



Telstra Business Connect

iPad Feature Guide

Telstra Business Connect – iPad Client



1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

Telstra Business Connect – iPad 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 – iPad Client


1. Downloading Telstra Business Connect >
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

1. Downloading Telstra Business Connect

To download Telstra Business Connect onto your iPad:

1. Access the **App Store**
2. Search for **Telstra Business Connect**.
Ensure you download **Telstra Business Connect – iPad**
3. Follow the instructions to download and install the application
4. Accept the **Terms and Conditions**

License Agreement

**Telstra Business Connect**

END USER LICENSE AGREEMENT

IMPORTANT - READ CAREFULLY

THIS IS A LEGAL AGREEMENT BETWEEN YOU (THE INDIVIDUAL OR THE ENTITY) AND THE PROVIDER OF THE SOFTWARE ("LICENSOR"), REGARDING YOUR USE OF THE SOFTWARE. PLEASE READ THE FOLLOWING TERMS CAREFULLY.

The supply and use of the application is subject to terms and conditions set out in Our Customer Terms including the TIPT (Telstra IP Telephony) and DOT (Digital Office Technology) Section of Our Customer Terms.

You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from Telstra.

You acknowledge that by clicking on the Accept button that

(a) you have received, or have had the opportunity to review a copy of Our Customer Terms; and

(b) you agree to the terms and conditions set out in Our Customer Terms.

Decline

Accept

5. Click on **Accept** again

Accept the terms & conditions

Cancel

Accept

6. Click on **Don't Allow** or **Allow**

"Business Connect" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Don't Allow

Allow

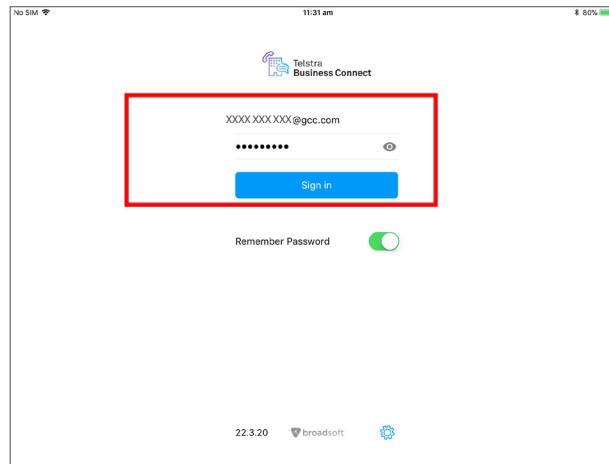
Telstra Business Connect – iPad Client


1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

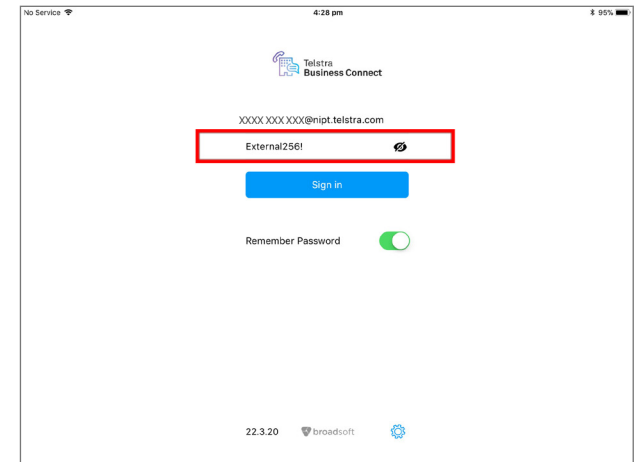
2. Signing In

To sign into Telstra Business Connect:

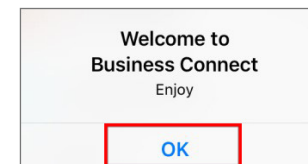
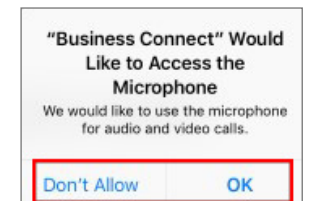
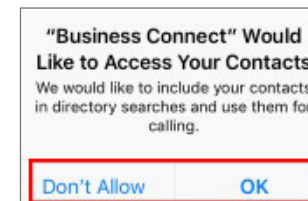
1. Enter your **username** and **password** to Sign in
2. Select **Remember password**



3. You can select  to show your password before you select **Sign in**



4. Tap **Sign in**
5. You will now see a series of different screens Tap **OK** or **Don't Allow**



Telstra Business Connect –
iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only >
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

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)

Would you like to receive
Mobility calls while signed
out?

Yes

No

Cancel

Mobility for this location was
automatically disabled.

OK



Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture >
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support


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 **Presence** 
2. Tap where you want the photo to appear 
3. Select **Choose Existing Photo**
4. **Browse** or select the graphic file/photo
5. Tap **Done** to upload the photo

Clear Your Profile Photo

1. Tap **Presence** 
2. Tap your profile photo
3. Select **Clear Profile Photo**
4. Tap **Done**


Telstra Business Connect – iPad Client

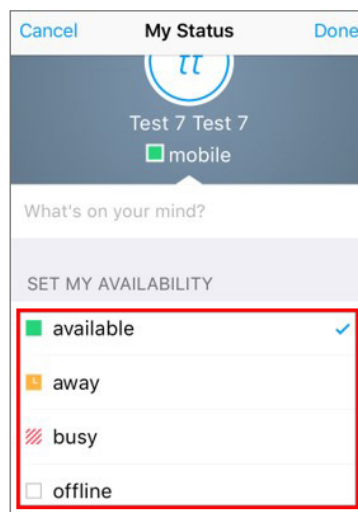
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence >
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

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

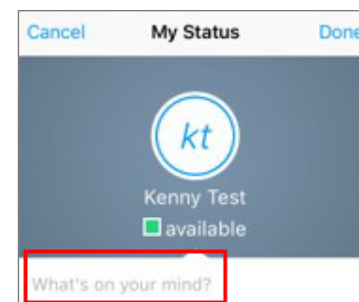


3. Tap Done
4. Your **Presence** will now reflect your change

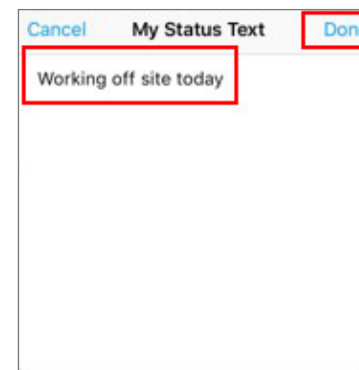
Personalising your Presence Message

Giving colleagues more information about your status is also available

1. Tap 
2. Tap just below your Presence in 'What's on your Mind'



3. Type your Customised Message and tap Done




Telstra Business Connect – iPad Client

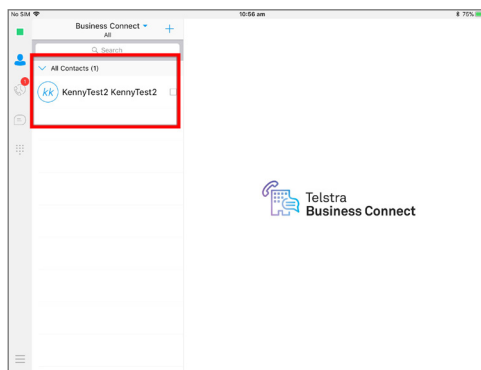
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. **Contacts** >
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

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

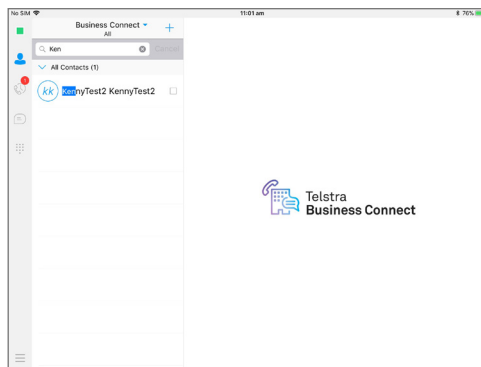
To Access your Contacts:

1. Tap 
2. A List of current contacts will be displayed





Searching for a Contact

1. Tap 
2. Type the name of the contact in the **Search** field, the search will begin as soon as you start entering the name





3. Tap the contact to view the details
4. Tap **Cancel** to close the search field

Adding a Contact


1. Select 
2. Tap 
3. Select **Add Contact**
4. Enter the Contact details
5. Tap **Done**, 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

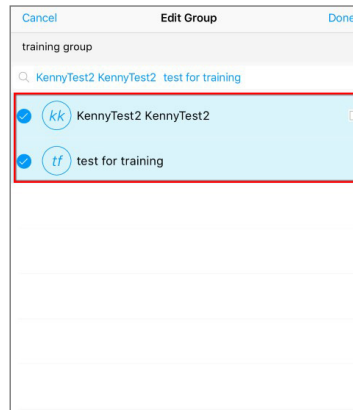
1. Select  from the toolbar on the left
2. Tap 
3. Select **Add Group**
4. Enter the **Group Name** and tap **Done**

Adding Contacts to the Group

1. Tap on  to the right of the group name
2. Select **Edit Group**
3. Select the contacts that you wish to add to the group

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts >
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

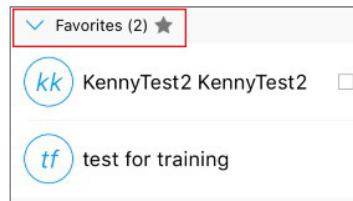


4. Tap Done

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 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 the contact you want to delete
2. Tap Edit
3. Tap Remove
4. Select Delete

Telstra Business Connect – iPad Client

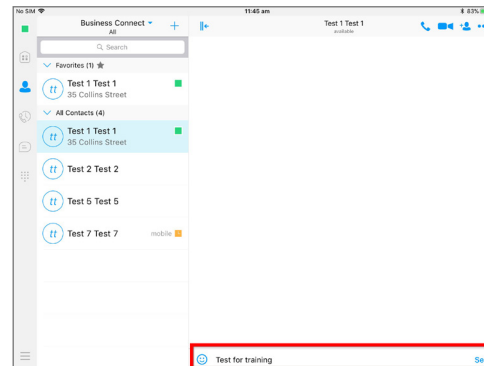
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

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





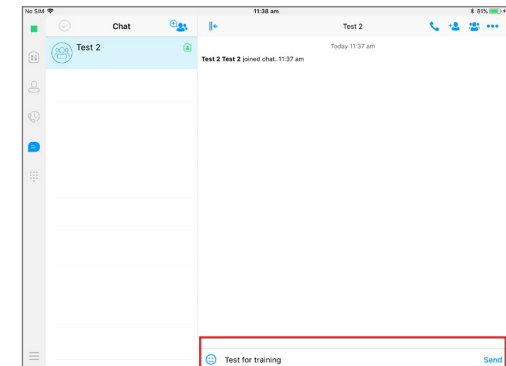
OR

1. Select  from the toolbar
2. Select the contact you want to chat with. Contacts that you have already sent a chat message to will appear here.
3. Type your message
4. Tap **Send**

Group Chat



To start a Group Chat:

1. Select 
2. Tap 
3. Select the participants you wish to add to the Group chat
4. Tap **Done**
5. Type the message to the group
6. Tap **Send**



Note: the participants must accept the group chat invitation before they will be added to the group chat

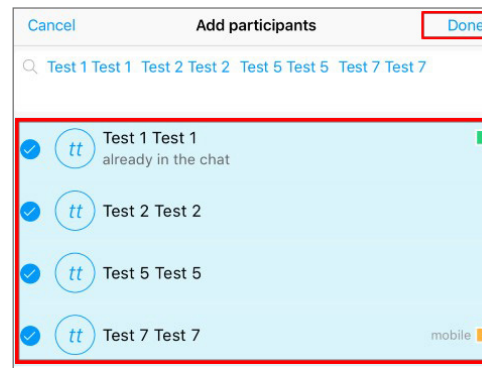
OR

1. Click on **My Room** 
2. Tap 
3. Select the participants you wish to join the group chat

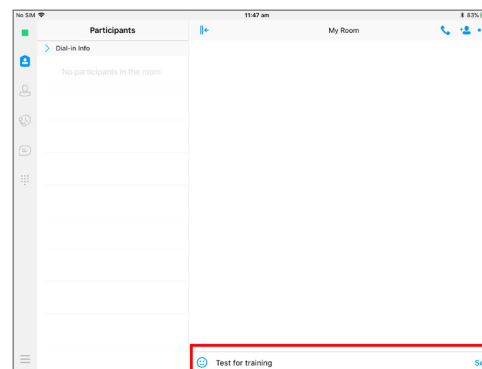
Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

7. Instant Messages (Chat)




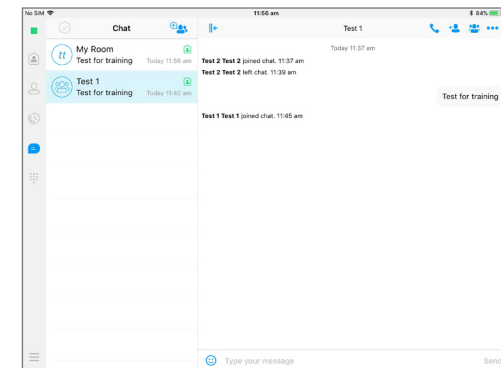
4. Tap Done
5. Type your message and tap Send





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. Tap Clear History
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**



2. Tap Internet Call (VoIP)

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

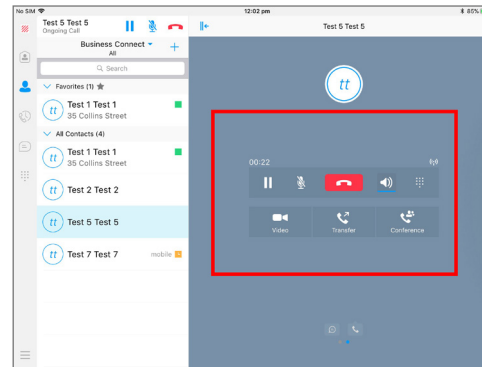
Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

7. Instant Messages (Chat)

Making a Video Call

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




Ending the Call

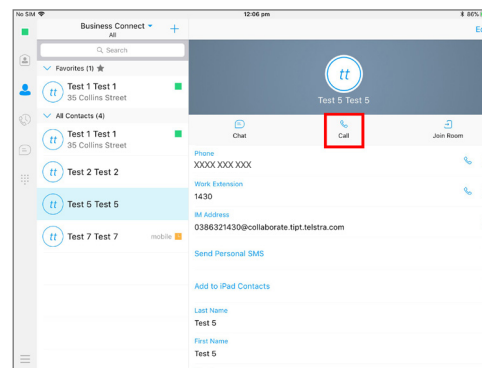
Click End Call 

Making a Call

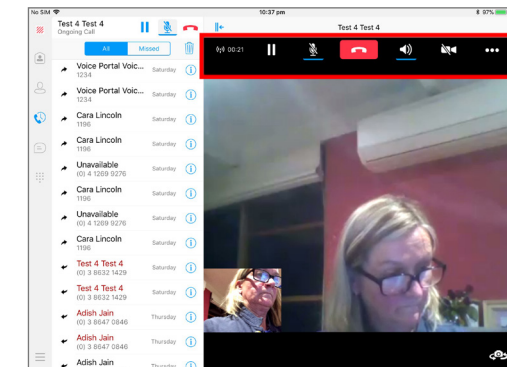
There are a number of different ways to make a call in the Telstra Business Connect client:

Using Contacts

1. Select  from the toolbar at the bottom of the screen
2. Tap the contact you wish to call
3. Tap Call





4. Choose the phone number to call
5. Tap Internet Call (VoIP)
6. Tap Voice call or Video Call



Missed Call

A missed call will appear in History.

1. Click on  to view your Call History
2. Tap 
3. Tap Call to redial the number
4. Tap Internet Call (VoIP)
5. Tap Voice Call or Video Call



OR

1. Tap the missed call
2. Tap Internet Call (VoIP)
3. Tap Voice Call or Video Call




Telstra Business Connect – iPad Client

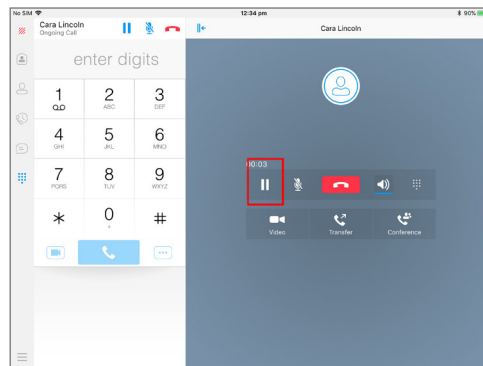
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

7. Instant Messages (Chat)

Placing a Call on Hold

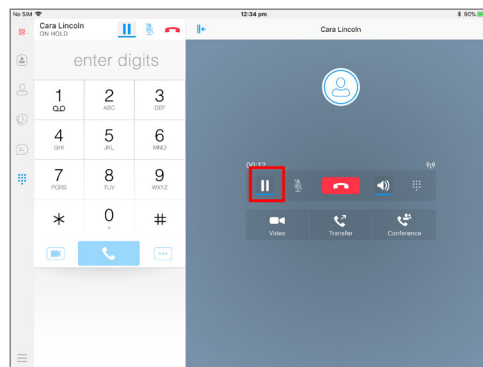
To place an active call on Hold:

1. Whilst on the active call select 



To take the caller off Hold or Resume the call:

1. Tap 



Ending the Call


To end an active call:

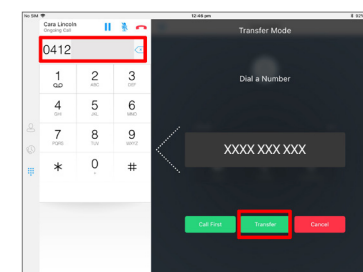
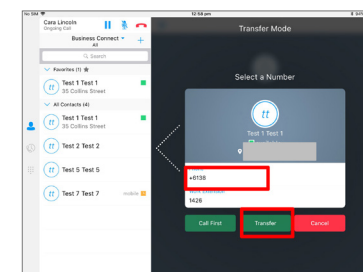
1. Select **Hang Up** from the active call window 

Transferring a Call

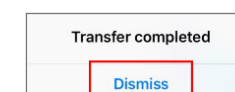
There are two ways to transfer an active call:

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




4. 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
5. You will then receive confirmation of the transfer. Select **Dismiss**

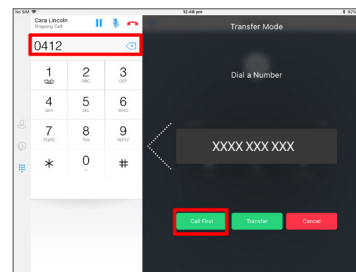
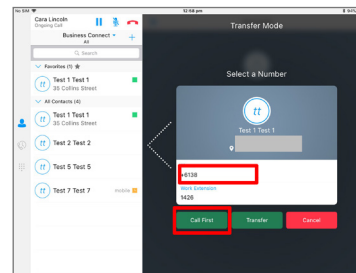


Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

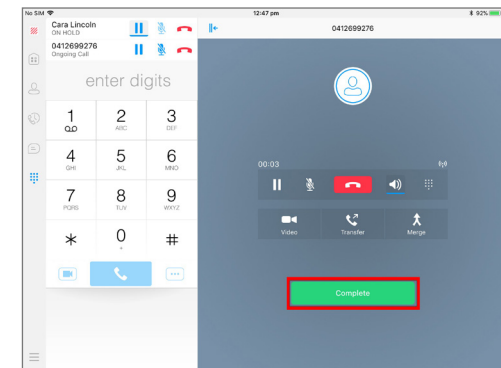
Consult Transfer allows you to announce the caller to the contact prior to transferring the call.

1. With the active caller on the line
2. Select 
3. **Search** for the contact or **enter the number** you wish to transfer the call too



4. Tap **Call First**
5. Announce the caller and if they agree to accept the call select **Complete**


7. Instant Messages (Chat)

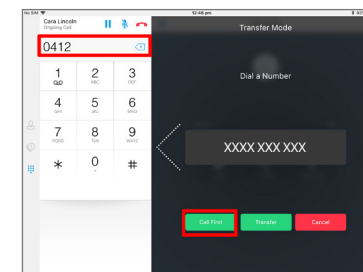


6. You will see a message 'Transfer Complete'. Select **Dismiss**

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

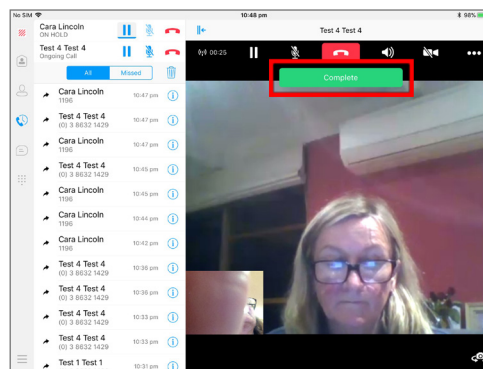


7. Tap **Call First**
8. Announce the caller and if they agree to accept the call select **Video** (the recipient of the call must tap video also) and **Complete**

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat) >
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

7. Instant Messages (Chat)




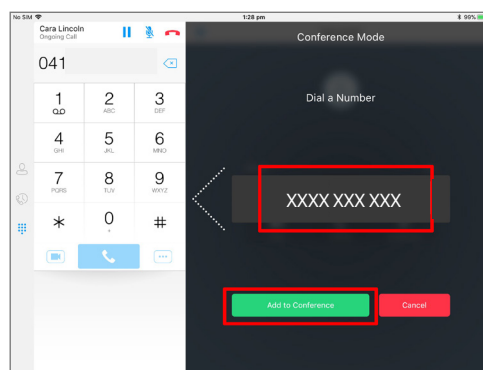
4. Your audio call will now be changed to a video call

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




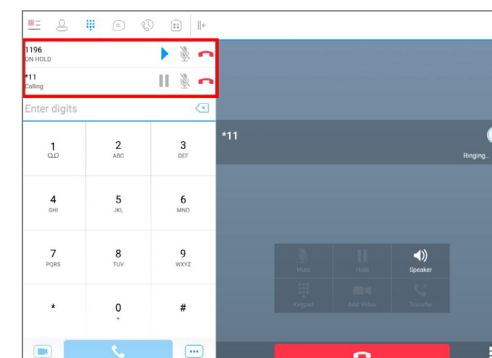
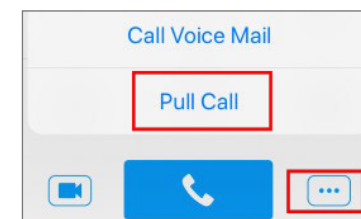
The caller that you wish to conference into the call will receive a call Popup window. They need to click on the **Audio** icon to answer the call. They have now joined the conference call

4. Tap **Add Participant**  to add another participant to the call

Pull a call

If the user has an active call on their desk phone, the call can be pulled seamlessly to the iPad 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 iPad to your desk phone

1. Dial *11 on your desk phone

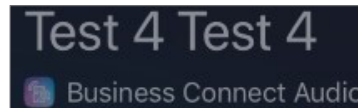
Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications >
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

8. Push Notifications

Push notifications are used to alert you of an incoming calls when your iPad is asleep.

When you receive an incoming call you will see the following message:



Telstra Business Connect – iPad Client

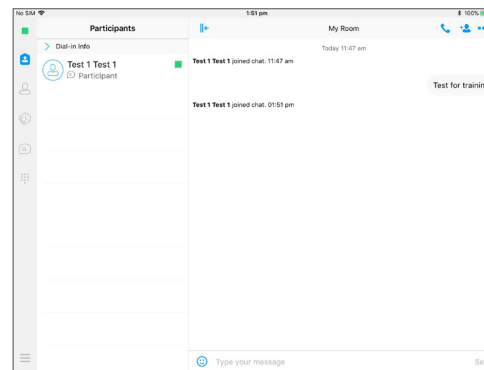
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support


9. My Room

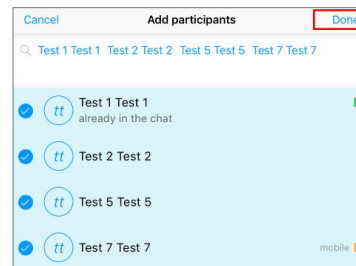
My Room is your own virtual meeting room where you can chat, call and video call with a number of people at a time. You can initiate a group chat or call, or start a one on one call and invite others to your room once the call is active

Starting a Group Call in My Room


1. Click on My Room 



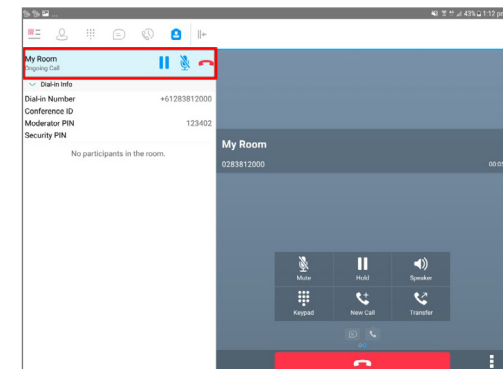
2. Tap  to add the Participants to My Room
3. Select the Participants and tap Done



The contacts will appear in the **My Room** Participants list once they accept the My Room invitation


1. Click on  in My Room
2. Tap Internet Call (VoIP)

The Active Call toolbar will appear to help you manage the call and you will hear the message "Welcome to the Broadworks Collaboration Centre, please enter a conference number, you will now be placed into the conference, you are the xxx person to join the conference".



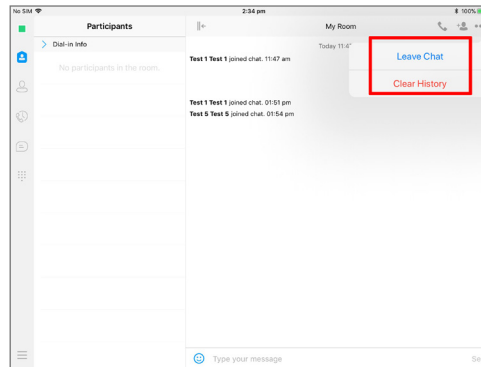
Leave Conversation

To leave My Room:


1. Tap 
2. Tap Leave Chat

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room >
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support



Delete Chat History from My Room


1. Tap 
2. Tap Clear History
3. Tap OK

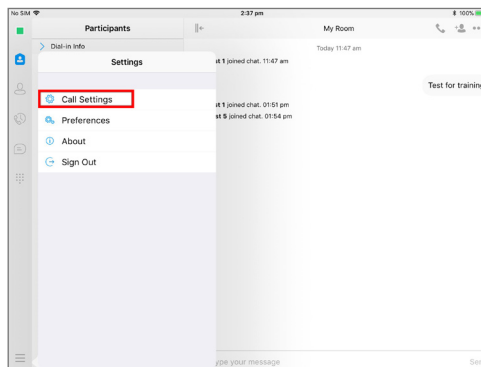
Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings >
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

10. Call Settings


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

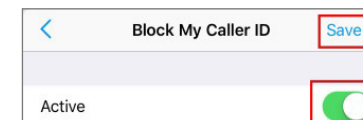
1. Tap 
2. Tap Call Settings



Block My Call ID



To block your caller ID for outgoing calls:

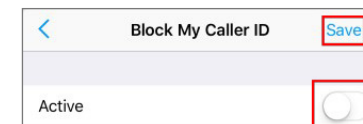
1. Tap 
2. Tap Call Settings
3. Tap Block My Call ID OFF switch
4. Tap the Active ON/OFF switch
5. Tap Save



6. Tap 

To Switch Off:


1. Tap 
2. Tap Call Settings
3. Tap the Block My Caller ID ON switch
4. Tap the Active ON switch (to deselect)
5. Tap Save
6. Tap 



Dialing Service

Dialing Service ensures you are using VoIP for your calls.

To enable:

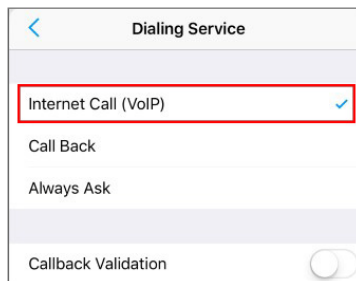
1. Tap 
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Internet Call (VoIP)

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings >
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

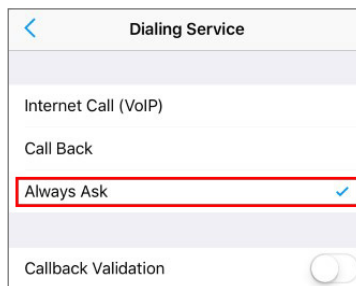
10. Call Settings

5. Tap <



To Switch off:

1. Tap ≡
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Always Ask
5. Tap <



Call Forwarding

There are number of Call Forwarding options to choose from:

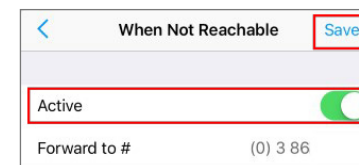
- When Not Reachable
- When Busy
- Always
- When No Answer

When Not Reachable

Calls will be forwarded when your iPad 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 When Not Reachable
4. Tap the ON/OFF switch to the right of Active
5. Enter the number for calls to be forwarded too
6. Tap Save
7. Tap <



To Switch off:

1. Tap ≡
2. Tap Call Settings
3. Tap When Not Reachable
4. Tap the ON/OFF switch to the right of Active
5. Tap Save
6. Tap <



Telstra Business Connect – iPad Client



1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings >
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

10. Call Settings

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 **When Busy**
4. Tap the **ON/OFF** switch to the right of **Active**
5. Enter the number for all calls to be forwarded too
6. Tap **Save**
7. Tap 



To Switch off:

1. Tap 
2. Tap **Call Settings**
3. Tap **When Busy**
4. Tap the **ON/OFF** switch to the right of **Active**
5. Tap **Save**
6. Tap 





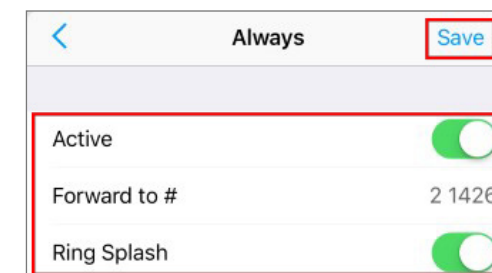
Always

When enabled every call to your iPad 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**
4. Tap the **ON/OFF** switch to the right of **Active**
5. Tap the **Number** or **Forward to #** to enter the number and tap **Done**
6. Tap the **Ring Splash** **ON/OFF** switch (if required)
7. Tap **Save**
8. Tap 





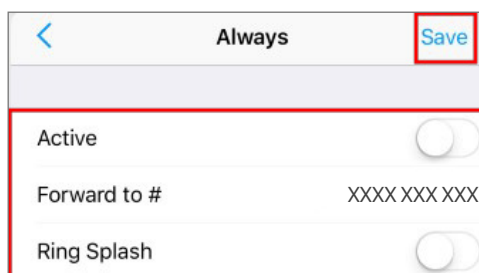
10. Call Settings

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

To Switch off:



1. Tap 
2. Tap Call Settings
3. Tap Always
4. Tap the ON/OFF switch to the right of Active
5. Tap Ring Splash ON/OFF switch (if selected) and tap Save
6. Tap 

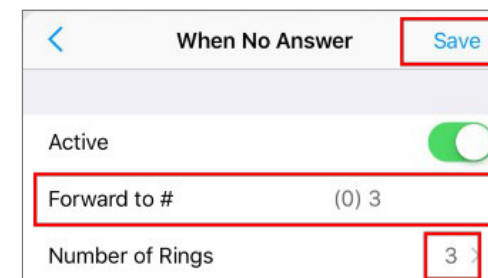


When No Answer



Every call to your iPad 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 When No Answer
4. Tap the ON/OFF switch to the right of Active
5. Enter the number for calls to be forwarded too
4. Select the Number of Rings before Forwarding
5. Tap Back
6. Tap Save
7. Tap 



To Switch off:

1. Tap 
2. Tap Call Settings
3. Tap When No Answer
4. Tap the ON/OFF switch to the right of Active
5. Tap Save
6. Tap 





Telstra Business Connect – iPad Client

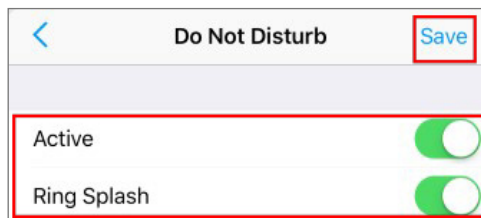
1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

10. Call Settings



Do Not Disturb (DND)

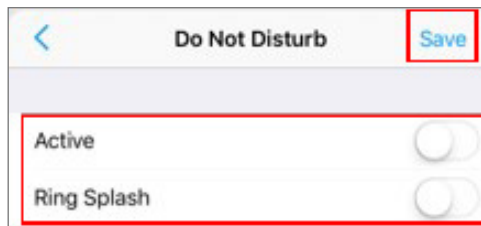
If you activate this service all calls will be blocked and sent to your voicemail. To activate:

1. Tap 
2. Tap Call Settings
3. Tap Do Not Disturb
4. Tap the ON/OFF switch to the right of Active
5. Tap the ON/OFF switch to the right of Ring Splash (if required) and tap Save
6. Tap 



To Switch off:

1. Tap 
2. Tap Call Settings
3. Tap Do Not Disturb
4. Tap the ON/OFF switch to the right of Active
5. Tap Ring Splash the ON/OFF switch and tap Save
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 the ON/OFF switch to the right of Active
5. Tap the Ring if On Call ON/OFF switch
6. Enter the number of the second device you
7. Tap Save
8. Tap 





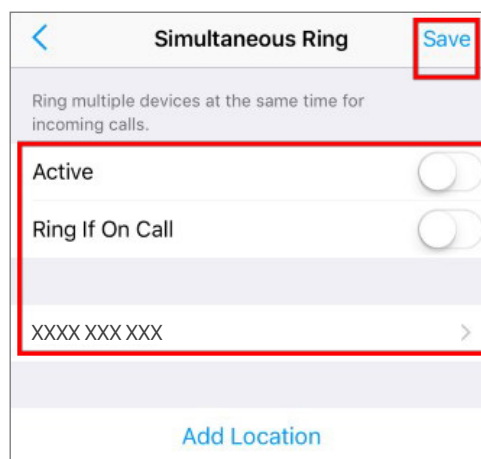
Note tap Add Location when you wish to add more devices.

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings >
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

To Switch off:

1. Tap 
2. Tap **Call Settings**
3. Tap **Simultaneous Ring**
4. Tap the **ON/OFF** switch to the right of **Active** (to deselect)
5. Tap the **ON/OFF** switch to the right of **Ring If On Call**
6. Tap **Save**
7. Tap 





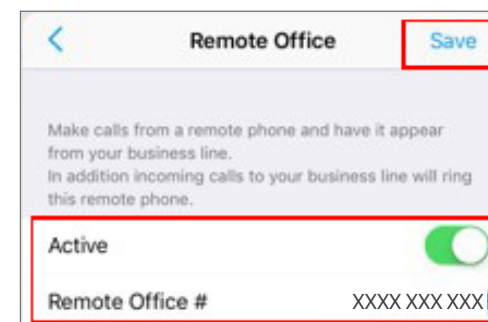
Remote Office

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

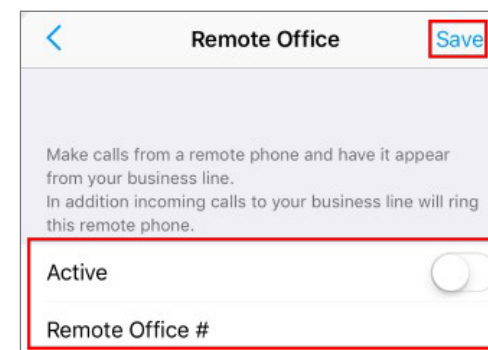
To enable:

1. Tap 
2. Tap **Call Settings**
3. Tap **Remote Office**
4. Tap the **Active ON/OFF** switch
4. Tap the **Remote Office #**
5. Enter the telephone number and tap **Done**
6. Tap **Save**
7. Tap 



To Switch off:

1. Tap
2. Tap **Call Settings**
3. Tap **Remote Office**
4. Tap the **Active ON/OFF** switch
5. Tap **Save**
6. Tap 



Telstra Business Connect – iPad Client


1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings >
11. My Room
12. Voicemail Messages
13. Signing Out
14. Help/Support

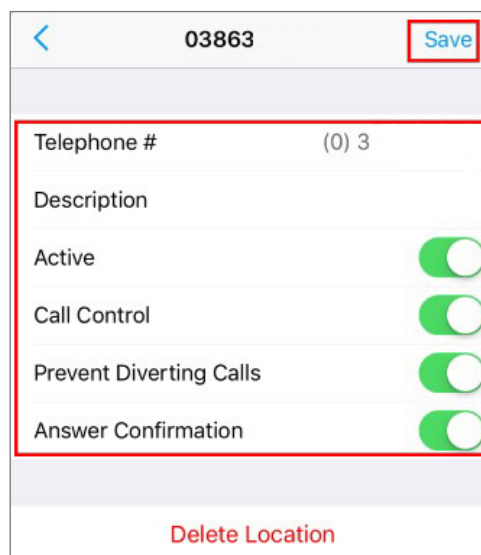
10. Call Settings

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:

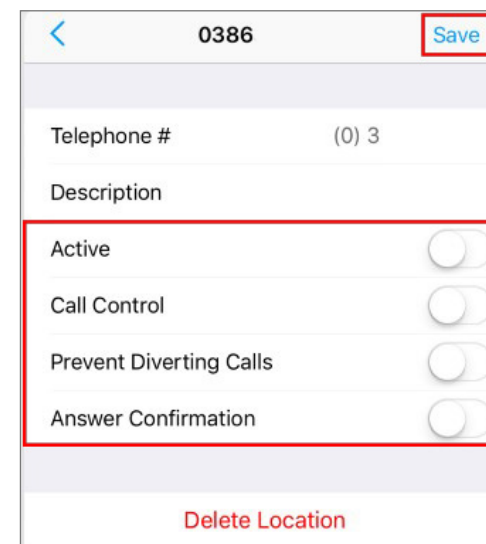
1. Tap 
2. Tap Call Settings
3. Tap Business Connect Anywhere
4. Tap the Alert All Locations ON/OFF Switch
5. Tap the Telephone Number ON/OFF Switch
6. Enter a Telephone Number and Description
7. Tap Active ON/OFF Switch
8. Tap Call Control ON/OFF Switch
9. Tap Prevent Diverting Calls ON/OFF switch (if required)
10. Tap Answer Confirmation ON/OFF switch
11. Tap Save



12. Tap 

To Switch off:

1. Tap 
2. Tap Call Settings
3. Tap Business Connect Anywhere
4. Tap the ON/OFF switch for the telephone number
5. Tap the ON/OFF switches for Active, Call Control, Prevent Diverting Calls and Answer Confirmation
6. Tap Save





7. Tap 

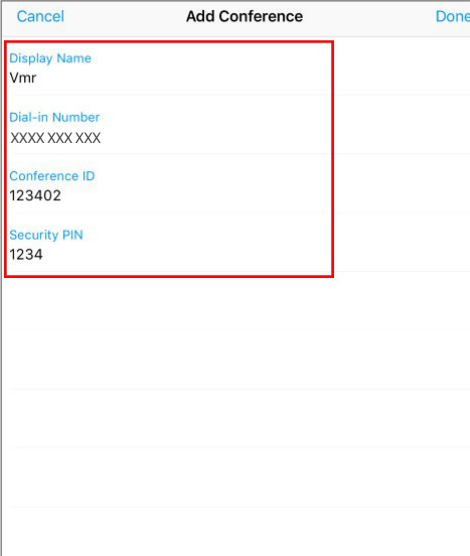
Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room >
12. Voicemail Messages
13. Signing Out
14. Help/Support

11. My Room

To enter your VMR Number to use with My Room:

1. Tap 
2. Tap 
3. Select **Add Conference**
4. Enter – **Dial-in Number** and **Conference ID**
5. Tap **Done**
6. **My Room** details will now be added to the Contact list




Telstra Business Connect – iPad Client


1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages >
13. Signing Out
14. Help/Support

12. Voicemail Messages


Retrieving Voicemail Messages

When you receive a voicemail message you will receive a notification indicator on the **DialPad** icon 

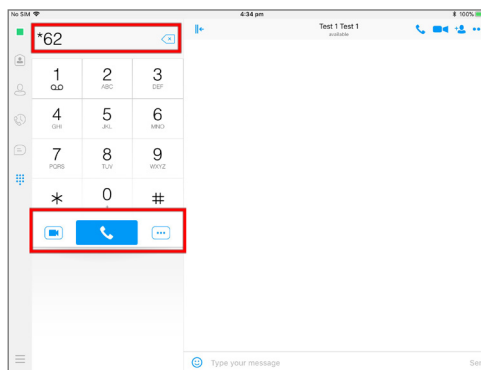
To listen to your voicemail messages

1. Click on the **DialPad** icon
2. **Long Press** on the number 1 on the keypad 
3. Select **Voice Call**
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 Search and Dial field, type the feature access code ***62** and press **Enter** or 
(this is the Code to automatically dial your voice portal number)

2. Tap **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

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages >
13. Signing Out
14. Help/Support

12. Voicemail Messages

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

Telstra Business Connect – iPad Client

1. Downloading Telstra Business Connect
2. Signing In
3. Liberate and Telstra Business Connect Users Only
4. Adding your Profile Picture
5. Presence
6. Contacts
7. Instant Messages (Chat)
8. Push Notifications
9. My Room
10. Call Settings
11. My Room
12. Voicemail Messages
13. Signing Out >
14. Help/Support

13. Signing Out

1. Select  and Sign Out
2. Tap Yes

14. 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](#)