Telstra Business Connect – Android Tablet 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 tablet:
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 the mobile phone number of your phone and tap Continue
2. Signing In

To sign into Telstra Business Connect:
1. Enter your **username** and **password** to sign in
2. Select **Remember password**
3. Select **Sign In**
4. Click on when signing in to show your password.
5. If you have entered the incorrect phone number and need to change select **settings** on the Sign in screen and select **Edit Login Info**
6. Make the necessary change to the number and tap **Continue**
3. Liberate and Telstra Business Connect Users Only

If you are a Liberate and Telstra Business Connect user you will see an additional message select No and OK (in the second message)
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:
1. Tap
2. Tap where you want the photo to appear
3. Tap again
4. Select Choose Existing Photo
5. Browse or select the graphic file/photo
6. Tap OK to upload the photo
7. Tap

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 – Available, away, busy or offline. 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 “what’s on your mind’ just below your Presence
4. Type your Customised Message and tap OK
6. Contacts

Contacts can be displayed from a number of different directories such as My Contacts, Directory and Outlook. 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 from the toolbar
2. In the bottom left corner of the screen 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
2. Tap
3. Select Add Contact
4. Enter the Contact details
5. Tap OK
6. Tap the contact will now be added to the Contact list

Creating Contact Groups
If you are working on a project you can create a group and copy specific contacts into that group so they are easily accessible to chat or have a call with
1. Select from the toolbar on the left
2. Tap
3. Select Add Group
4. Enter the Group Name and tap Done

Adding Contacts to the Group
1. Tap to the right of the Group Name
2. Select Edit Group
3. Select the Contacts you wish to add to the Group
4. Tap Done
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 and Hold 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 and Hold 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 to the right of your screen
6. Type your message
7. Press Enter or tap to send your message

OR
1. Select from the toolbar
2. Select the contact you want to chat with
3. Type your message
4. Press Enter or tap to send your message
Group Chat

To start a Group Chat:
1. Select 📞
2. Tap ☰️ to the right of the group name
3. Select Start Group Chat
4. Type the message to the group
5. Press Enter or tap ➤ to send your message.

OR

1. Click on My Room 🗝️
2. Tap Add Participants 🔄
3. Select the Participants
4. Tap Done
5. Type your message and Press Enter or tap ➤ to send your message.

Chat History

To view your Chat history:
1. Select 📞
2. Tap a contact
3. The chat history for that contact will now be visible

To Delete Chat History
1. Select 📞
2. Tap a contact
3. Tap ☰️
4. Select Delete Chat
5. Tap OK

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
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7. Instant Messages (Chat)

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.

Ending the Group Call
Click on End Call to end your participation in the call.

Transferring a Call
There are two ways to transfer an active call:
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

4. Tap Transfer
5. 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. Enter the name or the number of the person you wish to transfer the call too and select Call First

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

Transferring a call to a number

1. With the active caller on the line
2. Select and Transfer
3. Tap
4. Enter the number you wish to transfer the call too
5. Tap Transfer or Call First
6. Announce the call and tap Complete
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Transferring a Call and activating Video
Whilst transferring an audio call you can activate Video.

1. With the active caller on the line, select
2. Select Transfer
3. Search for the contact or enter the number you wish to transfer the call to and select Add Video
4. Your audio call will now be changed to a video call
5. Select Complete to transfer the 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 and select Add to Conference

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 now automatically joined 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 tablet via the Call Pull functionality. There is no interruption to the voice call.

1. Tap
2. Select Pull Call

To Pull the call from your Android tablet to your desk phone

1. Dial *11 on your desk phone
8. 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 to add the Participants to My Room
3. Select the Participants and tap Done

The participants will appear in the My Room Participants list.

Note: Your participants will receive a request to join My Room. They MUST Accept this request before they can join and be visible in the My Room Participant list.

To call My Room
1. Click on
2. Tap

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

Delete Chat History from My Room
1. Tap
2. Tap Delete Chat
3. Tap OK
9. 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 OK

To Switch off:

1. Tap
2. Tap Call Settings
3. Tap Do Not Disturb
4. Tap Enable (to deselect) and tap OK
Call Forwarding
There are number of Call Forwarding options to choose from:

- Always Forward
- When Busy
- Forward When No Answer
- Forward When Not Reachable

**Always Forward**
When enabled every call to your Android tablet 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 tablet 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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9. Call Settings

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Forward When Busy

Forward When Busy

To enable:
1. Tap
2. Tap Call Settings
3. Tap Forward When Busy

Forward When No Answer

Every call to your Android tablet 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

Forward When Not Reachable

Calls will be forwarded when your Android tablet 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
9. Call Settings

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Forward When Not Reachable
4. Tap Enable (to deselect) and tap OK

Remote Office
If Remote Office is enabled calls to your Android tablet 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
To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Remote Office
4. Tap Enable (to deselect) and tap OK

Block My Call ID
To block your caller ID for outgoing calls:
1. Tap
2. Tap Call Settings
3. Tap Remote Office
4. Tap Enable
5. Tap OK
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To Switch Off:
1. Tap
2. Tap Call Settings
3. Tap Block My Call ID
4. Tap Enable (to deselect)
5. Tap OK

Business Connect Anywhere

If turned on and you have your mobile number listed as a location and “enabled”, both your mobile and 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 Add

9. Ensure ‘Alert All Locations’ is selected
To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Business Connect Anywhere
4. Tap device (you just added) to deselect the checkbox
5. Tap ‘Alert All Locations’ (to deselect)

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
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To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Always Ask
5. Tap OK

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
   Note: "Don't ring when on a call" is selected by default
7. Tap Answer confirmation required
8. Tap OK
### Call Waiting

Call Waiting is switched on by default which means, when a second call arrives Telstra Business Connect will immediately place the call on hold and the second call will be answered. The user is not given an option to "hold the first call and answer the second incoming call, or end the first call to answer the second incoming call".

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Call Waiting
4. Tap Enable and OK

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### 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)

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### This Phone Number

Is the phone number of your Android tablet. To Enter:
1. Tap
2. Tap Call Settings
3. Tap This Phone Number
4. Enter the phone number of the device
5. Tap OK
10. Retrieving your 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. Enter your Passcode and follow the prompts to retrieve your messages
4. 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. Using the Dial Pad type the feature access code *62 and press Enter (this is the Code to automatically dial your voice portal number)

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.

OR
1. When the Dial Pad icon reflects a missed call 💬
2. Pull down the Push Notifications and tap New Voicemail, this will directly access your voicemail and you can listen to your messages
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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 change your passcode
9. to Exit the Voice Portal
   # 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
7. to Modify the message default settings from your Mailbox
   * go to the CommPilot voice Portal
   # to Repeat this menu

10. Retrieving your Voicemail Messages

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
11. Signing Out

1. Select
2. Select Sign Out
3. Select OK

12. 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