



TELUS Business Connect with Skype™ for Business.

User Guide



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Introduction

About TELUS Business Connect with Skype for Business.

TELUS Business Connect with Skype for Business fulfills the needs of customers who want to have all of their communications within one place. TELUS Business Connect built this integration with Skype for Business to allow customers to make and receive TELUS Business Connect calls, initiate TELUS Business Connect online meetings and audio conferences—all within Skype for Business.

About Skype for Business.

Skype for Business is a communication tool that allows users to collaborate in real time via text chat, audio/video chat, and desktop sharing.

A feature of Skype for Business is the ability to share different information with other users. When chatting with an individual or group of people, users can share attachments, desktops, other programs, PowerPoint® presentations, a whiteboard, or even polls to their collaborators.

Learn more about Skype for Business [here](#). Download the Skype for Business app [here](#).

About This Guide.

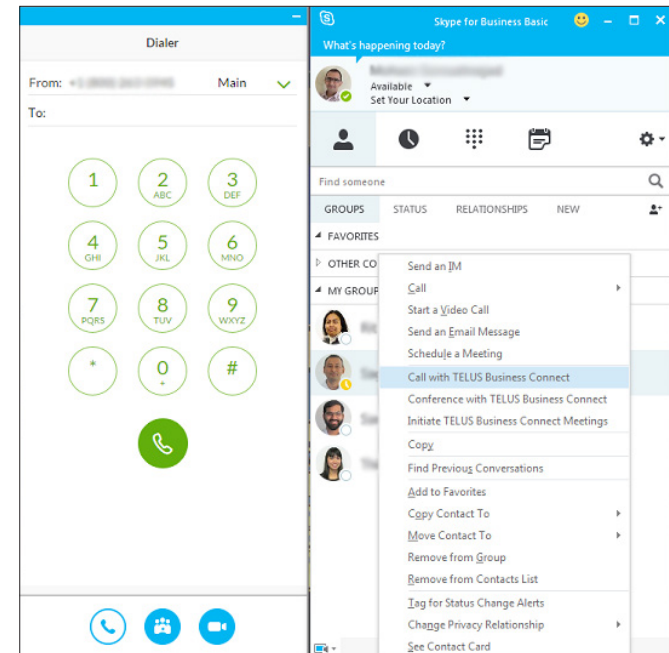
This guide is designed for users of the TELUS Business Connect with Skype for Business mini app. It shows how to download and install the app, open it, log in, log out, and exit the app. Covered in this guide are:

- The Settings Panel
- Call with TELUS Business Connect
- Conference with TELUS Business Connect
- Initiate TELUS Business Connect Meeting
- Deal with Incoming Call
- Support Auto Version Update

Getting Started with TELUS Business Connect with Skype for Business.

Installation

1. Download and install the TELUS Business Connect app add-on for Skype for Business (download here).
2. During installation, decide whether the user should be allowed to use the TELUS Business Connect Meetings feature. If TELUS Business Connect Meetings is not selected for use, it will be hidden from the user.
3. After installing the TELUS Business Connect app add-on successfully, it will launch and the user will see the TELUS Business Connect login page.
 - The TELUS Business Connect app window will be docked to the Skype for Business window
 - The TELUS Business Connect app icon will be displayed in the Start menu and system tray
4. The user will see the following three options when right-clicking on a Skype for Business contact, whether the user has logged in to the TELUS Business Connect service or not:
 - Conference with TELUS Business Connect
 - Call with TELUS Business Connect
 - Initiate TELUS Business Connect Meetings
5. Before login, if the user selects any of the TELUS Business Connect feature options or clicks on the TELUS Business Connect icon from the system tray, the user will see the TELUS Business Connect login page.



Settings Panel

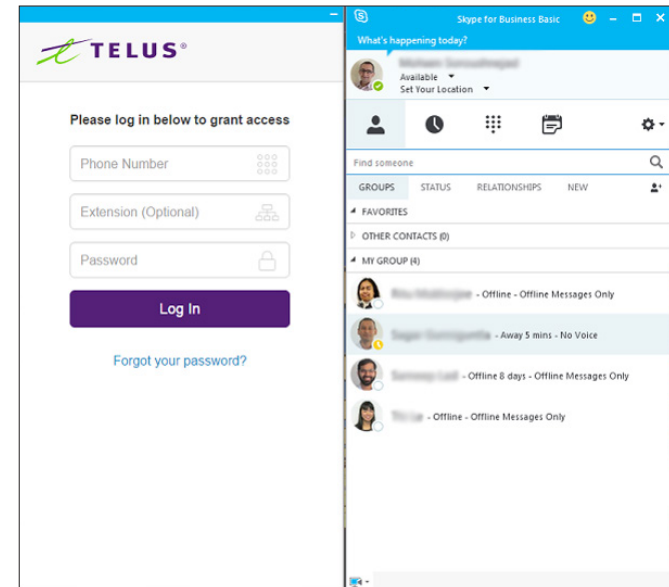
When the user right-clicks the TELUS Business Connect icon from the system tray, the following options will appear:

Open - This is clickable only after the user has logged in to their TELUS Business Connect service.

When **Open** successfully opens the app window, the user can schedule a TELUS Business Connect Meeting or Conference or enter a phone number to initiate a call.

Log In - This is available if the user has not logged in to their TELUS Business Connect service.

1. When the user clicks **Log In**, the TELUS Business Connect login page displays and allows the user to log in.
2. When the user enters the correct credentials and logs in to their TELUS Business Connect service, the login page will be closed and the message **You have logged in to the TELUS Business Connect service** will display near the system tray.
3. After login, the user will see **Log Out** instead of the **Log In** option on the settings panel.
4. If the user clicks **Log In** before initiating and logging in to Skype for Business, the message **Please log in to Skype for Business before you use this App** will display near the system tray.



Settings Panel

Log Out - When clicked, the user will log out of the TELUS Business Connect Service and the message **You have logged out of TELUS Business Connect Service** will display near the system tray.

After log out, user will see **Log In** instead of the **Log Out** option on the settings panel.

About - When clicked, a popup window will show the app version info and a button that allows the user to update the software.

Exit - When clicked, the app will close and the app icon will no longer display in the system tray.

If the user logs out or quits Skype for Business, the user will be logged out of the TELUS Business Connect service automatically.



Call with TELUS Business Connect.

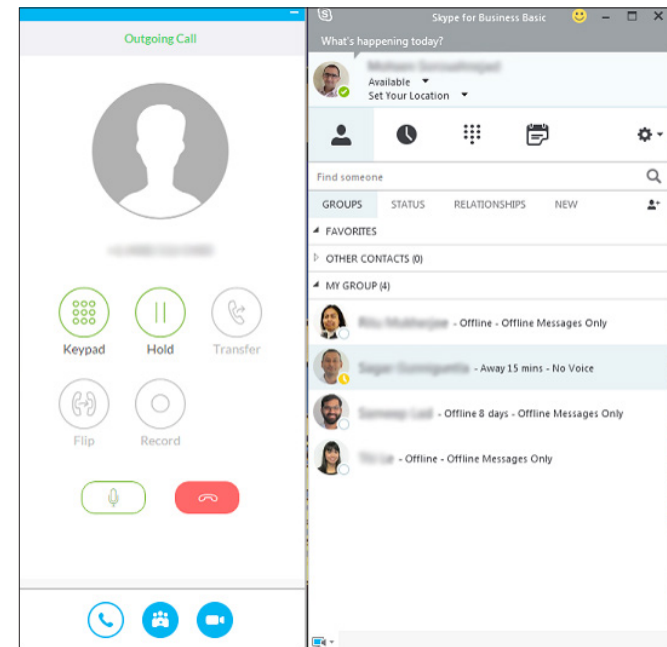
The user can access this feature either from the TELUS Business Connect with Skype for Business app Call tab directly, or from the **Call with TELUS Business Connect** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Call with TELUS Business Connect**, the contact's phone numbers saved in TELUS Business Connect and Skype for Business will be populated in the drop-down below the **To** field in the TELUS Business Connect with Skype for Business app.

1. The user will need to select a **From** number and a phone number to place the WebRTC call to.
2. If there's no valid phone number found for the Skype for Business contact, the user will be prompted, **Cannot find a valid phone number**.

If the user goes directly to the **Call** page in the TELUS Business Connect with Skype for Business app, the user will be allowed to enter any valid phone numbers to place WebRTC calls.

The user can Transfer, Flip, Record, Mute, Unmute, Hold, Unhold and go to keypad, as in all TELUS Business Connect clients.



Call with TELUS Business Connect.

If user the clicks **Call** with no number or an invalid phone number in the **To** field, the user will see an error message about the missing or invalid phone number.

If the user has no access to the **Call** feature, the user will see an error message about having no access to the feature.

When there's an ongoing call in the TELUS Business Connect integrated app, Skype for Business presence will be updated to **Busy**; and when the TELUS Business Connect call ends, Skype for Business presence will change back to **Available**.



Conference with TELUS Business Connect.

The user can access this feature either from the **Conference** tab directly or from the **Conference with TELUS Business Connect** option from the Skype for Business contact menu.

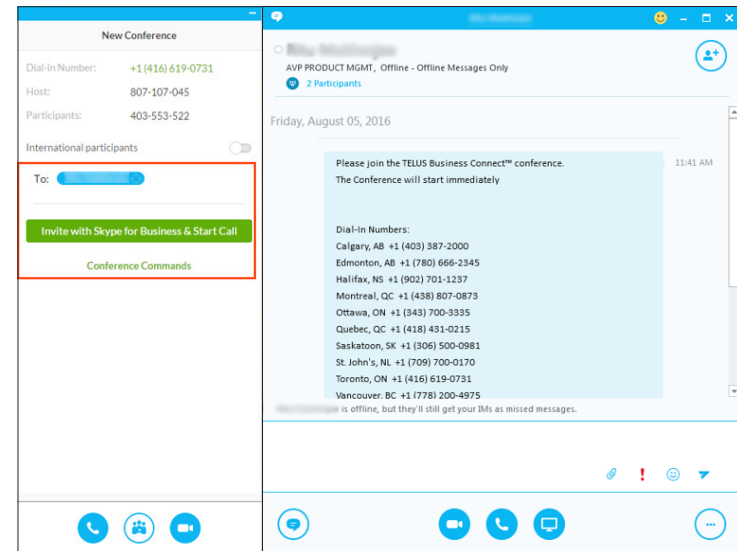
If the user right-clicks on a Skype for Business contact and selects **Conference with TELUS Business Connect**, the contact's Skype for Business ID and phone numbers saved in both TELUS Business Connect and Skype for Business will be populated in the drop-down below the **To** field in the TELUS Business Connect with Skype for Business app.

1. If the selected is a Skype for Business ID, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the mini app **Call** page will be displayed with the conference dial-in number dialed.
2. The invite will read:

Please join the TELUS Business Connect™ conference.
The Conference will start immediately

Dial-In Numbers:

Calgary, AB +1 (403) 387-2000
Edmonton, AB +1 (780) 666-2345
Halifax, NS +1 (902) 701-1237
Montreal, QC +1 (438) 807-0873
Ottawa, ON +1 (343) 700-3335
Quebec, QC +1 (418) 431-0215
Saskatoon, SK +1 (306) 500-0981
St. John's, NL +1 (709) 700-0170
Toronto, ON +1 (416) 619-0731
Vancouver, BC +1 (778) 200-4975



Conference with TELUS Business Connect.

If the user goes directly to the **Conference** tab in the TELUS Business Connect with Skype for Business app, the user will be allowed to enter multiple Skype Business IDs to send the conference invite with Skype for Business Message.

If the user has no access to TELUS Business Connect Conference Service, the app will prompt the user about not having access to this feature.



Initiate TELUS Business Connect Meeting.

The user can go directly to the **Initiate TELUS Business Connect Meetings** option from the Skype for Business contact menu.

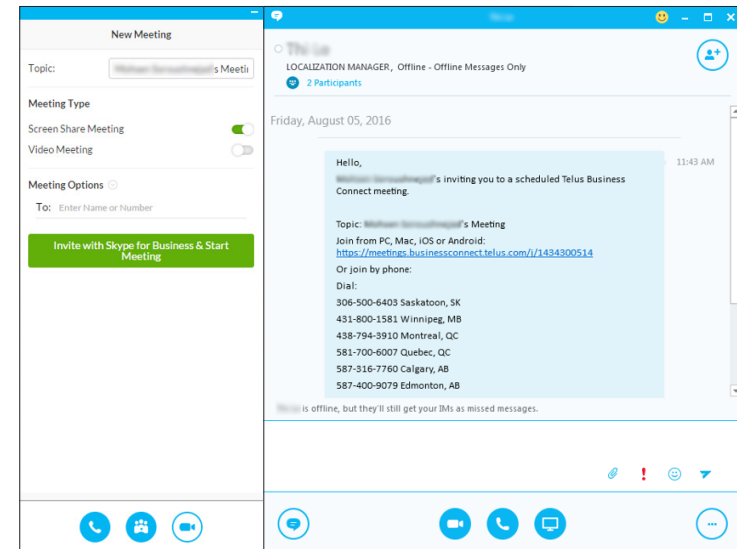
If the user right-clicks on a Skype for Business contact and selects **Initiate TELUS Business Connect Meetings**, the contact's name and phone numbers will be populated in the drop-down below the To field in the TELUS Business Connect with Skype for Business app.

Users can configure the meeting with the following settings:

1. Topic of the meeting.
2. Meeting Type: a screen share or video meeting.
3. Meeting Options:
 - Enable/disable a meeting password to join. Enter a password if enabled.
 - Enable/disable participants to join the meeting before the host

Click **Invite with Skype for Business and Start Meeting**.

If a Skype for Business contact is selected, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the TELUS Business Connect with Skype for Business app Call page will be displayed and the TELUS Business Connect meeting will be started.



Initiate TELUS Business Connect Meeting.

If the user has no access to TELUS Business Connect Meetings, the app will prompt the user about not having access to this feature.

If the user has not installed the TELUS Business Connect Meetings client, app shall prompt user to install TELUS Business Connect Meetings first.

Hello,
[Name] is inviting you to a scheduled Telus Business Connect meeting.

Topic: [Name]'s Meeting

Join from PC, Mac, iOS or Android:

<https://meetings.businessconnect.telus.com/j/1434300514>

Or join by phone:

Dial:

306-500-6403 Saskatoon, SK

431-800-1581 Winnipeg, MB

438-794-3910 Montreal, QC

581-700-6007 Quebec, QC

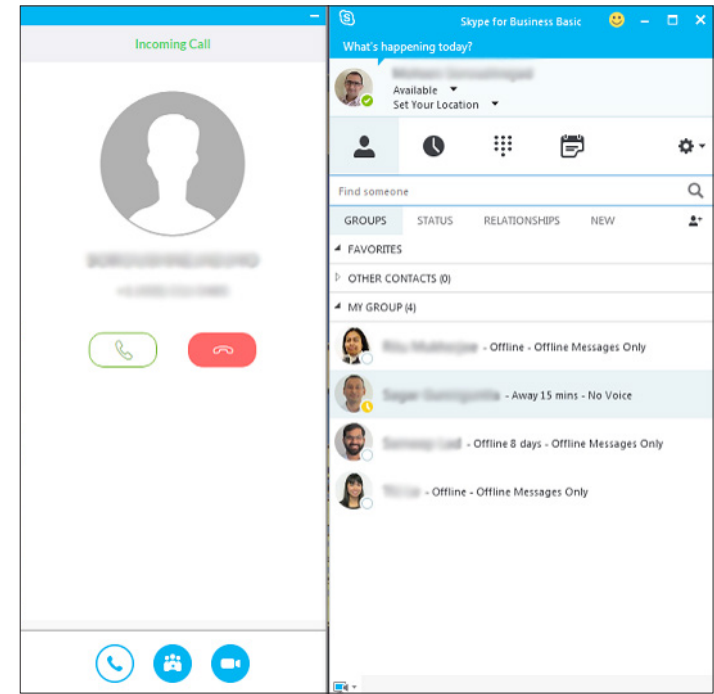
587-316-7760 Calgary, AB

587-400-9079 Edmonton, AB



Deal with Incoming Call.

When an incoming call arrives, you can answer or reject directly from the TELUS Business Connect with Skype for Business app. Once a call is answered, you have the option to transfer, flip, or record the call. TELUS Business Connect with Skype for Business also allows you to deal with multiple calls at the same time. If you are on a call and a new call arrives, your current call will be automatically put on hold when you answer the new call. You can easily switch among calls within the same integrated app.



Support Auto Version Update.

The TELUS Business Connect with Skype for Business app shall prompt the user to update when there's a new version. The prompt will read:

A new version of TELUS Business Connect with Skype for Business is now available. Do you want to exit Skype for Business now to download and install it? Your unsaved data might be lost if you are in the middle of some process.

The user can either **Continue** or **Cancel** the update.

1. If the user clicks **Continue**, then Skype for Business and the TELUS Business Connect with Skype for Business app will close and the auto-update will proceed.
2. If the user clicks **Cancel**, the prompt will close and the update will not proceed. The next time the user logs in to the TELUS Business Connect with Skype for Business app, the update prompt will be displayed again.

There is a check box, **Skip this update**, in the prompt box. If the user checks this, then the prompt will not be displayed until the next version of TELUS Business Connect with Skype for Business is available.

System Requirements:

1. Operating system

Windows 7 32 bit and 64 bit
Windows 8 32 bit and 64 bit
Windows 10 32 bit and 64 bit
Surface Win10 64 bit

2. Skype for Business version.

Skype for Business 2015
Skype for Business 2016

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