Telstra Business Connect

Android Tablet
Feature Guide

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.

**Telstra Business Connect –
Android Tablet Client**

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
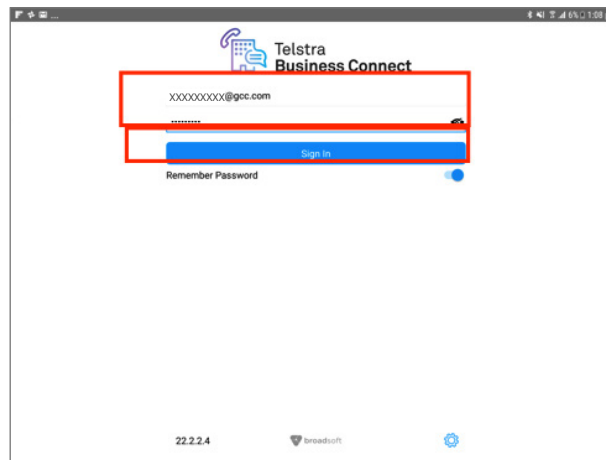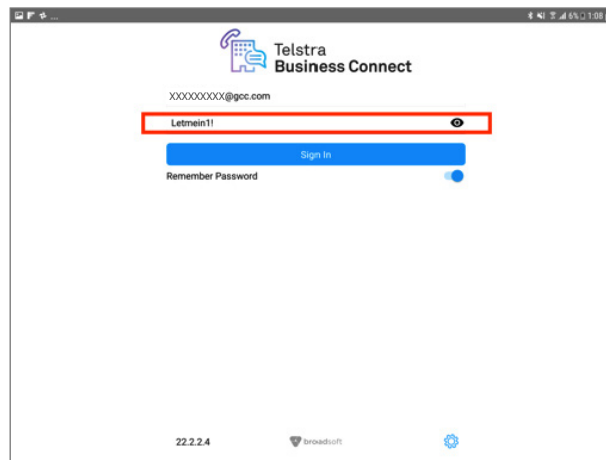   and tap **Continue**

2. Signing In
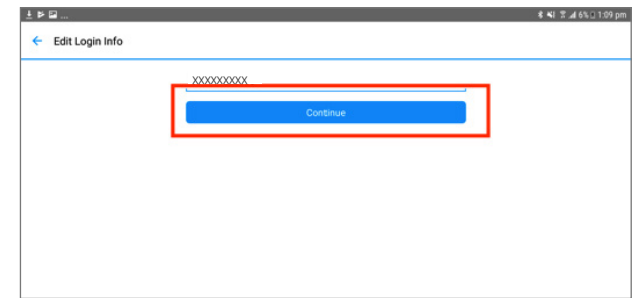
To sign into Telstra Business Connect:

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 ⚙ 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
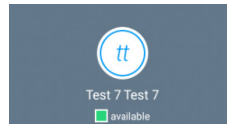
3. Select from – **Available, away, busy** or **offline**. Your Presence will change to your selection
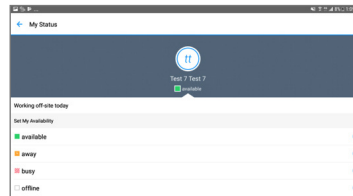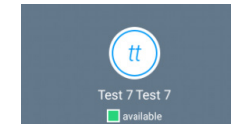

4. Tap the back arrow

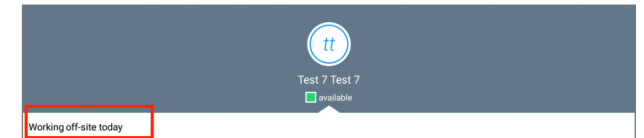5. Your Presence will now reflect your change

Personalising your Presence Message

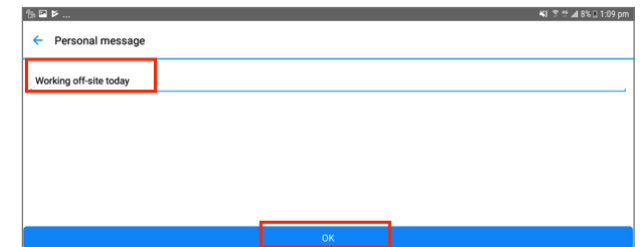Giving colleagues more information about your status is also available.

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
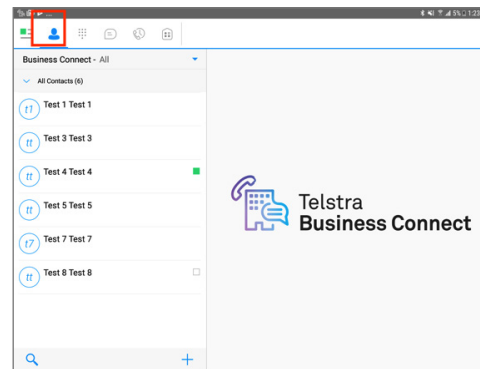
Searching for a Contact

1. Click 👤

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 [Search contacts ⊗] 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 [← **Add Contact**] 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
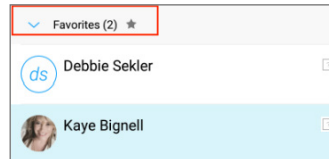
4. Tap **Done**

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
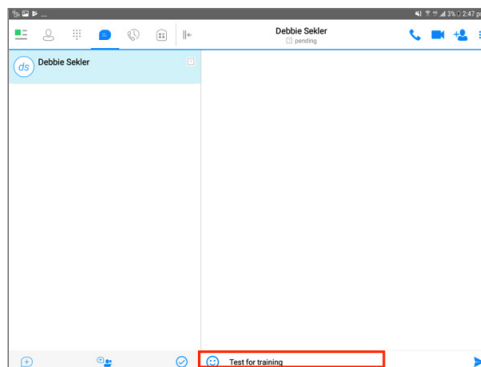
1. Select 💬 from the toolbar

2. Select the contact you want to chat with

3. **Type** your message

4. Press **Enter** or tap ▶ to send your message

OR
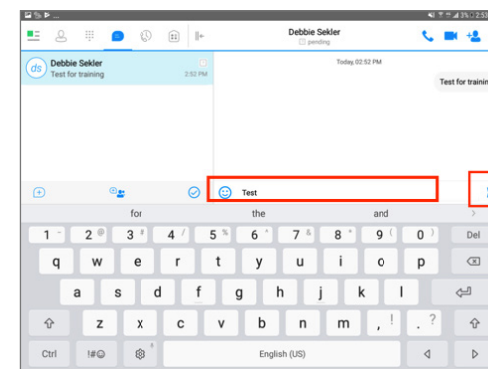
1. Select 💬 from the toolbar

2. Tap ⊕

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

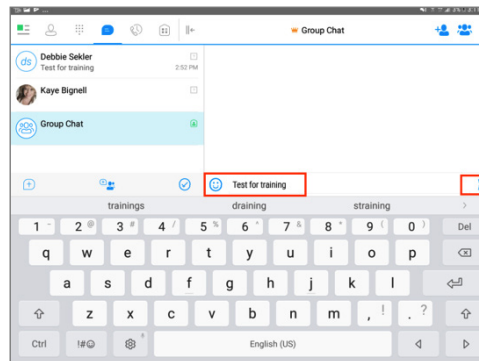4. Type your message and press **Enter** or tap ▶ to send your message

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 Paricipants
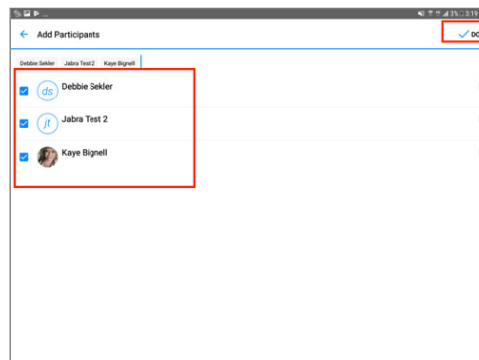
4. Tap **Done**

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
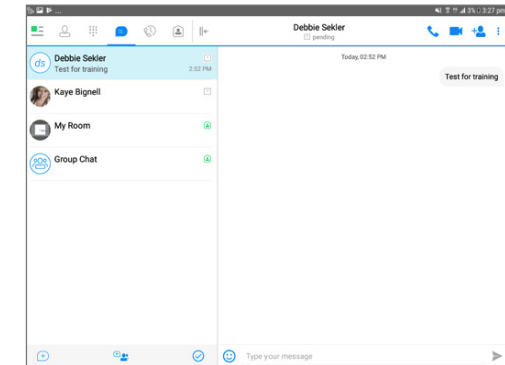
To Delete Chat History

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**

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
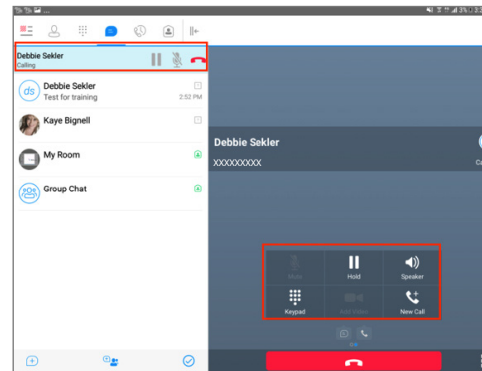
Ending the Group Call

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**

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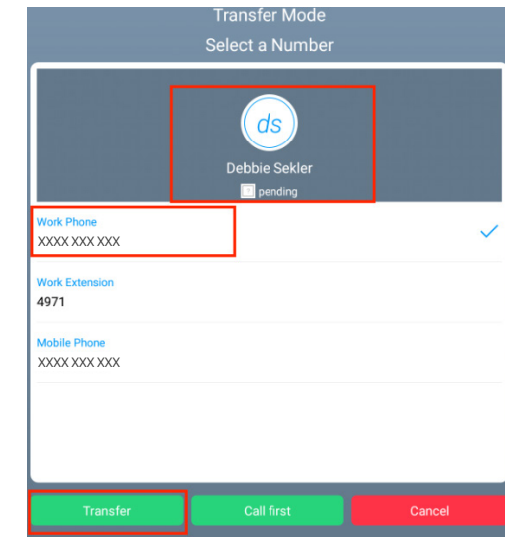
4. Tap **Transfer**

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**
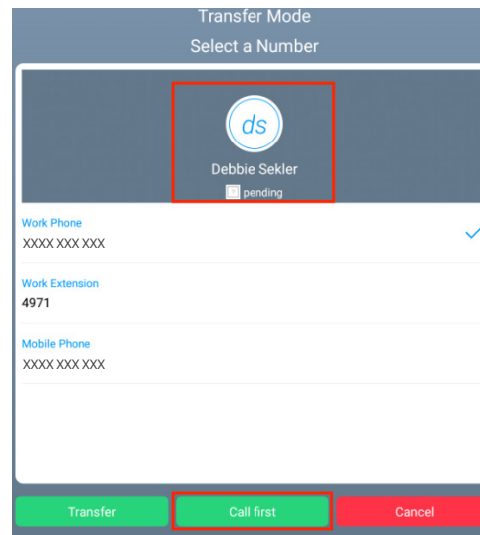
4. Announce the caller and if they agree to accept the call select **Complete**
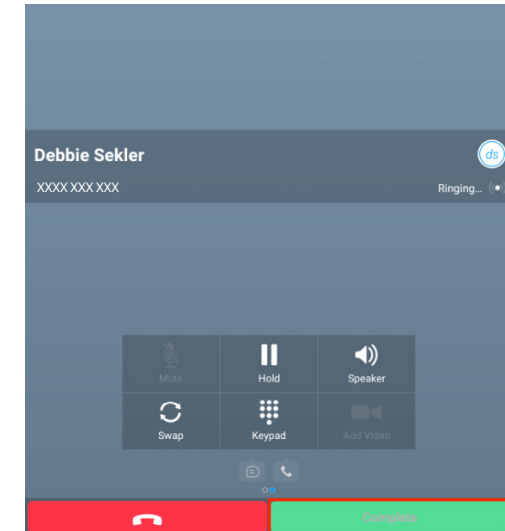
Transferring a call to a number

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
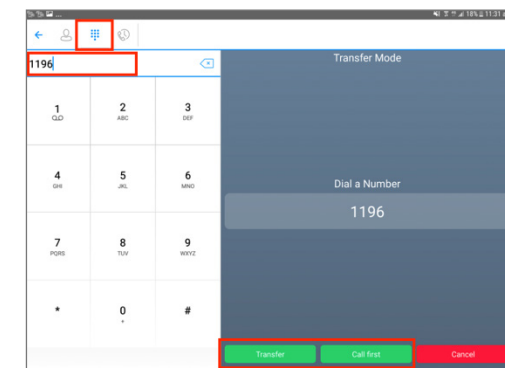
5. Tap **Transfer** or **Call First**

6. Announce the call and tap **Complete**

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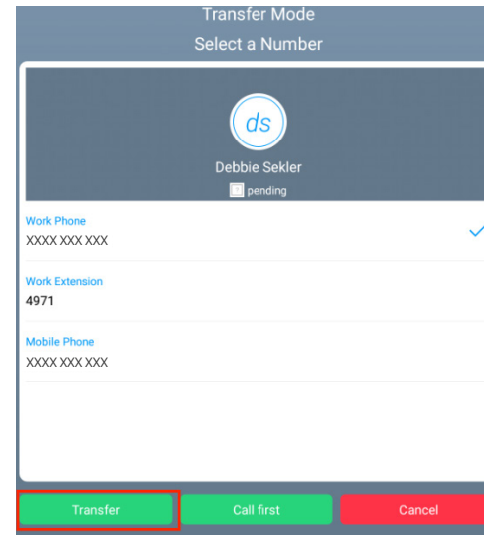
3. **Search** for the contact or **enter the number** you
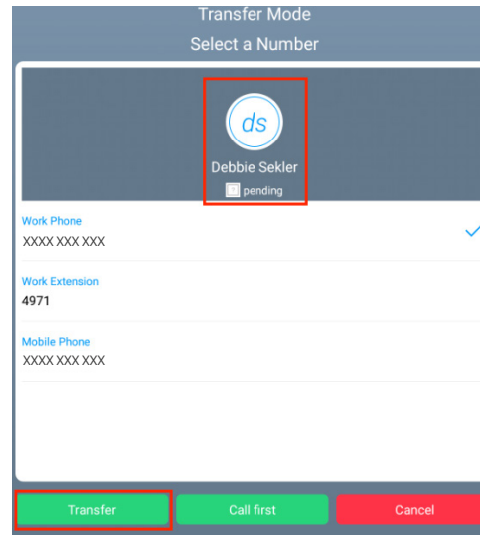   wish to transfer the call too and select Add Video

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**
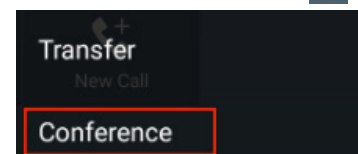
2. Enter the **name** of the contact or enter the **number**
   you wish to add to the conference call and select
   Add to Conference
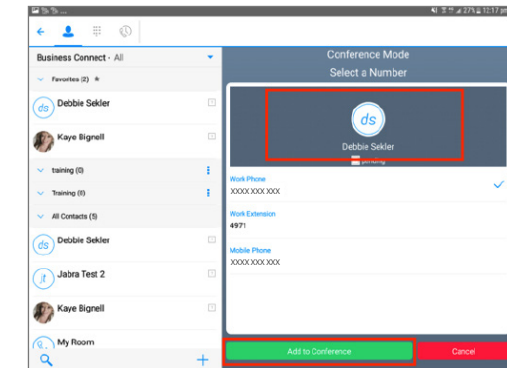
The caller that you wish to conference into the call will
receive a call Popup window. They need to click on the **Audio**
icon to answer the call. They have now automatically joined
the conference call
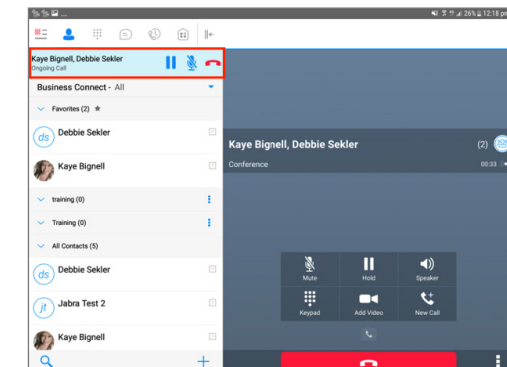
Pull a call

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.
Whilst on an active call on your desktop

1. Tap

2. Select **Pull Call**
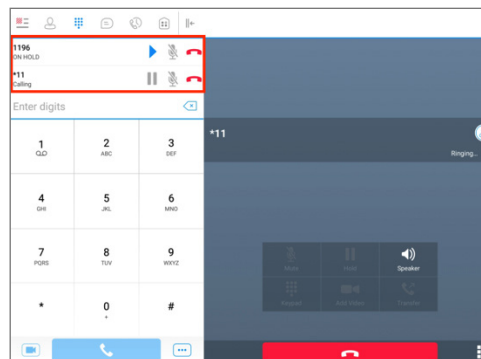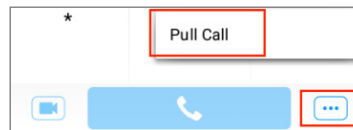
To Pull the call from your Android tablet to your desk phone

1. Dial *11 on your desk phone

8. My Room

My Room is your own 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 👤 to add the Participants to **My Room**

3. Select the Participants and tap **Done**
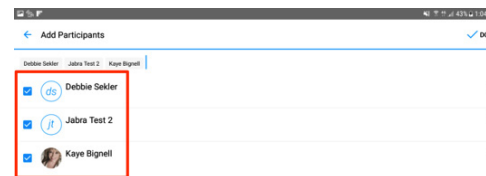
The participants will appear in the **My Room** Participants list

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.
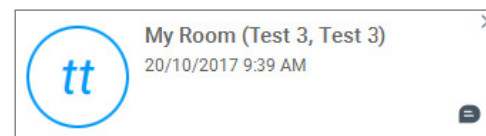
To call My Room

1. Click on ⊞

2. Tap 📞
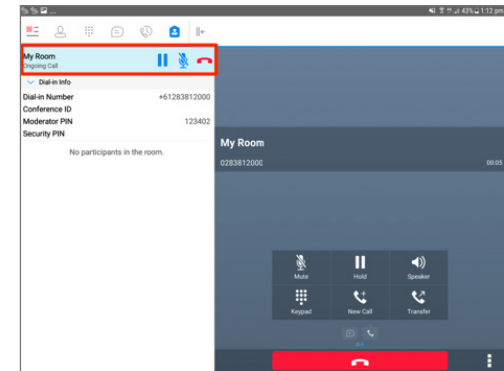
Leave Conversation

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 ![icon]
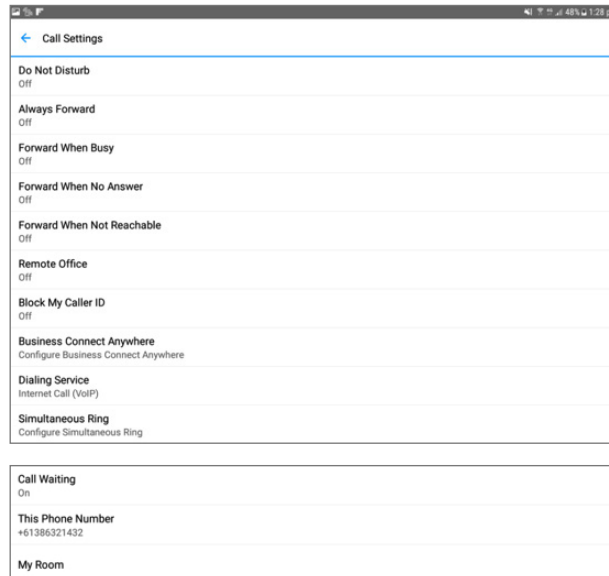
2. Tap **Call Settings**

Do Not Disturb (DND)

If you activate this service all calls will be blocked and sent to your voicemail. To activate:

1. Tap ![icon]

2. Tap **Call Settings**

3. Tap **Do Not Disturb**

4. Tap **Enable** and **OK**

To Switch off:

1. Tap ![icon]

2. Tap **Call Settings**

3. Tap **Do Not Disturb**

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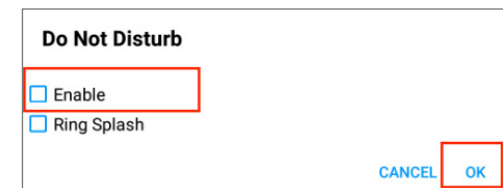
Call Forwarding

There are number of Call Forwarding options to choose from:

• Always Forward

• When When Busy

• Forward When No Answer

• Forward When Not Reachable
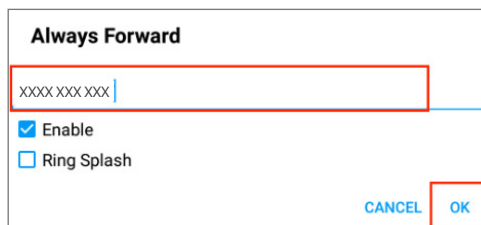
Always Forward

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**

Always Forward

XXXX XXX XXX

☑ Enable
☐ Ring Splash

CANCEL   OK

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

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**

Forward When Busy

XXXX XXX XXX

☑ Enable

CANCEL   OK

To Switch off:
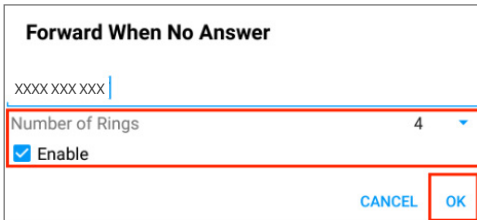
1. Tap

2. Tap **Call Settings**

3. Tap **Forward When Busy**

Forward When Busy

XXXX XXX XXX

☐ Enable

CANCEL   OK

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.
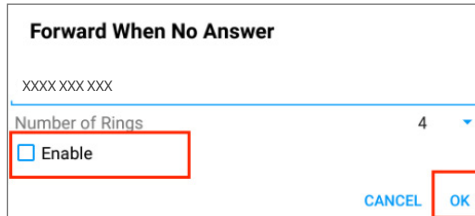
To enable:

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 No Answer

XXXX XXX XXX

Number of Rings   4   ▾
☑ Enable

CANCEL   OK

To Switch off:

1. Tap

2. Tap **Call Settings**

3. Tap **Forward When No Answer**
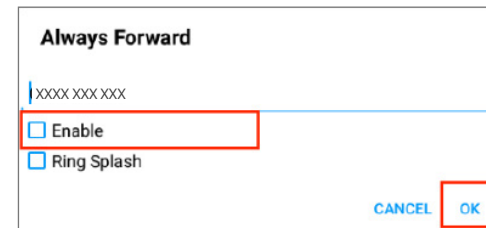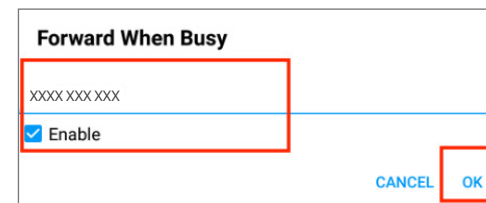
4. Tap **Enable** (to deselect) and tap **OK**

Forward When No Answer

XXXX XXX XXX

Number of Rings   4   ▾
☐ Enable

CANCEL   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**

Forward When Not Reachable

XXXX XXX XXX
☑ Enable

CANCEL   OK

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

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**

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

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**

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

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

To Switch Off:

1. Tap

2. Tap **Call Settings**

3. Tap **Block My Call ID**

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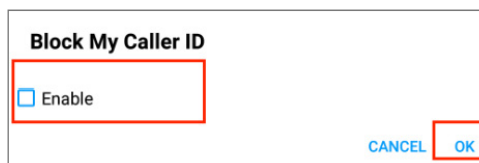
5. Tap **OK**

Block My Caller ID

☐ Enable

CANCEL   OK

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
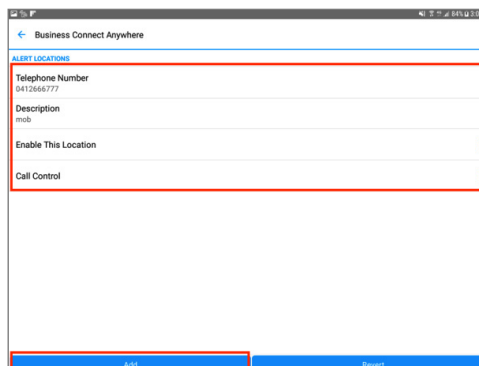
9. Ensure 'Alert All Locations' is selected

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)
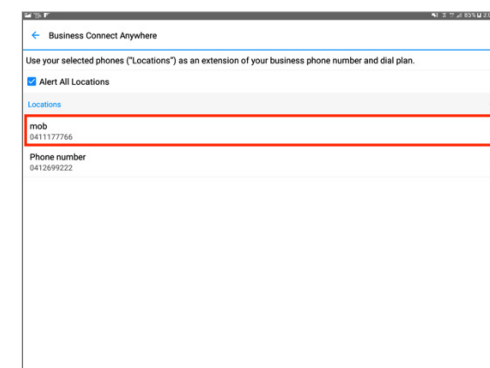
6. Tap Back twice to return to the main screen

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

○ Always Ask

CANCEL   OK

To Switch off:

1. Tap ▣☰

2. Tap **Call Settings**

3. Tap **Dialing Service**

4. Tap **Always Ask**

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.

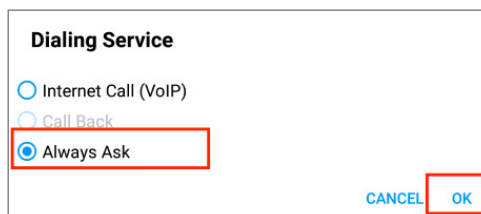When Simultaneous Ring is disabled calls will arrive on the Telstra Business Connect client.

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

7. Tap **Answer confirmation required**

8. Tap **OK**
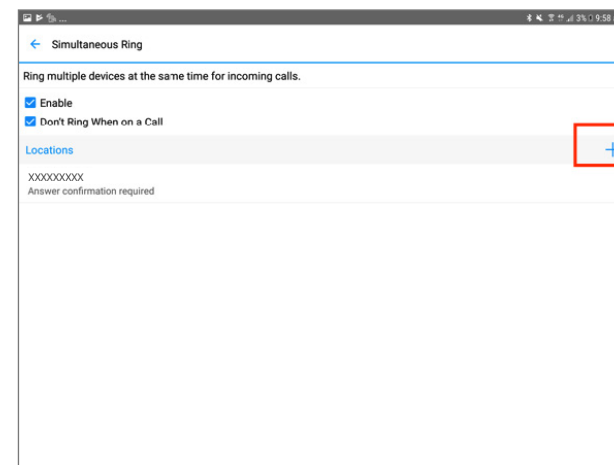
To Switch off:

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

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**

Call Waiting
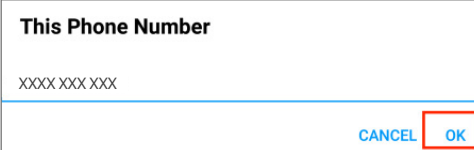
☐ Enable

CANCEL   OK

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**

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)

← My Room

Dial-in Number
0386321428

Conference ID
01234

Moderator PIN
1234

Security PIN

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

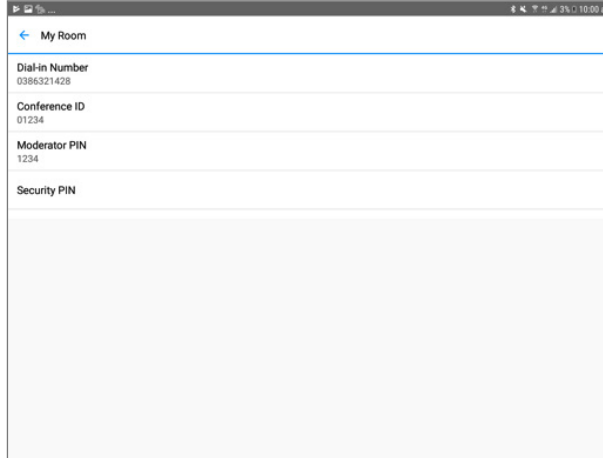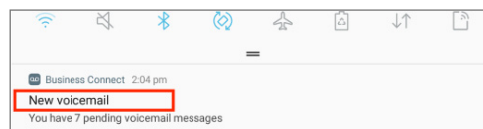4. To delete the voicemail message, press **Delete** on your keyboard
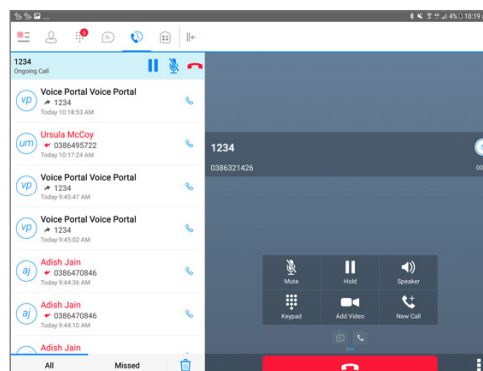
OR

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

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)
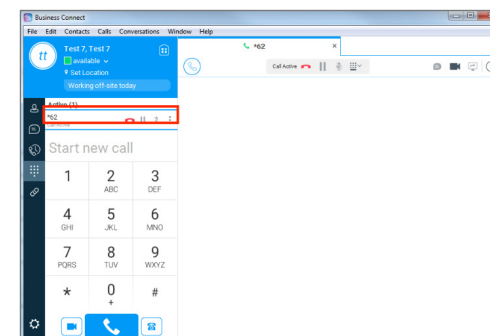
You will hear a prompt

"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.

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

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