Telstra Business Connect –
PC 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.
1. Downloading Telstra Business Connect

To download Telstra Business Connect onto your PC click on the following link:

OR for existing DOT Users click:
2. Signing In

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

You will automatically be prompted to synchronise with your Outlook contacts and calendar.
1. Select **Yes**

Liberate Users (Only)

Once you have signed in to Telstra Business Connect, your mobility/Liberate alerts will automatically be turned off, this will trigger the incoming calls on your mobile and fixed line on your Telstra Business Connect (not on the Native dialler/phone). You will see the following message:

“Mobility for this location has automatically been disabled”.

When signing out of Telstra Business Connect you may see the following notification:

Select **Yes**

**Note:** When signing into Telstra Business Connect and entering your mobile number for the first time it needs to be entered with the +61 before the mobile number, example +61XXXXXXXX. This can be edited in **Settings** in the Login screen by selecting ‘Edit Login Info’.

3. Select **Sign In**
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
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
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 New Contact

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 Click 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
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. 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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6. Instant Messages (Chat)

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

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
1. Downloading Telstra Business Connect
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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

Making a Call
There are a number of different ways to make a call in Telstra Business Connect:

Using Contacts
1. Select from the toolbar on the left to view Contacts
2. Hover over the contact in your list with your mouse, or
3. Search for the contact you wish to call, hover over the contact and
4. Select Call

5. 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 Call

2. From the list of available numbers, select the number you wish to call

3. The Call Communication tab will open to the right of your window and the Active Call toolbar will allow you to manage your call.
7. Using the Dial Pad

1. Select the Dial Pad icon from the toolbar on the left.

2. Enter the number you wish to call.

3. Press Enter or tap the number key.

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.
8. Making a 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.
9. Missed Call

A missed call will appear in your Call History.
1. Click on to view your Call History
2. Double click on the missed call to redial the number
10. 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 \( \square \) from the Active Call toolbar or the Call Communication tab toolbar.
11. Ending the Call

To end an active call:
1. Select Hang Up from the Active Call toolbar or from the Call Communication tab toolbar

![Active Call Example](image)
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 too.
4. Press Transfer Now.
5. The contact that you are transferring the call to will receive a popup notification, they need to click on the Audio icon to answer the call.
6. Once the call is answered their Call Communication tab will indicate that this is a call that has been transferred.
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 to and select Attended Audio

4. Announce the caller and if they agree to accept the call select Complete Transfer
13. 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

- 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
14. 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**
3. The caller that you wish to conference into the call will receive a call **Popup window**. They need to click on the **Audio** icon to answer the call. They have now joined the conference call
15. Pull a call

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

![Call Pull button on desktop client]

To Pull the call from your PC desktop to your desk phone

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

Click on the Websites link to get quick access to:

- TIPT Collaboration Portal
- TIP Help
- Telstra Home Page
- Telstra CommPilot
17. Options

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

Do Not Disturb (DND)
If you activate this service all calls will be blocked and sent to your voicemail. To activate:
1. Select Options
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 visible on the Options button.
To switch off:
1. Select Options
2. Select Incoming Calls (if not already selected)
3. Select the ON/OFF switch to switch OFF

Anonymous Call Rejection
Anonymous Call Rejection can be enabled or disabled. To enable:
1. Select Options
2. Select Incoming Calls (if not already selected)
3. Select the ON/OFF switch to switch ON

To switch off:
1. Select Options
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 Options
2. Select Incoming Calls (if not already selected)
3. Select the Call Forwarding ON/OFF switch to switch ON
4. Select Always and enter the mobile number that you want all calls forwarded to

To Switch off:
1. Select Options
2. Select Incoming Calls (if not already selected)
3. Deselect the Always check box and remove the number

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 Options
2. Select Incoming Calls (if not already selected)
3. Select the Call Forwarding ON/OFF switch to switch ON
4. Select When Busy and enter the mobile number that you want calls forwarded to when you are on another call

To Switch off:
1. Select Options
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 Options
2. Select Incoming Calls (if not already selected)
3. Select the Call Forwarding ON/OFF switch to switch ON
4. Select When No Answer and enter the mobile 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 Options
2. Select Incoming Calls (if not already selected)
3. Deselect the When No Answer check box and remove the number

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 Options
2. Select Incoming Calls (if not already selected)
3. Select the Call Forwarding ON/OFF switch to switch ON
4. Select When Not Reachable and enter the mobile number that you want calls forwarded to when your phone is not reachable.
To Switch off:
1. Select Options
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 Options
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 simultaneously

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

To switch off:
1. Select Options
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 Options
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 Options
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 Options
2. Select Incoming Calls (if not already selected)
3. Select the ON/OFF switch to switch OFF

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 Options
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

To Switch off:
1. Select Options
2. Select Incoming Calls (if not already selected)
3. Select the ON/OFF switch to switch OFF
18. 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 🔗

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 to select 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”.

XXX XXX XXX
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 your room by right-clicking your name on their contact list and choosing the Join Room menu option.

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

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

OR

As an attendee in your Contacts Right click on the name of the Owner of the My Room session and select Join 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 participants will receive an invitation to join the My Room session. They need to click on the invitation to join.

The My Room preferences will now be visible showing the Dial In Number and Conference ID.
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
19. 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.

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.
20. 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

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 Voice Portal message and follow the prompts to listen to your message
3. To delete the voicemail message, press Delete on your keyboard

To Access the Voice portal for the first time to set up greetings, and other options
1. In the Search and Dial field, type the feature access code *62 and press Enter (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.
1. Downloading Telstra Business Connect
2. Signing In
3. Adding your Profile Picture
4. Presence
5. Contacts
6. Instant Messages (Chat)
7. Using the Dial Pad
8. Making a Call
9. Missed Call
10. Placing a Call on Hold
11. Ending the Call
12. Transferring a Call
13. Transferring a Call and activating Video
14. Conference Calls
15. Pull a call
16. Websites
17. Options
18. My Room
19. Desktop Share
20. Voicemail
21. Signing Out
22. Help/Support

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
21. Signing Out

1. Select File (from the Menu bar) and Sign Out

22. 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