Telstra Business Connect

MAC Desktop Client Feature Guide

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Telstra Business Connect – MAC Desktop 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 PC click on the following link:

http://www.in.telstra.com.au/ism/tbscapplicationsupport/tiptuconehowtoinstall.asp

OR

for existing DOT Users click:

https://www.telstra.com.au/small-business/bundles/dot-app

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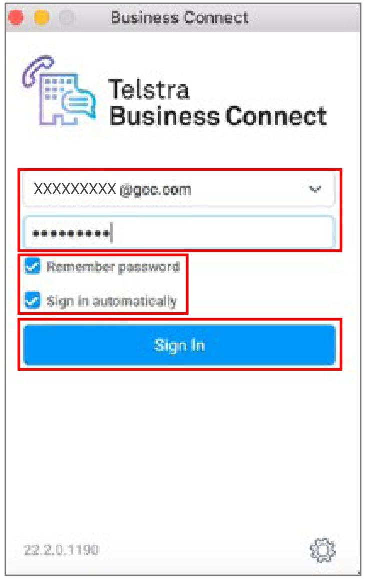
2. Signing in

To sign into Telstra Business Connect

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



3. Select **Sign In**

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3. 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. **Right** Click on where you want your profile photo to appear
2. Select **Change Profile Photo**
3. **Browse** for the graphic file/photo
4. **Double** click on the photo to upload

Clear Your Profile Photo

1. **Right** Click on your Profile Photo
2. Select **Clear Profile Photo**

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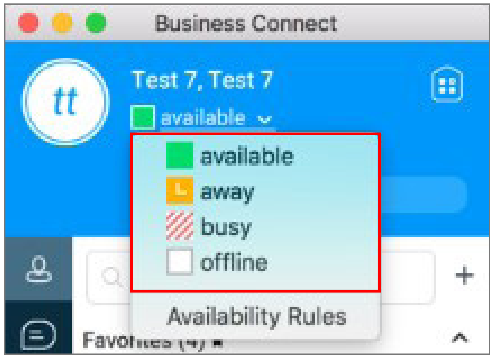
4. Presence

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

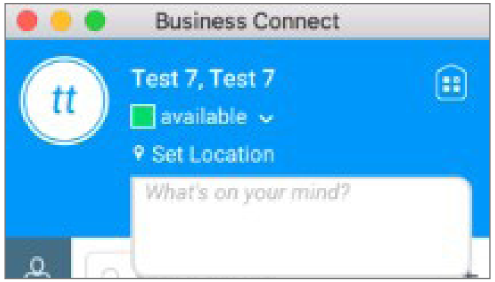
1. Select the **dropdown** arrow next to your **Presence**
2. Select from – **Available, away, busy** or **offline**. Your Presence will change to your selection



Personalising your Presence Message

Giving colleagues more information about your status is also available.

1. Click into the "**What's on your Mind**" field
2. Type your **Customised Message** and Press **Enter**



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5. Contacts

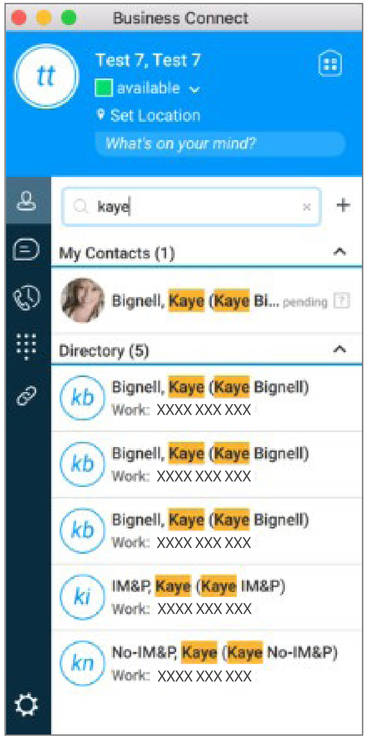
Contacts can be displayed from a number of different directories such as **My Contacts, Directory** and **Outlook**. All contacts are not automatically visible, you need to search for a contact and then add them to your **My Contacts** group.

To Access your Contacts:

1. Select from the toolbar on the left
2. A list of current contacts will be displayed

Searching for a Contact

1. Click
2. Type the name of the contact in the **Search and Dial field**, the search will begin as soon as you start entering the name
3. If you wish to add the contact to **My Contacts, Right** click on the contact and select **Subscribe**
4. The contact will appear as Pending until the contact accepts your add request



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Adding a Contact

1. Select from the toolbar on the left
2. Click on +
3. Select **New Contact**
4. Enter the Contact details
5. Click on to save the contact and add to your 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. Click on +
3. Select **New Group**
4. Enter the **Group Name** and c lick **OK**

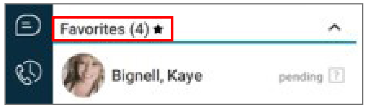
Adding Contacts to the Group

1. **Right** click on the contact you wish to add to the group
2. Select **Add to Group**
3. Select the **Group name**

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. **Right** click on the Contact you wish to add to Favorites
2. Select **Set as Favorite**
3. The contact will now be listed in Favorites



Removing a Contact from Favorites

1. **Right** click on the contact and select **Remove from Favorites**

Delete a Contact

1. **Right** Click on the **Contact**
2. Select **Delete Contact**
3. Select **Yes**

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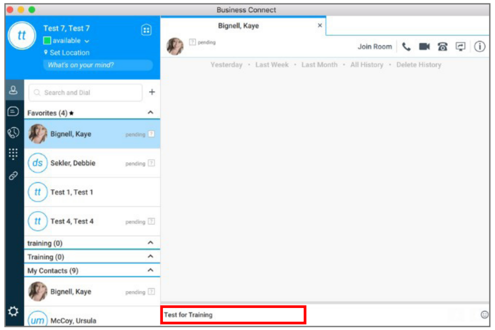
6. Instant messages (Chat)

Chat – One on one

You can have a one on one chat with another colleague or chat in a group. If you have chatted with a colleague previously they will appear in your chat window. To chat with a contact, either:

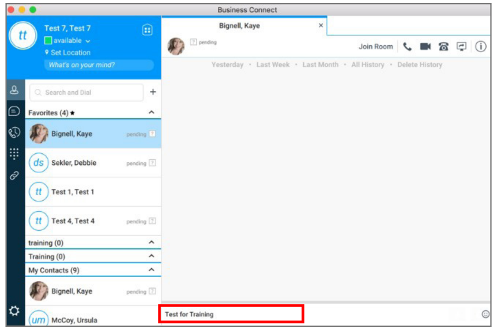
1. Select
2. **Search** for the contact you wish to chat with
3. **Right** click on the contact
4. Select **Chat**
5. The **Chat communication tab** will automatically open to the right of your screen
6. **Type** your message
7. Press **Enter** to send your message



Note: You can also **double click** on a contact to start a chat session.

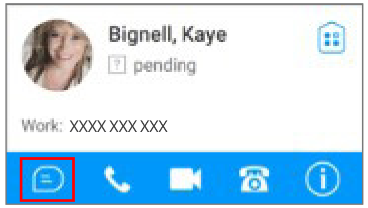
OR

1. Select
2. If a contact is in your Chat list, **double click** on the contact
3. **Type** your message
4. Press **Enter** to send your message.



OR

1. Select
2. Hover your mouse over the contact you wish to chat with
3. Select **Chat**



4. The **Chat communication** tab will automatically open to the right of your screen.
5. **Type** your message
6. Press **Enter** to send your message

End a Chat Session

1. Click on **Close** in the **Chat** communication tab to end the Chat session

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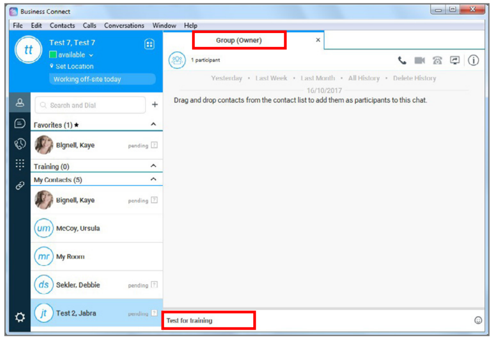
Group Chat

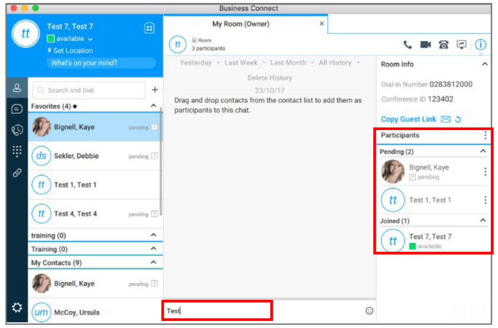
To start a Group Chat:

1. Select **Contacts**
2. **Search** for the contact you wish to chat with
3. **Right** click on the contact
4. Select **Chat**
5. The **Chat Communication tab** will automatically open to the right of your screen
6. **Click and drag** other contacts from **Contacts** or the **Directory** into the **Chat Communication tab**
7. **Type** your message
8. Press **Enter** to send your message to the group



OR

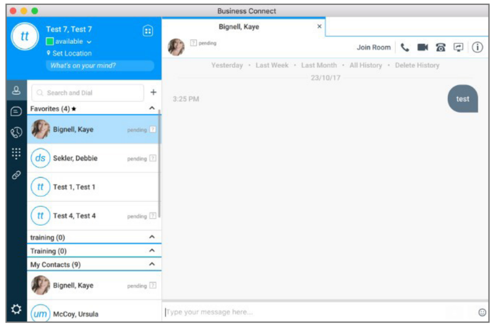
1. Click on **My Room**
2. **Click and Drag** the contacts that you want to chat with into the **Chat Communication tab**
3. **Type** your message
4. Press **Enter**



Chat History

To view your Chat history:

1. Select
2. Double click on a contact you have previously chatted with that appears in your list
3. You can now view a history of your chat sessions in the **Chat Communication tab**



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Filter Chat History

You can filter your chat history from the **Chat Communication tab** to either of the following; **Yesterday, Last Week, Last Month** or **All History.**

1. At the top of the Chat tab for a contact select the required filter

To Delete Chat History

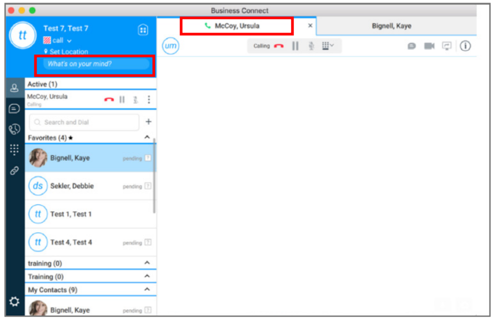
1. In the **Chat Communication tab** select **Delete History**
2. Select **Yes**

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 Communication tab** select **Call, Video** or **Call from Phone**

The Chat session will now escalate to a **Call** or **Video Call** and the **Call Control toolbar** will appear to allow you to manage the call.



Ending the Group Call

Click on **End Call** on the **Active Call Toolbar** or the **Call Communication tab** to end your participation in the call.

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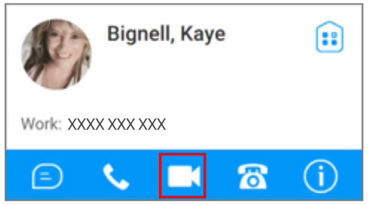
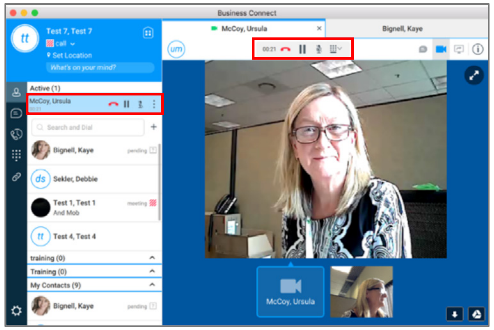
7. Making a video call

1. **Search** for the contact you wish to call
2. Hover over the contact with your mouse
3. Select **Video Call**

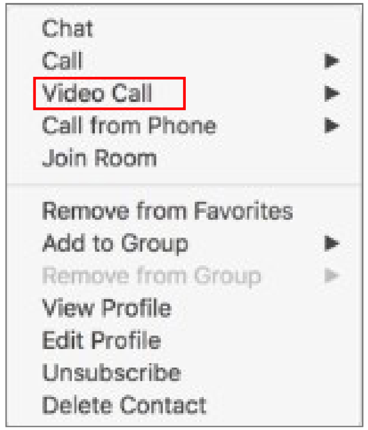


4. The **Call Communication tab** will open to the right of your window and the **Active Call toolbar** will allow you to manage your call



OR

1. **Right** Click on the contact and Select **Video Call**

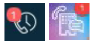


2. Select the number you wish to call.

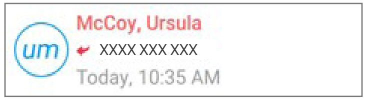
The **Call Communication tab** will open to the right of your window and the **Active Call toolbar** will allow you to manage your call.

8. Missed call

A missed call will appear in your **Call History** icon and also the **Telstra Business Connect** icon on the desktop.



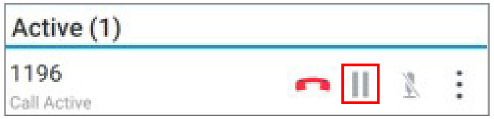
1. Click on  to view your **Call History**
2. **Double click** on the missed call to redial the number



9. Placing a call on hold

To place an active call on Hold:

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



To take the caller off **Hold** or **Resume** the call:

1. Click **Hold** from the **Active Call toolbar** or the
Call Communication tab toolbar

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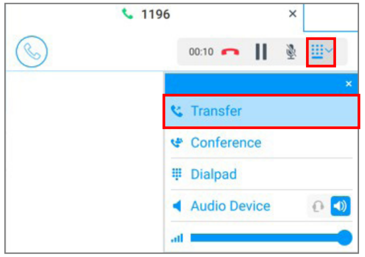
10. Transferring a call

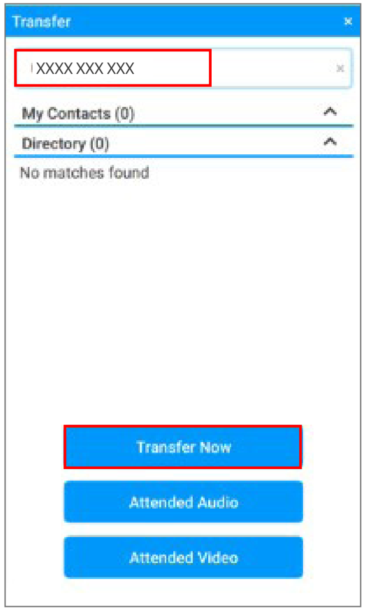
There are two ways to transfer an active call:

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 **More** from the **Active Call toolbar**
2. Select **Transfer**



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



4. Press **Transfer Now**
5. The contact that you are transferring the call too will receive a popup notification, they need to click on the **Audio** icon to answer the call

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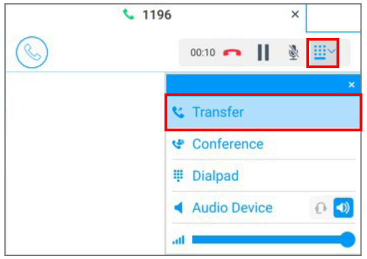
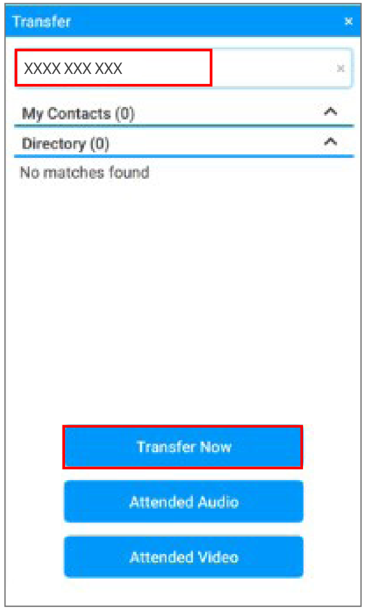
Consult Transfer allows you to announce the caller to the contact prior to transferring the call.

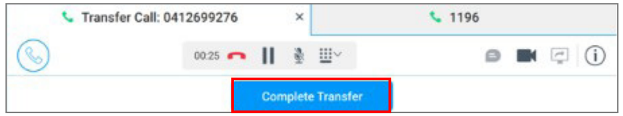
1. With the active caller on the line
2. Select **More** and **Transfer**



3. Enter the name or the number of the person you wish to transfer the call too and select **Attended Audio**



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



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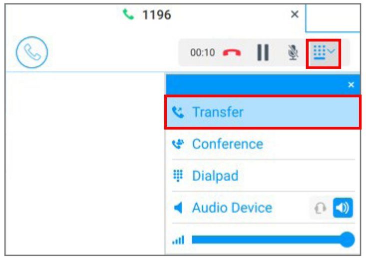
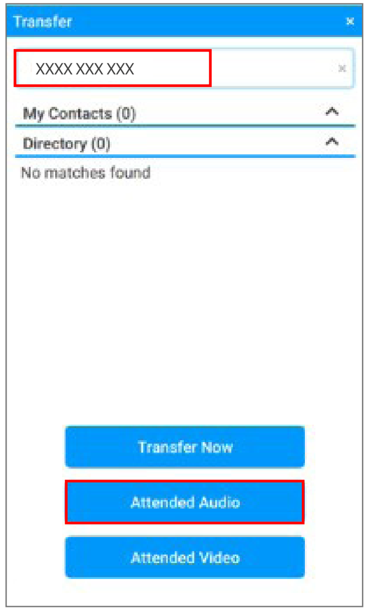
11. Transferring a call and activating video

Whilst transferring an audio call you can activate Video.

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



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



4. Your audio call will now be changed to a video call
5. Select **Complete Transfer** to transfer the call

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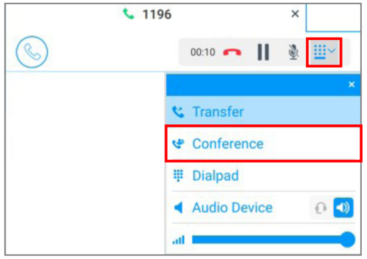
12. Conference calls

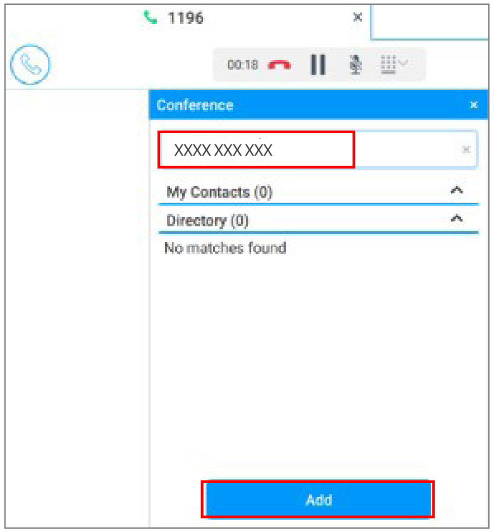
With Telstra Business Connect you can have multiple internal or external parties on a conference call.

To conference in a second party:

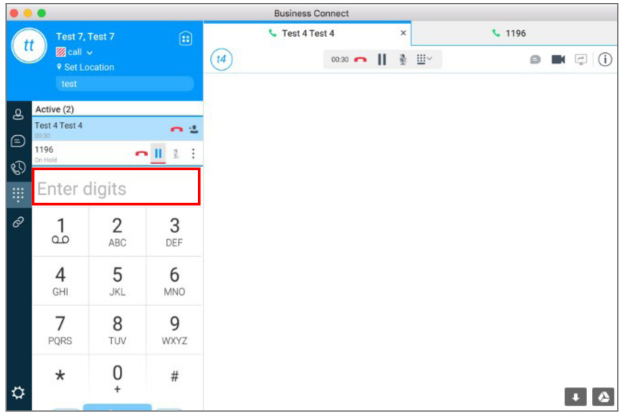
1. Whilst on an active call, from the **Active Call toolbar** select **More** and **Conference**



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



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



3. Click on **Add to Conference**

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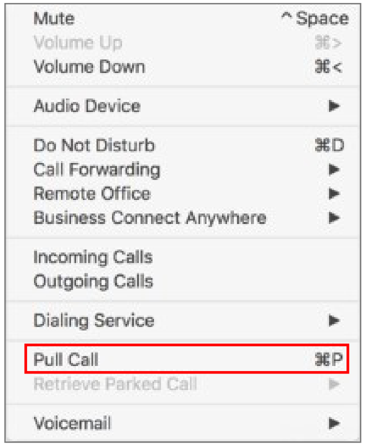
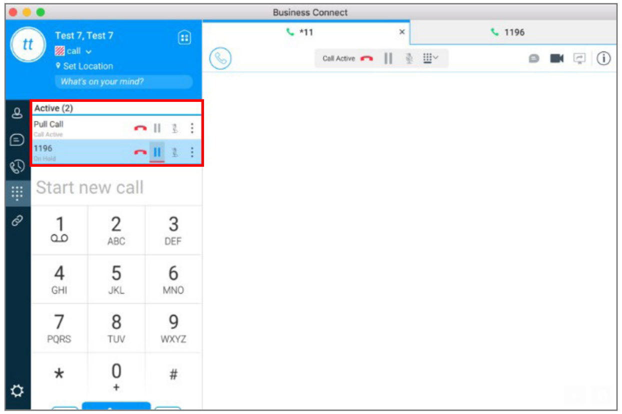
13. Pull a call

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

1. Select **Calls** (from the Menu Bar)
2. Select **Pull Call**





To Pull the call from your mobile to your desk phone

1. Dial ***11** on your desk phone

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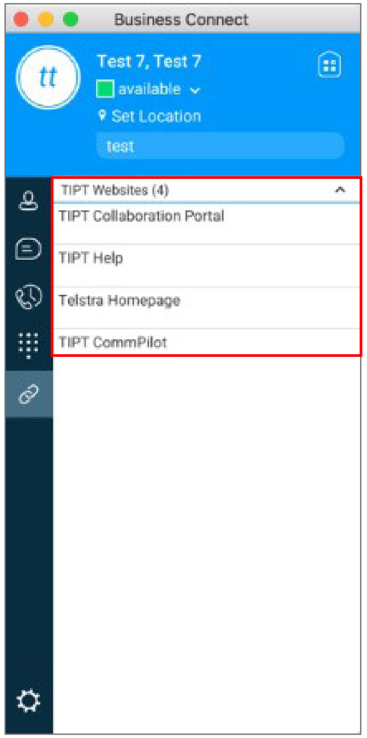
14. Websites

Click on the Websites link  to get quick access to:

- TIPT Collaboration Portal
- TIP Help
- Telstra Home Page
- TIPT CommPilot
-



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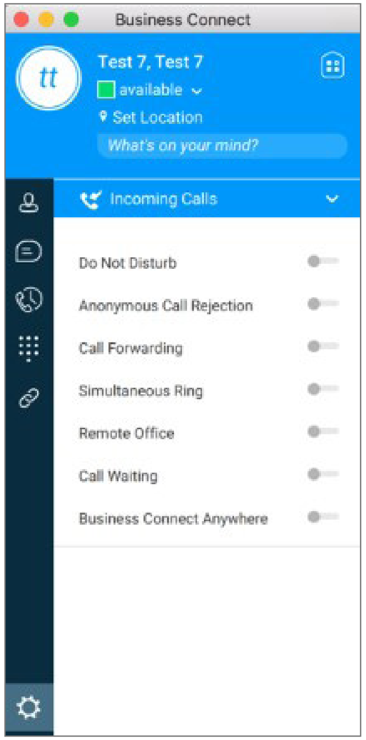
15. Preferences

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

1. Click on
2. Change from **General** settings to **Incoming Calls**



Do Not Disturb (DND)

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

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**

Do Not Disturb is now switched **ON** and is visable on the **Preferences** button

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

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Anonymous Call Rejection

Anonymous Call Rejection can be enabled or disabled.

To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

Call Forwarding

There are number of Call Forwarding options to choose from:

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

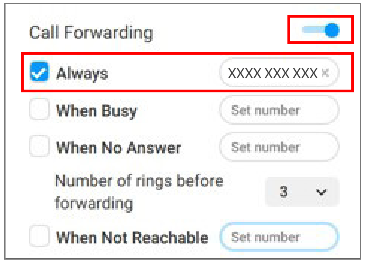
Always

When enabled every call to your desk phone 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. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Select **Always** and enter the number that you want all calls forwarded to

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Deselect **Call Forwarding**

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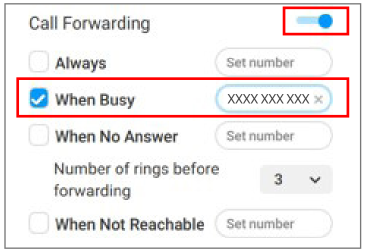
When Busy

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

To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Select **When Busy** and enter the number that you want calls forwarded to when you are on another call

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Deselect the **When Busy** check box and remove the number

When No Answer

Every call to your desk phone will be forwarded to the number configured when you do not answer a call after a stipulated number of rings.

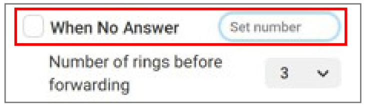
To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**

4. Select **When No Answer** and enter the number that you want calls forwarded to when your phone is not answered
5. Select the **Number of Rings before Forwarding**

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Deselect the **When No Answer** check box and remove the number



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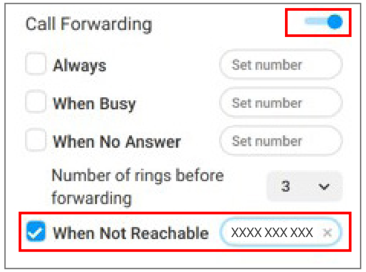
When Not Reachable

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

To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Select **When Not Reachable** and enter the number that you want calls forwarded to when your phone is not reachable.

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Deselect the **When Not Reachable** check box and remove the number

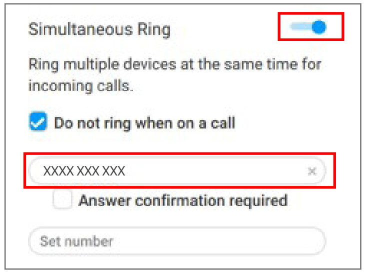
Simultaneous Ring

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 Personal is disabled calls will arrive on the Telstra Business Connect client.

To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Enter the number of the second device you want to ring simutaneously

   Note: 'Do not ring when on a call' is selected by default

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

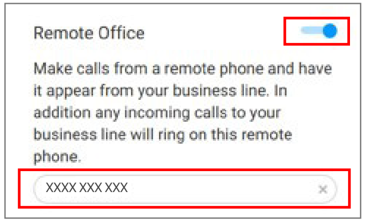
Remote Office

If Remote Office is enabled, calls to your desk 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. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Enter the number of the device that you want to ring for an incoming call

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

Call Waiting

Call Waiting is switched on by default which means, when a second call arrives Telstra Business Connect will immediately place the call on hold and the second call will be answered. The user is not given an option to “hold the first call and answer the second incoming call, or end the first call to answer the second incoming call”.

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

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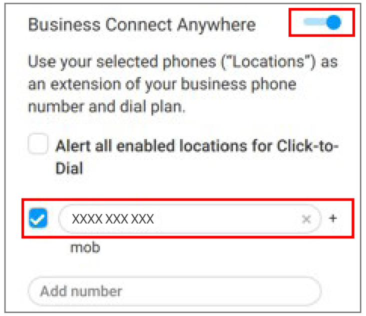
Business Connect Anywhere

If turned on and you have your mobile number listed as a location and "enabled", both your mobile and Telstra Business Connect client will ring at the same time.

To enable:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **ON**



4. Add the device number that you want to ring simultaneously and select the check box to the left of that number. Continue to 'Add Number' for any additional devices.

To Switch off:

1. Select **Preferences**
2. Select **Incoming Calls** (if not already selected)
3. Select the **ON/OFF** switch to switch **OFF**

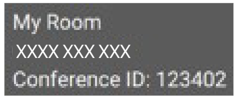
16. My Room

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

Starting a Group Call in My Room

1. Click on My Room

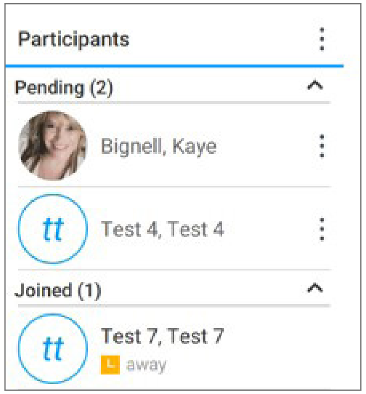
The My Room icon also has a tooltip indicating your conference bridge details of your My Room.



OR

1. Right click on My Room and select Join My Room.
2. Click and drag contacts from your Contact list into your My Room Communication tab

The contacts will appear in the Participants list



3. Click on in the My Room Communication tab

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

Starting a Group Call using Video

1. In the My Room Communication tab, click on

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

Joining a My Room Session – Internal Contact

There are numerous ways to join a My Room session. As the owner of the My Room session you can:

- Add internal participants by dragging and dropping them into the Information Pane of the My Room Communication tab.
- Participants can join by right clicking on the name of the Owner of the My Room session and selecting Join My Room
- Participants can join your room by accepting the room invitation

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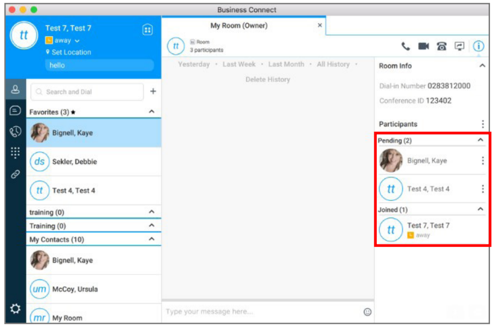
1. Select **Contacts**
2. **Click and drag** the contacts you wish to join the **My Room** session to the **Participants** list in the **My Room** Information pane

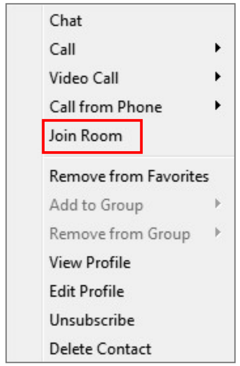


The participants will receive an invitation to join the **My Room** session. They need to click on the invitation to join.

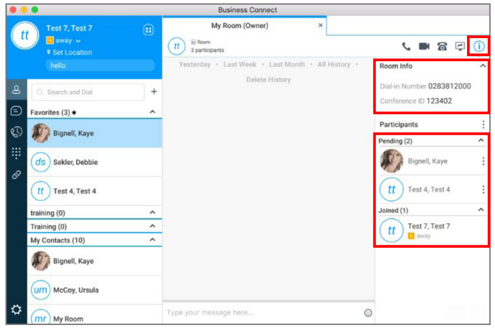
You can also click on Chat to start a chat session.

OR

As an attendee in **your** Contacts **Righ**t click on the name of the Owner of the **My Room** session and select **Join My Room**



As the owner of the **My Room** session in the **My Room** tab click on to **view** or **hide** the **My Room** Information pane. This will allow you to see a list of participants as they join the **My Room** session



The **My Room preferences** will now be visible showing the **Dial In Number** and **Conference ID**

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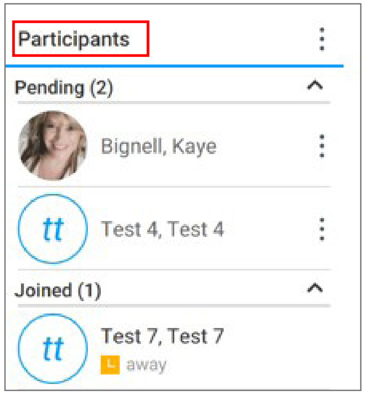
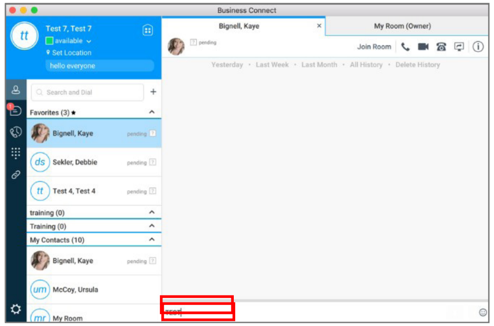
Note: The Participants area of the My Room Information Pane will update as attendees start to join the meeting.



Tip: You can click and drag the communication tab outside of the main window at any stage.

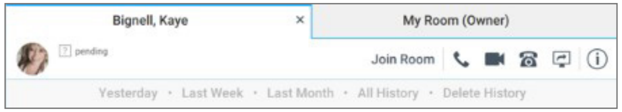
Private Chat

During the **My Room** session you can **right** click on any of the Participants and select **Private chat** to start a private chat.



Delete History from My Room

1. Scroll to the top of the **My Room** tab
2. Click **Delete History**



Closing My Room

1. Close **My Room** to end the **My room** session by clicking on **Close** in the **My Room** tab

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17. Desktop share

Desktop sharing is fast and efficient in Telstra Business Connect, it enables you to visually desktop share files with colleagues.

You can desktop share to a contact you are chatting to, or to a group of contacts in your My Room.

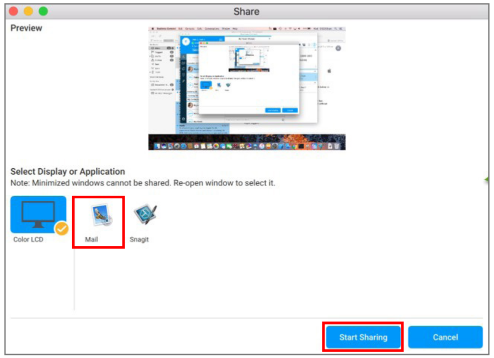
To share to a single contact

1. Click on the Chat icon in the menu bar
2. Double click on a contact you have previously chatted with
3. Click on

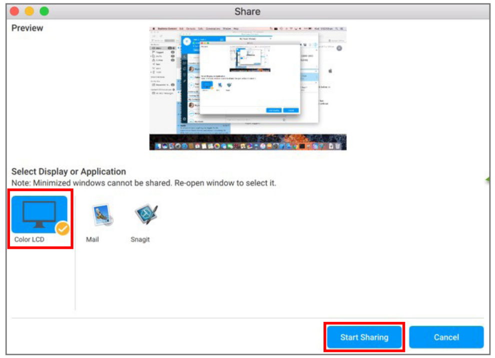
To desktop share with contacts in My Room

Whilst in **My Room** to share your desktop or a file:

1. During the **My Room** meeting click on from the **My Room tab toolbar** to share your desktop with the meeting room participants
2. Choose the document or file you wish to share and click **Start Sharing**



3. If you wish to share your entire desktop ensure is selected and click Start Sharing.

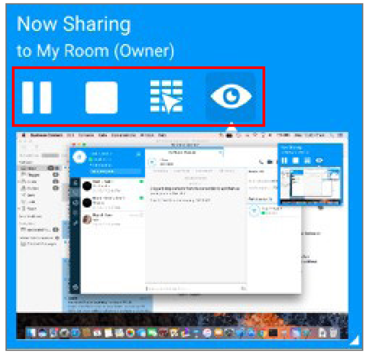


Whatever you are viewing on your desktop your meeting attendees will now be able to see.

4. Click **Stop Sharing** from the **Desktop Share toolbar** at any time to stop sharing your desktop

The Desktop Share Toolbar

Whilst sharing your desktop the **Desktop Share toolbar** will be visible.



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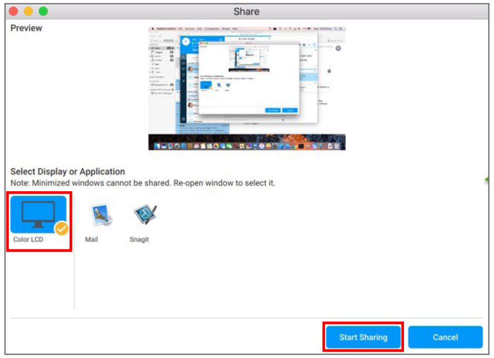
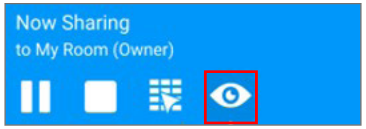
1. To Pause your desktop sharing session at any time Click **Pause** Sharing
2. To **Resume** the sharing session at any time click **Resume** Sharing
3. To **Stop** your desktop sharing session Click **Stop** Sharing
4. To Switch which apps to share click on **Switch which App to share** You will now be presented with the initial Sharing screen and you can choose which **Application** to share and Click on **Start Sharing**



5. To hide the Preview Click **Hide Preview**

This will remove the **Preview Pane** and display the **Sharing Toolbar**

6. Click again to show preview



Note: The Desktop Sharing toolbar will also appear for your meeting attendees but they are unable to use the toolbar.

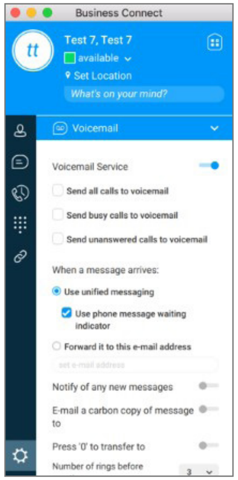
Closing My Room

Close **My Room** to end the **My Room** session by clicking on **Close** in the **My Room** tab

18. Voicemail

Voicemail options are available to you within the Options menu. To view:

1. Click
2. Select **Voicemail**



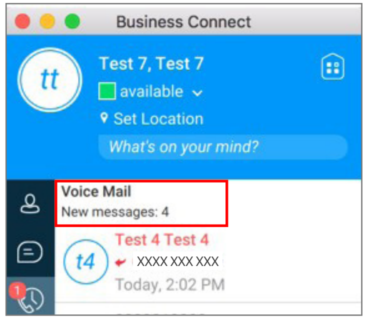
3. Review the options and switch **ON** the options you wish to use

Retrieving Voicemail Messages

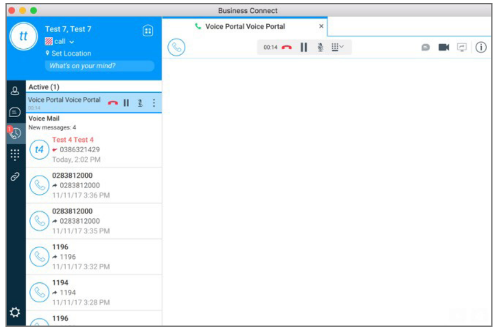
You will receive a notification indicator on your **Call History** main icon when you have received a voicemail message

To listen to your voicemail messages

1. Click on the **Call History** icon
2. Click on the **Voicemail New Messages xx**



3. Follow the prompts to retrieve your messages



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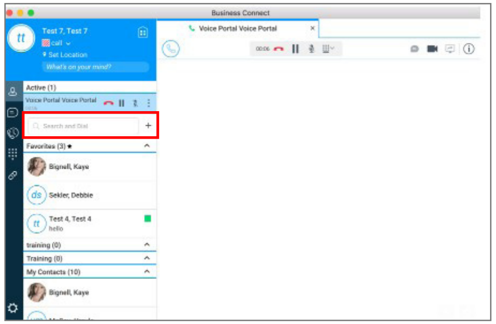
To Access the Voice portal for the first time to set up greetings, and other options

1. In the Search and Dial field, type the feature access code ***62 and press Enter** (this is the Code to automatically dial your voice portal number)



You will hear a prompt: "Welcome to your CommPilot voice portal. Please enter your passcode then press the # key. If you are not calling from your own phone, please press the * key."

Enter your voicemail passcode

For your first time login you need to change your passcode and record your name

Follow the voice prompts to make the changes. You will then be provided with the following menu to access different options in your Voice Portal.

Press

1 to access your Voice Mail Box (this is the main option for listening to, deleting messages and changing your greetings)

2 to change your CommPilot Express Profile (this option is not required in VG UC)

3 to go to the Greetings menu (this option is purely to change your recorded name)

4 to change your Call Forwarding options

5 to record a new announcement

6 to make a call (through the Voice Portal)

8 to change your passcode

9 to Exit the Voice Portal

Repeat this menu

Message and greeting options

Once you have pressed 1 to access your voicemail box, then press

1 to listen to your messages

2 to change your mailbox Busy greeting

3 to change your mailbox No Answer greeting

4 to change your Extended away greeting

5 to Compose and send a new message

7 to Delete all messages

8 to Modify the message default settings from your Mailbox

* go to the CommPilot voice Portal

to Repeat this menu

Message prompts while listening to messages

While you are listening to a message you have the following options available,

Press

to Save the message

2 to repeat the message

4 to return to the previous message

5 to play message envelope

6 to go to the next message

7 to Erase the message

8 to call back the caller

9 additional options

* go to the previous menu

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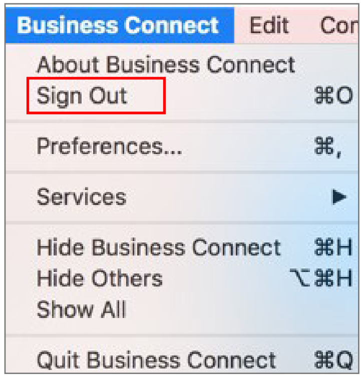
19. Signing out

1. Select **Business Connect** (from the Menu bar) and **Sign Out**



20. 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]