪▬
2. Tap **Call Settings**
3. Tap **Dialing Service**
4. Tap Internet Call (VoIP)
5. Tap **OK**

Dialing Service

◉ Internet Call (VoIP)
○ Call Back
○ Call Through
○ This Phone
○ Always Ask

CANCEL   OK

6. Tap ←

To Switch off:

1. Tap ▪▬
2. Tap **Call Settings**
3. Tap **Dialing Service**
4. Tap Always Ask
5. Tap **OK**

Dialing Service

○ Internet Call (VoIP)
○ Call Back
○ Call Through
○ This Phone
◉ Always Ask

CANCEL   OK

6. Tap ←
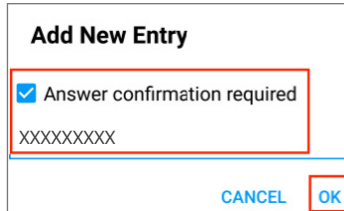
Simultaneous Ring

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 simutaneously
7. Tap Answer confirmation required
8. Tap **OK**

Add New Entry

☑ Answer confirmation required

XXXXXXXXX

CANCEL   OK

Note: ''Don't ring when on a call' is selected by default

9. Tap ←
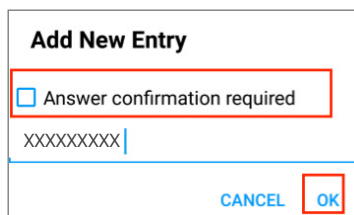
To Switch off:

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

Add New Entry

☐ Answer confirmation required
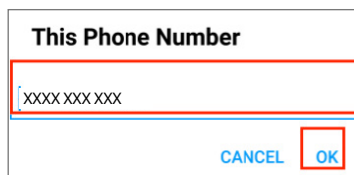
XXXXXXXXX

CANCEL   OK

6. 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**

This Phone Number
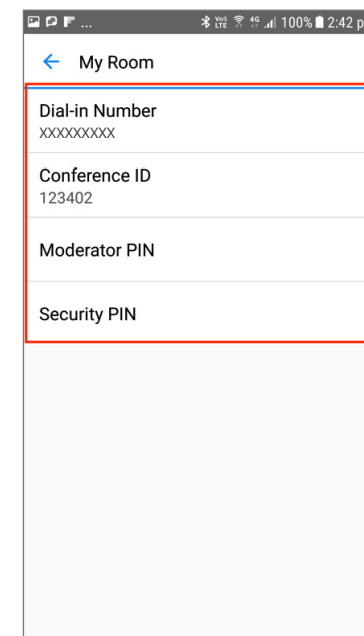
XXXX XXX XXX

CANCEL   OK

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

← My Room

Dial-in Number
XXXXXXXXX

Conference ID
123402

Moderator PIN

Security PIN

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)
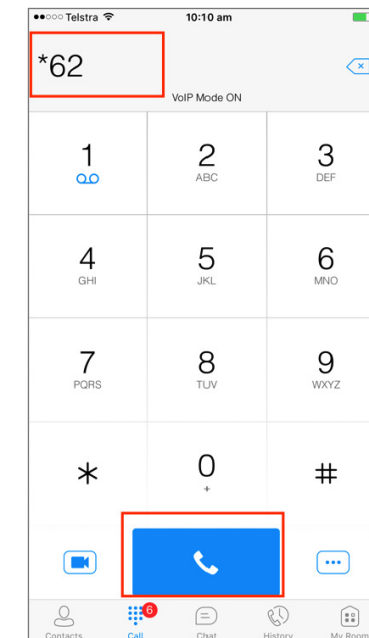
2. Select **Internet Call (VoIP)**

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)

8 to change your passcode

9 to Exit the Voice Portal

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

7...to Delete all messages

8...to Modify the message default settings from your Mailbox

*...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

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

* go to the previous menu

12. Signing Out

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