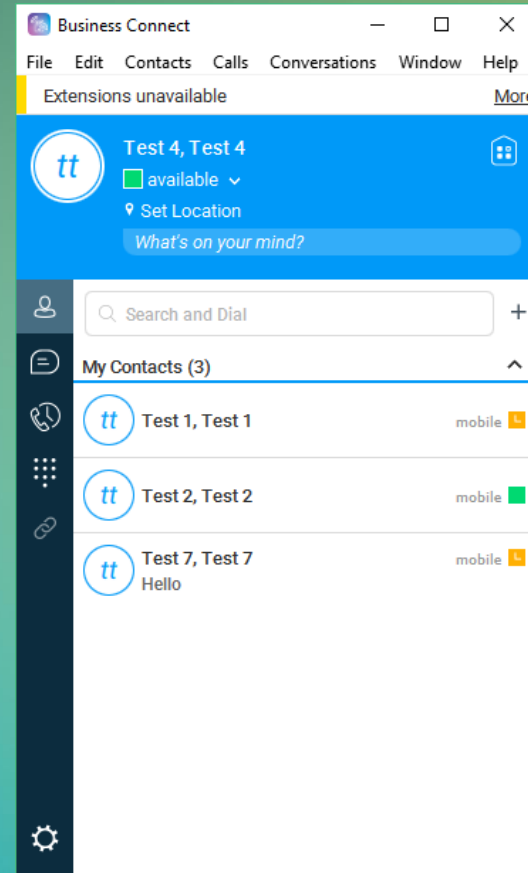


Business Connect for TIPT and DOT Users



Business Connect Overview

- Business Connect is the new UC-One for TIPT and DOT Customers
- Designed to increase business productivity by simplifying the way we communicate
- Business Connect can be deployed on devices such as iPhones, iPads, Android phones and tablets, Apple MAC and PC Desktops with or without Skype for Business



Downloading Business Connect

To download onto the iPhone, Android phone, tablet and iPad download from the **App Store** and **Google Play store**.

DOT Users go to Telstra Small Business

telstra.com.au/small-business/bundles/smarter-call-management

All other devices – PC desktops (with or without Skype for Business) and Apple MAC will download from the Telstra Resource Centre or the by clicking on the following link:

<https://enterprise-support.telstra.com.au/t5/Downloads/TIPT-Application-Downloads/ta-p/129>

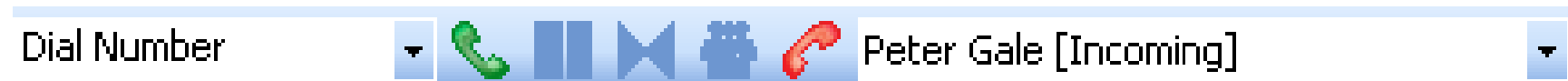


Telstra Toolbars

Telstra Telephone Services Toolbar



Call Control Toolbar



Where will I find the TIPT Toolbar(s) functionality in Business Connect?



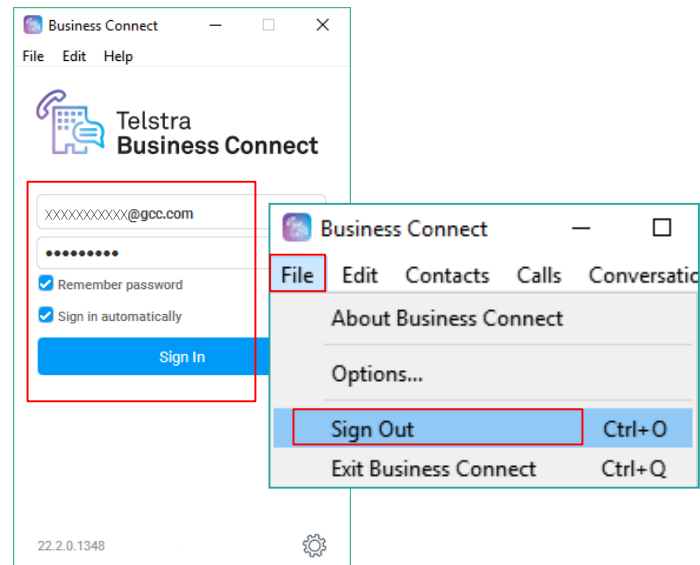
Log on/off: Allowed you to log out/in of the Toolbar.

In Business Connect there is no toolbar to Sign In/Out.

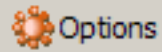
Sign In/Out of Business Connect:

Enter your sign in information, select *Remember Password* and *Sign In Automatically* and select *Sign In*.

Select *File* (from the Menu bar) and *Sign Out*.



Options



Options: were used to control how the toolbar connects to your phone services and how it integrates with Outlook.

General: Was used to control the auto login settings for the toolbar.

General: This option is no longer required as there is no TIPT toolbar in Business Connect. However we do have automatic sign in options.

Business Connect

File Edit Help

Telstra Business Connect

xxxxxxxxxx@gcc.com

.....

☒ Remember password

☒ Sign in automatically

Sign In

22.2.0.1348



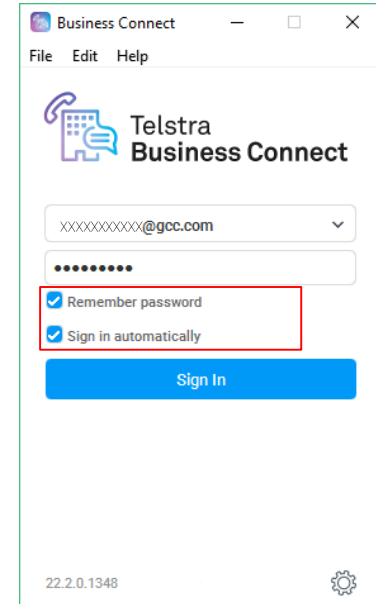
Options

Accounts: Was used to save your user name and password, so you didn't have to re-type them each time you log in.

Sign in automatically and Remember Password:

To save your *User Name* and *Password*:

- In the Sign in dialog box select *Remember Password* and *Sign in Automatically*.



The screenshot shows the 'Business Connect' application window. The title bar reads 'Business Connect' with standard window controls. The menu bar includes 'File', 'Edit', and 'Help'. The main content area features the Telstra Business Connect logo at the top. Below the logo are two input fields: the first contains 'xxxxxxxxx@gcc.com' with a dropdown arrow, and the second is a password field with masked characters '.....'. Below these fields are two checked checkboxes: 'Remember password' and 'Sign in automatically', which are highlighted by a red rectangular box. A blue 'Sign In' button is positioned below the checkboxes. At the bottom left, the version number '22.2.0.1348' is displayed, and at the bottom right is a gear icon representing settings.



Options

Connection: Was your preconfigured server connections to connect the toolbar to your phone services in order to use the toolbar.

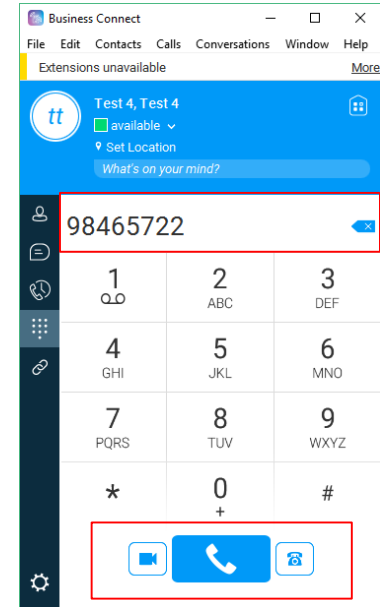
Business Connect: The server address is pre-configured and hidden as there will be no need to change.



Options

Dialling Rules: Was used to specify any digits required to access an outside line.

Business Connect: There are no dialling rules and no need to precede an external number with a '0' you just enter the number into the dialpad.



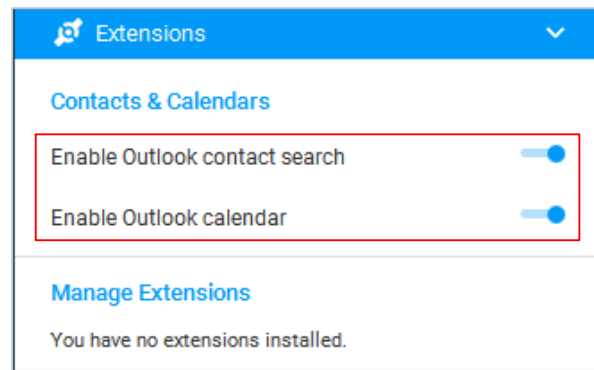
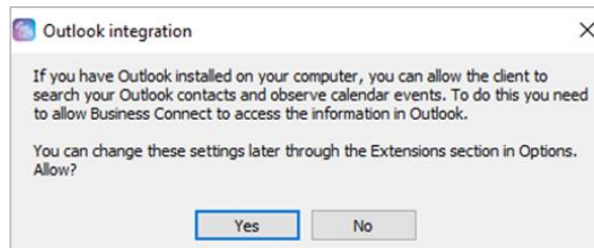
Options

Outlook Integration: Was used to switch on/off Outlook integration and configure the settings on Contact options.

Business Connect Outlook Integration :

When you first Sign into Business Connect you will be prompted to integrate with your Outlook Contacts and Calendar.

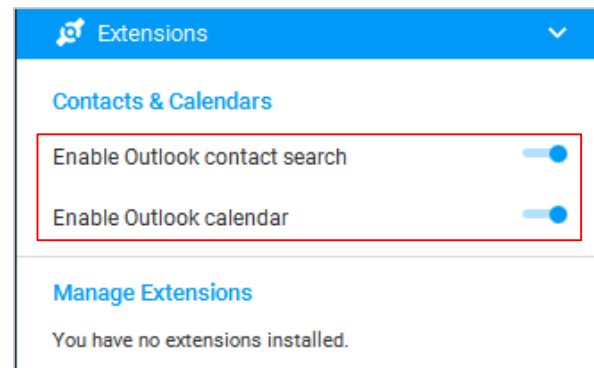
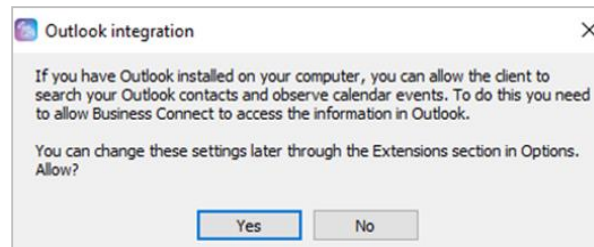
Alternatively once you have signed into Business Connect you can switch this option on in *Options* and *Extensions*.



Options

Contacts: Allowed you to use Outlook contacts as preferred CLID lookup for incoming calls. If a match was found, the caller's name was displayed on the incoming call notification.

Outlook Integration: If you have activated Outlook integration with your Outlook Contacts on the PC and MAC clients you will see the contact details on an incoming call. There is no Outlook integration with the Mobile clients. Ensure the Extension options are switched on in Business Connect.



Options

LDAP Integration: If assigned this option, is configured by your Customer Group Administrator and will be greyed out, so a user will be unable to make changes.

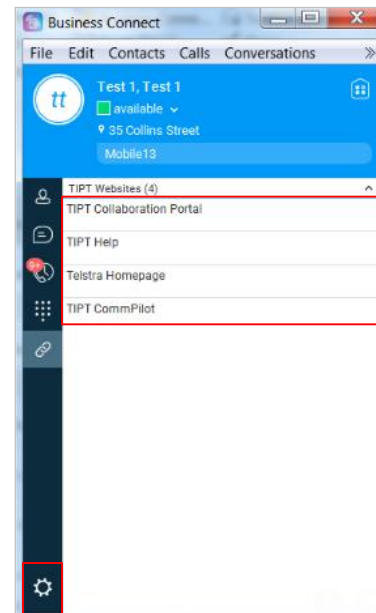
LDAP Integration: LDAP integration is **not** supported, if required on the PC clients the tags must be setup in Broadworks manually at the User Level.



Options

Web Pop URL: The call notification window launched a pre-configured web page. The web URL's were configured from within the Web Pop URL option.

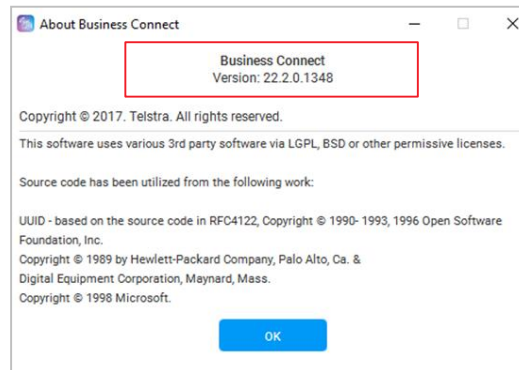
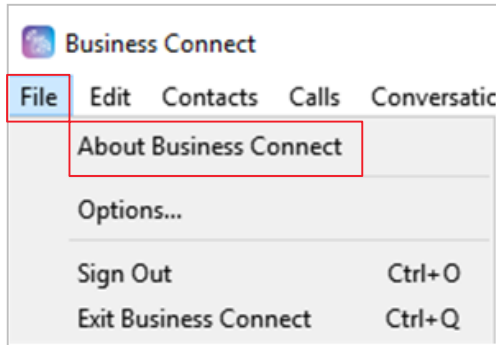
Websites: This option is not available in Business Connect. You can connect to different websites by using Websites Links.



Options

About: You used the About option to see what version of the toolbar you are using.

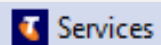
About: To check which version of Business Connect you are using.



Telstra Toolbar Services



Where will I find the TIPT Toolbar(s) functionality in Business Connect



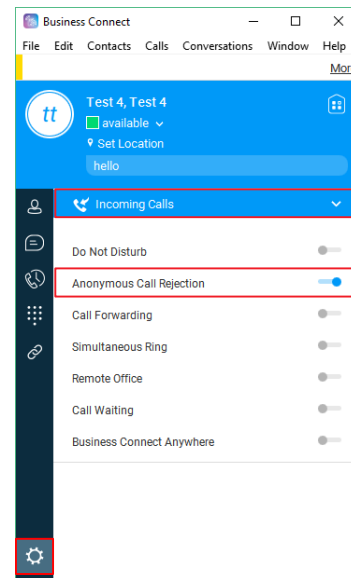
Services: Services allowed you to access the Services settings.

These options are available in Business Connect via Options

Anonymous Call Rejection: Anonymous Call Rejection blocks all incoming calls from people who have restricted their phone numbers from being shown to their call recipients. Anonymous Call Rejection can be enabled or disabled.

To enable:

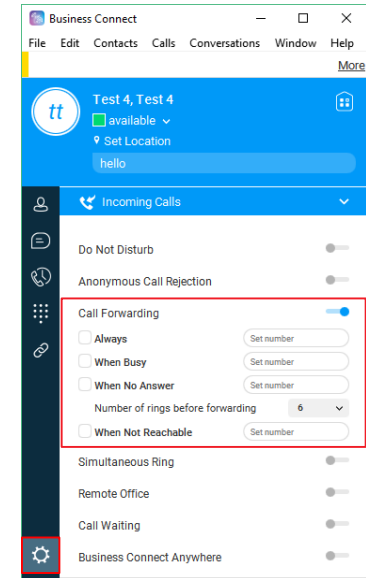
Select *Options > Incoming Calls > Anonymous Call Rejection*.



Call Forwarding

There are number of Call Forwarding options to choose from in Business Connect:

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



Call Forwarding

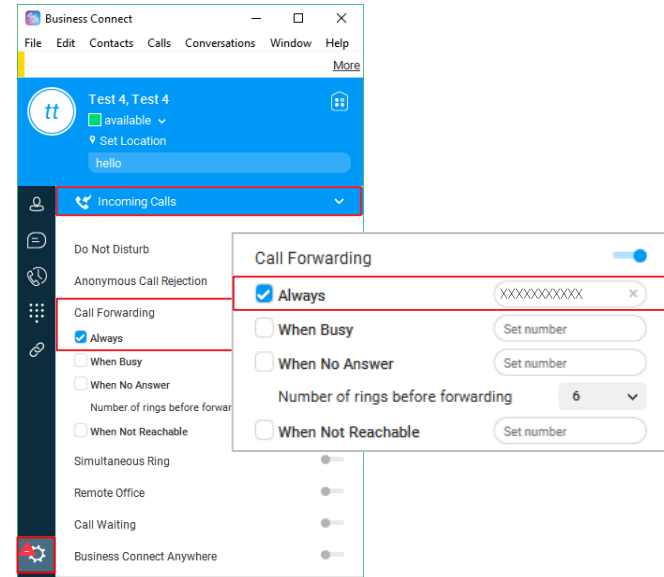


Call Forwarding Always

Always: When enabled every call to your desk phone will be forwarded to the number configured.

To enable:

Select *Options > Incoming Calls > Call Forwarding ON > Select Always > Enter Number.*



Where will I find the TIPT Toolbar(s) functionality in Business Connect

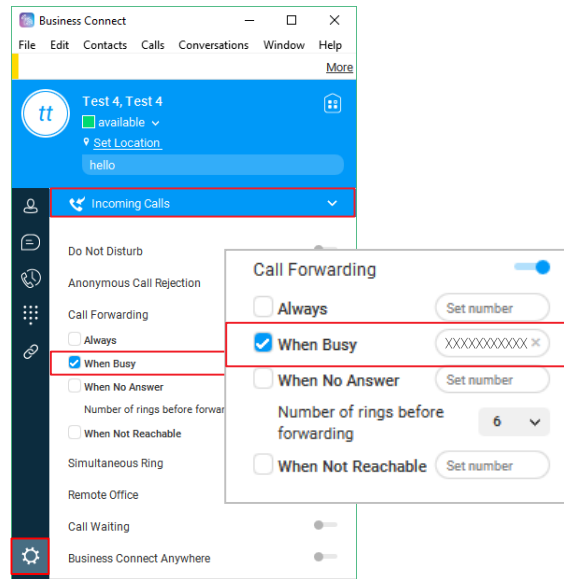


Call Forward Busy

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

To enable:

Select *Options > Incoming Calls > Call Forwarding ON > Select When Busy > Enter Number.*



Where will I find the TIPT Toolbar(s) functionality in Business Connect

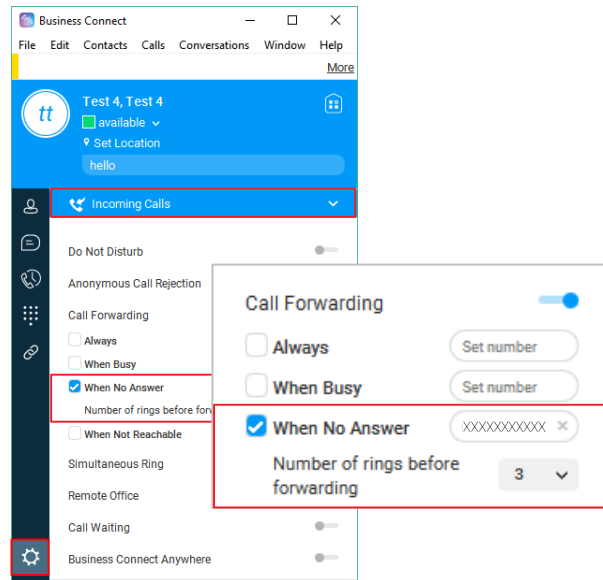


Call Forward No Answer

When No Answer: Every call to your desk phone will be forwarded to the number configured when you do not answer a call after a stipulated number of rings.

To enable:

Select *Options > Incoming Calls > Call Forwarding ON > Select When No Answer > Enter Number.*



Where will I find the TIPT Toolbar(s) functionality in Business Connect

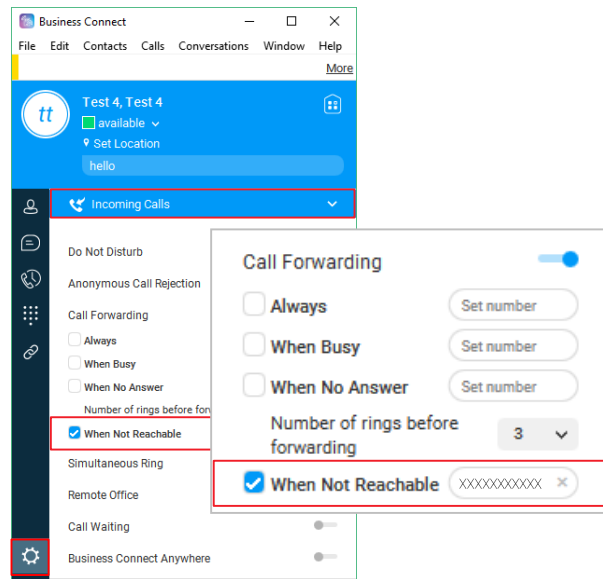


Call Forward Not Reachable

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

To enable:

Select *Options > Incoming Calls > Call Forwarding ON > Select When Not Reachable > Enter Number.*



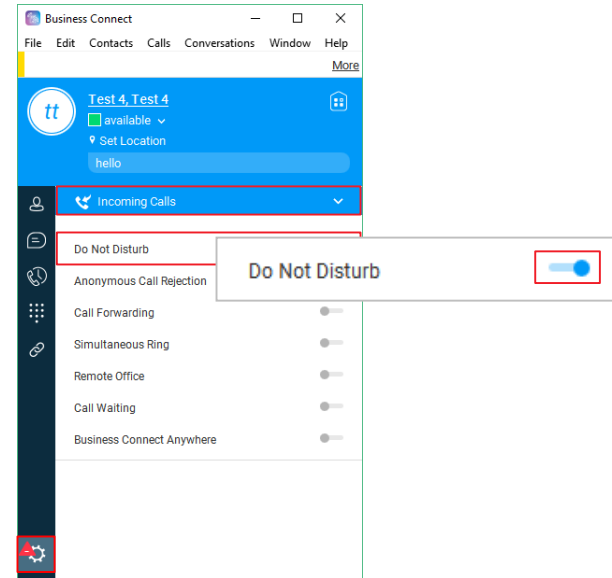
Do Not Disturb



Do Not Disturb

Do Not Disturb: If you activate this service all calls will be blocked and sent to your voicemail.

To activate:
Select *Options > Incoming Calls > Do Not Disturb ON*.



Where will I find the TIPT Toolbar(s) functionality in Business Connect

External Line ID Delivery: Was used to view the calling line information for incoming calls from external phone numbers.

External Line ID Delivery: This happens automatically in Business Connect if the contact is in your contact list.

Internal Call Line ID Delivery: This service allowed you to view the calling line information for incoming calls from members of your group.

Internal Call Line ID Delivery: This happens automatically in Business Connect.

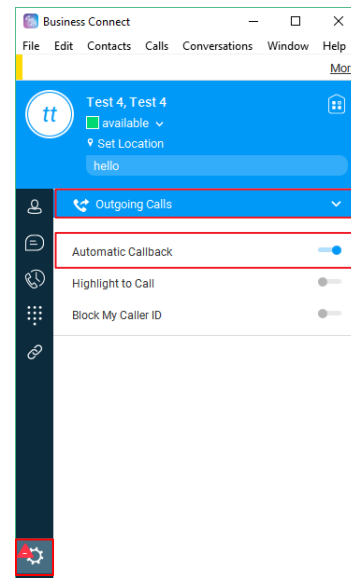


Where will I find the TIPT Toolbar(s) functionality in Business Connect



Automatic Call back: Allowed you to monitor a busy party in your group, and to automatically establish a call on your behalf when he or she becomes available.

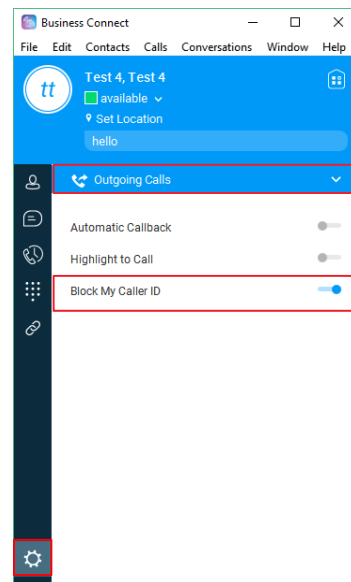
Automatic Call back: Is available in the Outgoing Calls options.



Where will I find the TIPT Toolbar(s) functionality in Business Connect

Calling Line ID Delivery Blocking: This service prevented other parties from seeing your phone number or calling line information when engaged in calls.

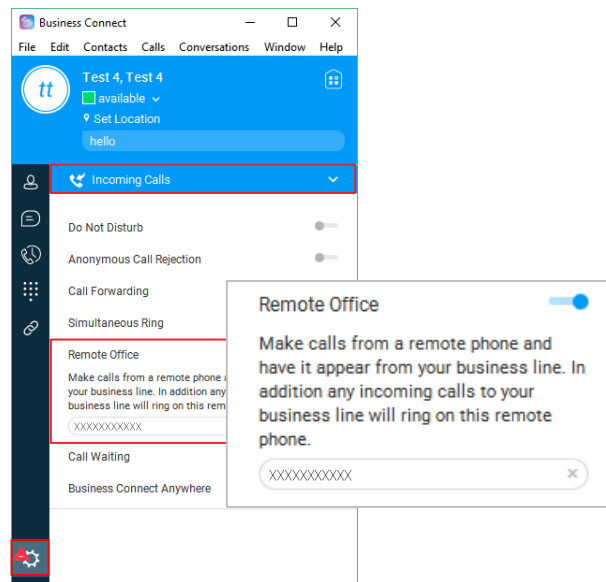
To activate in Business Connect:
Select *Options* > *Outgoing Calls* > *Block My Caller ID*



Where will I find the TIPT Toolbar(s) functionality in Business Connect

Remote Office: If Remote Office is enabled calls to your desk phone will not arrive through the 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.

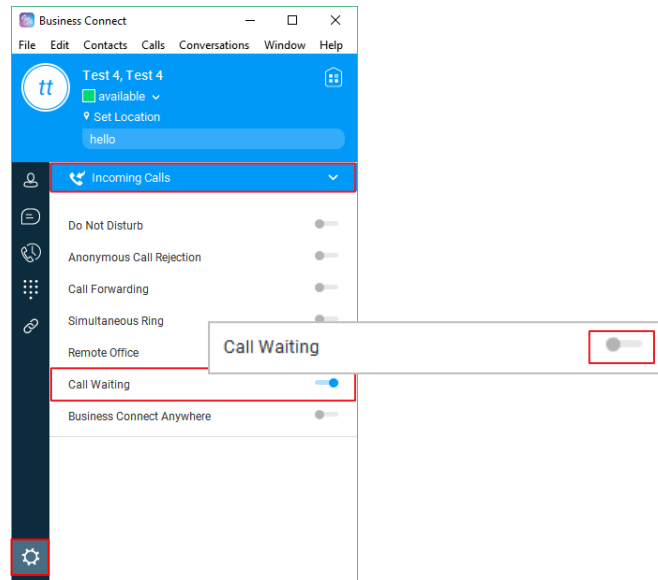
To activate in Business Connect:
Select *Options > Incoming Calls > Remote Office ON > Enter the number.*



Where will I find the TIPT Toolbar(s) functionality in Business Connect

Call Waiting: Call Waiting is switched on by default which means, when a second call arrives Business Connect will immediately place the call on hold and the second call will be answered.

To activate or switch off in Business Connect:
Select *Options > Incoming Calls > Call Waiting ON*.



Voicemail



Voicemail

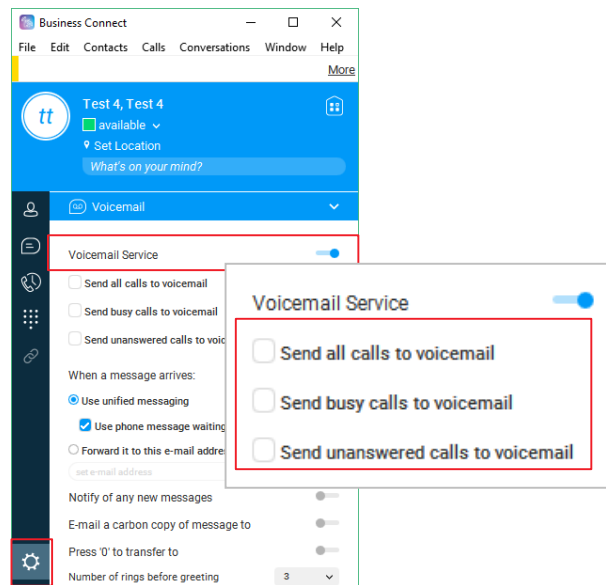
Voice Management:

Enabled you to configure your Voicemail Options.

Voicemail: Business Connect Voicemail options are available to you within the Options menu.

To activate:

Select *Options > Voicemail > Voicemail Service ON > Choose from the available options.*



Voicemail

You can select how you want to receive your voicemail messages. You can receive your messages on the phone or via email. Choose from one of the following options:

When a message arrives:

☒ Use unified messaging

Notify of any new messages



test@team.telstra.com.au



☒ Forward it to this e-mail address

test@team.telstra.com.au



E-mail a carbon copy of message to



test1@team.telstra.com.au



Voicemail

Select *Press '0' to transfer to*, to enable callers to transfer to an alternative phone number by pressing zero, and type the alternative number in the text box.

Select the number of rings before greeting.

Press '0' to transfer to

0411122333

×

Number of rings before greeting

3

▼



Voicemail

Select *Do not allow caller to leave message* if you want your caller to listen to your greeting but cannot leave a message. Select *Disconnect call after greeting* or *Forward call after greeting* and enter a telephone number.

Do not allow caller to leave message ☒

☐ Disconnect call after greeting

☒ Forward call after greeting to




CommPilot and other Options

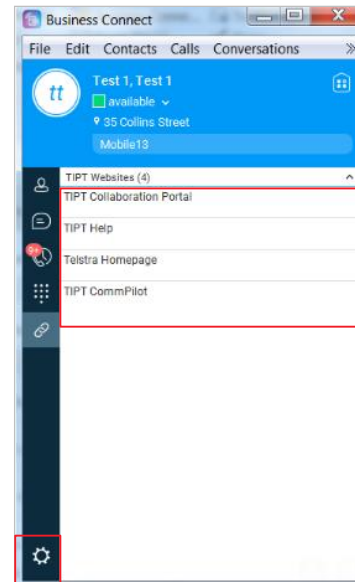


Where will I find the TIPT Toolbar(s) functionality in Business Connect



CommPilot

To go directly to CommPilot from Business Connect select
Website Links 



Where will I find the TIPT Toolbar(s) functionality in Business Connect

CommPilot Express Profiles: Allowed you to select a service such as Out of Office from the toolbar.

CommPilot Express Profiles: This option is not available in Business Connect.

Speed Dial 8/100: Use Speed dial 8/100 to access and dial numbers from your Speed dial lists.

Speed Dial 8/100: the speed dial functionality on your desk phone.

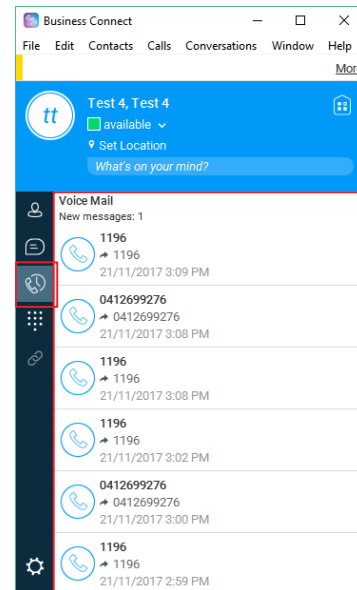


Where will I find the TIPT Toolbar(s) functionality in Business Connect



Call History

Call History: To view your Call History in Business Connect:
Select the *Call History* icon > Double click on any number to redial.



Where will I find the TIPT Toolbar(s) functionality in Business Connect



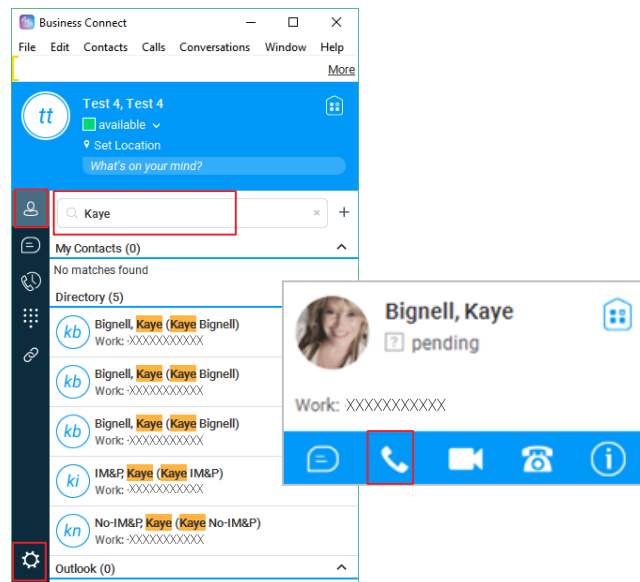
Personal Directory



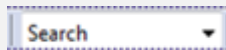
Group Directory

Contacts: When you search for a contact in Business Connect you have the ability to search in – My Contacts, Directory or Outlook. Your Personal contacts/directory will be available in My Contacts.

Call a Contact: Hover over the contact and Select Call.



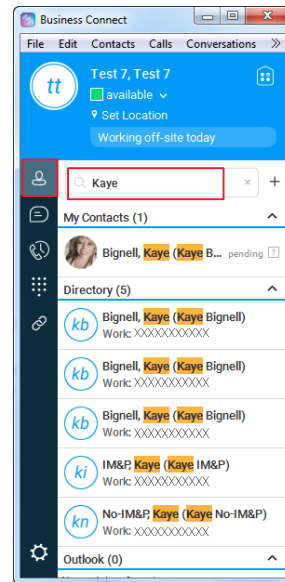
Where will I find the TIPT Toolbar(s) functionality in Business Connect



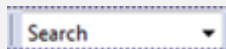
Search: Used Search to find a particular contact or number.

Contacts: When you search for a contact in Business Connect you have the ability to search in – *My Contacts*, *Directory* or *Outlook*. Directory is the corporate directory and should contain all members from your group.


Enter the name or number in the *Search and Dial* field, search will commence immediately

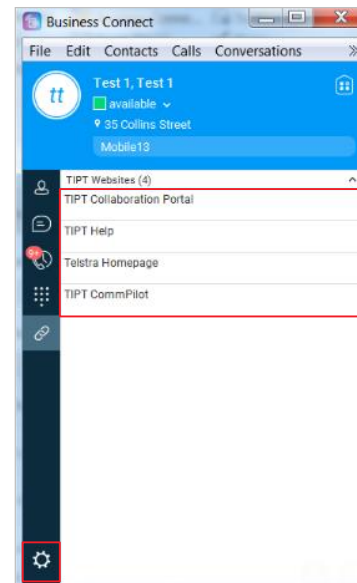


Where will I find the TIPT Toolbar(s) functionality in Business Connect



Telstra Sites: The Telstra Sites button provides access to the TIPT Online Resource Centre as well as some Telstra sites such as White and Yellow pages and Telstra.com

Websites: In Business Connect click  on to access Telstra sites and the TIPT Online Resource Centre.



Call Control Toolbar

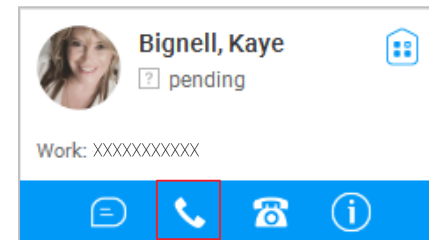


Where will I find the TIPT Toolbar(s) functionality in Business Connect



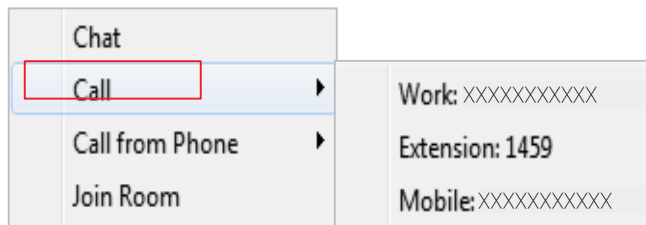
Making a Call: There are a number of different ways to make a call in Business Connect:

1. *Search* for the contact in Contacts, *Hover* over the contact, select *Call*.

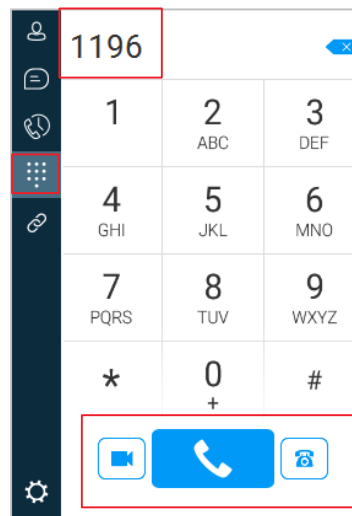


Call Control Toolbar

2. Right click on the contact in your contact list and select *Call*.



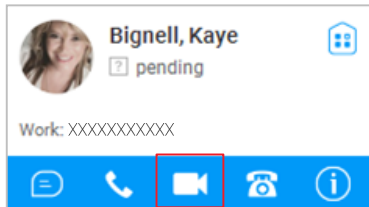
3. Using the DialPad.



Call Control Toolbar

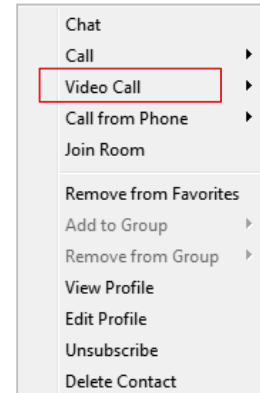
Making a Video Call: To make a Video call in Business Connect.

1. Search for the contact, Hover over the contact and select Video Call.



2. Right Click on the Contact and select Video Call.

The *Call Communication tab* will open to the right of your window and the *Active Call toolbar* will allow you to manage your call.



Call Control Toolbar

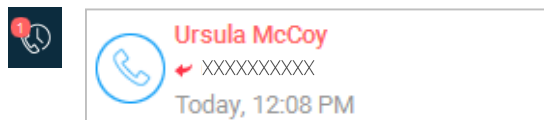
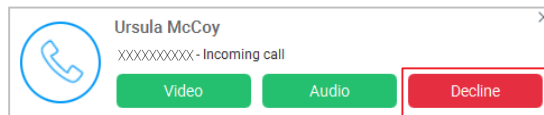
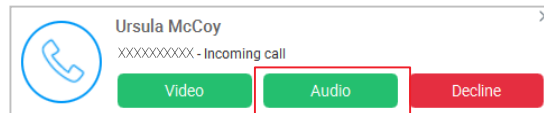


Answer

Receiving a Call: To answer an Incoming Call.

Receiving a Call: Decline a Call.

Missed Call: Appears in Call History.



Call Control Toolbar

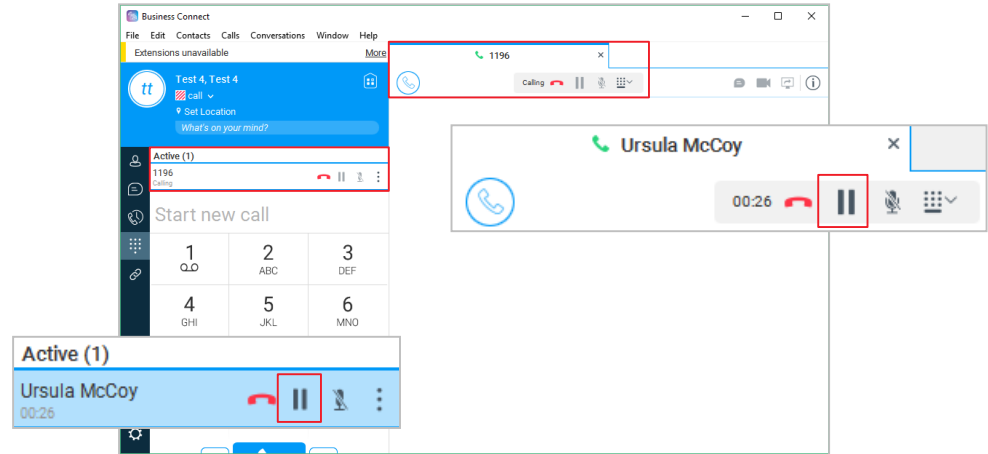


Hold

Placing a Call on Hold in Business Connect:

Whilst on the active call select *Hold* from the *Active call toolbar* or *Call Communication tab toolbar*.

Select *Hold* again to take the caller off hold.



Call Control Toolbar



Transfer

Transferring a Call in Business Connect:

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 and Consult allows you to announce the call.

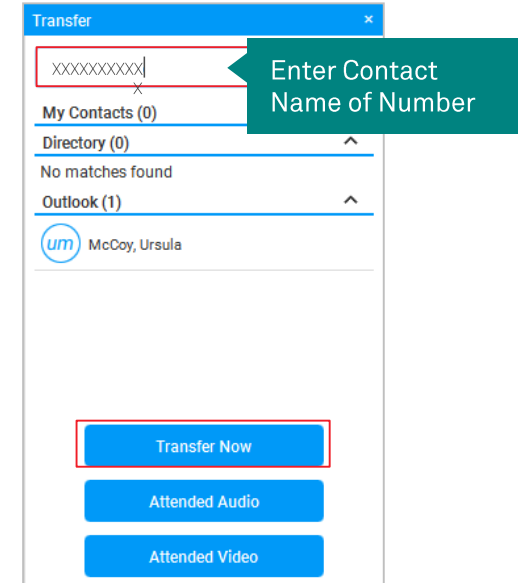
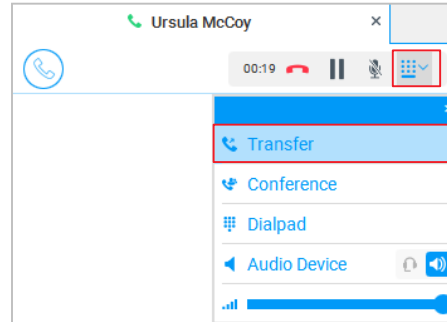


Call Control Toolbar

Blind Transfer:

Whilst on an active call:

Select *More > Transfer >*
Enter Contact Name or Number >
Select *Transfer Now*.

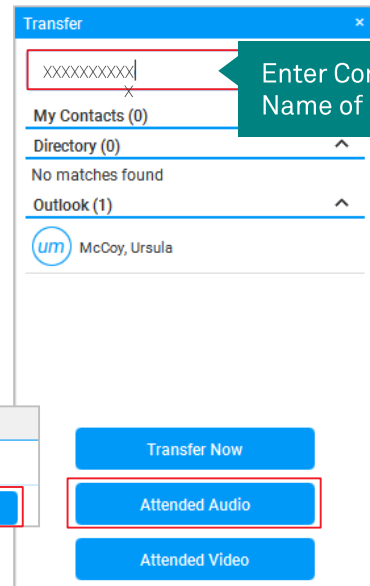
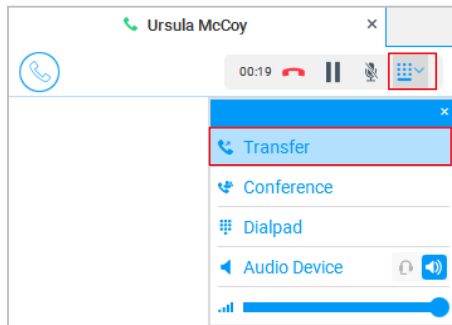


Where will I find the TIPT Toolbar(s) functionality in Business Connect

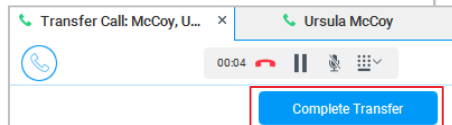
Consult Transfer:

Whilst on an active call:

Select *More > Transfer > Enter Contact Name or Number > Select Attended Audio Announce Call > Select Complete Transfer.*



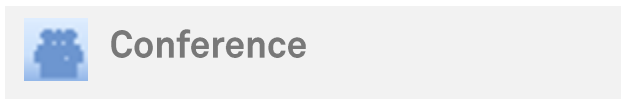
Enter Contact Name of Number



Announce caller



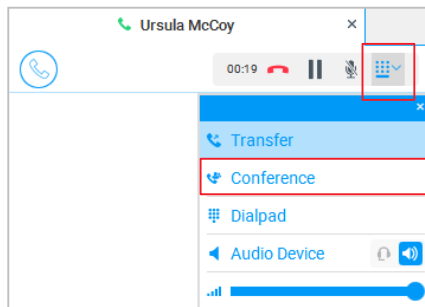
Where will I find the TIPT Toolbar(s) functionality in Business Connect



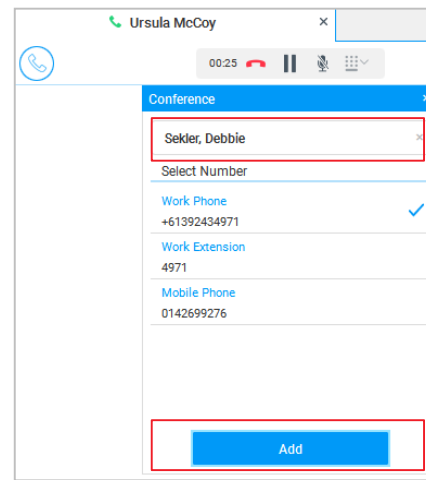
Conference Calls in Business

Connect: Whilst on an active call:

Select *More > Conference > Enter Contact Name or Number > Add > Add to Conference.*



Select to Add participants

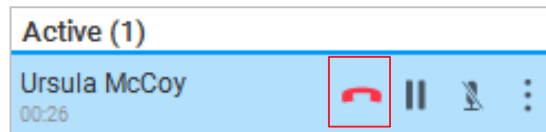
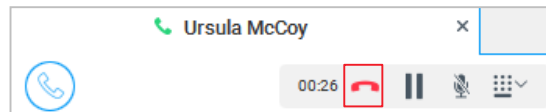


Call Control Toolbar



Ending Calls

Select *Hang Up* from the *Active Call* toolbar or from the *Call Communication tab* toolbar.

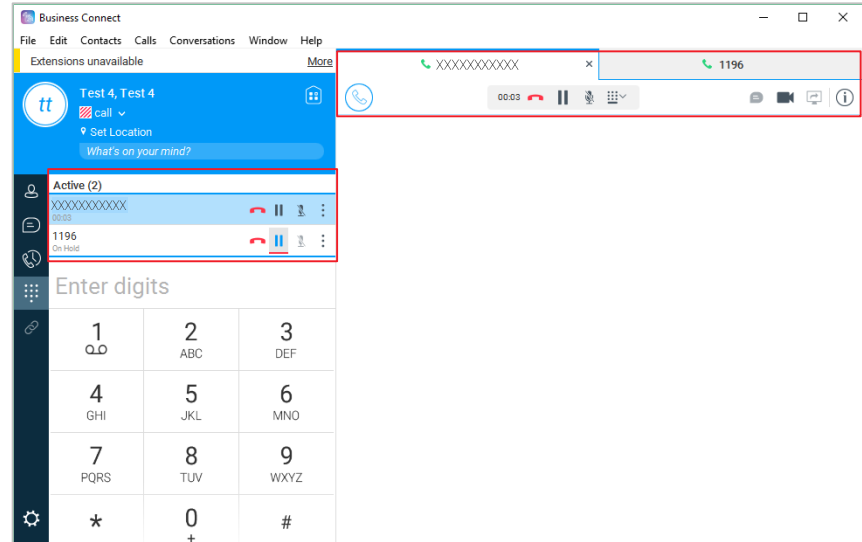


Call Control Toolbar



Line Selectors: Allowed you to manage multiple calls.

Line Selector: Multiple calls are managed by the *Active Call* toolbar. Calls are automatically placed on hold when you toggle to a second call.



Help/Support

TIPT Resource Centre – Business Connect Feature Guides

enterprise-support.telstra.com.au/t5/Telstra-IP-Telephony-TIPT/ct-p/TIPT



Thank you

