



# Telstra Business Connect

iPhone Feature Guide

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# 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.

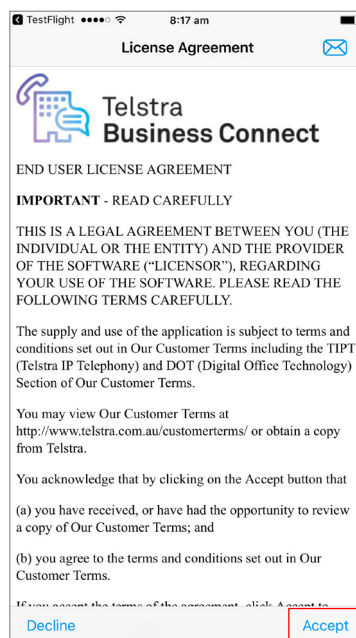
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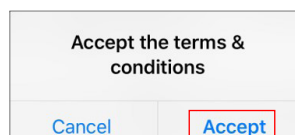
# 1. Downloading Telstra Business Connect

To download Telstra Business Connect onto your iPhone:

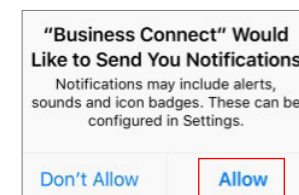
1. Access the **App Store**
2. Search for **Telstra Business Connect**
3. Follow the instructions to download and install the application
4. Accept the **Terms and Conditions**



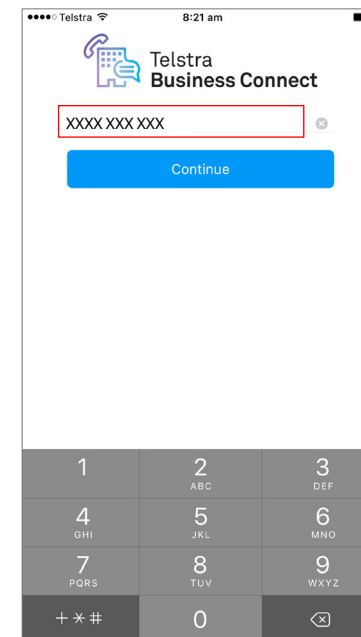
5. Click on **Accept** again



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**.



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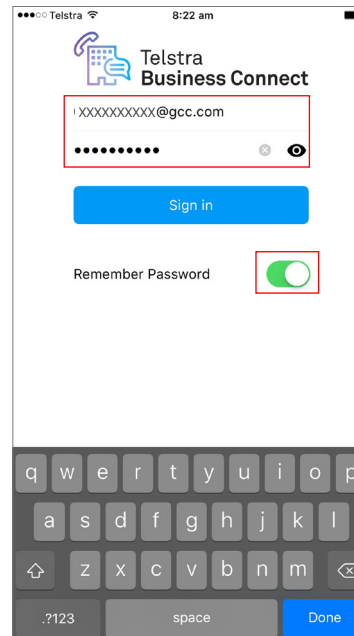
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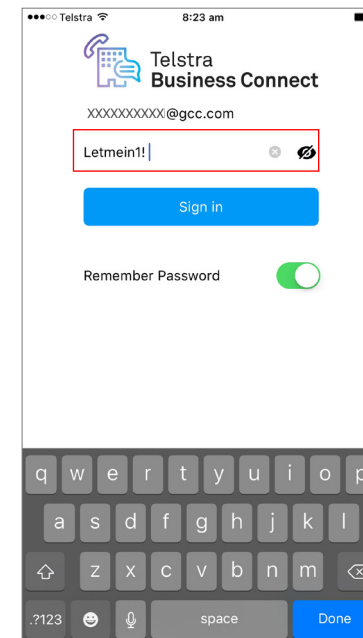
## 2. Signing In


To sign into Telstra Business Connect:

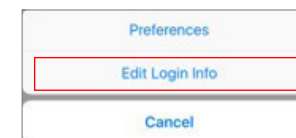
1. Enter your **username** and **password**
2. Select **Remember password**



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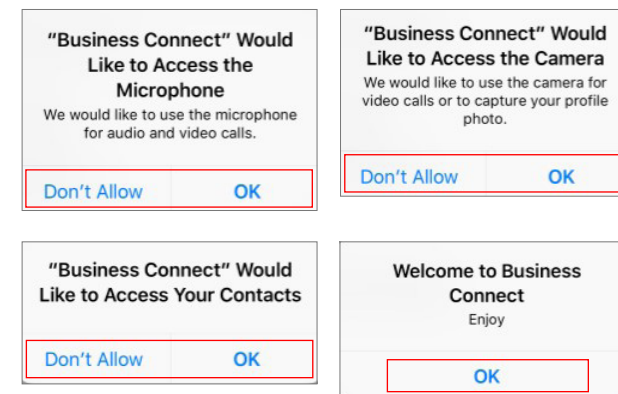
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5. Make the necessary change to the number and tap **Continue**



6. Tap **Sign in**

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



## 2. Signing In

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## 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.

OK

When logging out you will see the following message:

2. Select Yes

Would you like to receive Mobility calls while signed out?

Yes

No

Cancel

If you accidentally choose **No** when logging out please log in and log out to get this prompt again.

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## 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**.



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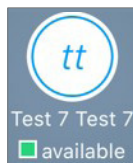
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## 5. Presence

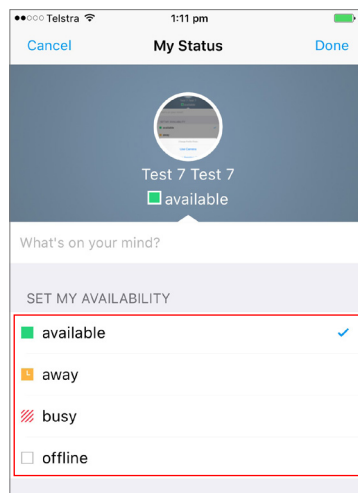
Presence enables you to change your availability manually. It will automatically update when you are on a call, away or busy and will synchronise with your Outlook Calendar.

### 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

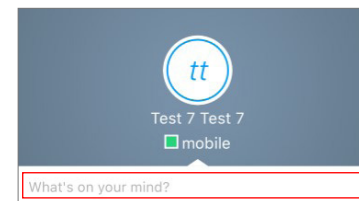
### Personalising your Presence Message

Giving colleagues more information about your status is also available.

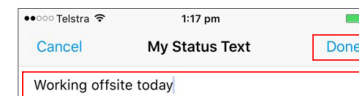
1. Tap 
2. Tap your current Presence



3. Tap below your Presence in 'What's on your Mind'



4. Type your **Customised Message** and tap **Done**





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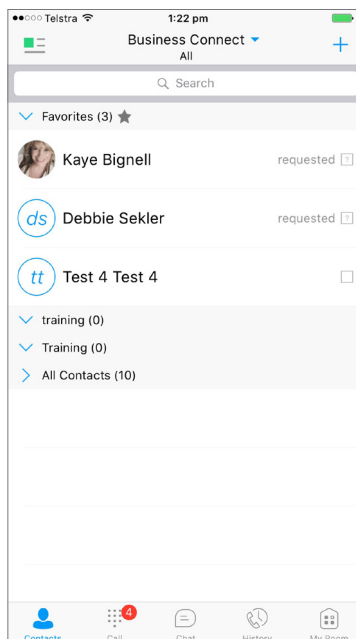
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## 6. Contacts


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

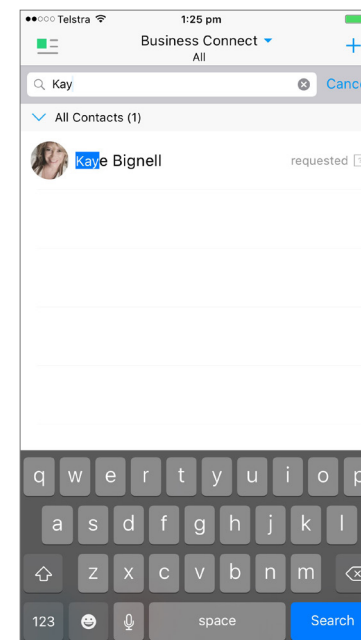
### To Access your Contacts

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.

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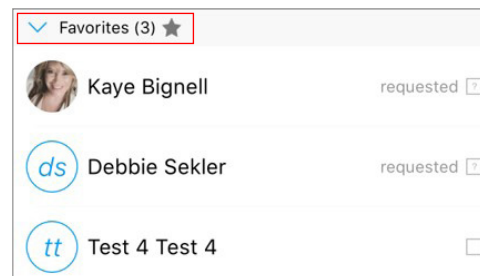
### Adding a Contact

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. Select **Delete**.

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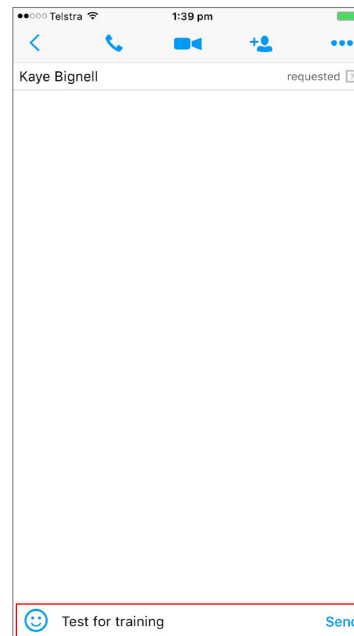
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# 7. Instant Messages (Chat)

## 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**



7. Tap <

## 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 <

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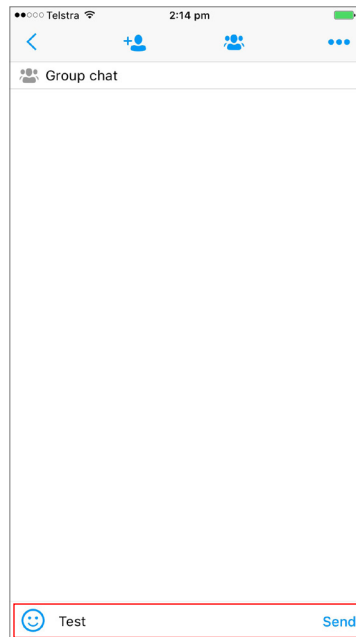
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## 7. Instant Messages (Chat)

### Group Chat




To start a Group Chat:

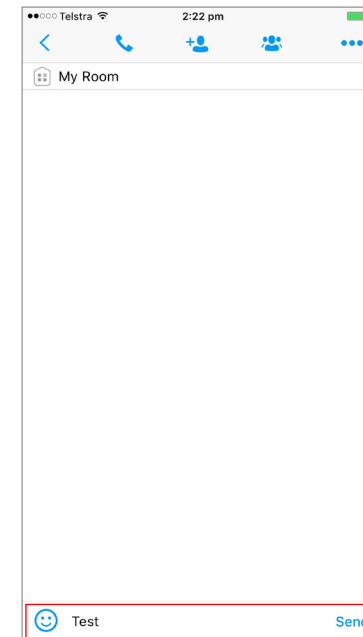
1. Select 
2. Tap 
3. Select **Start Group Chat**
4. Select the participants you wish to add to the Group chat
5. Tap **Done**
6. Type the message to the group
7. Tap **Send**



8. Tap 

OR

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



6. Tap 

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## 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

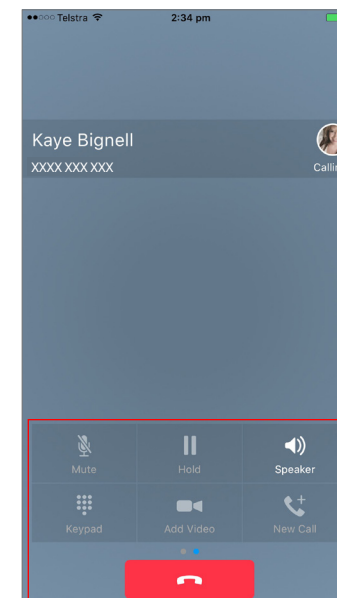
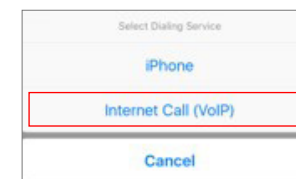
You can escalate a one on one Chat or a Group Chat to a Call or Video Call

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** 

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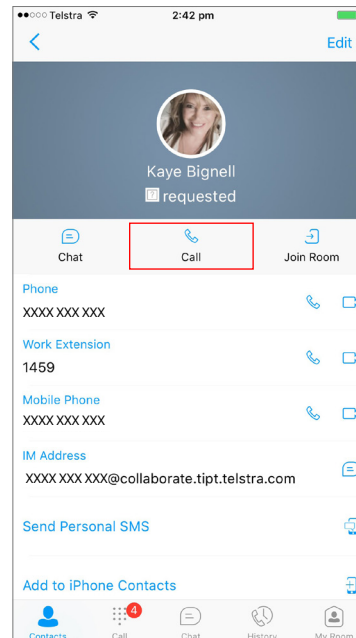
## 7. Instant Messages (Chat)

### Making a Call

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



#### Using Contacts

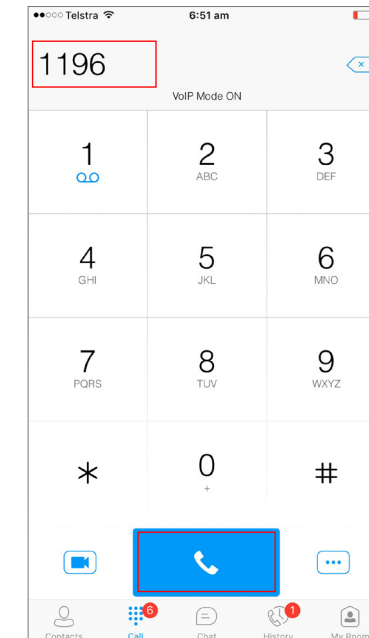
1. Select  from the toolbar at the bottom of the screen
2. Tap the contact you wish to call
3. Tap Call



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 



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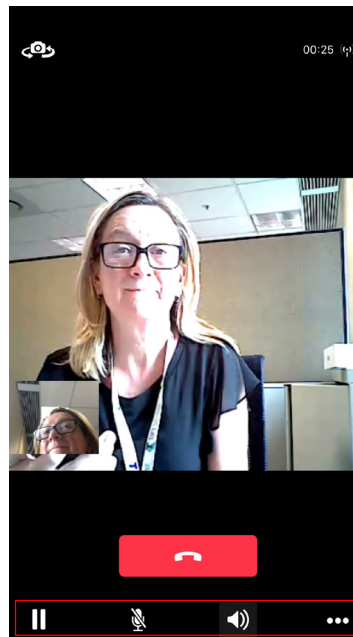
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## Making a Video Call

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

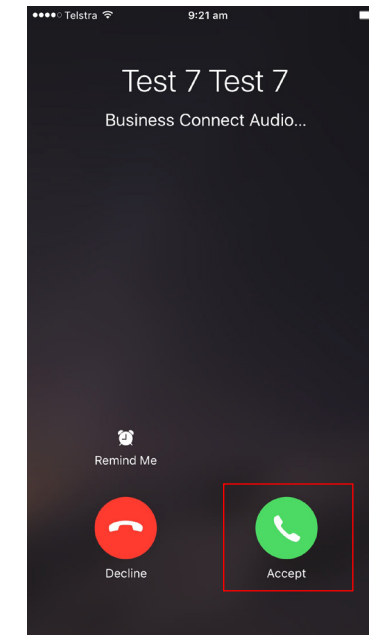


## 7. Instant Messages (Chat)

## 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



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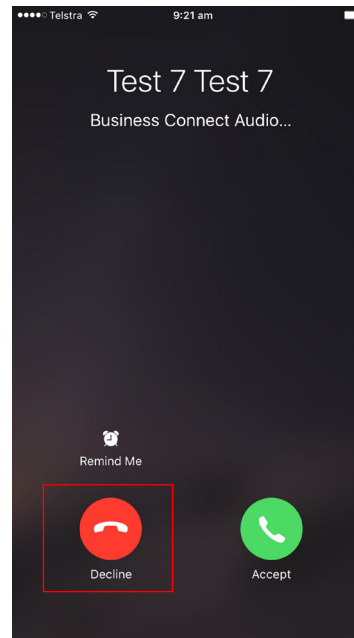
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## 7. Instant Messages (Chat)



To **Decline** a call:

1. Click on **Decline** in the active call window



### 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



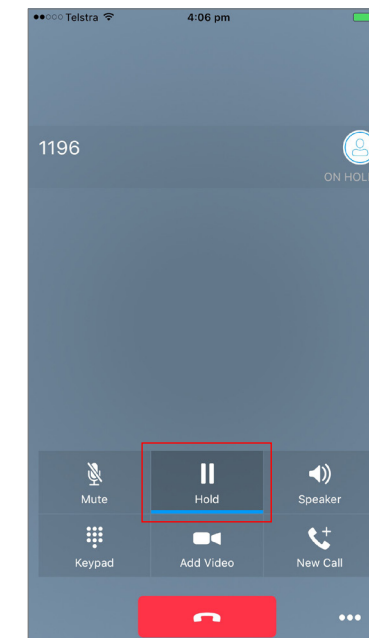
### Placing a Call on Hold

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



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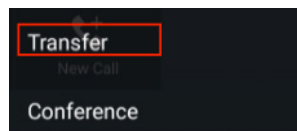
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## Transferring a Call

There are two ways to transfer an active call:

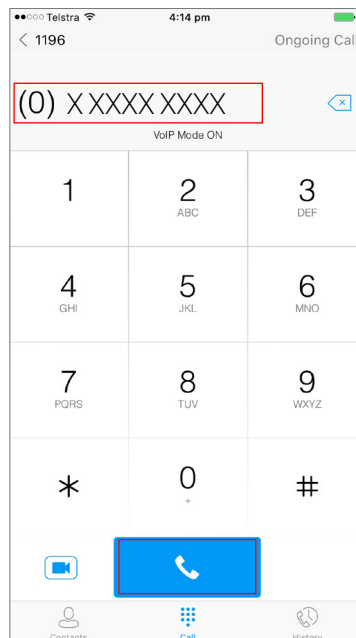
**Blind Transfer** allows you to transfer a call to another contact without announcing the call prior to transferring it.

1. With the active caller on the line, select  from the **Active Call** window
2. Select **Transfer**



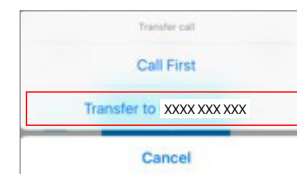
3. **Search** for the contact or **enter the number** you wish to transfer the call too

4. Tap 




## 7. Instant Messages (Chat)

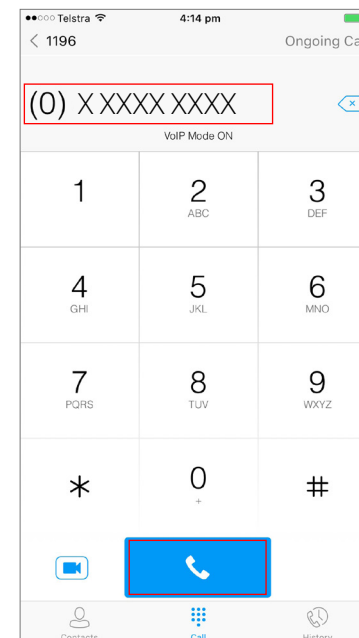
5. Tap **Transfer to xxxxxxxx**




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



4. Tap 

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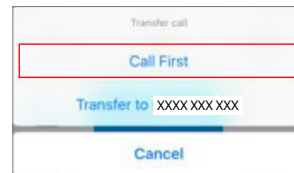
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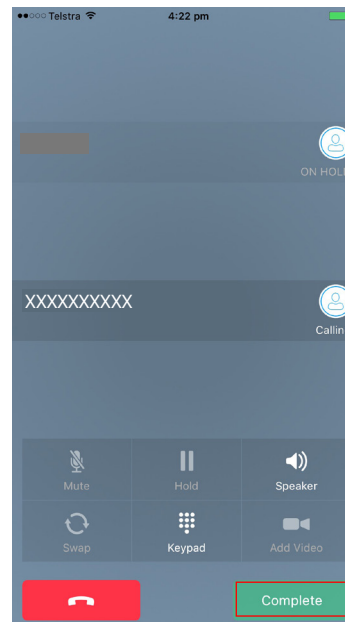
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#### 5. Tap Call First



#### 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

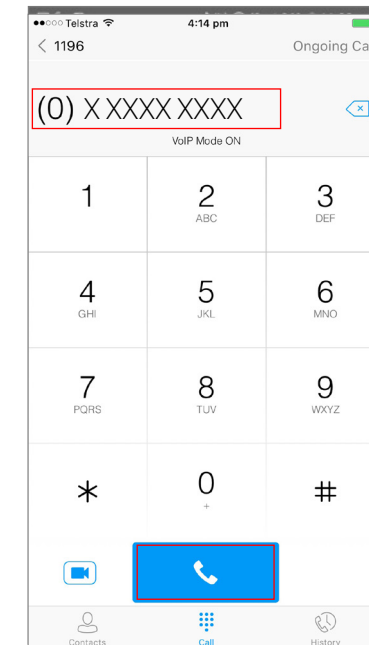
Whilst transferring an audio call you can activate Video.

#### 1. With the active caller on the line

#### 2. Select and **Transfer**

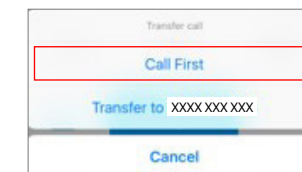
## 7. Instant Messages (Chat)

#### 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. Tap **Add Video**

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

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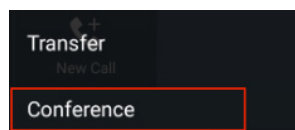
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## Conference Calls

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

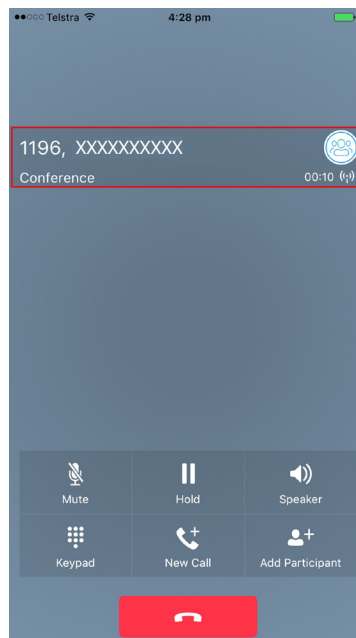
To conference in a second party:

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

## 7. Instant Messages (Chat)

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 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**.

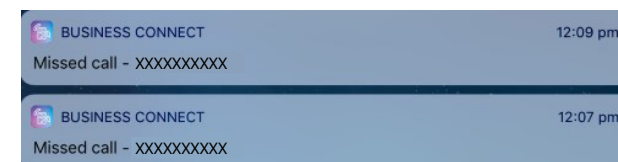
### To Pull the call from your Android phone to your desk phone

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:



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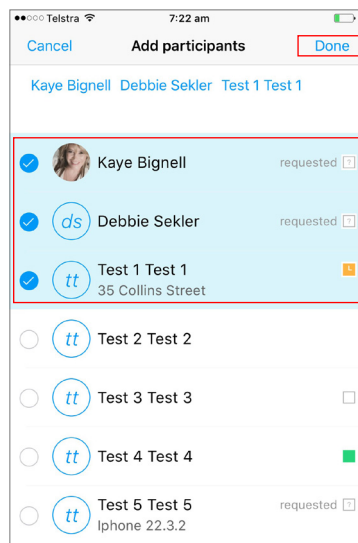
### 13. Help/Support

## 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

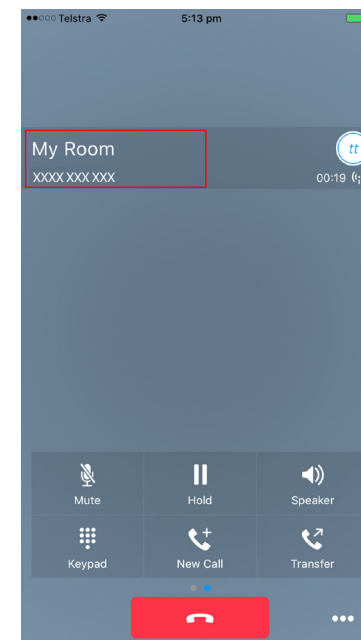
1. Click on **My Room** 
2. Tap Chat 
3. Tap  to add the Participants to My Room
4. Select the Participants and tap **Done**



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”.



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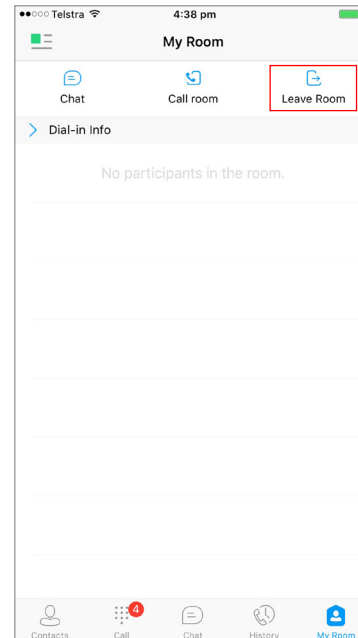
#### 12. Signing Out

#### 13. Help/Support


### Leave Conversation

To leave My Room:

1. Tap Leave Room





### Delete Chat History from My Room

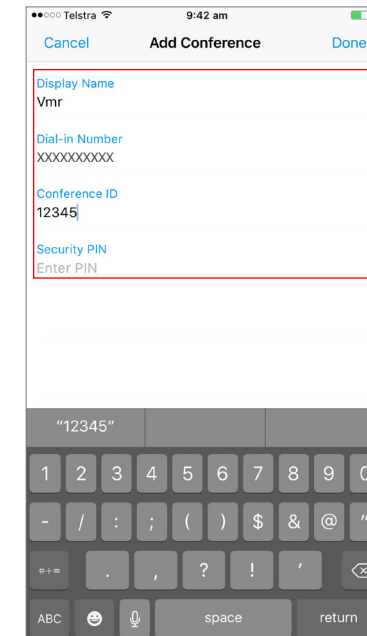
1. Tap 
2. Click Clear History
3. Tap OK

### 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





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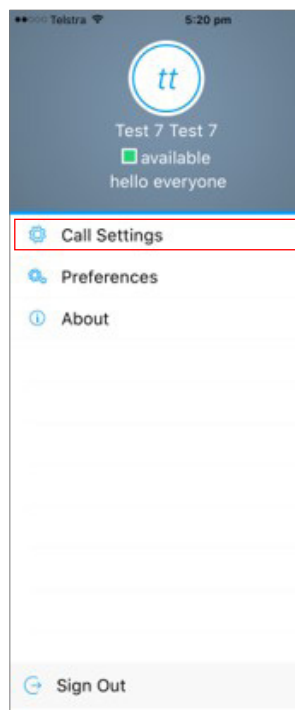
### 12. Signing Out

### 13. Help/Support

# 10. Call Settings


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

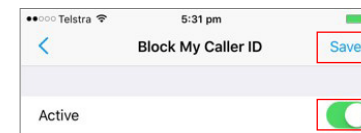
1. Tap 
2. Tap Call Settings




## Block My Call ID

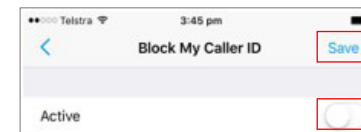
To block your caller ID for outgoing calls:

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



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





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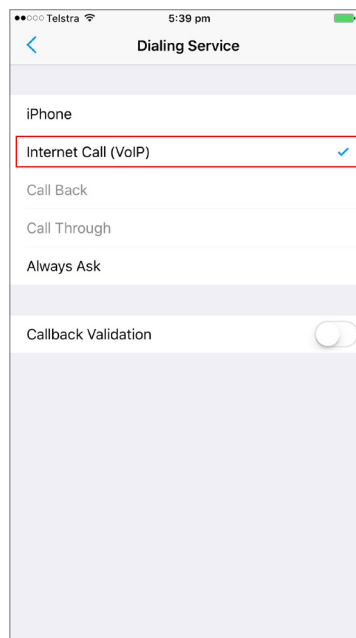
## 10. Call Settings

### Dialing Service


Dialling Service ensures you are using VoIP for your calls.

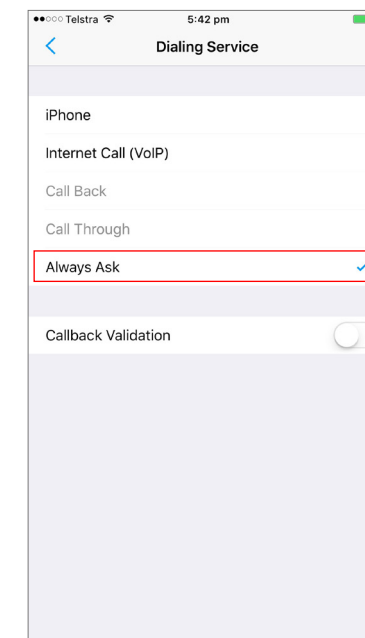
To enable:

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

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**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:

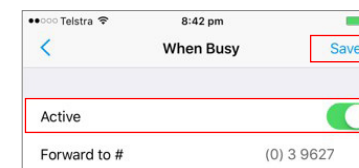
1. Tap 
2. Tap **Call Settings**
3. Tap **When Not Reachable**
4. Tap the **ON/OFF** switch to the right of **Active**
5. Tap **Save**

**When Busy**


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

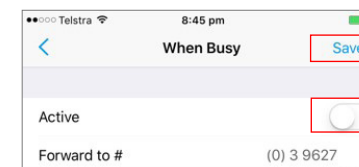
To enable:

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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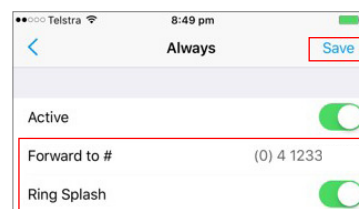
## Always

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.

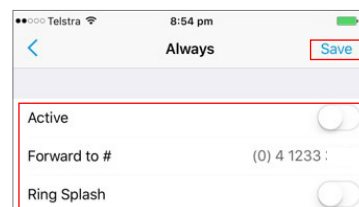
To enable:

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**

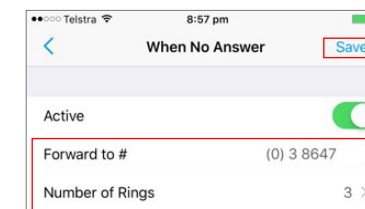


## When No Answer


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**



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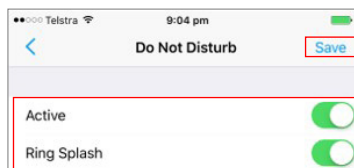
## 12. Signing Out

## 13. Help/Support


**Do Not Disturb (DND)**

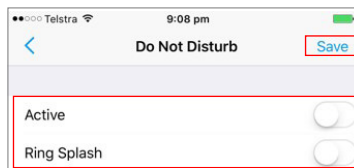
If you activate this service all calls will be blocked and sent to your voicemail. To activate:

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 **Ring Splash** the **ON/OFF** switch and tap **Save**

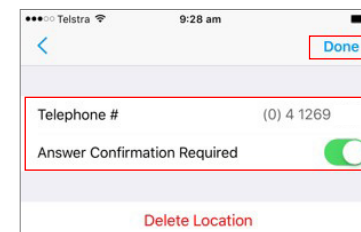
**Simultaneous Ring**

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.

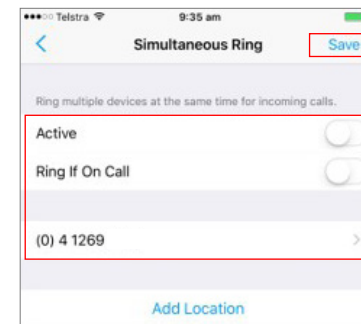
To enable:

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 want to ring simultaneously
7. Tap **Answer confirmation required ON/OFF** Switch
8. Tap **Done**
9. Tap **Save**



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**



## 10. Call Settings

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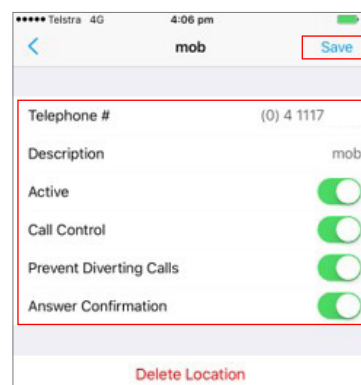
#### 13. Help/Support

### 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.

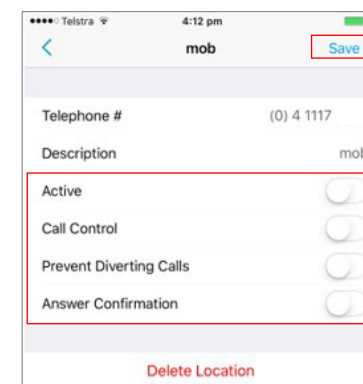
To enable:

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



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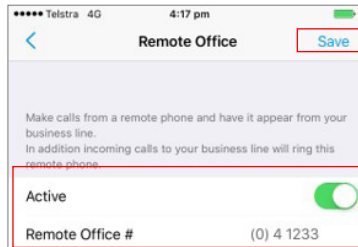
#### Remote Office

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

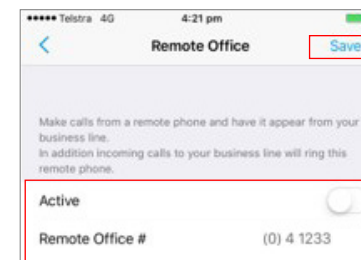
To enable:

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**



To Switch off:

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



## 10. Call Settings

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
### 13. Help/Support

# 11. Voicemail


## Retrieving Voicemail Messages

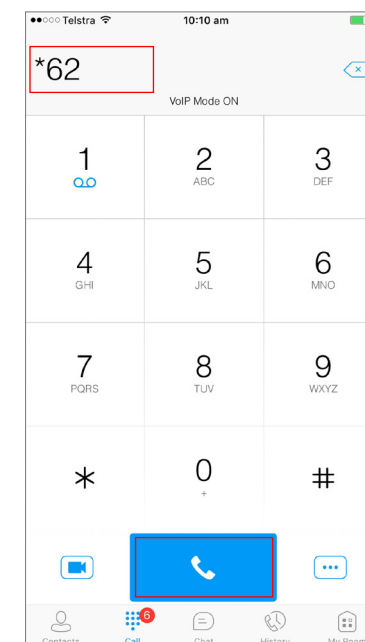
When you receive a voicemail message you will receive a notification indicator on the **Call** icon 

### 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
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 **Call** dialpad, type the feature access code **\*62** and press **Enter** or  (this is the Code to automatically dial your voice portal number)





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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)
- 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

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## 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**

<https://enterprise-support.telstra.com.au/t5/Telstra-IP-Telephony-TIPT/ct-p/TIPT>