



# Telstra Business Internet Call Conductor

User Guide for PC & Mac



# Introduction

Telstra Business Internet is a total internet and communication solution that's transforming businesses through smarter call management.

Your Telstra Business Internet phone numbers are structured to give you ultimate flexibility in how you manage your incoming calls. With a range of smart calling features at your fingertips, you have total control over where and when your phones ring. This gives you the power to differentiate your business with a more professional image, better customer service, and faster response times.

Using **Call Conductor**, you can perform the following tasks on your PC or MAC:

- Define your 'business hours' and after-hours/holiday times
- Customise how calls are answered during your defined business hours
- Customise how calls are answered outside of your business hours and holiday hours
- Forward calls from your main business number
- Change the primary device associated with a particular phone number
- Change phone numbers between users within the same site
- Search for phone numbers in your Enterprise Directory
- Assign other Call Conductor Administrators

Changes you make in Call Conductor become effective immediately after you save them.



# About your Main Business Number

The 'Main Business Number' (MBN) is typically the number your business will advertise. When connected to Telstra Business Internet, this number is converted into a **virtual number**, with a secondary number being created and linked directly to it. This secondary number is known as the 'Direct Business Line' (DBL), and is necessary to facilitate certain calling features available on Telstra Business Internet – such as Virtual Receptionist.

The default Telstra Business Internet configuration is set-up to ensure that the MBN is **the number** your customers see when an outbound call is made, however, you can change this to suit your business needs. Using **Call Conductor**, you can forward calls from your MBN to:

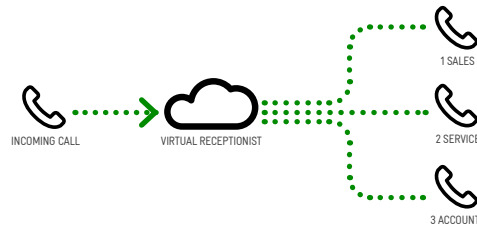
- Any phone number associated to your Telstra Business Internet service (e.g. Office Plans)
- Any voicemails provided with your Telstra Business Internet service
- Virtual Receptionist
- Hunt Group



# Smarter Call Management

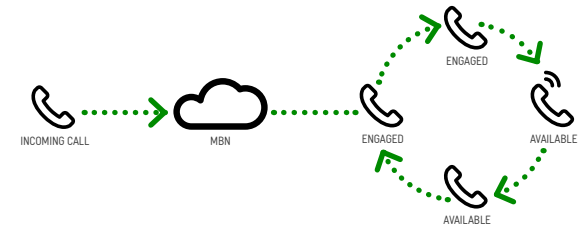
## Virtual Receptionist (optional extra)

Allows you to create a customised greeting that answers all your incoming calls, then gives a menu of options to direct each call to different departments or people.



## Hunt Group (optional extra)

Allows you to direct incoming calls to a group of phones. It detects which phones are engaged, and sends calls straight to the next available line.



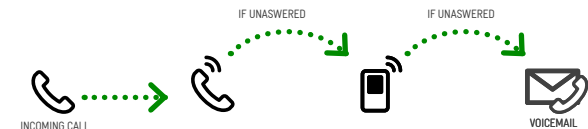
## Simultaneous Ring

Allows you to set all your phones to ring at the same time.



## Sequential Ring

Allows you to direct incoming calls to numerous phones in sequence, until the call is picked up.



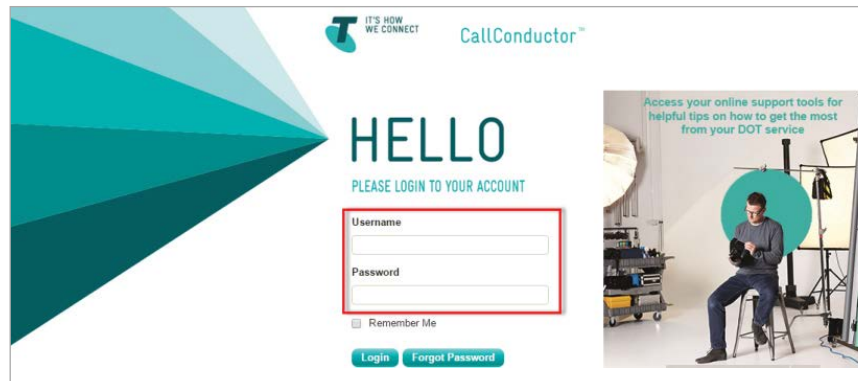


# Log In Screen

## 1.0 Logging into Call Conductor

Call Conductor requires a username and password to log in. As the Administrator, you would have received these credentials in an email (Telstra Business Internet Configuration Summary).

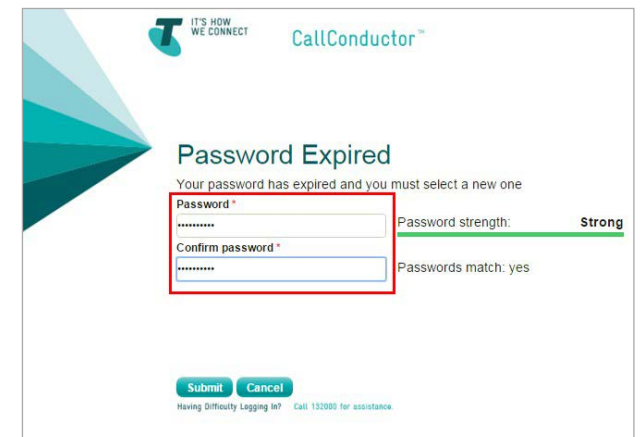
1. Enter your Username and Password
2. If you cannot remember these credentials, you can call 13 2000 (and say 'Business Internet' when prompted) to retrieve this information.



The login screen features the Telstra logo and 'CallConductor™' branding. It says 'HELLO' and 'PLEASE LOGIN TO YOUR ACCOUNT'. There are input fields for 'Username' and 'Password', a 'Remember Me' checkbox, and 'Login' and 'Forgot Password' buttons. A red box highlights the Username and Password fields. On the right, there is a photo of a person sitting on a stool with text: 'Access your online support tools for helpful tips on how to get the most from your DOT service'.

## 1.1 Web Portal Admin User Password Change

After the first successful login, the Group Admin User is prompted to change the password to help provide greater security (doing away with the need to receive it in another email).



The password change screen says 'Password Expired' and 'Your password has expired and you must select a new one'. It has input fields for 'Password \*' and 'Confirm password \*', both with asterisks indicating they are required. A red box highlights these two fields. To the right, it shows 'Password strength: Strong' with a green bar and 'Passwords match: yes'. At the bottom are 'Submit' and 'Cancel' buttons, and a small link: 'Having Difficulty Logging In? Call 132000 for assistance'.



# Business Sites

## 2.0 About the Business Sites screen

Once you've logged in, you will have access to your control panel – set as default, you will be directed to the 'Business Sites' tab where you can view your Telstra Business Internet sites at a glance, and make changes to these sites as required.

An example of what your control panel should look like:

The screenshot shows the 'BUSINESS SITES' tab in a control panel. It features a search bar at the top with 'Type to Search' and 'Sort by Name' buttons. Below the search bar, there are three site cards. Each card has a title, a 'Configure' button, and a description. The 'Rebel Alliance' card has a red box around its 'Site' button.

Site Name	Main Business Number	Configuration
Endorepl	This site is not yet ready to use a Main Business Number. Please call 132000 to have your site set up.	Users, Devices
Galactic Empire	Main Business Number: (03) 7779 7120 Maximum number of concurrent calls: 3 During business hours, incoming calls are being answered by <b>Galactic 125 Empire (03) 7779 7126</b> After business hours, incoming calls are being sent to <b>your Virtual Receptionist</b>	Site, Users, Devices
Rebel Alliance	Main Business Number: (03) 7779 7110 Maximum number of concurrent calls: 3 During business hours, incoming calls are being answered by <b>your Virtual Receptionist</b> After business hours, incoming calls are being sent to <b>your Hunt Group</b>	Site, Users, Devices

## 2.1 Enterprise and Group Admin User Email Required After Log in

When editing business site details, it is now mandatory for the Enterprise and Group Admin User email address to be input into site details after log in.

The screenshot shows the 'Edit Site Details' dialog box for the 'Rebel Alliance' site. It contains fields for Site Name, Site Email, Site Address, and Site ID. The 'Site Email' field is highlighted with a red box.

Field	Value
Site Name	Rebel Alliance
Site Email	sssdtd@gmail.com
Site Address	35 Collins St Melbourne Victoria (VIC) 3000
Site ID	CCTestGrp1



1. Select the site you wish to make the change to, or set-up by clicking on **'Site'**
2. Click the **'Business Hours'** tab

3. Click 'Edit Business Hours'

4. Click the drop-down box next to '**Start time**' and '**End time**' to select your Business Hours
5. Using the check boxes next to each day of the week, select your days of operation
6. Click '**Save**'

### Edit Business Hours

Time Slots	
Timeslot Details	<a href="#">Remove</a>

#### New Time Slots

Start time

End time

☐ Mon 
 ☐ Tue 
 ☐ Wed 
 ☐ Thu 
 ☐ Fri 
 ☐ Sat 
 ☐ Sun

#### Business Hours

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								
Sun																								

Save



This example is what your Business Hours schedule should look like once you've set it:

**Edit Business Hours**

**Time Slots**

**Timeslot Details** Remove

From 09:00 to 17:00 on Mon, Tue, Wed, Thu, Fri

**New Time Slots**

Start time

End time

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

**Business Hours**

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon										09:00 - 17:00														
Tue										09:00 - 17:00														
Wed										09:00 - 17:00														
Thu										09:00 - 17:00														
Fri										09:00 - 17:00														
Sat																								
Sun																								

### 2.3 How to set up your After Hours & Holidays Schedule

From the 'Business Sites' tab:

1. Select the site you wish to make the change to, or set-up by clicking on 'Site'
2. Click the 'After Hours & Holidays' tab
3. Click 'Define your Holidays here'

**Business Hours** **After Hours & Holidays**

**Galactic Empire**  
on (03) 7779 7120  
After Hours and on Holidays (Define your Holidays here)

**VIRTUAL RECEPTIONIST**  
☒ Answer with your Virtual Receptionist  
View/Edit

**DISTRIBUTE CALLS**  
☐ Send calls to your Hunt Group  
View/Edit

**FORWARD / DIVERT**  
☐ Forward or divert calls to a phone number  
Galactic 125 Empir

**VOICEMAIL**  
☐ Send calls directly to Voicemail  
Galactic 125 Empir

To define a holiday (or set your out of business hours profile)

1. First you must give it a name. You can do this in the space provided next to 'Holiday Name'
2. Select the start and end date using the calendar provided – this will pop up when you click in the space next to 'Start of holiday' and 'End of Holiday'
3. Click on 'Save'.

**(Define your Holidays here)**

**Define your Holidays here...**

**Current Holidays**

Name	Holiday Details	Remove
------	-----------------	--------

**New Holidays**

**Holiday Name**

**Start of holiday**   
E.g., 08/10/2015

**End of holiday**   
E.g., 08/10/2015

☐ Repeats every year

**Save**



This example is what your holiday hours should look like.  
To create another holiday schedule, repeat the previous step.

**(Define your Holidays here)**

Define your Holidays here...

**Current Holidays**

Name	Holiday Details	Remove
Australia Day	On 26th Jan (Annually)	<input type="checkbox"/>

**New Holidays**

Holiday Name

Start of holiday

End of holiday

☐ Repeats every year

**Save**

## 2.4 How to forward or divert calls to an alternative phone number

From the 'Business Sites' tab:

1. Select the site you wish to make the change to or set up by clicking on 'Site'
2. Click the 'Business Hours' tab
3. Select the 'Forward/Divert' option by clicking on the radio button

**Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)**

**Business Hours** | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST** ☐ Answer with your Virtual Receptionist [View/Edit](#)

**DISTRIBUTE CALLS** ☐ Send calls to your Hunt Group [View/Edit](#)

**FORWARD / DIVERT** ☒ Forward or divert calls to a phone number  
Galactic 125 Empir [Activate](#)

**VOICEMAIL** ☐ Send calls directly to Voicemail  
Galactic 125 Empir

4. A list of phone numbers for calls to be forwarded to or diverted to will appear in the drop down box, select one of these phone numbers and click 'Activate'

**Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)**

**Business Hours** | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST** ☐ Answer with your Virtual Receptionist [View/Edit](#)

**DISTRIBUTE CALLS** ☐ Send calls to your Hunt Group [View/Edit](#)

**FORWARD / DIVERT** ☒ Forward or divert calls to a phone number  
Galactic 125 Empir [Activate](#)

**VOICEMAIL** ☐ Send calls directly to Voicemail  
Galactic 125 Empir

**Note:** You can also forward/divert calls outside of business hours, to do this, click on the 'After Hours & Holidays' tab and follow the directions above.



## 2.5 How to send calls to voicemail

From the 'Business Sites' tab:

1. Select the site you wish to make the change to or set up by clicking on 'Site'
2. Click the 'Business Hours' tab
3. Select the 'Voicemail' option by clicking on the radio button

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VOICEMAIL**

☒ Send calls directly to Voicemail

Galactic 128 Empir

Activate

4. A list of phone numbers for calls to be forwarded to or diverted to will appear in the drop down box, select one of these phone numbers and click 'Activate'.

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VOICEMAIL**

☒ Send calls directly to Voicemail

Galactic 128 Empir

Galactic 125 Empir

Galactic 125 Empir's Voicemail

Galactic 127 Empir's Voicemail

Galactic 128 Empir's Voicemail

0377797121 Fax/Eftpos's Voicemail

Activate

**Note:** You can also send calls to Voicemail outside of business hours, to do this, click on the 'After Hours & Holidays' tab and follow the directions above.

## 2.6 How to distribute calls via Hunt Group

From the 'Business Sites' tab:

1. Select the site you wish to make the change to/set up by clicking on 'Site'
2. Click on the 'Business Hours' tab
3. Select the 'Distribute Calls' option by checking the box
4. Click on 'View/Edit' to start customising your Hunt Group

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**DISTRIBUTE CALLS**


☒ Send calls to your Hunt Group

Activate

5. Under the 'Details' tab, you will be required to provide a first and last name (in the example below, the first name is 'Hunt Group' and the last name is 'Galactic Empire')
6. Select either 'Simultaneous' or 'Sequential' ring from the drop down list and choose between 1 and 20 rings as the number of rings before the call is transferred to the 'Next User'



**Setup your Hunt Group**

 Send your calls to a group of people...

Your Hunt Group's direct phone number is (03) 7779 9299.

**Details**

Calling Line Display First Name	<input type="text" value="Hunt Group"/>
Calling Line Display Last Name	<input type="text" value="Galactic Empire"/>
Distribution Type	<input type="text" value="Simultaneous"/>
Rings before Transfer to Next User	<input type="text" value="1"/>
Allow call waiting on HG calls	<input checked="" type="checkbox"/>

**Send calls to these lines**

**...otherwise**

**Save**

You will be need to select which phone numbers you want included in your Hunt Group, and in which order. To do this:

- Click on 'Send calls to these lines' to expand the section
- Select the order of the calls you want to Hunt – do this by clicking on the four-way arrows on the left-hand side and drag the user up or down
- Once you have selected the order, use the check boxes on the right to include those numbers in your Hunt Group.

**Send calls to these lines**

Member Name	Phone Number	Include
 Galactic 127 Empire	0377797127	<input checked="" type="checkbox"/>
 Luke T48 Skywalker	0377797115	<input checked="" type="checkbox"/>
 Obi-wan T42 Kenobob	0377797116	<input checked="" type="checkbox"/>
 Han Solo	0377797117	<input type="checkbox"/>
 Ludmila v.3.0.0	0377797118	<input type="checkbox"/>
 0377797111 Fax/Eftpos	FE0377797111	<input type="checkbox"/>
 Galactic 125 Empire	0377797126	<input type="checkbox"/>
 Main Business Main Business	FE0377797121	<input type="checkbox"/>
 Galactic 128 Empire	0377797128	<input type="checkbox"/>
 0377797121 Fax/Eftpos	0377797125	<input type="checkbox"/>
 0377797135 Endor	0377797135	<input type="checkbox"/>

- Click on '...otherwise' and check the box next to 'Forward calls to this number...after time (seconds)
- Once checked, type the number of seconds in the space provided
- Select the phone number you want calls to forward to from the dropdown box
- You may wish to forward the calls directly to Voicemail, to do this, you can check the box next to 'but send calls directly to Voicemail'

**...otherwise**

**If no one answers...**

☒ Forward calls to this number...  
...after time (seconds)

☐ but send calls directly to Voicemail

**If everyone is busy...**

☐ Forward calls

- Click on 'if everyone is busy...' and check the box next to 'Forward calls to this number...' once checked
- Select the phone number from the drop down box

**If everyone is busy...**

☒ Forward calls to this number...

- Once you have selected a phone number for calls to be forwarded to, a second option will appear directly below, you can choose to send calls directly to Voicemail if everyone is busy by checking the 'but send calls directly to Voicemail'.

**If everyone is busy...**

☒ Forward calls to this number...

☐ but send calls directly to Voicemail



17. Once you made your selections, click on 'Save'

18. Once you have saved the changes you've made, you will be directed back to the below screen – once you click on 'Activate', your changes will be effective immediately.

**Note:** You can also send calls to Hunt Group outside of business hours, to do this, click on the 'After Hours & Holidays' tab follow the directions above.

## 2.7 Setting up Virtual Receptionist

**Note:** You need to call 13 2000 (and say 'Business Internet', and then 'Technical Support') to have someone guide you through recording your message.

An example of a recorded message:

*"Thank you for calling Acme, if you would like to speak to someone in our Sales team please press 1. If you would like to speak to someone in Accounts please press 2. For an Operator, please press 0. To hear these options again please press 9."*


1. Once your message is recorded, click on the 'Business Sites' tab
2. Select the site you wish to make the change to/set up by clicking on 'Site'
3. Click on the 'Business Hours' tab, and select the 'Virtual Receptionist option by checking the box
4. Click on 'View/Edit' to start customising

You will be presented with a series of options from a drop down list next to each number between 0 and 9

5. Select the appropriate option that suits your needs and select 'No Action' against the numbers that are to remain unused
6. Click on 'Save' to take you back to the previous screen



**Setup your Virtual Receptionist to answer and divert your calls**

 Remember to record your Reception greeting by calling 132000 after setting up your menus...

Your Virtual Receptionist's direct phone number is (03) 7779 9298.


**Menu Options**

Press 0	No Action
Press 1	No Action
Press 2	Transfer With Prompt
Press 3	Transfer Without Prompt
Press 4	Transfer To Operator
Press 5	Name Dialing
Press 6	Extension Dialing
Press 7	Repeat Menu
Press 8	Exit
Press 9	No Action

**Save**

In this example, the caller will be presented with three options when they call the Main Business Number: If they press '1' they will be transferred to '**Galactic 125 Empire**' after listening to a short message; if they press '2', they will be transferred directly to '**Galactic 127 Empire**' without any messages; and if they press '3' the call will end.

**Setup your Virtual Receptionist to answer and divert your calls**

 Remember to record your Reception greeting by calling 132000 after setting up your menus...

Your Virtual Receptionist's direct phone number is (03) 7779 9298.

**Menu Options**

Press 0	No Action	
Press 1	Transfer With Prompt	Galactic 125 Empire
Press 2	Transfer Without Prompt	Galactic 127 Empire
Press 3	Exit	
Press 4	No Action	
Press 5	No Action	
Press 6	No Action	
Press 7	No Action	
Press 8	No Action	
Press 9	No Action	

**Save**

- Once you have saved the changes you've made, you will be directed back to the below screen – once you click on '**Activate**', your changes will be effective immediately

**Note:** You can also send calls to Virtual Receptionist outside of business hours, to do this, click on the '**After Hours & Holidays**' tab follow the directions above.



# User Management

## 3.0 About the User Management screen

From the 'User Management' screen you can view all of your connected Telstra Business Internet services, and by clicking on those services, you will be able to customise them according to your needs.

This example indicates that this customer has nine Telstra Business Internet lines across three sites:

BUSINESS SITES USER MANAGEMENT DEVICE MANAGEMENT ENTERPRISE DIRECTORY ADMINISTRATIVE SETTINGS					
Search: <span>Select Site</span> <span>Search Site For</span> <span>Type to Search</span>					
First Name	Last Name	Number	Email	Device	Business Site
0377797135	Endor	(03) 7779 7135	guhkhuhkh@.com		Endorepl
Galactic 125	Empire	(03) 7779 7126	galia.empi@team.com		Galactic Empire
Galactic 127	Empire	(03) 7779 7127			Galactic Empire
Galactic 128	Empire	(03) 7779 7128			Galactic Empire
0377797121	FavEtpos	(03) 7779 7125			Galactic Empire
Luke T48	Shywalker	(03) 7779 7115	luke.shywalker@rebels.py.org		Rebel Alliance
Obi-wan T42	Kenobob	(03) 7779 7116	kkk@gmail.com		Rebel Alliance
Han	Solo	(03) 7779 7117			Rebel Alliance
Ludmila	v.3.0.0	(03) 7779 7118	Ludmila.Garun@team.telstra.com		Rebel Alliance

This example shows an expanded view of a Telstra Business Internet service:

BUSINESS SITES USER MANAGEMENT DEVICE MANAGEMENT ENTERPRISE DIRECTORY ADMINISTRATIVE SETTINGS

Site Name: Endorepl  
Phone Settings: 0377797135 Endor(03) 7779 7135

Personal and Phone Details

Name0377797135 EndorPhone number(03) 7779 7135

Username0377797135@digitalbusinessExtension-

Mobile0432 432 834Phone ModelCisco SRP 527W DMS

Emailguhkhuhkh@.comDevice IDCCTestGrp3

Edit Personal Details

Change Password

Remote Office

Where are you working from?

☒ I'm working away from the office using this number: **My Mobile - 0432 432 834**  
Receive and make work calls from this number as if it were your office phone. Note: to make calls you need to use the Business Communicator (calls will be billed to work and display the office number).

Incoming Calls

☐ Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to **My Voicemail**

When I don't answer, send my calls to **My Voicemail** after 3 rings.

When my phone line can't be reached (e.g. the service is down), send my calls to **0425 748 522**

☐ Simultaneous Ring

☐ When my work phone rings, also ring: (select a number)

☐ (But don't ring if I'm already on a call)

☒ Call Waiting

☒ Let me know when another call is coming in (via my display or a 'bip-bop' sound)

Note: turning on call waiting will disable call forwarding when your line is busy.

☐ Call Transfer Recall

☐ When I transfer a call, return it to me if it's not answered after 4 rings

Outgoing Calls

☐ Hide my Number

☐ Don't display my phone number when I make external calls

Other Devices My Number Appears On

0377797135 Endor YealinkT42

0377797135 Endor YealinkT42

0377797135 Endor YealinkT42

0377797135 Endor Cisco SPA 525G

0377797135 Endor YealinkT42

0377797135 Endor Panasonic TGP500 DMS

Cisco SPA 504G



## 3.1 How to edit personal details

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Click on the 'Edit Personal Details'

**Personal and Phone Details**

Name	0377797135 Endor	Phone number	(03) 7779 7135
Username	0377797135@digitalbusiness	Extension	-
Mobile	0432 432 834	Phone Model	Cisco SRP 527W DMS
Email	guhkhukhh@.com	Device ID	rCCTestGrp3

**Edit Personal Details** Change Password

Editable fields include the First and Last Name, Mobile number and Email address.

3. Once the changes have been made, click on 'Save Personal Detail'
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Personal and Phone Details**

Name	<input type="text" value="0377797135 Endor"/>	Phone number	(03) 7779 7135
Username	<input type="text" value="0377797135@digitalbusiness"/>	Extension	-
Mobile	<input type="text" value="0432 432 834"/>	Phone Model	Cisco SRP 527W DMS
Email	<input type="text" value="guhkhukhh@.com"/>	Device ID	rCCTestGrp3

**Save Personal Detail** Cancel

## 3.2 How to change a user's password

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Click on the 'Change Password'

**Personal and Phone Details**

Name	0377797135 Endor	Phone number	(03) 7779 7135
Username	0377797135@digitalbusiness	Extension	-
Mobile	0432 432 834	Phone Model	Cisco SRP 527W DMS
Email	guhkhukhh@.com	Device ID	rCCTestGrp3

Edit Personal Details **Change Password**

3. Type in the new password, and click on 'Save'
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Change Password**

Passwords must be between 7 and 60 characters long. They must include at least 1 number, 1 uppercase character, 1 lowercase character, 1 non-alphanumeric character and cannot contain the login ID

New Password

Confirm password

Note: clicking "Save" will cause the change to take effect immediately.

**Save** Cancel

## 3.3 How to switch Remote Office on and off

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Check or uncheck the box to turn Remote Office on or off
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Remote Office**

☒ I'm working away from the office using this number: **My Mobile - 0432 432 834**

Where are you working from? Receive and make work calls from this number as if it were your office phone. Note: to make calls you need to use the Business Communicator (calls will be billed to work and display the office number).



### 3.4 Forward and divert calls and send calls to Voicemail for an individual user

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular users first or last name
2. Navigate to the 'Incoming calls' section
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

**Simultaneous Ring**

☐ When my work phone rings, also ring (select a number)

☐ (But don't ring if I'm already on a call)

**Call Waiting**

☒ Let me know when another call is coming in (via my display or a 'bip-bop' sound)

Note: turning on call waiting will disable call forwarding when your line is busy.

**Call Transfer Recall**

☐ When I transfer a call, return it to me if it's not answered after 4 rings

By checking the box next to 'Send ALL my calls to' and clicking on '(select a number)' you will be able to forward all calls to a pre-determined number (such as a Voicemail or mobile number). Alternatively, you can set incoming calls to divert to a Voicemail if the line is busy or unanswered.

4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

**Simultaneous Ring**

☐ When my work phone rings, also ring (select a number)

☐ (But don't ring if I'm already on a call)

**Call Waiting**

☒ Let me know when another call is coming in (via my display or a 'bip-bop' sound)

Note: turning on call waiting will disable call forwarding when your line is busy.

**Call Transfer Recall**

☐ When I transfer a call, return it to me if it's not answered after 4 rings

### 3.5 How to set up simultaneous ring

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular users first or last name
2. Navigate to the 'Incoming calls' section and check the box 'When my work phone....'
3. Once the box has been checked, click on '(select a number)' to add other phone numbers to ring simultaneous
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

**Simultaneous Ring**

☐ When my work phone rings, also ring (select a number)

☐ (But don't ring if I'm already on a call)

**Call Waiting**

☒ Let me know when another call is coming in (via my display or a 'bip-bop' sound)

Note: turning on call waiting will disable call forwarding when your line is busy.

**Call Transfer Recall**

☐ When I transfer a call, return it to me if it's not answered after 4 rings



## 3.6 How to set up Call Waiting

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Then navigate to the 'Incoming calls' section and check the box 'Let me know when another call is coming in....'
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Note:** Turning on call waiting will disable call forwarding when your line is busy.

## 3.8 How to Hide a number

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Outgoing Calls' section and check the box 'Don't display my phone number....'
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

## 3.7 How to set up Call Transfer Recall

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Incoming calls' section and check the box 'When I transfer a call....'
3. Select the number of unanswered rings you'd like made before the call is returned to you
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'



## 3.9 How to view other devices a service appears on

From the 'User Management' tab:

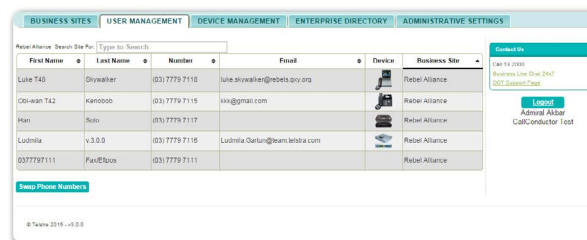
1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Other Devices My Number Appears On'
3. To navigate to an alternate device simple click on the picture of the device
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'



## 3.10 How to Swap Phone Numbers among users

From the 'User Management' tab:

1. Scroll to the bottom of the page and click on the 'Swap Phone Numbers' button



2. After clicking this button, you will be presented with a pop up box that enables you to select the site where you wish to swap phone numbers between users
3. You can then select the 2 users whose phone numbers you wish to swap

**Swap Phone Numbers**

Swap two phone numbers. This will exchange phone numbers between two users.

**Site** Rebel Alliance

Select the first user to swap

First Name	Last Name	Number	Select
Luke T48	Skywalker	(03) 7779 7118	<input type="radio"/>
Obi-wan T42	Kenobob	(03) 7779 7115	<input type="radio"/>
Han	Solo	(03) 7779 7117	<input type="radio"/>
Ludmila	v.3.0.0	(03) 7779 7116	<input type="radio"/>

Cancel

You can then select the first user whose phone number you wish to swap, along with the second user

4. After making your selections, click on the **Save** button to retain your changes

**Swap Phone Numbers**

Swap two phone numbers. This will exchange phone numbers between two users.

**Site** Rebel Alliance

Select the first user to swap

First Name	Last Name	Number	Select
Luke T48	Skywalker	(03) 7779 7118	<input checked="" type="radio"/>

Select the second user to swap

First Name	Last Name	Number	Select
Obi-wan T42	Kenobob	(03) 7779 7115	<input checked="" type="radio"/>

Click "Save" to complete the swap. This action is immediate when you press "Save"

Save Cancel



# Device Management

## 4.0 About the Device Management screen

From the 'Device Management' screen you can view all your Telstra Business Internet devices – this view provides you with information relating to the model number, the associated Device ID, MAC Address, which service the device is allocated to and at which site your device is located. Through this screen you will also have the ability to add or swap devices.

This example indicates that this customer has thirty-four devices connected across three sites:

BUSINESS SITES   USER MANAGEMENT   DEVICE MANAGEMENT   ENTERPRISE DIRECTORY   ADMINISTRATIVE SETTINGS					
Search: Select Site [v] Search Site For [v] Type to Search [v]					
Device	Model	Device ID	MAC Address	Allocated To	Business Site
	Polycom VVX 1500	a4b402a3a14d4ba59c2b4070411b289			Endorepl
	Cisco SPA 5020	d0377797135_01			Endorepl
	Panasonic TDP500	d0377797135_07			Endorepl
	Polycom VVX 1500	d0377797135_08			Endorepl
	Yealink T420	d0377797135_09			Endorepl
	Yealink T480	d0377797135_10			Endorepl
	Yealink T480	d0377797135_11			Endorepl
	Linksys SPA-2102	d0377797135_12	A2:33:33:33:33:33		Endorepl
	Linksys SPA-8000	d0377797135_13	28:22:22:22:22:22		Endorepl
	Linksys SPA-8000	d0377797135_14	A3:33:33:33:33:33		Endorepl
	Linksys SPA-8000	d0377797135_15	B1:11:11:11:11:11		Endorepl
	Cisco SRP 527W	rCCTwGdp3	13:6E:07:77:72:00	0377797135 Endor	Endorepl
	Cisco SPA 5020	00317797125	0377797121 FxvltDps		Galactic Empire
	Yealink T420	d0377797125_02			Galactic Empire
	Cisco SPA 5250	d0377797126		Galactic 126 Empire	Galactic Empire
	Yealink T480	d0377797127		Galactic 127 Empire	Galactic Empire
	Cisco SPA-122	d0377797128	E1:11:11:11:11:12	Galactic 128 Empire	Galactic Empire
	Cisco SPA 5040	d0377797128_01			Galactic Empire
	Panasonic TDP500	d0377797128_02			Galactic Empire
	Panasonic TDP500	d0377797128_03			Galactic Empire
	Linksys SPA-8000	d037797128_04	12:13:14:13:5A:5A		Galactic Empire
	Cisco SPA 525G	dFE0377797121			Galactic Empire
	Nortek 2020	rCCTwGdp2			Galactic Empire
	Panasonic TDP500	d0377797115		Luke T48 Skywalker	Rebel Alliance
	Yealink T420	d0377797115_01			Rebel Alliance
	Yealink T420	d0377797116		Obi-wan T42 Kenobi	Rebel Alliance
	Polycom VVX 1500	d037797116_01			Rebel Alliance
	Netgear 2020	d0377797117		Han Solo	Rebel Alliance
	Polycom VVX 1500	d0377797117_01			Rebel Alliance
	Cisco SPA 5020	d0377797117_02			Rebel Alliance
	Cisco SPA-122	d0377797117_03	AA:AA:A6:65:55:AA		Rebel Alliance
	Linksys SPA-7102	d0377797117_04	F1:11:11:11:11:11		Rebel Alliance
	Yealink T480	00317797117_05			Rebel Alliance
	Cisco SPA 5250	d037797118		Lushita v 3.0.0	Rebel Alliance

## 4.1 How to Change the name of a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Click 'Edit Station Name' and enter the name you wish to appear
3. Click 'Save' to return to the previous screen

Change Station Name

Station Name

Wayne Howorth

Leave this blank to use the default which is the name of the owner of the phone.

Save

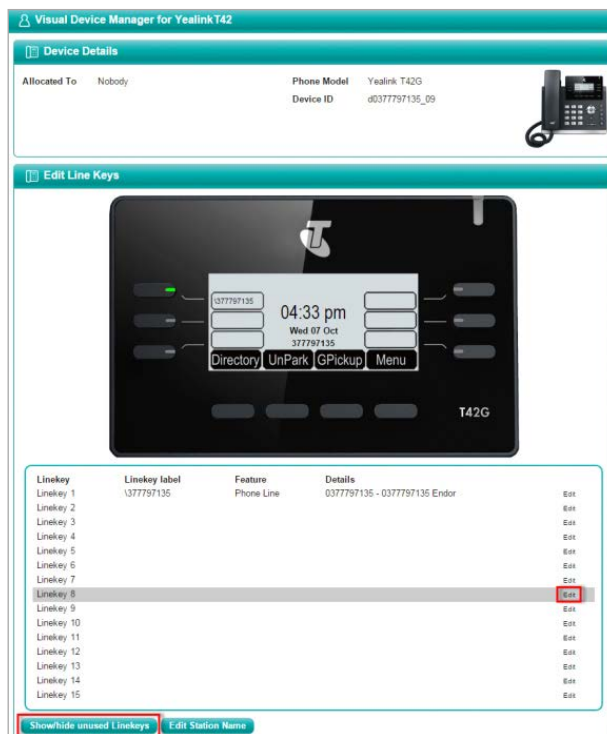
Cancel



## 4.2 How to edit line keys

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Edit Line Keys' section
3. Click on 'Show/hide unused Line keys'
4. Click on 'edit' next to the line key you wish to edit



5. To add a number to speed dial for the selected line key, select 'speed dial' from the drop down box
6. Enter the phone number and name in the space provided
7. Click 'Save' to return to the previous screen

This example indicates that a phone number was successfully added to a line key.

Linekey	Linekey label	Feature	Details	
Linekey 1	1377797135	Phone Line	0377797135 - 0377797135 Endor	Edit
Linekey 2				Edit
Linekey 3				Edit
Linekey 4				Edit
Linekey 5				Edit
Linekey 6				Edit
Linekey 7				Edit
Linekey 8	Wayne	Speed Dial	040011222	Edit
Linekey 9				Edit
Linekey 10				Edit
Linekey 11				Edit
Linekey 12				Edit
Linekey 13				Edit
Linekey 14				Edit
Linekey 15				Edit

8. Once you have finished making the appropriate changes, click on 'Save Changes'
9. Next, you will be prompted to click 'Save' again, and your device will restart – this is required for the changes you have just made to take effect



### 4.3 How to reset a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Reset Device' section and click on 'Reset Device'
3. A pop up box will appear and you will be prompted to click the 'Reset' button



### 4.4 How to retrieve device credentials

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Device Credentials' section and click 'Retrieve'
3. You will be presented with the Username and Password for the device you have selected



Example of device credentials

Device Credentials	
Device Username	947832578788
Device Password	8852739488913135

### 4.5 How to delete a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Delete Device' section and click 'Delete Device'
3. You will be asked to confirm your decision to delete the device – to do this, click on 'Delete'



### 4.6 How to change a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Change Device' section and click 'Change Device'



3. Select the new device from the dropdown box
4. Check the box to confirm you wish to replace the existing device
5. Click 'Change'
6. Click 'Close' to return to the previous screen





### 4.7 How to add a device

From the 'Device Management' tab:

1. Navigate to the bottom of the screen
2. Click on 'Add Device'
3. Select the appropriate site and device from the drop down box
4. Select the 'Allocate to User' radio button
5. Select the user from the 'Allocate Device To' drop down list. If you don't want to allocate the device to any particular user, select the 'No User Allocated' radio button
6. Click 'Save'

You will be allocated a username and password (see example).

7. Click on Close to return to the previous screen

**Add Device** X

The requested Yealink T48G has been added to the site and has been assigned device name **d0377797116\_04**.

In order for the device to be used, you will need to factory reset the phone and then enter the username and password presented below after the phone reboots and requests them. In order to factory reset the phone, you will have to carry out the following steps...

**Username: 606534530261**

**Password: 1561541609966899**

These credentials can be retrieved later by going to "DEVICE MANAGEMENT", selecting the device in question and then clicking the "SHOW CREDENTIALS" button


**Close**

**Add Device** X

Add a new device to a group. If you have acquired a new physical device and wish to add it to your group, do it here. Once added, you can allocate this device to a user or share lines onto it.

Select Site \* **Rebel Alliance** ▼

Device Type \* **Yealink T48G** ▼



Allocate Device \*  
☐ No User Allocated  
☒ Allocate to User

Allocate Device To **Obi-wan T42 Kenobob (0377797116)** ▼  
This selected user will be allocated to the first or primary line on the device.

**Save** **Cancel**





#### 4.8 How to swap devices

From the 'Device Management' tab:

1. Navigate to the bottom of the screen and click on 'Swap Devices'.
2. Select the appropriate site from the drop down list then the device you wish to swap by selecting the radio button next to the chosen device
3. You will be shown a list of eligible devices with which to make the swap. Do this, and select the radio button next to the appropriate device
4. Click 'Save'

Swap Devices

Swap two devices. This will swap all services and features between the two devices. Any features from one device not supported on the new device will be removed (eg Speed Dial is only available on some phones)

Select Site \*  
Rebel Alliance

Select the first device to swap

Device	Model	Device Name	MAC Address	Allocated To	Select
	Yealink T42G	d0377797115		Luke T48 Skywalker	<input checked="" type="radio"/>

Select the second device to swap

Device	Model	Device Name	MAC Address	Allocated To	Select
	Panasonic TGP500	d0377797115_01			<input checked="" type="radio"/>
	Yealink T42G	d0377797116		Obi-wan T42 Kenobob	<input type="radio"/>
	Polycom VVX 1500	d0377797116_03			<input type="radio"/>
	Yealink T48G	d0377797116_04			<input type="radio"/>
	Polycom VVX 1500	d0377797117_01			<input type="radio"/>
	Cisco SPA 502G	d0377797117_02			<input type="radio"/>
	Cisco SPA-122	d0377797117_03	AA:AA:A6:65:55:AA		<input type="radio"/>
	Linksys SPA-2102	d0377797117_04	E1:11:11:11:11:11		<input type="radio"/>
	Yealink T48G	d0377797117_05			<input type="radio"/>
	Cisco SPA 525G	d0377797118		Ludmila v.3.0.0	<input type="radio"/>

Cancel

#### 4.9 How to set up Instant Hotline

From the 'Device Management' tab:

1. Navigate to the device you want to add an Instant Hotline number to.

Note you can only add an Instant Hotline to an Integrated Access Device (IAD), also known as an Analogue Telephone Adaptor (ATA)

	Cisco SPA 504G	d0377797115_01		Rebel Alliance
	Cisco SPA 502G	d0377797116		Rebel Alliance
	Cisco SPA-122	d0377797116_04	AD C3.22.22.22.22	Rebel Alliance
	Linksys SPA-8000	d0377797116_06	A3.2A:AA-AA-AA-AA	Rebel Alliance

2. Click 'Edit' to assign an Instant Hotline to a port

Port 1  
Line/Service

Edit

3. Select 'Hotline' from the dropdown list
4. Select the line that the Instant Hotline is to be assigned to
5. Enter the phone number that is to be dialed instantly
6. Click 'Save'

Edit Port

Select Port to Edit  
Port 1

Select Action for Port \*  
Hotline

Select Line to add to device  
Luke T48 Skywalker - (03) 7779 7118

Enter Number to Dial  
0397001122

Save Cancel



## 7. Click 'Save Changes'

<b>Port</b>	<b>Line/Service</b>	<b>Edit</b>
Port 1	Hotline: Dial 0397001122 from 0377797118- Ext: 201 - Luke T48 Skywalker	<a href="#">Edit</a>
Port 2		<a href="#">Edit</a>
<b>Save Changes</b> Clicking "Save Changes" will save your settings to your device configuration. These changes will not take effect until your device is reset or rebooted.		
<b>Discard Changes</b> Clicking "Discard Changes" will lose all changes made on this page since you last saved.		

## 8. Ensure the 'Reset device?' box is checked

## 9. Click 'Save'

**Save Changed**

Do you wish to save these changes to the system now? Changes will not appear on the device until you reset the device.

☒ Reset device?

**Save** **Cancel**

## 4.10 How to View Device Credentials Across All Sites

After you log in, a technician, under your direct supervision, can bring up a summary of the credentials for all devices across all sites. The device credentials are presented on a per device basis: a single click summary to provide details for all devices across all sites. These credentials are required to configure and register online (or commission) your phone service to make calls.

DOT (Digital Office Technologies)™ CallConductor™

BUSINESS SITES

USER MANAGEMENT

DEVICE MANAGEMENT

ENTERPRISE DIRECTORY

ADMINISTRATIVE SETTINGS

Search: Galactic Empire Search Site For Type to Search

Device	Model	Device ID	MAC Address	Business Site
	Cisco SPA 525G	d0377797126		Galactic Empire
	Yealink T42G	d0377797126_01		Galactic Empire
	Polycom VVX 1500	d0377797126_02		Galactic Empire
	Cisco SPA-122	d0377797127_01	12:21:22:12:21:22	Galactic Empire
	Cisco SPA 525G	d0377797128_01		Galactic Empire
	Linksys SPA-8000	dFE0377797121	80:00:80:00:80:00	Galactic Empire

[Add Device](#) [Swap Devices](#) [Device Summary](#)

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**Device Summary**

Retrieve device summary for a site including all device credentials required for site installation

Site: Rebel Alliance [Reload](#)

Device	Model	Device ID	MAC Address	Device Username	Device Password
	Linksys SPA-8000	d0377797115	AE:CC:CC:CC:CC:CC		
	Cisco SPA 502G	d0377797117		04304280440	4306842800688910
	Netgear 2020	d0377797117_01		037779711702	38038194234838999
	Cisco SPA 525G	d0377797118_01		174360927981	8407582027383221
	Panasonic TGP000	d0377797118_02		780883260681	0382252860072229

[Close](#)





## 5.0 About the Enterprise Directory screen

This example indicates that there are four contacts in the Enterprise Directory:

## 5.1 How to add a new contact to your Enterprise Directory

1. Click on 'Add New Contact'

2. Type the contact name and phone number (without spaces)

- Create New Contact

Contacts in the Enterprise directory are visible on supported handsets. Create a new contact below:

Contact Name \*

Milano Livera

Phone Number \*

0386490011

Save

Cancel

Delete

From the 'Enterprise Directory' tab:

- [Business Sites](#)
[User Management](#)
[Device Management](#)
[Enterprise Directory](#)
[Administrative Settings](#)

Find People

Name	e	Phone Number
Dawn Cheong	0400111222	
Kuan Wong	0287006677	
Milano Livera	0386490011	
Samantha Seci	039900445566	
Wayne Howarth	0397001122	

[Add New Contact](#)
[Export Contacts](#)
[Import Contacts](#)
[Download Template](#)



## 5.3 How to import contacts to your Enterprise Directory

From the 'Enterprise Directory' tab:

1. Click 'Import Contacts'

BUSINESS SITES

USER MANAGEMENT

DEVICE MANAGEMENT

ENTERPRISE DIRECTORY

ADMINISTRATIVE SETTINGS

Find People

Type to Search

Name	Phone Number
Dawn Cheong	0400111222
Kuan Wong	0207006677
Milano Livera	0386490011
Samantha Seci	039900445566
Wayne Howorth	0397001122

Add New Contact

Export Contacts

Import Contacts

Download Template

2. Choose a file to import into the Enterprise Directory by clicking 'Choose File'
3. You will then be prompted to either replace the chosen file with all existing contacts (delete existing contacts in your Enterprise Directory) or add to existing contacts

4. Once you have made your selection, click 'Import'

**Import Contacts**

Contacts in the Enterprise directory are visible on supported handsets. This function allows you to upload a CSV (Comma Separated Values) file into the contacts directory.

You can download your current contacts list as a CSV from the previous page or you can download a template to which you can add your contacts.

The first line of the first is assumed to contain the headers and subsequent lines are assumed to contain a name and a number separated by a comma.

If a name contains double quotes (") or commas (,) then the whole name must be surrounded by double quotes and the double quotes which are part of the name must be doubled up. eg Smith, John should be entered as "Smith, John" and The "Boss" should be entered as "The ""Boss""".

Slashes and backslashes are not permitted in names.

We suggest that you do NOT use Microsoft Excel to edit these files as Excel will remove any leading zero from phone numbers.

Choose File To Upload  No file chosen

How would you like to upload your contacts? \*

☐ Delete all current contacts and replace with contents of this file.

☐ Leave current contacts and add contacts from this file.





# Administrative Settings

## 6.0 About the Administrative Settings screen

From the 'Administrative Settings' screen you can view all Administrators across your Telstra Business Internet sites. As an Administrator, you will have access to add additional administrators.

This example indicates that there are six Administrators:

BUSINESS SITES			
USER MANAGEMENT			
DEVICE MANAGEMENT			
ENTERPRISE DIRECTORY			
ADMINISTRATIVE SETTINGS			
Search Administrators   Type to Search			
Name	Username	Business Site	
EntAdmin CCTestEnt1	CCTestEnt1	Enterprise Admin	
Admiral Akbar	CCTestGrp1@digitalbusiness	CCTestGrp1	
Teddy Bear	Teddy@digitalbusiness	CCTestGrp1	
Al Pal	kjklkjklj89090A@digitalbusiness	CCTestGrp1	
	CCTestGrp2@digitalbusiness	CCTestGrp2	
	CCTestGrp3@digitalbusiness	CCTestGrp3	
Add Group Administrator			

## 6.1 How to add an administrator

From the 'Administrator Settings' tab:

1. Click 'Add Group Administrator'

BUSINESS SITES			
USER MANAGEMENT			
DEVICE MANAGEMENT			
ENTERPRISE DIRECTORY			
ADMINISTRATIVE SETTINGS			
Search Administrators   Type to Search			
Name	Username	Business Site	
EntAdmin CCTestEnt1	CCTestEnt1	Enterprise Admin	
Admiral Akbar	CCTestGrp1@digitalbusiness	CCTestGrp1	
Teddy Bear	Teddy@digitalbusiness	CCTestGrp1	
Al Pal	kjklkjklj89090A@digitalbusiness	CCTestGrp1	
	CCTestGrp2@digitalbusiness	CCTestGrp2	
	CCTestGrp3@digitalbusiness	CCTestGrp3	
Add Group Administrator			

2. Choose the site you'd like the Administrator to have access to
3. Choose a login ID
4. Enter their first name and surname
5. Give them a password
6. Click 'Save'

### Add Group Administrator

Enter details below to create a new Site Administrator

Choose Site \* Rebel Alliance

Administrator Login ID \* Richardw @digitalbusiness

First Name \* Richard

Surname \* White

New Password \* \*\*\*\*\*

Confirm password \* \*\*\*\*\*

Save Cancel



# Frequently Asked Questions

## Main Business Number

### What number does the Main Business Number forward calls to when first activated?

The Telstra Business Internet Core phone number. You can change the forwarding number using the Call Conductor application.

### Does Main Business Number have Voicemail?

No. The Call Conductor application facilitates simple direct forwarding to the voicemail of a selected phone line.

## Scheduling Business Hours and After Hours/Holiday Schedule

### What is the default Business Hours' time schedule?

8am to 6pm, 7 days per week. Using Call Conductor, you can customise the Business Hours schedule to fit your business' needs.

### What is the default Holiday Schedule?

Holidays Schedules are not preconfigured. Using Call Conductor, you can customise the After Hours or Holiday schedule to fit your business' needs.

### What Time Scheduling options are supported by Call Conductor?

Any number of time windows selected by Day of Week.

### What Holiday options are supported by Call Conductor?

Any number of holiday events, of one or more whole days, either once off, or annually recurring.

## Call Conductor

### How do you save changes?

In most screens, each setting is saved when entered, without the explicit save action. A blue tick will flash beside the field to indicate it is saved.

## Virtual Receptionist & Hunt Group

### Are there separate Virtual Receptionist menus available for Business Hours and After Hours/Holiday Schedules?

Yes. You can configure these using Call Conductor.

### Are there separate Hunt Groups available for Business Hours and After Hours/Holiday Schedule?

No. Only one instance of Hunt Group is available for each Telstra Business Internet site.

### Can mobiles and PSTN lines be part of a Hunt Group?

No. Only Telstra Business Internet phone services can be used in a Hunt Group. If all the Hunt Group Members are Busy or Not Answering, the calls can be forwarded to any phone number, including PSTN and Mobiles. Additional forwarding charges may apply if the numbers are outside the Telstra Business Internet account.

### Can Telstra Business Internet analogue phones be used in a Hunt Group?

Yes. It doesn't matter what type of phone is used, as long as it is a Telstra Business Internet phone service.

### Why can't customers request access to Virtual Reception or Hunt Group in Call Conductor?

These are optional features and can be purchased by calling sales on 13 2000. Also please remember to say "Business Internet" when prompted, so you are sent to the correct Telstra representative to answer your call.