TELUS Business Connect™

User Guide

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* Not available for all users. Please see page for more details.

Part 1

Getting started

Introduction

TELUS Business Connect™ is a simple powerful communication solution allowing businesses to answer the call, grow the business and make the sale.

TELUS Business Connect is an integrated, fully featured mobile and office communication system that enables businesses to be more accessible, productive and professional.

This guide will help users set up and access the following TELUS Business Connect features:
- Messaging
- Call Log
- Contacts
- Integrations
- TELUS Business Connect for Desktop
- TELUS Business Connect Meetings (HD video and desktop sharing)
- TELUS Business Connect for Zendesk®
- TELUS Business Connect for Salesforce®
- Conferencing
- RingOut
- FaxOut
- Presence
- Intercom
- User Greetings
- Audio and Hold Music
- Call Handling and Forwarding
- Call Flip
- Notifications
- Outbound Caller ID
- Hot Desking

Overview

The Overview page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls. Let's take a look at the navigation bar across the top of this page and see how to use it. Some features are described in more detail later in this document.

NOTE: Admin users will see the tabs at the top for Admin Portal and My Extension. The pages discussed in this section of the guide can be found under My Extension. Users will only see this page and will not have the option to switch to an Admin Portal.

Messages

Your voicemail and fax messages are stored here.

Under Messages, you can:

- Review inbound and outbound callers
- Listen to voicemail
- View faxes
- Save voicemail and received faxes to your computer
- Forward messages and faxes by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block caller
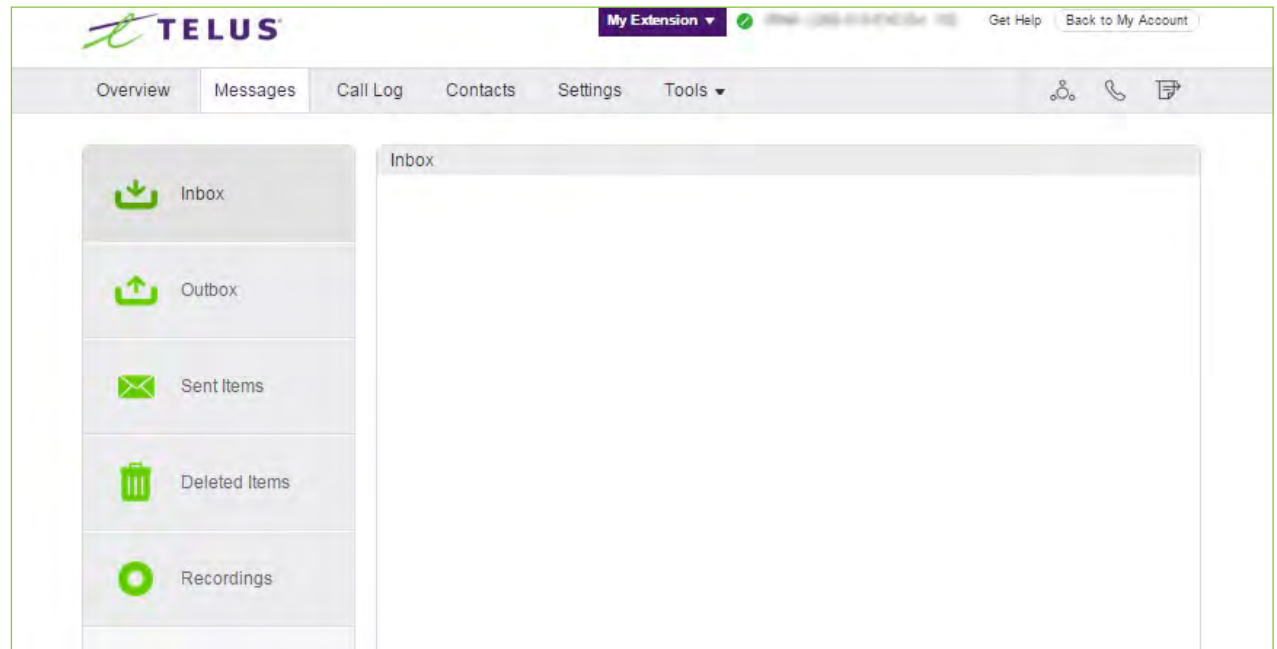
Call Log

The Call Log provides customized reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. Save reports for analysis or you can have the call log delivered to an email address daily, weekly, or monthly on specified day.

In the Type column you will see icons for the following types of calls:

Inbound Call

Outbound Call

Missed Call

Contacts

Contacts include Company contacts which are all the users of your TELUS Business Connect system. It also includes your Personal contacts, which you can add manually, or import from a comma-separated variable (CSV) text data file, or from Microsoft Outlook.
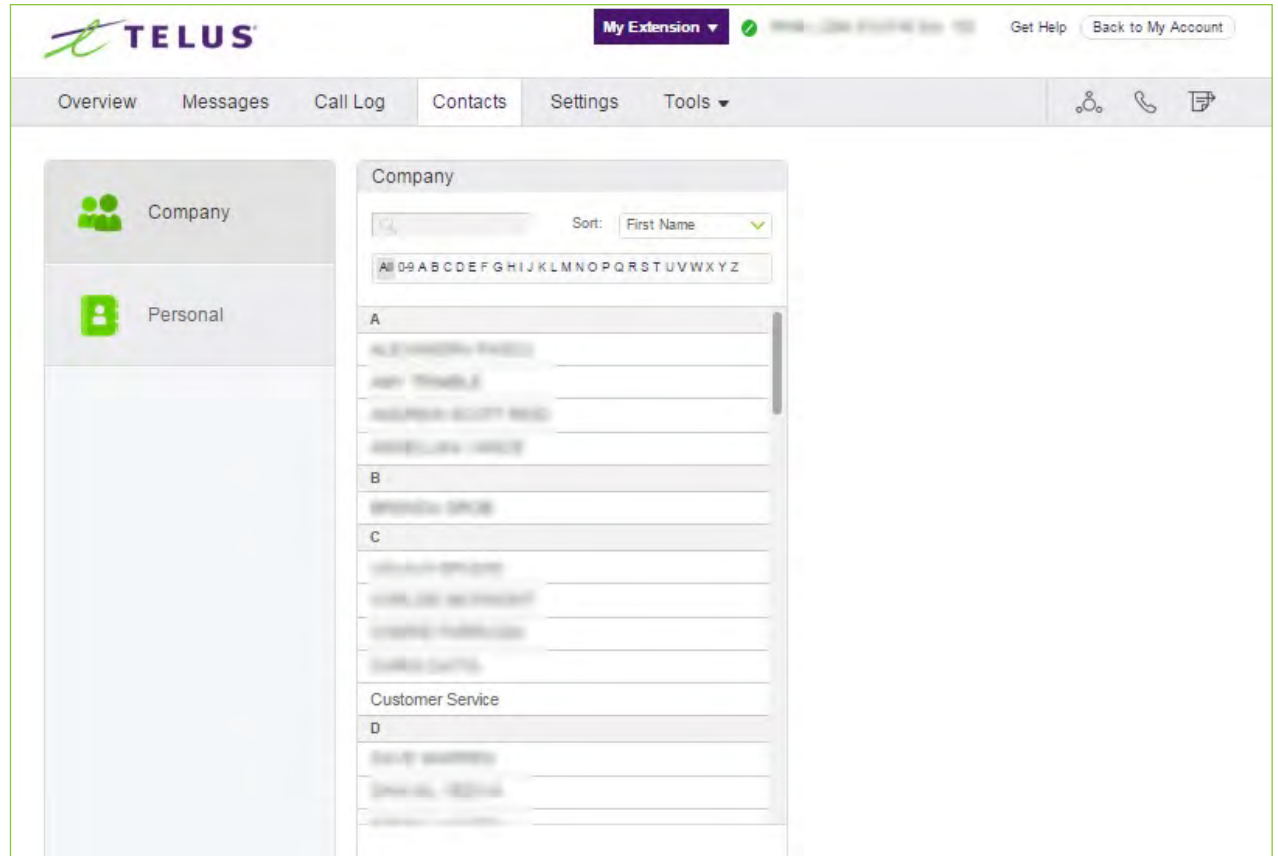
User Settings

Click the Settings tab at the top of the homepage to access your Settings page. On the Settings page you will see options for your user extension, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings.

Shortcuts
On your Settings page, you have Shortcuts that allow you to quickly access commonly used functions.
- Manage My Call Forwarding
- Manage Greeting & Call Screening
- Change My Voicemail Greeting
- Manage My After Hours Settings
- Set My Caller ID

How do I…
If you need help setting up your phone system, check out the How do I… section for helpful articles.

Tools

This section allows you to obtain the latest tools to enhance your productivity and customize your service to suit the way you work.
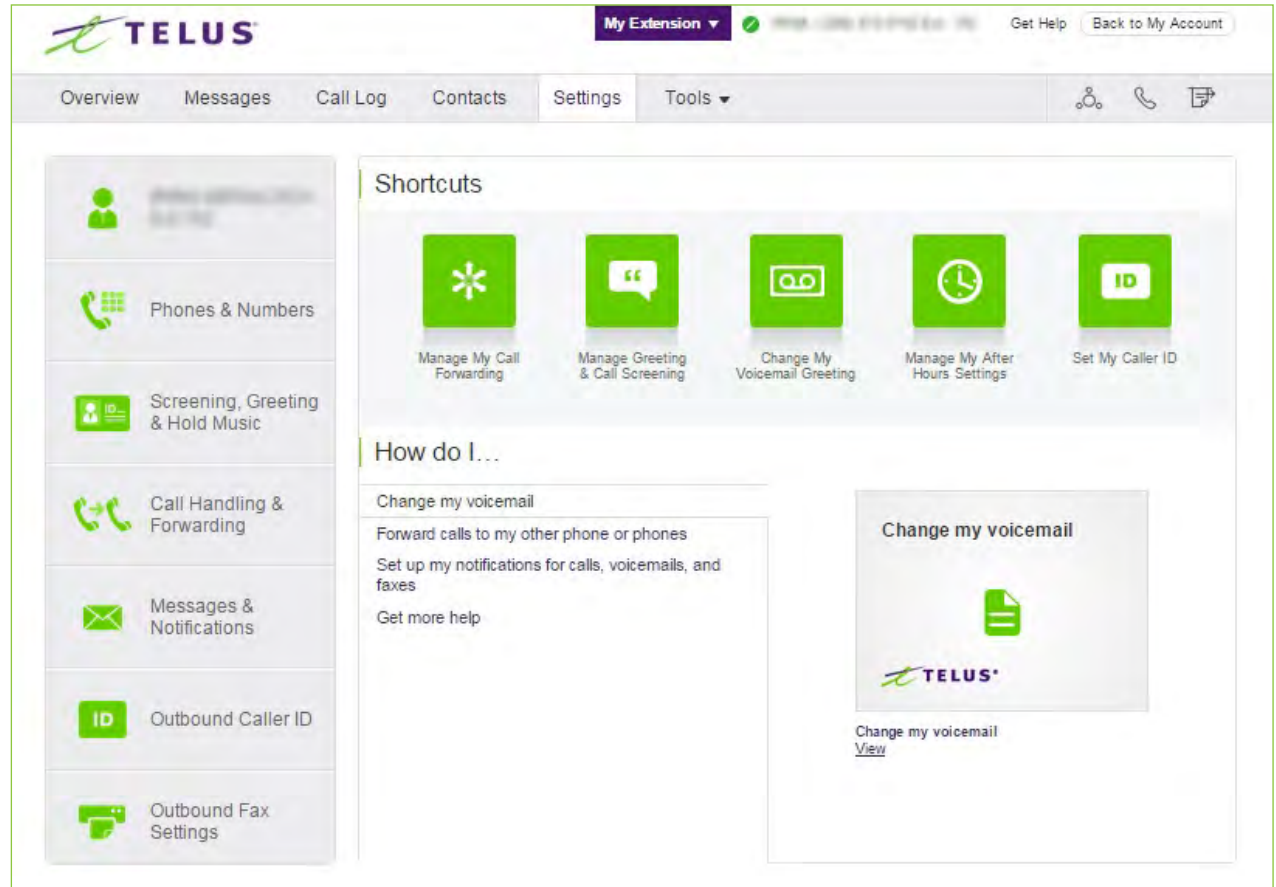
Mobile App

Download the iPhone, Android, or iPad app to take your TELUS Business Connect service on the go.

Desktop Apps

Use the TELUS Business Connect for Desktop application to control your calls from your PC or Mac. Send and receive faxes, and answer or screen incoming calls, send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to talk to.

Meetings App

TELUS Business Connect Meetings is an online meeting solution. Share documents, websites, and files from cloud storage; annotate, chat, and even record your meetings. Collaborate with up to 50 people (including the host) to share and contribute-anywhere, anytime, from any device.

App for Salesforce®

TELUS Business Connect for Salesforce® enhances your Customer Relationship Management (CRM) experience with integrated business communications. This app is available only for TELUS Business Connect Premium and Premium Plus customers. This app requires that your company's administrator enables users from Salesforce®.

App for Zendesk

TELUS Business Connect for Zendesk® provides seamless integration of your Zendesk® application and your TELUS Business Connect services to enabled improved customer retention, greater agent productivity, and advanced business processes. This app is available only for TELUS Business Connect Premium and Premium Plus customers. This app requires that your company's administrator enables users from Zendesk®.

RingMe

The RingMe button gives your customers the ability to call you by clicking on the button on your web site or email signature.

Mobile App

With the TELUS Business Connect mobile app, you have the convenience and power of your entire business phone solution in the palm of your hand. Easily navigate the interface to take calls, check messages, adjust settings, and more – from virtually anywhere.

To download the TELUS Business Connect Mobile app, visit the iTunes App Store for iOS or Google Play Store for Android.

TELUS Business Connect for Desktop

TELUS Business Connect for Desktop turns your PC or Mac computer into an all-in one communication hub completely sync'd to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With TELUS Business Connect for Desktop, you're ready to communicate as soon as you log into your computer, no matter where you are.

TELUS Business Connect for Desktop combines the call handling power you expect from your desk phone with the collaboration tools you rely on most-like conferencing, and faxing-so you can stay productive with fewer devices to worry about.

TELUS Business Connect for Desktop is easy to install and even easier to use.

1. From the **Tools** tab, select **Desktop Apps**.
2. Click **Download for Mac** or **Download for PC**. The file will download in your browser.
3. Follow the prompts in the **TELUS Business Connect Setup Wizard**.
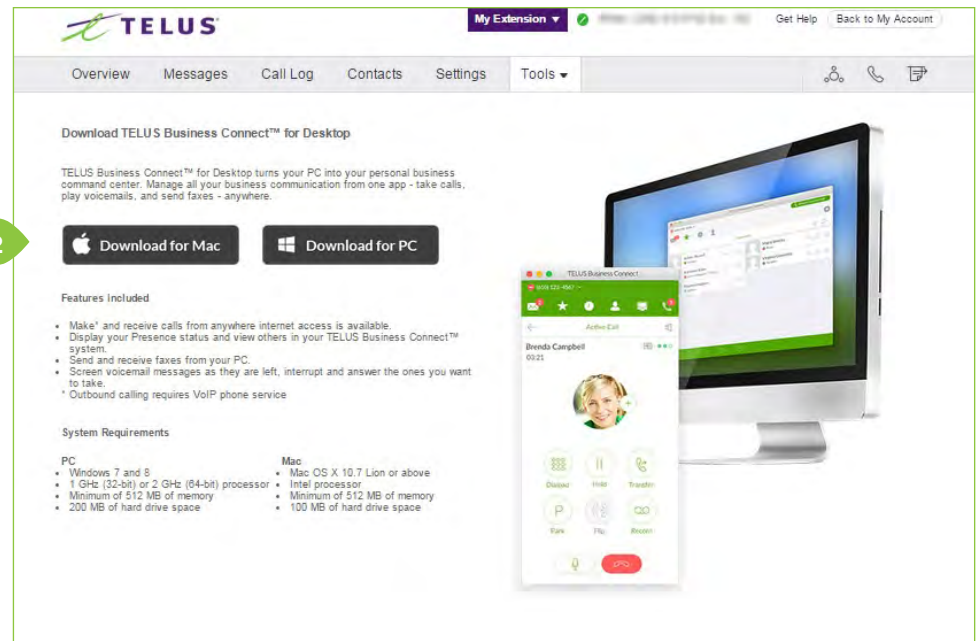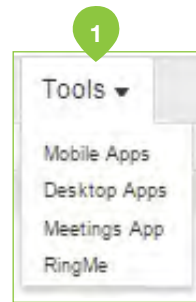
TELUS Business Connect Meetings

TELUS Business Connect Meetings is a downloadable app for video conferencing and web sharing of the desktops and application displays of conference participants. Follow the instructions below to download the TELUS Business Connect Meetings app on your computer. Visit the iTunes App Store for iOS or Google Play Store for Android to download the TELUS Business Connect Meetings app for your mobile devices.

Participants are invited to join a meeting by email; they don't have to be TELUS Business Connect customers but can download and run the TELUS Business Connect Meetings app for free and join your meetings without needing to create an account or log in.

To download the TELUS Business Connect Meetings app for your desktop:

1. From the **Tools** tab, select **Meetings App**.
2. Click **Download for Windows** or **Download for OS X**. The file will download in your browser. Your computer system should be auto-detected and the appropriate button should appear under For Your Desktop. If not, select the appropriate version at the bottom of the screen (PC Version or Mac Version).
3. Follow the prompts in the **TELUS Business Connect Meetings Setup Wizard**.
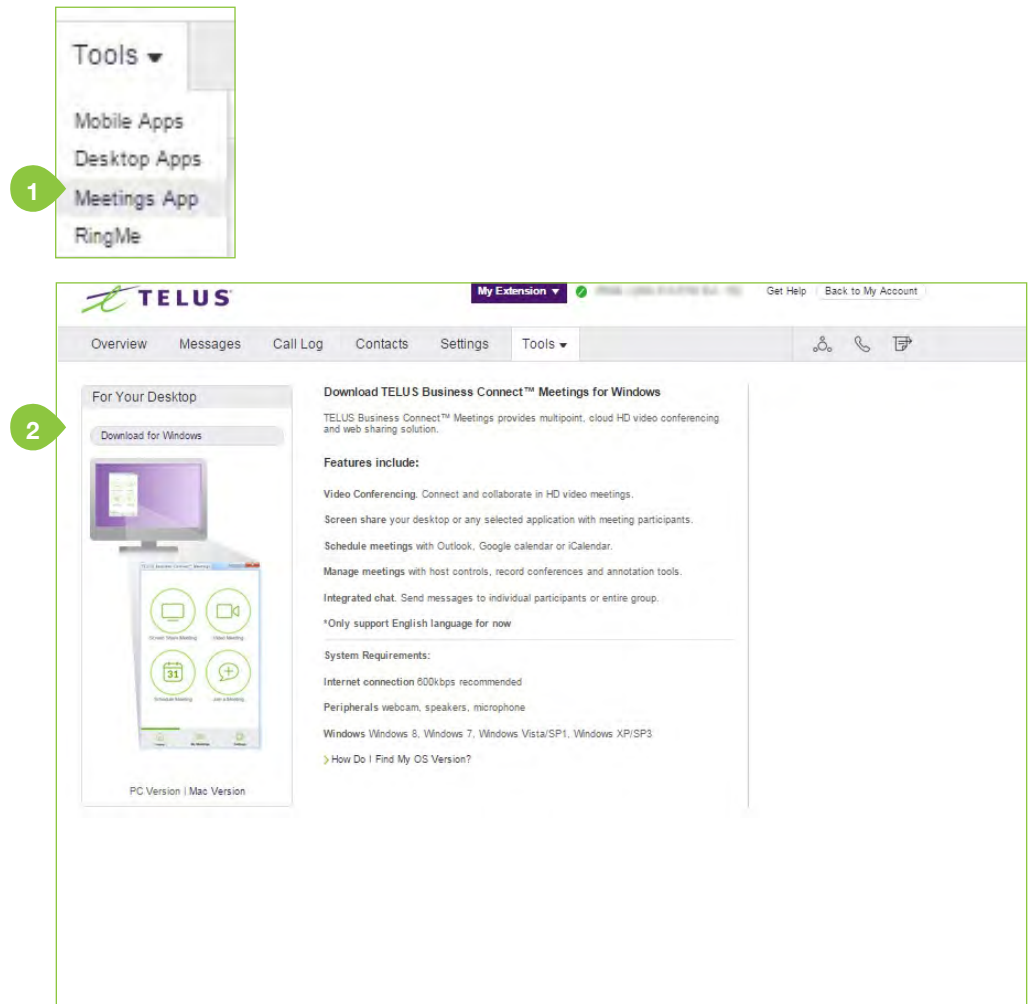
TELUS Business Connect for Salesforce®*

TELUS Business Connect for Salesforce enhances your CRM experience with integrated business communications. With TELUS Business Connect for Salesforce you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. You can attach call notes to specific contact records. Your TELUS Business Connect administrator will need to configure this app for your account, and this app requires that your company's administrator enables users from Salesforce.

See the **TELUS Business Connect for Salesforce User Guide** and the **TELUS Business Connect for Salesforce Admin Guide** for more details.

TELUS Business Connect for Zendesk®*

TELUS Business Connect for Zendesk seamlessly combines the features of the Zendesk application and your TELUS Business Connect services. With the TELUS Business Connect for Zendesk, you can enhance your Zendesk experience with one-click dialing through your TELUS Business Connect phone system, screen-pop features, multiple browser tabs for multiple interactions, and more. Your TELUS Business Connect administrator will need to configure this app for your account, and this app requires that your company's administrator enables users from Zendesk.

See the **TELUS Business Connect for Zendesk User Guide** and the **TELUS Business Connect for Zendesk Admin Guide** for more details.

*Available with TELUS Business Connect Premium and Premium Plus.

RingMe

RingMe is a click-to-call feature designed to help drive traffic from your website or email to your telephone sales team and thereby increase lead opportunities. Whether you are using a local or a toll-free number, you can provide your visitors a way to call you with a simple click of the mouse.

1. From the **Tools** tab, select **RingMe**.
2. Next to **Callers will be routed to**, select your preference from the drop-down menu.
3. Under **RingMe Style**, select whether you'd like a hyperlink or a button. If choosing a button, click **> Change Button Style** to see other color options.
4. Under **Security**, check the checkboxes if you'd like to **Use SSL mode** and **Require callers to enter security image confirmation code**.
5. Under **Generate Code**, choose the type of code you'd like from the drop-down menu.
6. Click **Copy** to copy your code to your computer's clipboard. Then paste the code wherever you'd like to add your RingMe button.

Do Not Disturb

In the upper right of every page of your online account is a small colored icon next to your name. This icon displays your Do Not Disturb status. Click the icon to toggle between statuses:

- **Do Not Disturb Off** – Green means that you are available to take incoming calls.
- **Do Not Disturb On** – Red means "Do not accept any calls." All callers are sent to voicemail.

Conference

TELUS Business Connect customers can setup, host, and join conference calls anytime, anywhere. Click the Conference icon in the upper right corner of your online account. Each customer receives a unique conference bridge number, and each user on the phone system gets his or her own host and participant access code so that you and your team can hold independent conferences whenever you want.

Each conference call can include up to 1000 attendees, enabling you to hold large meetings and broadcasts.

You also have the option to add the international dial-in number in the invitation. Check the "I have international participants" option and select the needed countries in the list.

The host and participants have the same conference bridge number to dial into, but their call control depends on the access codes they will use.

The Host has the full call control and can access all features through Conference Commands*.

Participants, on the other hand, have limited control of the conference commands, but can join the conference without a host.

Launch the Conferencing Application

1. Click the **Conference icon**.
2. A pop-up will appear with conference numbers and settings.
   a. View **Dial-in numbers**.
   b. View **Host** and **Participant** codes.
   c. If you have international participants, check the checkbox next to **I have international participants**. Select international dial-in numbers at the bottom of the pop-up.
   d. Check the checkbox next to **Enable join before host to allow participants** to start a conference call without a host.
   e. Click **Invite with Email** to open an email with prep-populated conference details - simply enter participant emails and send.
   f. Click **Conference Commands** to view Conference Commands*.
3. Click **Close**.

*See Conference Commands on the next page.

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Conference Commands

For the Conferencing feature, the host and participants have the same conference bridge number to dial into, but their call control depends on the access codes that they will use.
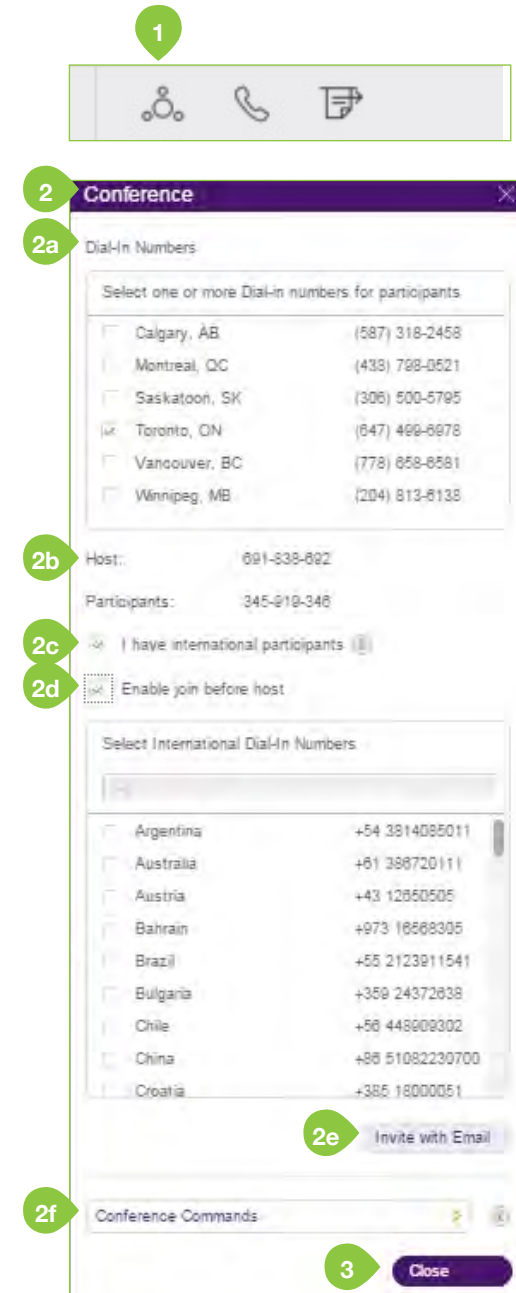
The Host has the full call control and can access the conference commands in the table to the right.

Participants, on the other hand, have limited control of the Conference Commands.

The commands are displayed with the conferencing dial-in information.

RingOut

RingOut enables one-touch calling from any phone or Internet-enabled computer, allowing you to make calls using your business Caller ID from any location, such as a hotel room. The RingOut icon is located in the upper right of every online account page.

1. Click the **RingOut** icon in the upper right corner.
2. A pop-up dialer will appear.
3. Dial a number or use your keyboard to type a number into the text field. You can also choose from among recent calls, or from your contact list.
4. Once you have entered a valid number or chosen a contact, the **Call button** will turn green.
5. At the bottom of the pop-up you will see a drown-down menu with your different phone numbers. From here you can select the number you'd like to show as your **Caller ID**. You also have the option to choose custom phone number from the drop-down menu.
6. Check the checkbox next to **Prompt me to press 1 before connecting the call** if you'd like the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "**Please press 1 to connect.**" This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
7. Click **Call**. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.
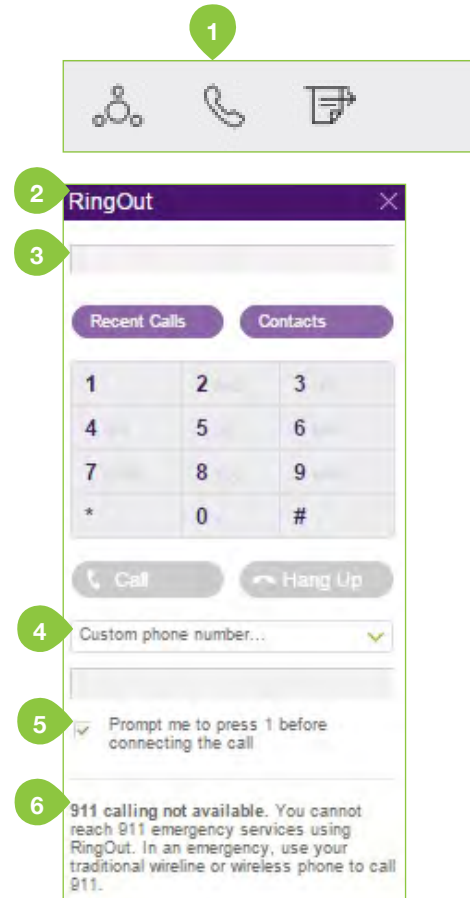
FaxOut

From any page on your TELUS Business Connect online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

A wide variety of standard document types, including word processing and spreadsheet and PDF documents, are recognized by FaxOut.

Send files from Dropbox, Box or Google Drive with just a few clicks.

1. Click the **FaxOut** icon in the upper right corner.
2. Enter up to 50 recipients and add a cover page message..
3. Attach files from Dropbox, Box, Google Drive or your computer and authorize TELUS Business Connect to access your files (you have to do this only once).
4. Click **Send Now**.
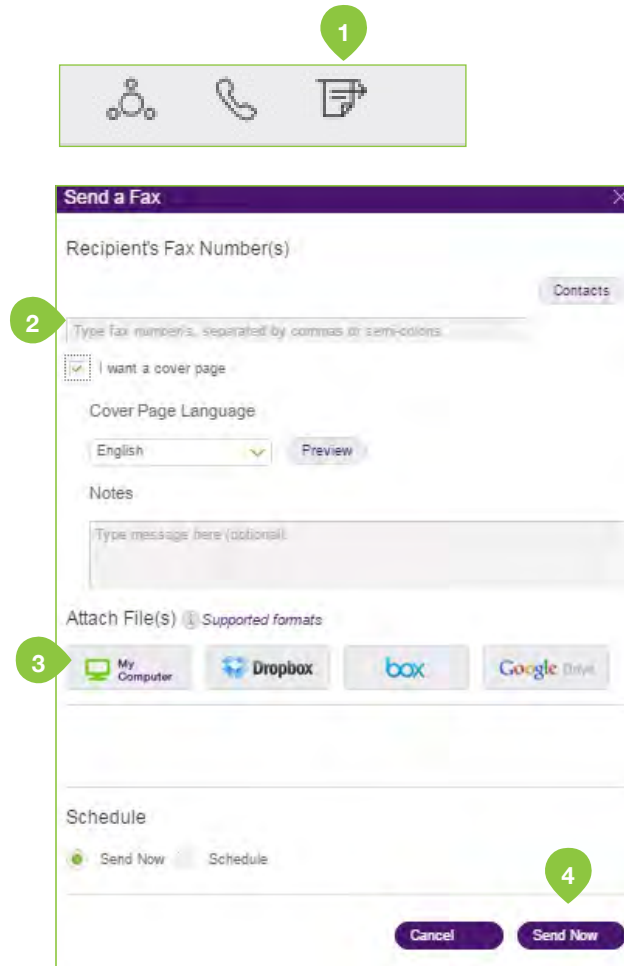
Part 2

User Settings

User Settings

As a User, you can change your contact info, Voicemail Greeting, Call Handling, User Hours, Password, and more, but not the extension number that was assigned to you by the system administrator.

Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that can access or edit those particular settings.

User Details

1. From the **Settings tab**, select your name and extension at the top of the list of settings on the left.
2. Under **User Details**, select and change the information you want to change. Be sure to click Save if you have changed any information.
   a. **First Name**
   b. **Last Name**
   c. **Record User Name:** Use TELUS Business Connect Text-to-Speech name to create a phonetic spelling of the user/ extension name so the system can pronounce it correctly. Or click Record My Name to speak or import the correct pronunciation. See the instructions here for more information.
   d. **Contact Phone**
   e. **Mobile Phone**
   f. **Email:** This address to be used for TELUS Business Connect communications and notifications.
   g. **Department:** Add your department title.
   h. **Roles:** Lists the role assigned to you by your admin that controls what you can do within the system. A role is a collection of permissions that could be based on a job function.
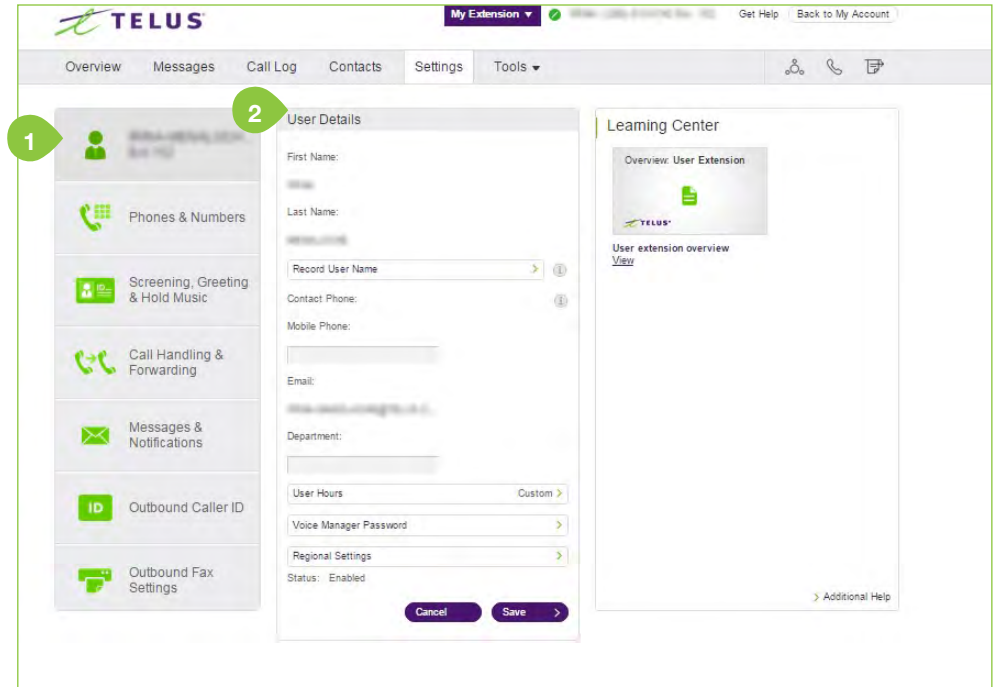
2. h. **User Hours:** Set your working hours.
    i. **User Password:** Set and reset password, PIN and Security Question.
    j. **Regional Setting:** Time Zone, Time Format, Country Code.

Use Text-to-Speech Name

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Click **Record User Name**.
3. A pop-up will appear with options for your recorded name.
4. Select the radio button next to **TELUS Business Connect Text-to-Speech name**.
5. Enter your name in the text field.
6. Click **Save**.
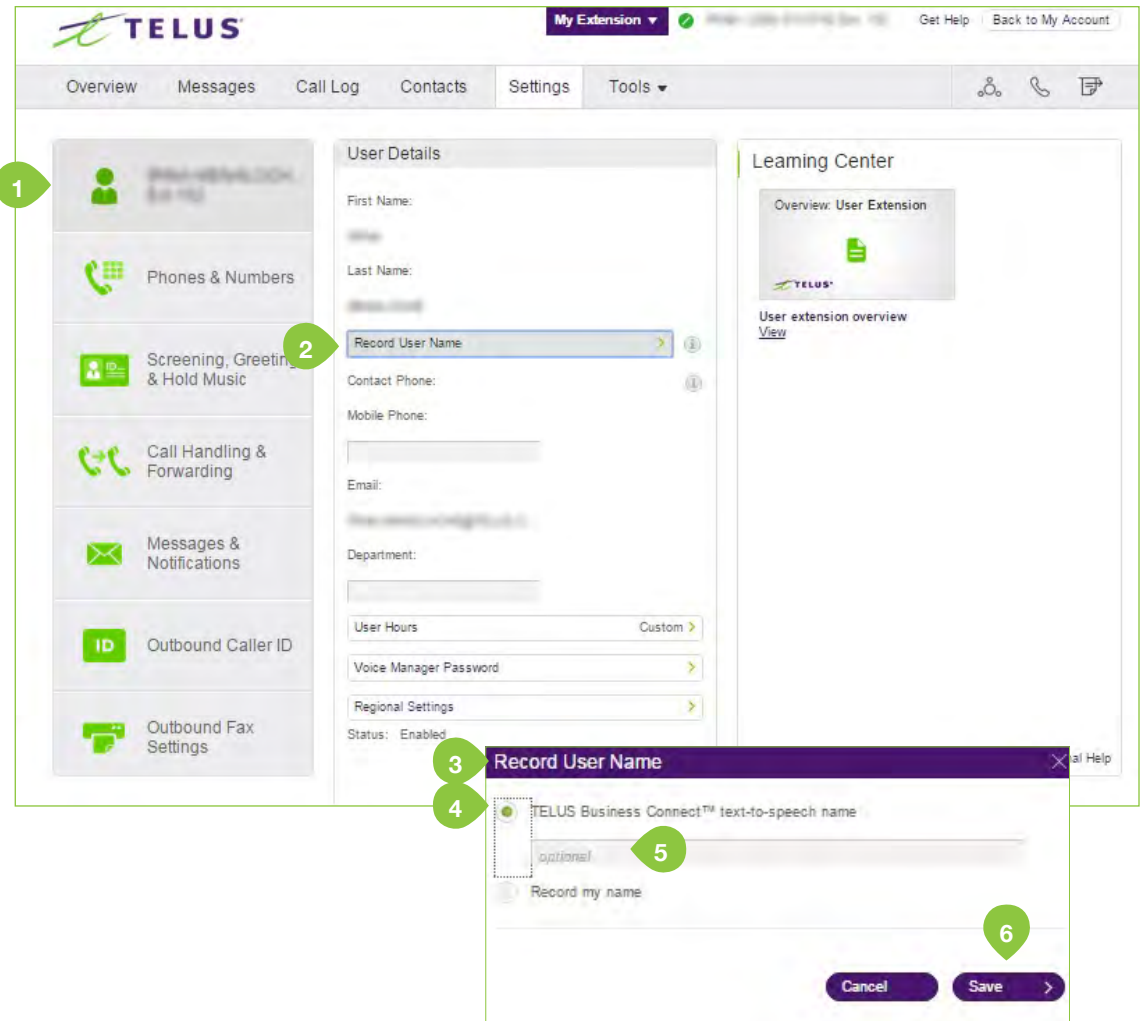
Set a Custom Name Recording

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Click **Record User Name**.
3. A pop-up will appear with options for your recorded name.
4. Select the radio button next to **Record My Name**.
5. Select how you'd like to set your custom recording:

   a. **Record Over the Phone**

      Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the Call Now button, and TELUS Business Connect will call you to record your message.

   b. **Record Using Computer Microphone**

      Click Allow on the Adobe Flash Player Settings pop-up. Click Allow if TELUS Business Connect asks to record through your computer.

      The Microphone Test and Record settings will appear. When ready, click the red Record button to record your Company Greeting through your computer microphone. Stop the recording and listen to the playback.

   c. **Import**

      Browse for a WAV or MP3 file you want to use. Click Attach. Click the play button to listen to your greeting.
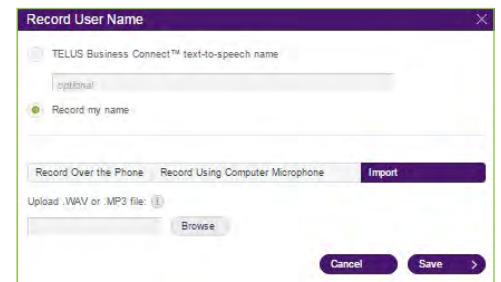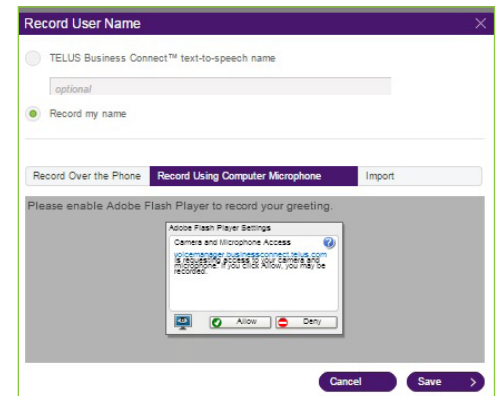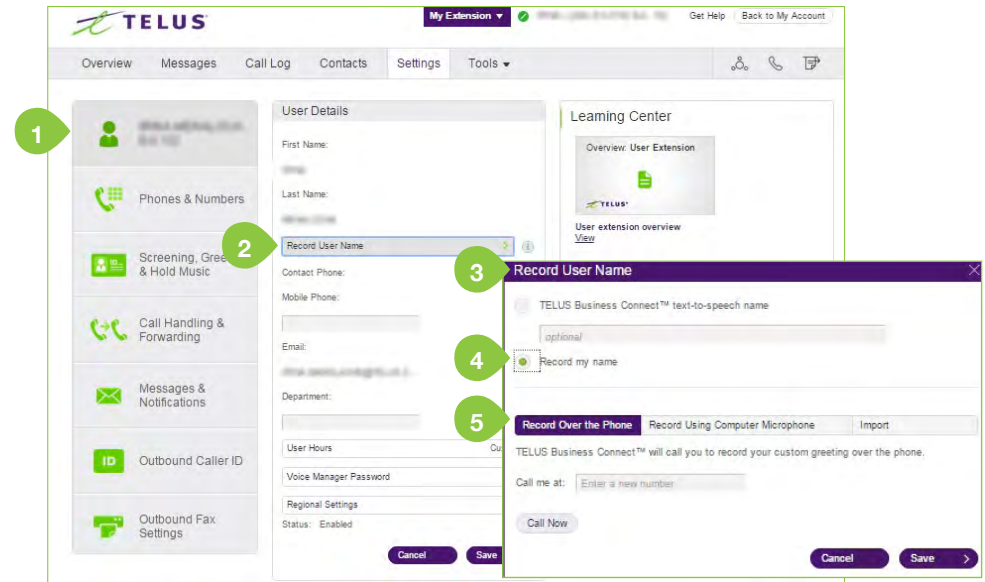
Phones & Numbers

In the Phones & Numbers section, you can view your Phones and Numbers, edit your Presence and Intercom Settings as well as view your Conference Numbers and invite people to a conference call via email.

Phone Details

1. From the **Settings** tab, select **Phones & Numbers**.
2. Under **Phones & Numbers**, select a phone.
3. Here you will see **Phone Details**. You can edit your **Phone Nickname**, view your **Phone Type**, edit your **Default area code**, view your **Status**, change your **Bandwidth Settings**.
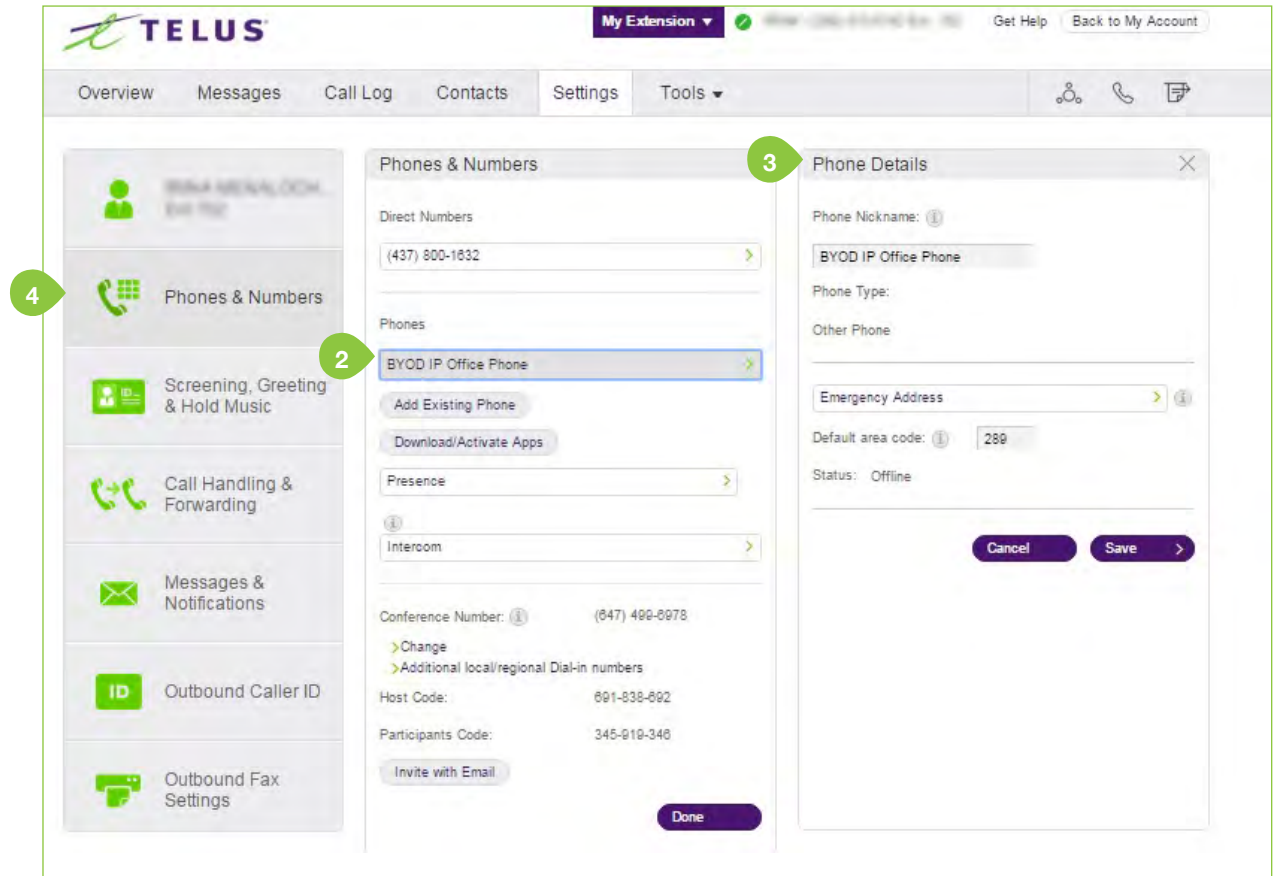
Set Your Presence

Presence-capable phones have status indicator lights that let you see who is available, busy, or on hold. You can turn on Presence and decide who gets monitored and how you want to handle the calls.

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click **Presence.**
3. A pop-up will appear with a list of users who are currently able to see your **Presence**.
4. Select the **Appearance** tab.
5. Click **Select** to add a user to this list your Presence-capable phone.
6. Select the radio button next to a user.
7. Click **Done**.
8. Check the box next to **Ring my phone when any user I am monitoring rings** if you'd like to use this feature.
9. Check the box next to **Enable me to pick up a monitored line on hold** if you'd like to use this feature.
10. Click **Save**.

NOTE: If you use TELUS Business Connect for Desktop, the list of users under Appearance will automatically sync with the HUD list on your desktop. Any changes you make to the HUD list on your desktop will also automatically sync with the Appearance list in your online account.
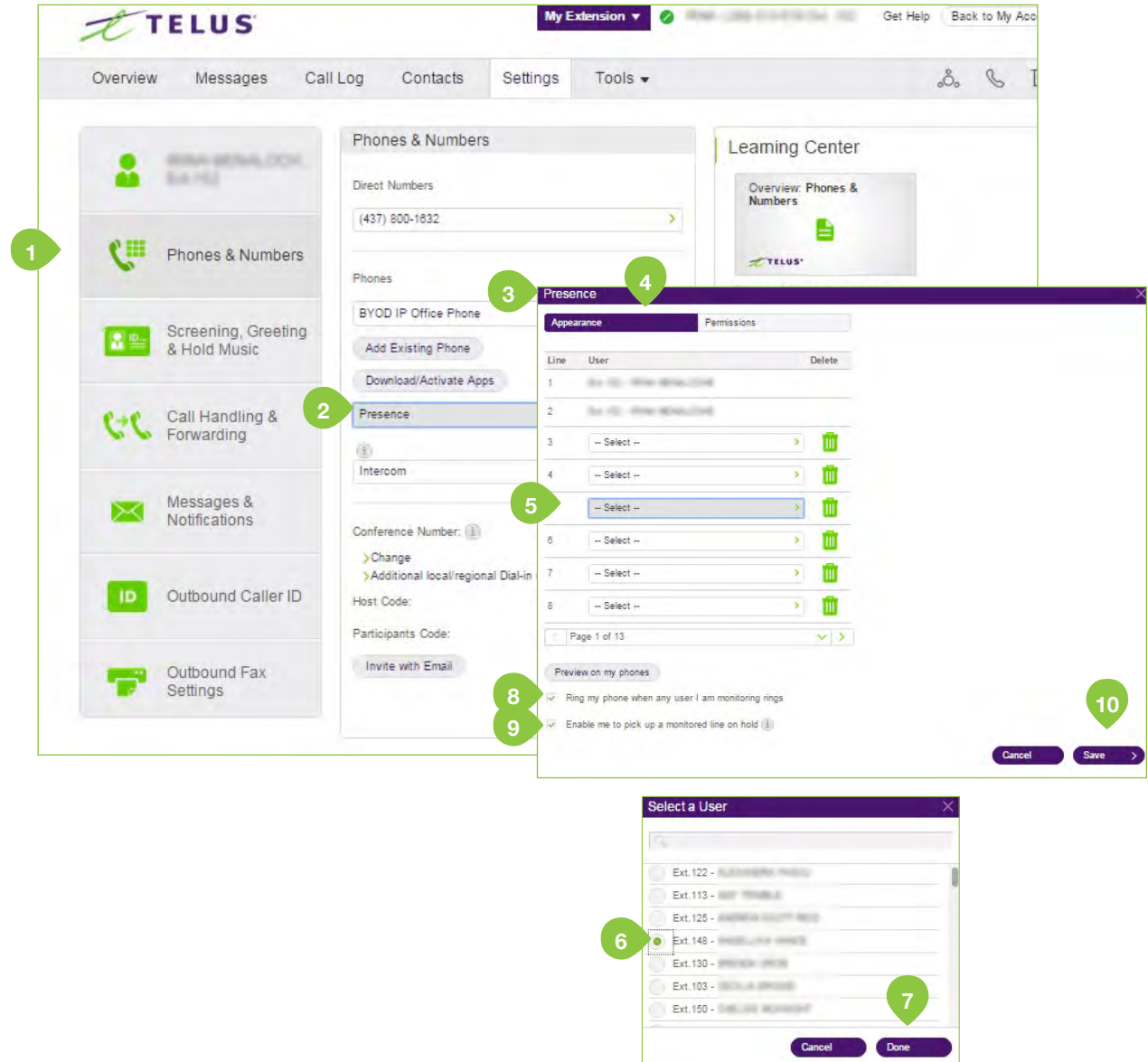
11. Click the **Permissions** tab.
12. Next to **Allow other users to see my presence**, select the radio button next to **On** or **Off**.
13. Select the users who you'd like to allow to see your **Presence**.
14. Click the arrow to move the selected members to the column on the right. This column is for users who can see your **Presence**. You can select users and use the arrows to add or remove them from this column.
15. Click **Save**.

Intercom

Intercom allows hands-free peer-to-peer conversations between users on desk phones and the TELUS Business Connect for Desktop application. With Intercom, you can call another extension in your company and that phone will automatically answer the call in speakerphone mode. This feature is useful for announcing parked calls, notifying of visitors, and engaging in hands-free communications with colleagues.

Most TELUS Business Connect desk phones have Intercom softkeys. Just press the Intercom softkey and dial an extension. The extension phone beeps to notify the user of an incoming intercom call, and the user's speakerphone is automatically activated.

Call Routing and Forwarding is supported, so if users are on Intercom calls on their desk phones, incoming regular phone calls can forward automatically another device. Just set your forwarding rules to send calls to your mobile phone or the TELUS Business Connect for Desktop application if your desk phone is busy.

The Polycom 6000 conference phone does not have softkeys; use the touch tone command *85 to initiate an Intercom session. The TELUS Business Connect for Desktop application cannot make, but can receive, Intercom calls. The TELUS Business Connect Mobile Apps cannot make an Intercom call; incoming Intercom calls convert into regular inbound calls.
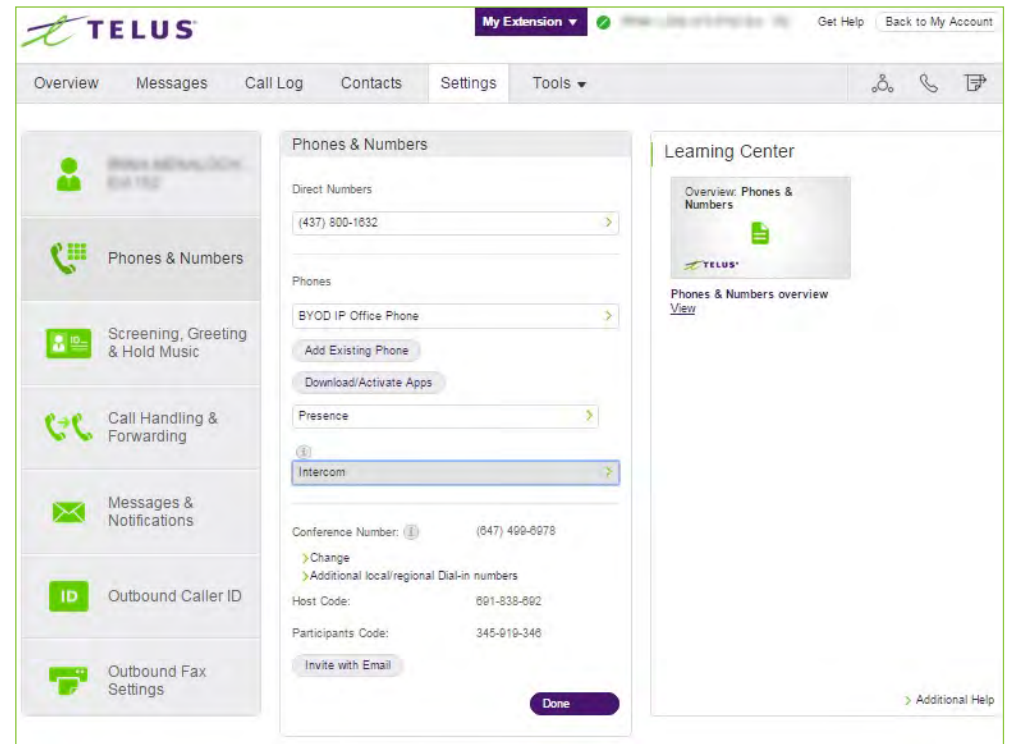
Enable Intercom Calls

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click **Intercom**.
3. Enable Intercom calling by choosing a phone to accept intercom calls. Click **Disabled** (if Intercom is currently disabled) or the current Intercom-enabled phone to change the settings.
4. Select the radio button next to the phone you'd like to accept intercom calls. Click **Save**.
5. Select users who you'd like to be able to make Intercom calls to you.
6. Click the arrow to move the selected members to the column on the right. This column is for users who can make Intercom calls to you. You can select users and use the arrows to add or remove them from this column.
7. Click **Save**.
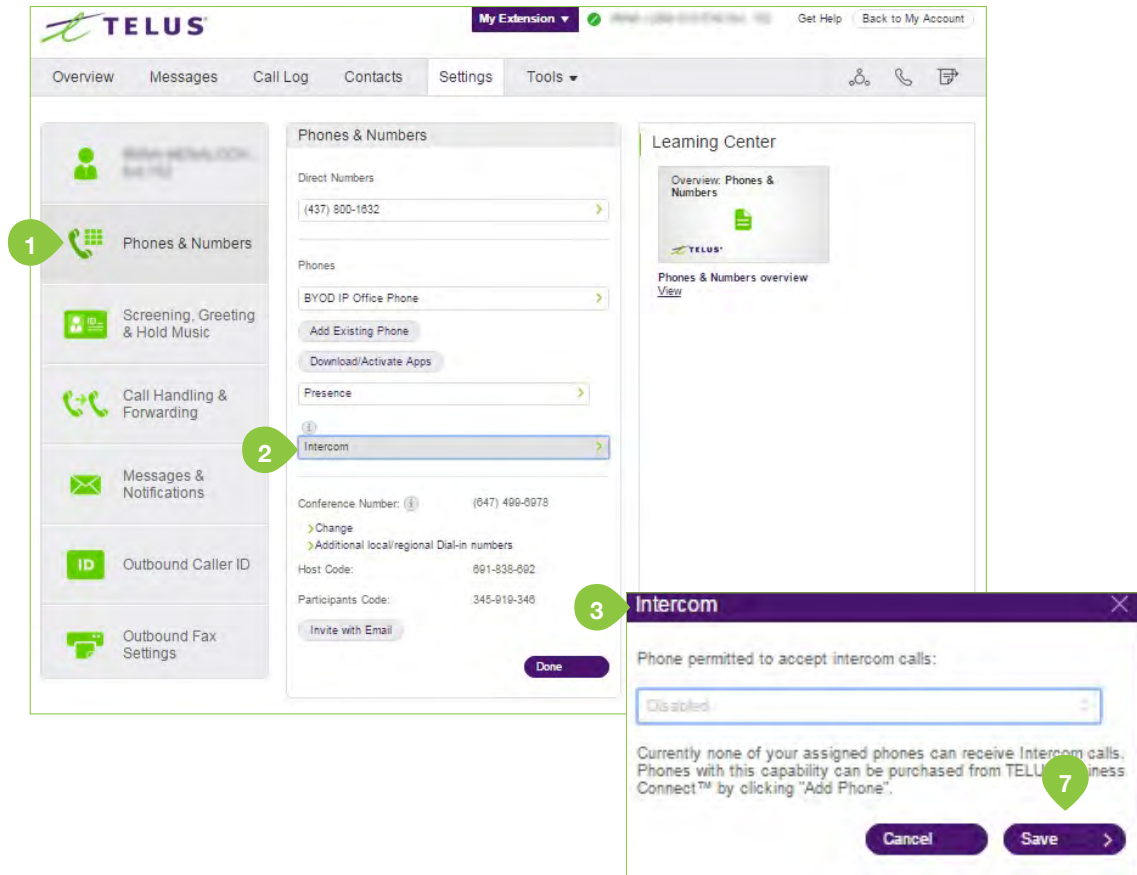
Screening, Greeting, & Hold Music

In this section, you can set your preferences for your different Greetings, Hold Music, and Blocked Calls.

Set a User Greeting

Your TELUS Business Connect system comes with a default personal greeting such as "Thank you for calling (user name).You can easily change this greeting to your own custom greeting. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your computer.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**
2. Click **Set Greeting**.
3. A pop-up will appear with the current greeting.
4. Choose your preferred type of greeting.
    a. **Default** – Select the radio button next to Default.
    b. **Custom** – Select the radio button next to Custom and select how you'd like to set your custom recording:
        - **Record Over the Phone**
          Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the Call Now button, and TELUS Business Connect will call you to record your message.
        - **Record Using Computer Microphone**
          Click Allow on the Adobe Flash Player Settings pop-up. Click Allow if TELUS Business Connect asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
        - **Import**
          Browse for a WAV or MP3 file you want to use. Click Attach. Click the play button to listen to your greeting.
5. Click **Save**.

Set up Call Screening

Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately.

1. Under the **Settings** tab, click **Screening, Greeting & Hold Music**.
2. Under **Set up call screening**, click the radio button next to **On**.
3. Under **Ask callers to say their name before connecting**, select the radio button next to your preferred condition.
4. Click **Save**.
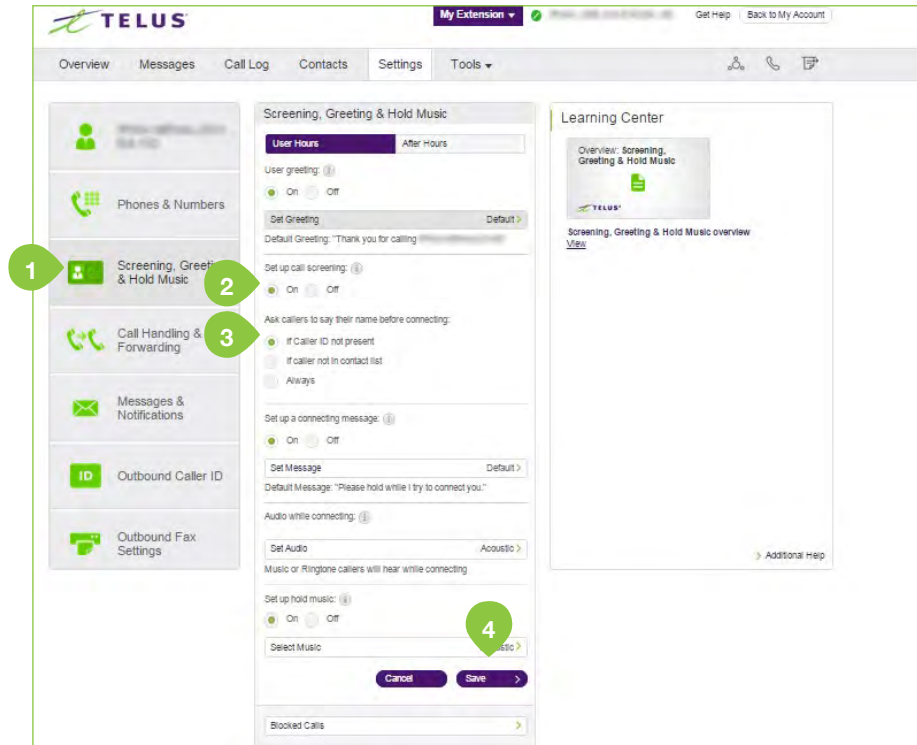
Connecting Message

Set the recorded message you want callers to hear to let them know the call will now be transferred to your line.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Set up a connecting message**, select the radio button next to **On**.
3. Click **Set Message**.
4. A pop-up will appear with the current connecting message. Choose your preferred type of message.
   a. **Default** – Select the radio button next to Default.
   b. **Custom** – Select the radio button next to Custom and select how you'd like to set your custom recording:
      - **Record Over the Phone**
         Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the Call Now button, and TELUS Business Connect will call you to record your message.
      - **Record Using Computer Microphone**
         Click Allow on the Adobe Flash Player Settings pop-up. Click Allow if TELUS Business Connect asks to record through your computer.

         The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
      - **Import**
         Browse for a WAV or MP3 file you want to use. Click Attach. Click the play button to listen to your message.
      If you've set a custom greeting, click the record button to set a different company greeting.
5. Click **Save**.

NOTE: Repeat this process, selecting the After Hours tab (if displayed), to set up a Connecting Message for after business hours.
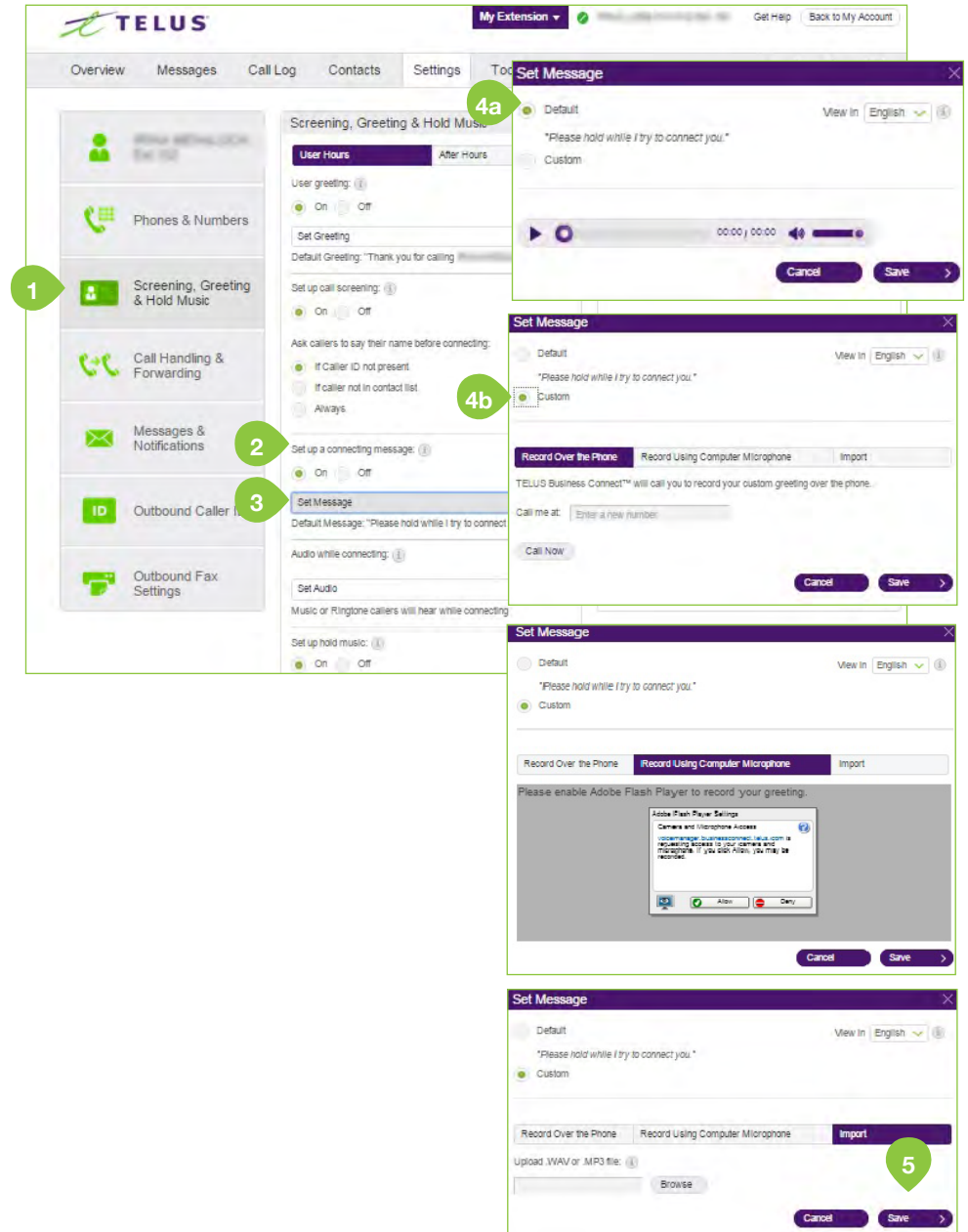
Audio While Connecting

Set the music you'd like callers to hear in the while waiting to be connected. Please note that the "Audio while connecting" setting is applied on a rule basis, the "Hold music" setting is applied for all calls.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Audio while connecting**, click **Set Audio**.
3. A pop-up will appear with the current audio.
4. Select the radio button next to your preferred choice of audio:
   a. **Ring Tones**
   b. **Music** – Select audio from the drop-down menu.
   c. **Custom** – Upload a .WAV or .MP3 file.
   d. **None**
   Press the play button to listen to and press the record button to re-record your custom greeting or select a different type of audio.
5. Click **Save**.

Set Hold Music

Set the music you'd like callers to hear while on hold. The hold music will be applied to all calls.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Set up hold music**, select the radio button next to **On**.
3. Click **Select Music**.
4. A pop-up will appear with the current music.
5. Select the radio button next to your preferred choice of music:
   a. **Ring Tones**
   b. **Music** – Select your choice of music from the drop-down menu. You have standard music options as well as options that are optimized for mobile devices at the bottom of the list.
   c. **Custom** – Upload a .WAV or .MP3 file.
   d. **None**
   Press the play button to listen to and press the record button to re-record your custom greeting or select a different type of audio.
6. Click **Save**.

Blocked Calls

Choose specific phone numbers and fax numbers that you'd like to block and prevent from calling or faxing your number. You can also choose what message they will hear when they attempt to call.

1. Under the **Settings tab**, select **Screening, Greeting & Hold Music.**
2. Click **Blocked Calls**.
3. You will now see options for call blocking.
4. If you are the administrator, you will see a message notifying you that calls blocked for this extension will apply to any calls to the company as well as your own extension.
5. Select whether you'd like to block specific calls and faxes or all calls.
6. **Only Block these numbers or area codes:**
   a. Enter **Phone numbers** (and names) of specific numbers you'd like to block.
   b. Click **Block**.
   c. Click **Callers will hear** to set the message you'd like them to hear
7. **Block Calls with no Caller ID:**
   a. Check the box next to **Calls** and or **Faxes**.
   b. Click **Callers will hear** to set the message you'd like these callers to hear then click **Save**.

Call Handling & Forwarding

Call Forwarding

As a User, you can set up different Call Forwarding rules for your extension(s). Add up to 10 forwarding numbers for each extension assigned to you, and set calls to ring at these numbers sequentially or simultaneously.

1. From the **Settings** tab, select **Call Handling & Forwarding**.
2. **First Ring:**
   a. Click **Desktop apps & Smartphones to turn on notifications** and set the number of seconds to wait before forwarding begins.
3. **Then forward calls to:**
   a. Enter other numbers to receive forwarded calls. These are then added to your call list, where they can also be reordered and turned on or off.
   b. Click the slider in the Active column to turn call forwarding to each number listed on and off.
   c. Use the drop-down menu to select the length of time for each phone to ring.
4. If you'd like to forward your calls to other users' phones, click **>Forward to other user's phones**.
   a. Select the user you'd like to forward calls to.
   b. Click the arrow to move the selected members to the column on the right. This column is for users who will receive forwarded calls. You can select users and use the arrows to add or remove them from this column.
   c. Click **Done**.
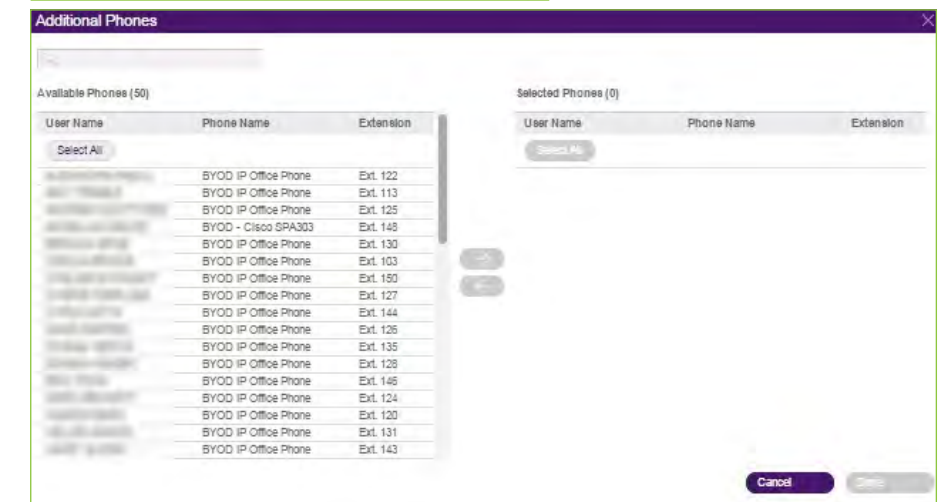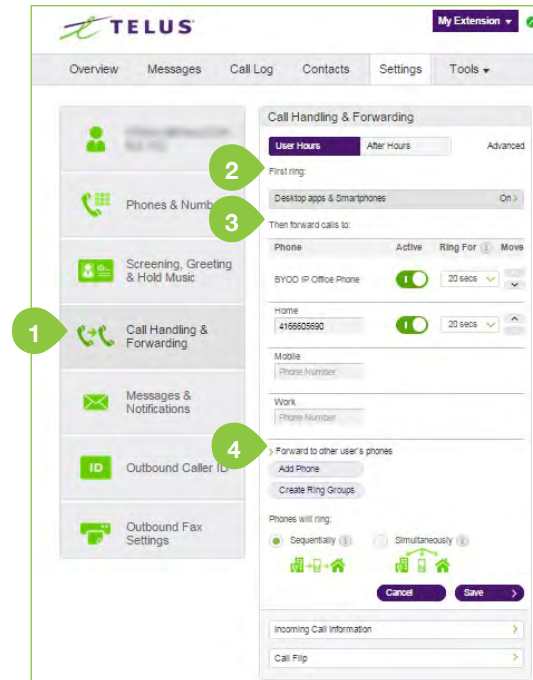
5. Click **Add Phone** button to add up to 10 forwarding numbers to each phone extension.

6. Click **Create Ring Groups** and select the phones that will ring at the same time your call comes in.
    a. Check the checkbox next to the phones you'd like to include as a group.
    b. Click **Group**.
    c. You will see the grouped phones highlighted in blue with only one checkbox.
    d. Click **Done**.
    e. Groups will appear highlighted in blue under **Call Handling & Forwarding**.

7. Make your selection for **Phones will ring**:
    a. **Sequentially** – Use the up and down arrows next to each phone in the Move column to set the order in which your phones will ring.
    b. **Simultaneously** – All phones listed will ring at the same time.

8. Click **Save**.
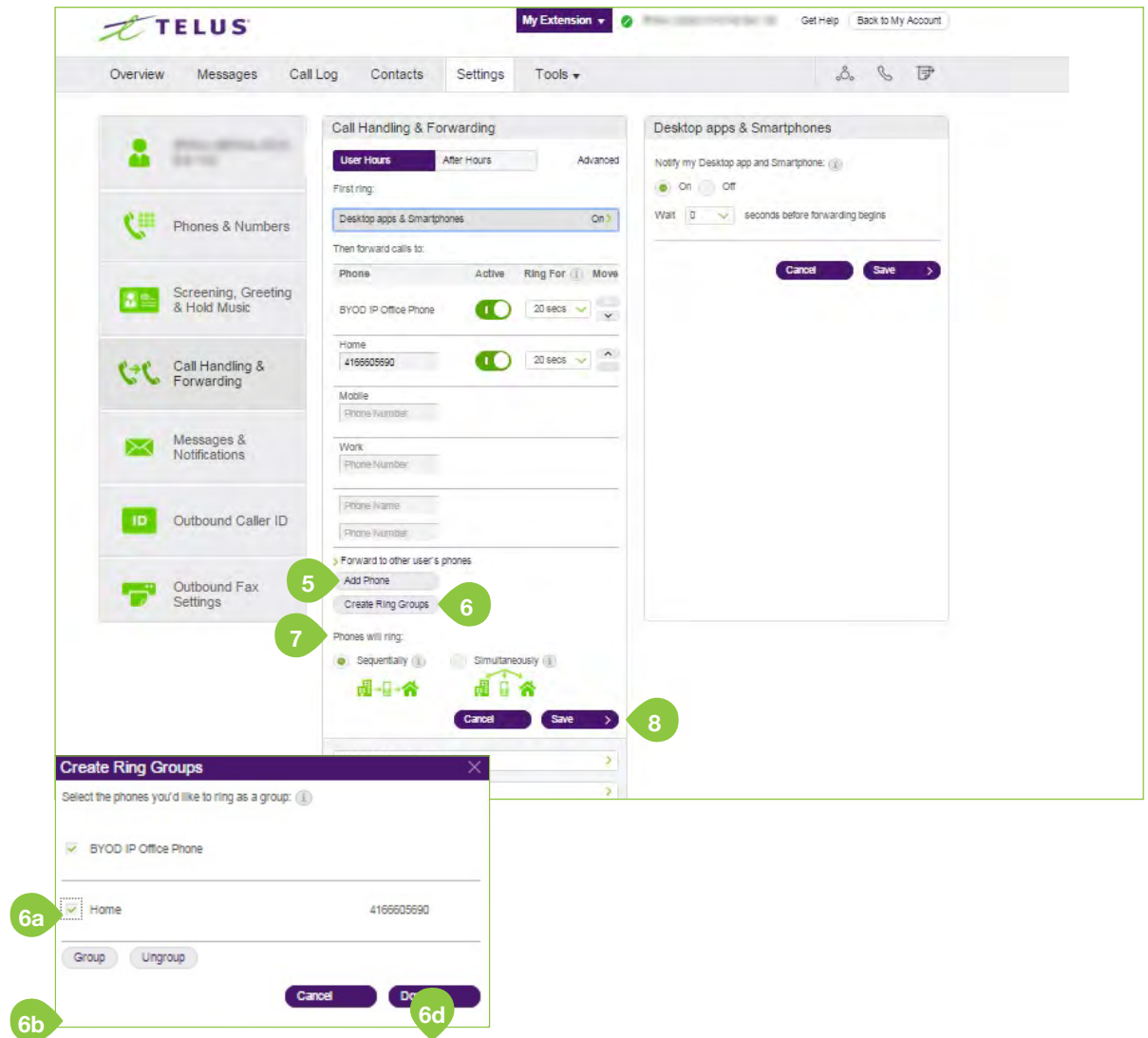
Incoming Call Handling

You can choose settings in Incoming Call Information so that when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, "John, you have a call." Or "Sales, you have a call."

This feature helps users who are members of more than one department or who use phones that are both business and personal-answer the call appropriately.

1. From the **Settings** tab, click **Call Handling & Forwarding**.
2. Click **Incoming Call Information**, towards the bottom of the screen.
3. A pop-up will appear with your current **Incoming Call Information.**
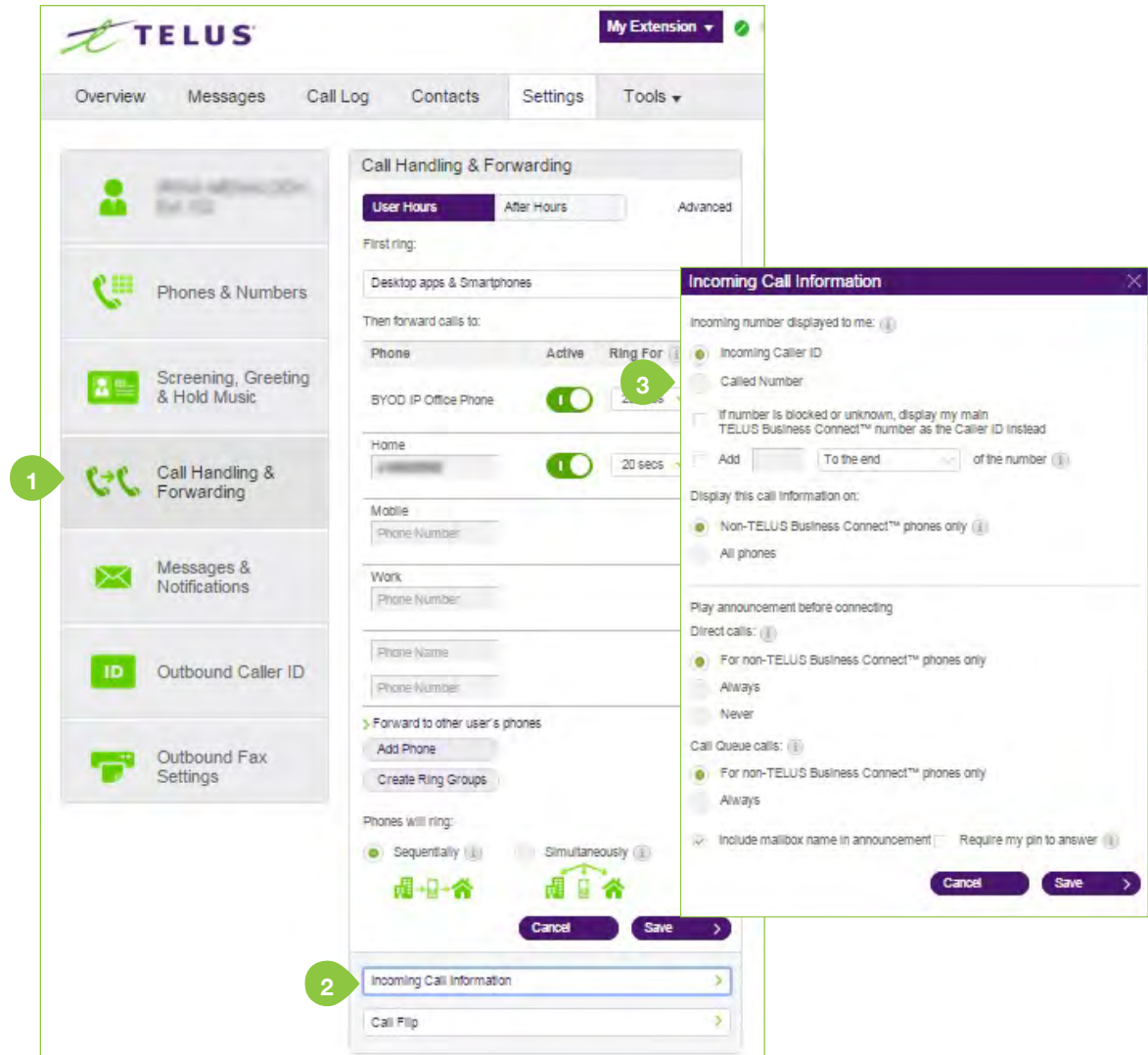
4. **Incoming number displayed to me:**
   a. **Incoming Caller ID** – Select this radio button to display the phone number of the person calling.
   b. **Called Number** – Select this radio button to display the number that the caller used to reach you.
   c. **If number is blocked or unknown, display my main TELUS Business Connect number as the Caller ID instead** – Check this box if you'd like to add this option.
   d. **Add _____ To the beginning/end of the number** – Check this box if you'd like to add digits to the beginning or end of your phone number. (NOTE: Not all carriers support this feature.)

5. **Display this call information on:**
   a. **Non-TELUS Business Connect phones only** – Select this radio button to apply your incoming number display settings to Non-TELUS Business Connect phones only, meaning regular Caller ID will appear on TELUS Business Connect/IP phones.
   b. **All Phones** – Select this radio button if you'd like to apply your incoming number display settings to all of your phones.

6. Under **Play announcement before connecting for Direct calls**, choose one of the following options:
   a. **For non-TELUS Business Connect phones only** – Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your TELUS Business Connect phone.
   b. **Always** - All calls will be announced before being forwarded to any of your phones.
   c. **Never** – All calls will be connected without an announcement (unless they are from blocked numbers).

7. Under **Play announcement before connecting for Call Queue calls**, choose one of the following options:
   a. **For non-TELUS Business Connect phones only** – Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your TELUS Business Connect phone.
   b. **Always** – All calls will be announced before being forwarded to any of your phones .
   c. Check the checkbox next to **Include mailbox name in announcement** if you'd like.
   d. Check the checkbox next to **Require my Pin** to answer if you want your pin number to be entered before connecting you to your incoming call. This is a helpful security feature if you don't want others to answer your calls, such as when you are at home or at another location.

8. Click **Save**.

Call Flip

TELUS Business Connect Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call you are on to your mobile phone on your way out of the office. Or flip a mobile call to your home phone once you've finished your commute.

Manage Your Call Flip Numbers

1. From the **Settings** tab, select the **Call Handling & Forwarding**.
2. Click **Call Flip**.
3. A pop-up will appear with a list of numbers/ devices assigned to that user with a Flip number beside each.
4. Click the arrows to move a device up or down to change its assigned number. You may skip or leave any number unassigned.
5. Click **Save**.

To Use Call Flip

When you are on a phone call, press the asterisk key (*) and a number corresponding to the device to which it is assigned. The call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, clicking *2 while you are on a call will instantly transfer the call to your home phone.
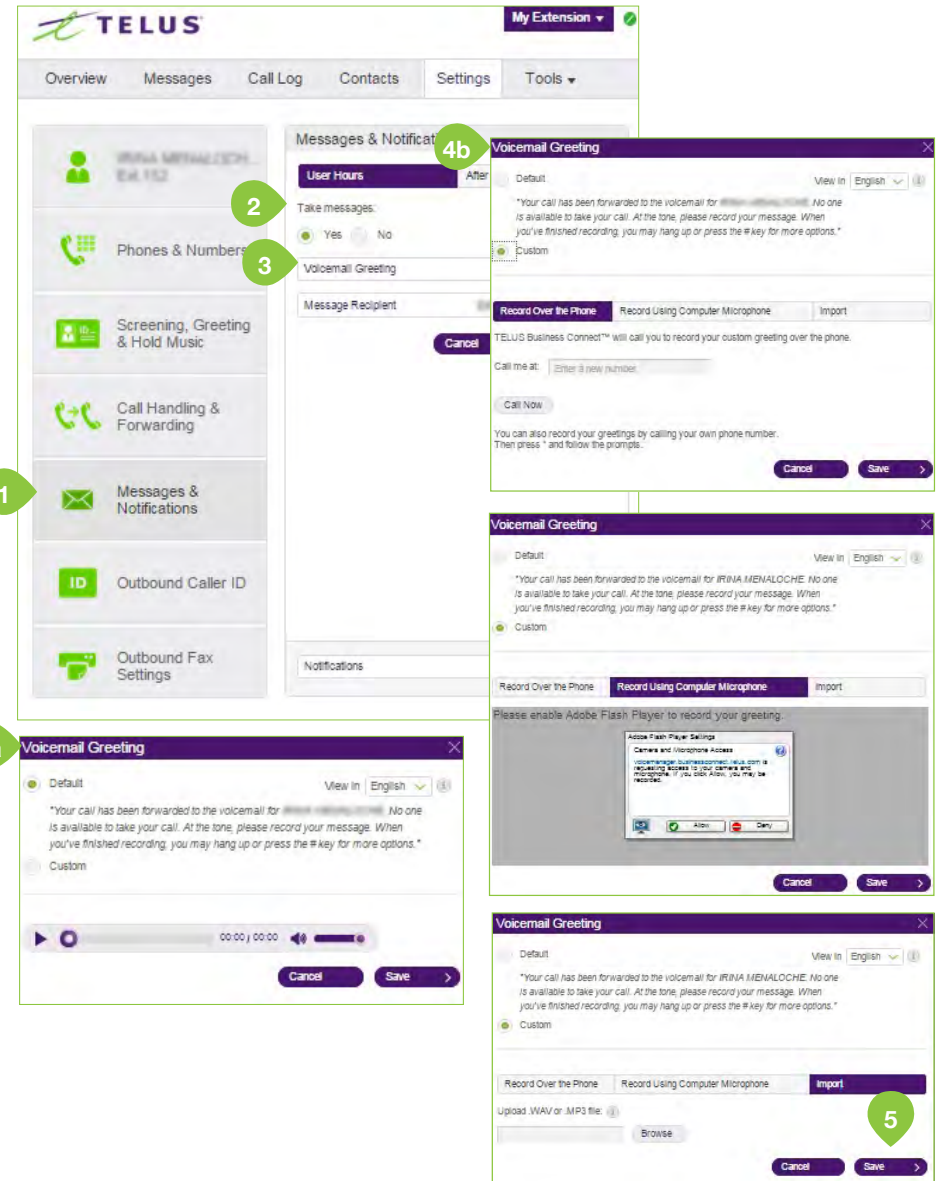
Messages & Notifications

Messages

In the messages section, decide whether or not you'd like to take messages, set your Voicemail Greeting, and choose how you'd like to be notified for different interactions.

Set a Voicemail Greeting

1. From the **Settings** tab, select **Messages & Notifications**.
2. Under **Take Messages**, click the radio button next to **Yes**.
3. Click **Voicemail Greeting**.
4. A pop-up will appear with the current **Voicemail Greeting**. Choose your preferred type of greeting.
   a. **Default** – Select the radio button next to Default.
   b. **Custom** – Select the radio button next to Custom and select how you'd like to set your custom recording:
      - **Record Over the Phone**

        Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the Call Now button, and TELUS Business Connect will call you to record your message.
      - **Record Using Computer Microphone**

        Click Allow on the Adobe Flash Player Settings pop-up. Click Allow if TELUS Business Connect asks to record through your computer.

        The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
      - **Import**

        Browse for a WAV or MP3 file you want to use. Click Attach. Click the play button to listen to your greeting.
5. Click **Save**.

Voicemail Preview

The Voicemail Preview* provides a text version of your voicemail that allows you to get the gist of the message. It delivers the text version of your voicemail to your Telus Business Connect mobile or desktop application or via email.

1. From the **Settings** tab, select **Messages & Notifications**.
2. Click **Voicemail Preview**.
3. A pop-up will appear with the option to turn **Voicemail Preview** on or off.
4. Select the button next to **On** or **Off**.
5. Click **Save**.

NOTE: The result of text transcription varies depending on the clarity of the caller's voice and background noise.
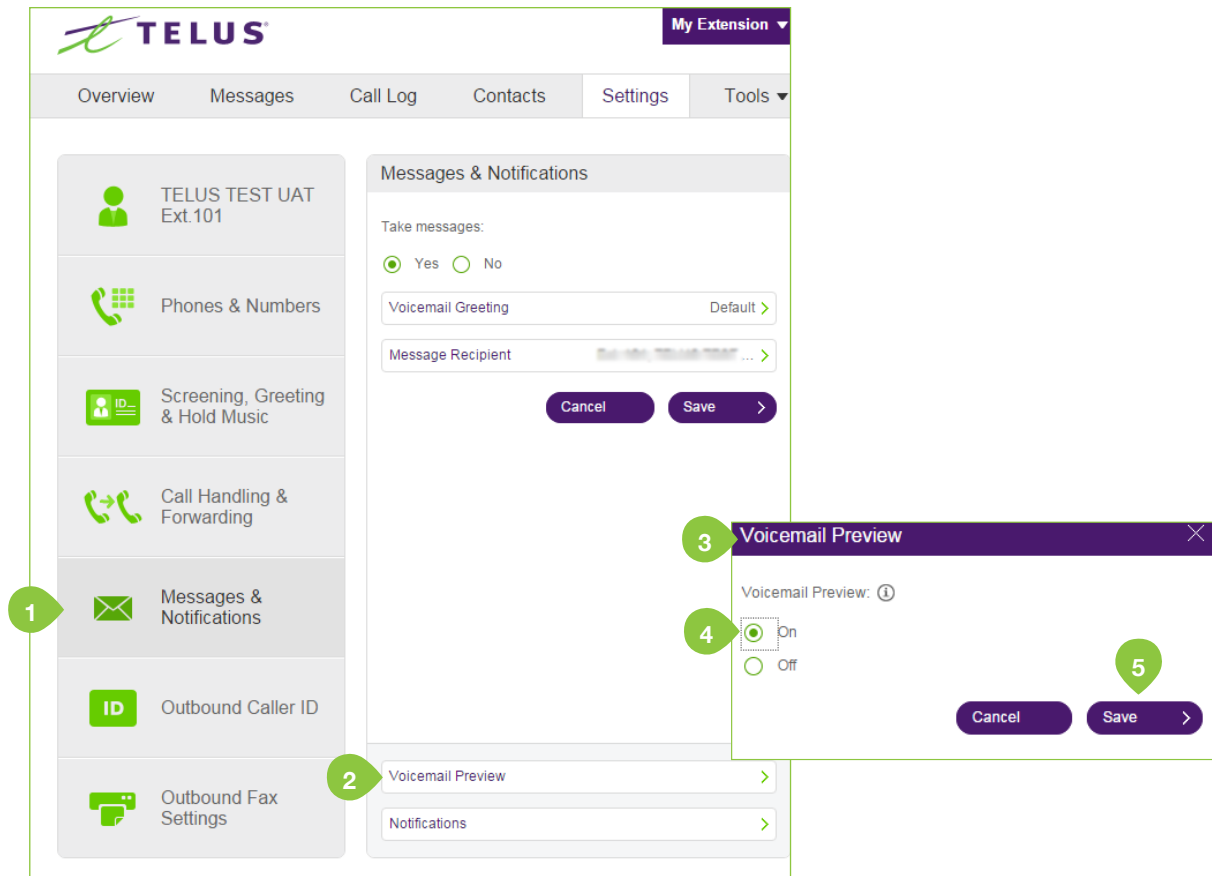
*Voicemail Preview is available for Premium Plus users only.

Notifications

Set your settings for email alerts when you receive a voicemail message, fax, missed call or for the status of the fax transmission results.

1. From the **Settings** tab, select **Messages & Notifications**.
2. Click **Notifications**.
3. A pop-up will appear with options for email notifications to a recipient of your choice when faxes are received, or calls missed.
4. Set your notification settings by checking the checkboxes and filling in email and phone numbers.
   a. Click **Advanced Notification Options** to see more detailed notification settings.
   b. Set your A**dvanced Notification Options**.
   c. Click **Back to Basic Notification Settings**.
5. Click **Save**.

Outbound Caller ID

This option allows a user to display or block the Caller ID of their phone numbers during outbound calls. As a default, your Outbound Caller ID is not blocked. Follow the steps below to change it.

1. From **Settings** tab, click **Outbound Caller ID**
2. You have the option to choose different numbers to display
   a. **By Phone** – Choose a number to display for your softphone, mobile phone, or desk phone.
   b. **By Feature** – Choose a number to display for RingOut from Web, RingMe, Call Flip, Fax Number, and Alternate Caller ID.
   c. **Internal Calls** – Choose to display your extension for internal calls.
3. Click the down arrow next to a phone number to view the drop-down menu with a list of numbers to choose from. Select a phone number for which you want to allow or choose the option to block Outbound Caller ID.
4. Check the checkbox next to **Display my extension number for internal calls** if you'd like this feature.
5. Click **Save**.
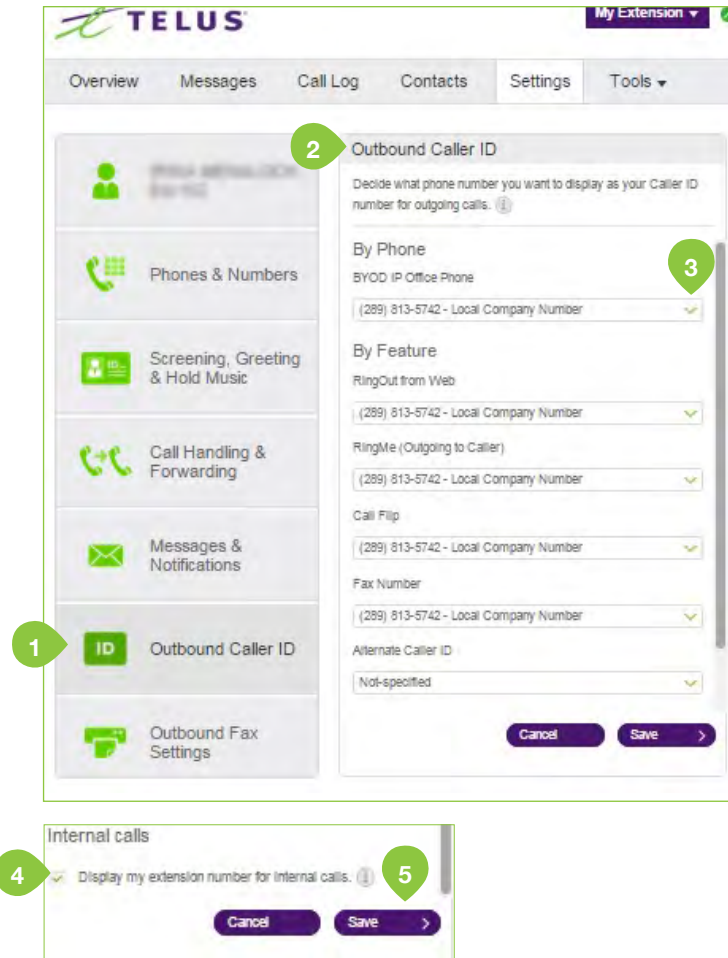
Outbound Fax Settings

Changing Fax Cover Sheet

1. From the **Settings** tab, select **Outbound Fax Settings**.
2. Edit your Cover page info. Enter your **Company name**, **Address**, **City**, **State/Province**, **Zip/Postal Code**, and **Country**.
3. Click **Cover Page**. A default cover sheet is attached to each fax you send through TELUS Business Connect. The variable information on the cover page will be filled in during the fax-sending process.
4. A pop-up will appear with the current Cover Page settings.
5. Use the drop-down window to select and preview available cover page styles.
6. Make your selection and click **Save**.
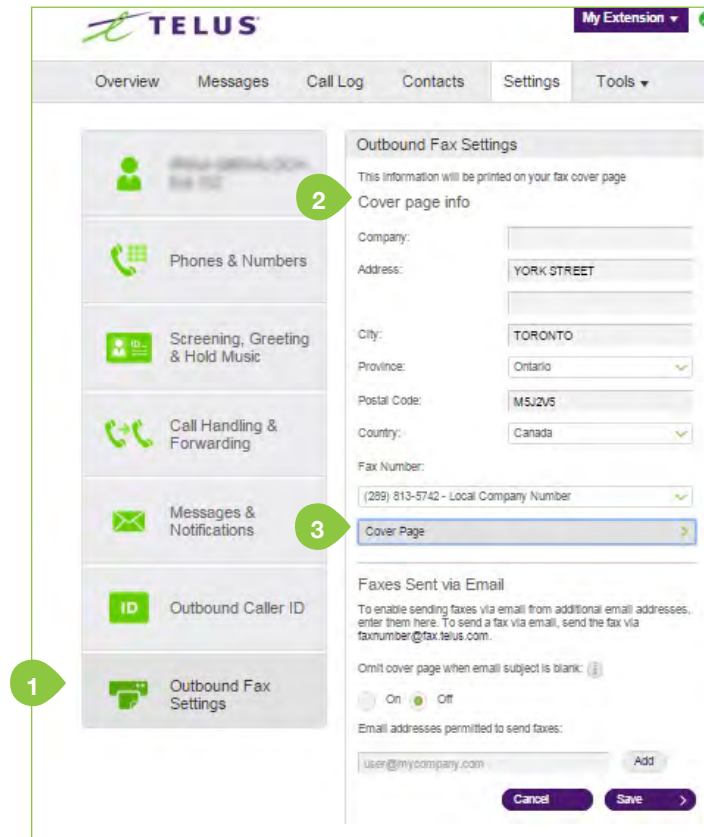
Adding Emails that Can Send Faxes

When a user sends a fax via TELUS Business Connect, the system checks the email address of the sender, and sends the fax if it is on the approved list. Emails might include alternate company accounts or personal accounts. You can have up to five approved email addresses.

1. From the **Settings** tab, select **Outbound Fax Settings**.
2. Under **Omit cover page when email subject line is blank**, select the radio button next to **On** or **Off** depending on your preference. If this option is selected, when you send a fax via email with a subject line the cover page will be used. If you send it without a subject line a cover page will not be used.
3. Enter the email address you wish to add.
4. Click **Add** (repeat for up to 25 additional addresses).
5. Click **Save**.

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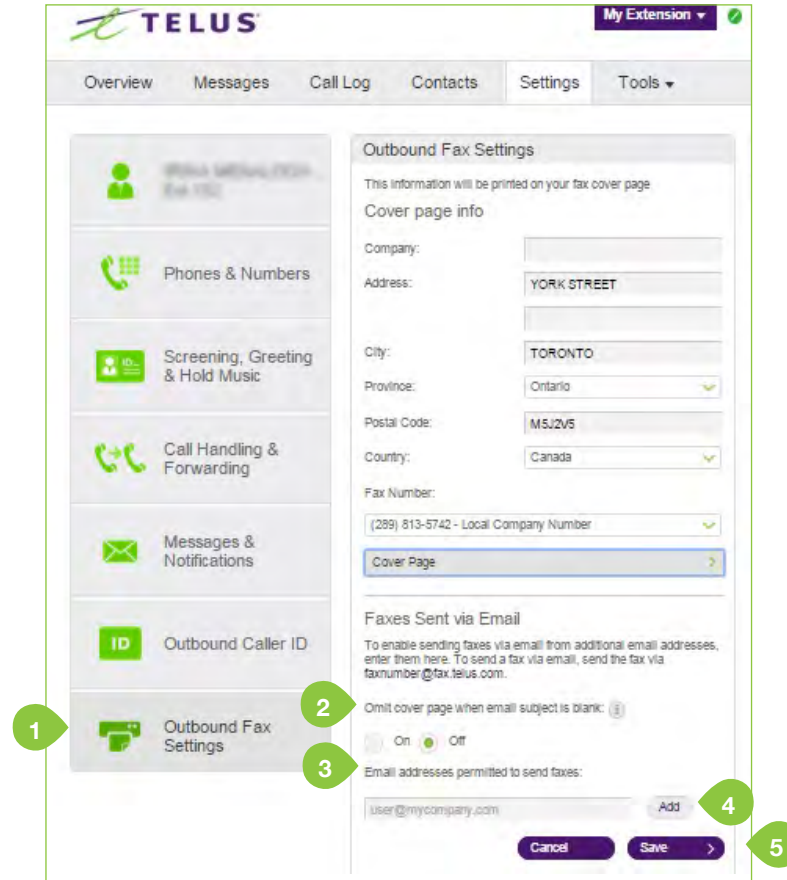
Faxing via Email

Send faxes by emailing them as attachments from any email address you
have added to the " Faxes Sent via Email "menu described previously.

1. Enter the recipient's 10-digit fax number@tbc.com in the To: field. For example, to
    send a document to the fax number 1-650-555-6567, you would use this email
    address: 6505556567@fax.telus.com.
2. Enter a subject in your email to use as your fax subject. Depending on your
    settings for **Faxes Sent via Email**, adding a subject may determine whether or not
    a cover page is sent with your fax. See instructions for **Adding Emails that Can
    Send Faxes** for more information.
3. Attach the document you wish to fax.
4. Type your message in the body of the email.
5. Click **Send**.
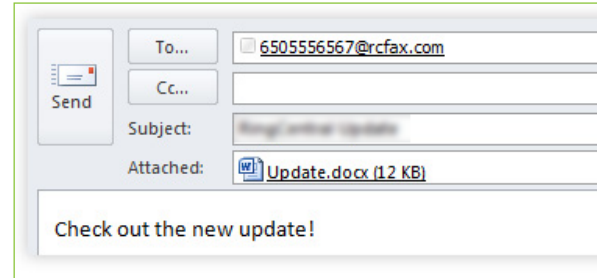
Hot Desking

Hot desking enables you to log in to a shared phone that adopts your phone settings. Hot desking allows employees who travel from different offices to share the same common phone and desk while keeping their own extension profiles and voicemail access.

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Log in to a common phone
1. Press the **Login** soft key (or dial *90) on a common phone.
2. At the prompt, enter the extension number and a pin (used at set up).
3. You are logged in to the common phone.

Log out from a common phone
1. Press the **Logout** soft key on the phone (or dial *90) to log out.
2. You are logged out from the common phone.