Telstra Business Connect
– iPhone Client

Telstra Business Connect is a unified communications application designed to increase business productivity by simplifying the way users communicate – whether they are at their desk or on the road. “It’s like having the power of your desk phone in the palm of your hand.”

Telstra Business Connect can be deployed on mobile devices such as iPhones, iPads, and Android phones and tablets, and PC Desktops. Telstra Business Connect allows the user to search their enterprise directory for contacts and after searching, they can easily click to call the user or, optionally, add them to their Telstra Business Connect contact list.
1. Downloading Telstra Business Connect

To download Telstra Business Connect onto your iPhone:

1. Access the **App Store**
2. Search for **Telstra Business Connect**
3. Follow the instructions to download and install the application
4. Accept the **Terms and Conditions**
5. Click on **Accept** again
6. Click on **Allow** or **Don't Allow** for notifications
7. Enter your **TIPT phone number** preceded with +61 e.g. +61xxxx xxxx or if you have Liberate provisioned on your phone enter your **Liberate Mobile number** preceded with +61 e.g. +61xxxx xxxx and tap **Continue**.

![License Agreement](image-url)
2. Signing In

To sign into Telstra Business Connect:
1. Enter your username and password
2. Select Remember password

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

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

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

6. Tap **Sign in**

7. You will now see a series of different screens
   - Tap **OK** or **Don't Allow**.

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**Business Connect** Would Like to Access the Microphone
We would like to use the microphone for audio and video calls.

- **Don't Allow**
- **OK**

**Business Connect** Would Like to Access Your Contacts
We would like to use the camera for video calls or to capture your profile photo.

- **Don't Allow**
- **OK**

Welcome to Business Connect
Enjoy

- **OK**
3. Liberate and Telstra Business Connect Users Only

If you have Liberate provisioned on your mobile and Telstra Business Connect you will see an additional message when signing into Business Connect.

1. select **OK**

![Mobility for this location was automatically disabled.](image)

When logging out you will see the following message:

2. Select **Yes**

![Would you like to receive Mobility calls while signed out?](image)

If you accidentally choose **No** when logging out please log in and log out to get this prompt again.
4. Adding your Profile Picture

You can add a photo of yourself so other colleagues can have a visual image of who they are talking too.

To add a photo:

3. Tap
4. Tap
5. Tap again
6. Select Choose Existing Photo
7. Browse or select the graphic file/photo
8. Tap Done to upload the photo.

Clear Your Profile Photo

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

Presence enables you to change your availability manually. It will automatically update when you are on a call, away or busy and will synchronise with your Outlook Calendar.

To change your Presence:
1. Tap
2. Tap your current Presence
3. Select from – mobile, away or busy.
   Your Presence will change to your selection
4. Tap Done
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 below your Presence in ‘What’s on your Mind’
4. Type your Customised Message and tap Done
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. Tap
2. Type the name of the contact in the Search field, the search will begin as soon as you start entering the name
4. Tap the contact to view the details
5. Tap Cancel to close the search field.
Adding a Contact
1. Select from the toolbar on the left
2. Tap
3. Select Add Contact
4. Enter the Contact details
5. Tap 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
3. Select Delete.
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. This will display contacts you have already chatted with
3. Type your message
4. Tap Send
5. Tap
Group Chat
To start a Group Chat:
1. Select
2. Tap
3. Select Start Group Chat
4. Select the participants you wish to add to the Group chat
5. Tap Done
6. Type the message to the group
7. Tap Send

OR
1. Click on My Room
2. Tap
3. Tap
4. Select the participants you wish to join the group chat
5. Tap Done
6. Type your message and tap Send

8. Tap
7. Instant Messages (Chat)

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 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

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

2. Tap Internet Call (VoIP)

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 iPhone or Internet Call (VoIP)
6. Tap Voice Call or Video Call

Using the Dial Pad
1. Select the Call icon ☑ from the toolbar at the top of the screen
2. Enter the number you wish to call
3. Tap ☑
Making a Video Call
1. **Search** for the contact you wish to call
2. Tap the contact
3. Select **Call**
4. Choose the phone number to call
5. Tap iPhone or Internet Call (VoIP)
6. Tap **Video Call**
7. The video call will now be made and you can use the active call toolbar to manage the call

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

Placing a Call on Hold
To place an active call on Hold:
1. Whilst on the active call select Hold

To take the caller off Hold or Resume the call:
1. Tap Resume

Missed Call
A missed call will appear in your Call History.
1. Click on to view your Call History
2. Tap
3. Tap Call to redial the number

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 \( \text{...} \) from the Active Call window
2. Select Transfer
3. Search for the contact or enter the number you wish to transfer the call to
4. Tap \( \text{Transfer} \)

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 \( \text{...} \) and Transfer
3. Search for the contact or enter the number you wish to transfer the call to
4. Tap \( \text{Transfer} \)
7. Instant Messages (Chat)

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

4. Tap

5. **Tap Call First**

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

7. 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 **...** and **Transfer**

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

7. **Tap Add Video**

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

With Telstra Business Connect you can have multiple internal or external parties on a conference call.

To conference in a second party:

1. Whilst on an active call, from the Active Call window select and Conference

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

3. Tap

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

Pull a call

If the user has an active call on their desk phone, the call can be pulled seamlessly to the mobile via the Call Pull functionality. There is no interruption to the voice call. Whilst on an active call on your desktop:

1. Tap

2. Select Pull Call.

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

1. Dial *11 on your desk phone.

8. Push Notifications

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

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

The caller that you wish to conference into the call will receive a call Popup window. They need to click on the Audio icon to answer the call. They have automatically join the conference call.
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 Chat
3. Tap to add the Participants to My Room
4. Select the Participants and tap Done

The contacts will appear in My Room. Tap on to view
5. Click on in My Room
6. Tap Internet Call (VoIP)
7. Tap Call

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 participant to join the conference".
9. My Room

**Leave Conversation**
To leave My Room:
1. Tap Leave Room

**Adding the My Room Conference Number**
To enter your VMR Number for My Room:
1. Tap
2. Tap
3. Select Add Conference
4. Enter – Display Name, Dial-in Number and Conference ID.
5. Tap Done

The My Room details will now be added to the Contact list.

**Delete Chat History from My Room**
1. Tap
2. Click Clear History
3. Tap OK
10. Call Settings

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

1. Tap
2. Tap Call Settings

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

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 Done
Dialing Service
Dialing Service ensures you are using VoIP for your calls.
To enable:
1. Tap
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Internet Call (VoIP)
5. Tap Done
To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Dialing Service
4. Tap Always Ask
5. Tap Done

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 iPhone 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

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

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

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
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**10. Call Settings**

**Always**
When enabled every call to your iPhone 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

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

**When No Answer**
Every call to your iPhone 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
6. Select the Number of Rings before Forwarding
7. Tap Back
8. Tap Save

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
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

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 the ON/OFF switch to the right of Ring Splash

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.
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

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 Back to return to Call Settings
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
5. Enter the telephone number and tap Done
6. Tap Save

To Switch off:
1. Tap
2. Tap Call Settings
3. Tap Remote Office
4. Tap the Active ON/OFF switch
5. Tap Save
11. Voicemail

Retrieving Voicemail Messages
When you receive a voicemail message you will receive a notification indicator on the Call icon.

To listen to your voicemail messages:
1. Click on the Call icon
2. Long Press on the number 1 on the keypad
3. Select Internet Call (VoIP)
4. Select Voice Call
5. Enter your Passcode and follow the prompts to retrieve your messages
6. To delete the voicemail message, press Delete on your keyboard

To Access the Voice portal for the first time to set up greetings, and other options:
1. In the Call dialpad, type the feature access code *62 and press Enter or (this is the Code to automatically dial your voice portal number)
1. Signing In

2. Select Internet Call (VoIP)
   • You will hear a prompt: “Welcome to your CommPilot voice portal. Please enter your passcode then press the # key. If you are not calling from your own phone, please press the * key.”
   • Enter your voicemail passcode
   • For your first time login you need to change your passcode and record your name
   • Follow the voice prompts to make the changes. You will then be provided with the following menu to access different options in your Voice Portal.

Press
1. to access your Voice Mail Box (this is the main option for listening to, deleting messages and changing your greetings)
2. to change your CommPilot Express Profile (This option is not required in VG UC)
3. to go to the Greetings menu (this option is purely to change your recorded name)
4. to change your Call Forwarding options
5. to record a new announcement
6. to make a call (through the Voice Portal)
7. to change your passcode
8. to Exit the Voice Portal
9. # to Repeat this menu

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11. Voicemail

Message and greeting options
Once you have pressed 1 to access your voicemail box, then press
1. to listen to your messages
2. to change your mailbox Busy greeting
3. to change your mailbox No Answer greeting
4. to change your Extended away greeting
5. to Compose and send a new message
6. to Delete all messages
7. to Modify the message default settings from your Mailbox
8. # to Repeat this menu

Message prompts while listening to messages
While you are listening to a message you have the following options available,
Press
1. 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
* to go to the previous menu
12. Signing Out

1. Tap and Sign Out
2. Tap OK

13. Help/Support

For help/support view the Telstra Business Connect Feature Guides available on the Resource Centre.

Telstra Business Connect Feature Guides