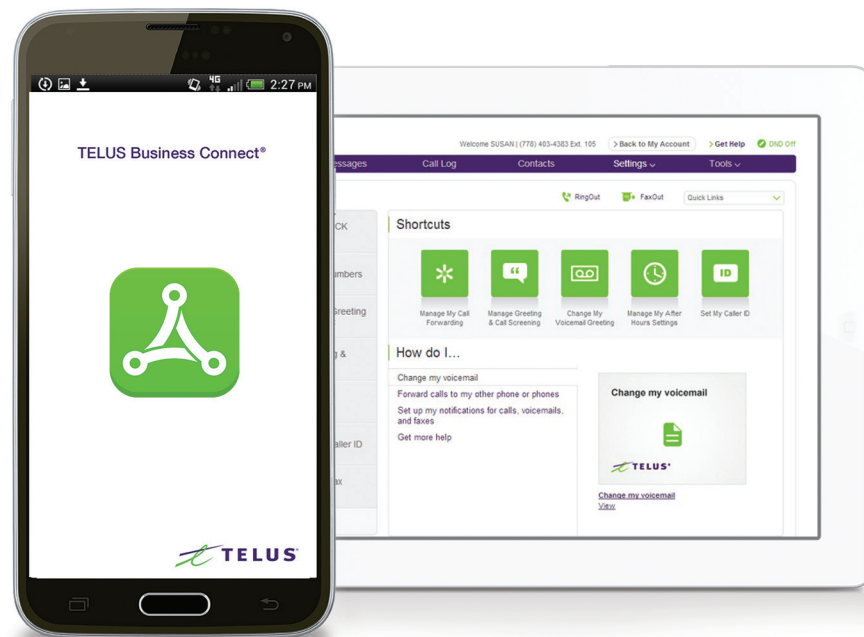


# The TELUS Business Connect® Mobile solution

## User guide



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## Part 1

# Getting started

## Introduction

The TELUS Business Connect Mobile solution is a professional call handling app for your smartphones and tablets, so you can spend less time managing calls and more time on your business. You can set customized greetings, call routing, and separate personal and business calls with toll-free numbers all through your mobile devices.

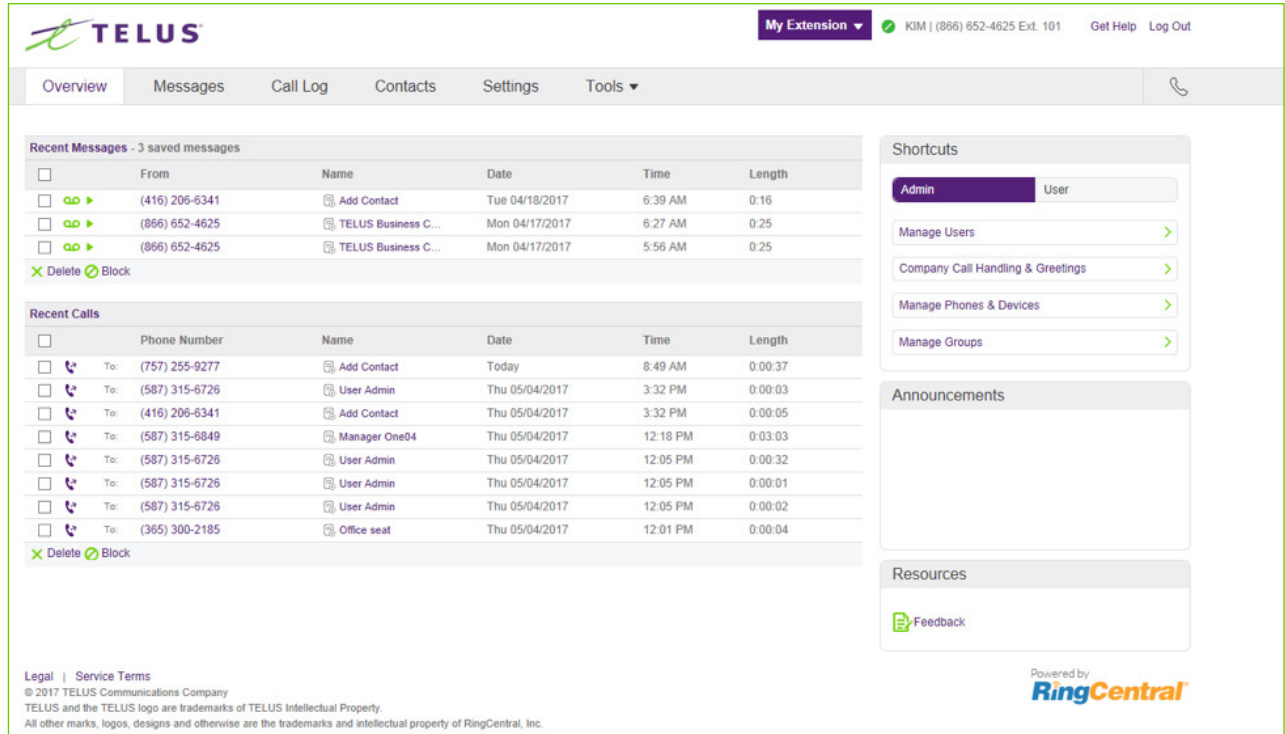
This guide will help users set up and access the following TELUS Business Connect Mobile features:

- Messaging
- Call Log
- Contacts
- RingOut
- User Greetings
- Audio and Hold Music
- Call Handling and Forwarding
- Call Flip
- Notifications
- Outbound Caller ID

# Overview

The Overview page is your account home page. It shows your recent voicemail, 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.



The screenshot displays the TELUS Business Connect Mobile Overview page. At the top, the TELUS logo is on the left, and the user's extension information, "My Extension", "KIM | (866) 652-4625 Ext. 101", "Get Help", and "Log Out", is on the right. Below this is a navigation bar with tabs: Overview (selected), Messages, Call Log, Contacts, Settings, and Tools. The main content area is divided into two sections: "Recent Messages - 3 saved messages" and "Recent Calls".

**Recent Messages - 3 saved messages**

<input type="checkbox"/>	From	Name	Date	Time	Length
<input type="checkbox"/>	(416) 206-6341	Add Contact	Tue 04/18/2017	6:39 AM	0:16
<input type="checkbox"/>	(866) 652-4625	TELUS Business C...	Mon 04/17/2017	6:27 AM	0:25
<input type="checkbox"/>	(866) 652-4625	TELUS Business C...	Mon 04/17/2017	5:56 AM	0:25

Actions: ☒ Delete ☒ Block

**Recent Calls**

<input type="checkbox"/>	Phone Number	Name	Date	Time	Length
<input type="checkbox"/>	To: (757) 255-9277	Add Contact	Today	8:49 AM	0:00:37
<input type="checkbox"/>	To: (587) 315-6726	User Admin	Thu 05/04/2017	3:32 PM	0:00:03
<input type="checkbox"/>	To: (416) 206-6341	Add Contact	Thu 05/04/2017	3:32 PM	0:00:05
<input type="checkbox"/>	To: (587) 315-6849	Manager One04	Thu 05/04/2017	12:18 PM	0:03:03
<input type="checkbox"/>	To: (587) 315-6726	User Admin	Thu 05/04/2017	12:05 PM	0:00:32
<input type="checkbox"/>	To: (587) 315-6726	User Admin	Thu 05/04/2017	12:05 PM	0:00:01
<input type="checkbox"/>	To: (587) 315-6726	User Admin	Thu 05/04/2017	12:05 PM	0:00:02
<input type="checkbox"/>	To: (365) 300-2185	Office seat	Thu 05/04/2017	12:01 PM	0:00:04

Actions: ☒ Delete ☒ Block

**Shortcuts**

- ☒ Admin ☐ User
- Manage Users >
- Company Call Handling & Greetings >
- Manage Phones & Devices >
- Manage Groups >

**Announcements**

**Resources**

- Feedback

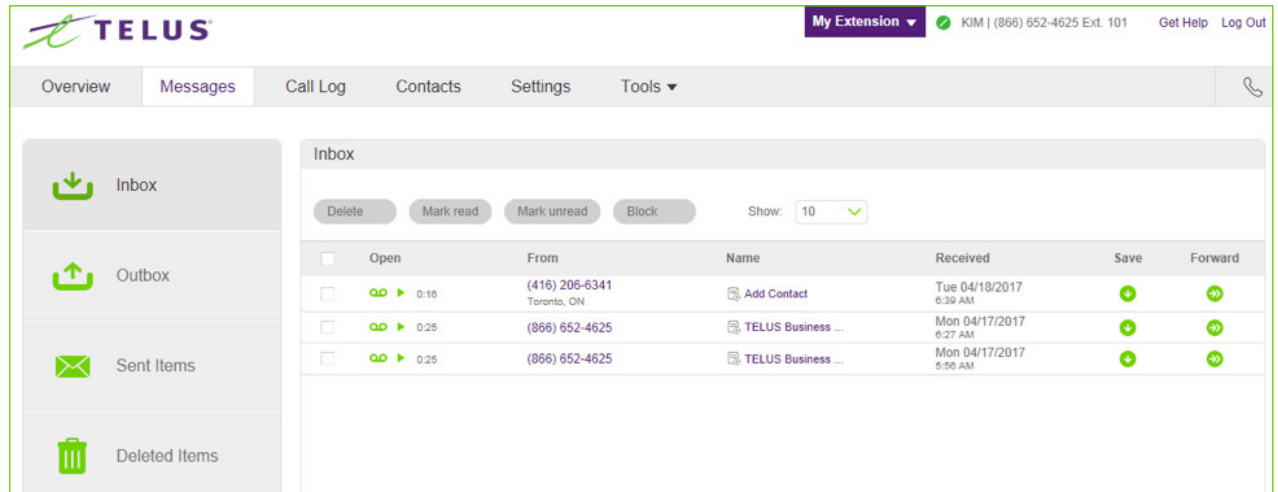
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Powered by **RingCentral**

## Messages

Your voicemail messages are stored here.  
Under Messages, you can:

- Review inbound and outbound callers
- Listen to voicemail
- Forward messages by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block caller



The screenshot shows the TELUS Business Connect Mobile Messages interface. At the top, there's a navigation bar with the TELUS logo, a dropdown for 'My Extension' (KIM | (866) 652-4625 Ext. 101), and links for 'Get Help' and 'Log Out'. Below this is a secondary navigation bar with tabs: Overview, Messages (selected), Call Log, Contacts, Settings, and Tools. On the left side, there's a sidebar with four main categories: Inbox (with a download icon), Outbox (with an upload icon), Sent Items (with an envelope icon), and Deleted Items (with a trash icon). The main content area is titled 'Inbox' and contains a table of messages. Above the table are buttons for 'Delete', 'Mark read', 'Mark unread', and 'Block', along with a 'Show: 10' dropdown. The table has columns for 'Open' (checkbox), 'From' (caller ID and name), 'Name' (contact name), 'Received' (date and time), 'Save' (green checkmark), and 'Forward' (green arrow). The messages listed are:

Open	From	Name	Received	Save	Forward
<input type="checkbox"/>	(416) 206-6341 Toronto, ON	Add Contact	Tue 04/18/2017 6:39 AM		
<input type="checkbox"/>	(866) 652-4625	TELUS Business ...	Mon 04/17/2017 6:27 AM		
<input type="checkbox"/>	(866) 652-4625	TELUS Business ...	Mon 04/17/2017 5:56 AM		

# Call Log

The call log provides customized reports on inbound and outbound calls 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

TELUS

My Extension KIM | (866) 652-4625 Ext. 101 [Get Help](#) [Log Out](#)

OverviewMessagesCall LogContactsSettingsTools

View: Simple | Detailed

Show Call Log records for: Last 7 days From: 05/07/2017 To: 05/08/2017 [Show](#)


Open Advanced Features

Phone number:  [Contacts](#) [Block](#) [Delete](#) [Download](#) [Purge](#) < Page 1 >

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Action	Result	Length
<input type="checkbox"/>		To: (757) 255-9277	Add Contact	Today 8:49 AM	VoIP Call	Call connected	0:00:37
<input type="checkbox"/>		To: (587) 315-6726	User Admin	Thu 05/04/2017 3:32 PM	VoIP Call	Call connected	0:00:03
<input type="checkbox"/>		To: (416) 206-6341	Add Contact	Thu 05/04/2017 3:32 PM	VoIP Call	Hang Up	0:00:05
<input type="checkbox"/>		To: (587) 315-6849	Manager One04	Thu 05/04/2017 12:18 PM	VoIP Call	Call connected	0:03:03
<input type="checkbox"/>		To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Call connected	0:00:32
<input type="checkbox"/>		To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Hang Up	0:00:01
<input type="checkbox"/>		To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Call connected	0:00:02
<input type="checkbox"/>		To: (365) 300-2185	Office seat	Thu 05/04/2017 12:01 PM	RingOut Mobile	Call connected	0:00:04

# Contacts

Contacts include Company contacts which are all the users of your TELUS Business Connect Mobile solution. 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.



My Extension ▼

✔ KIM | (866) 652-4625 Ext. 101

Get Help

Log Out

Overview


Messages


Call Log


Contacts

Settings

Tools ▼



 Company

 Personal

Company

Sort: First Name ▼

ABCDEFGHIJKLMNOPQRSTUVWXYZ

A
Announcement
K
KIM DEANS
M
Manager One04
Messages cement
T
Test Call Queue
U
User 102
User Admin



## 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 and Outbound Caller ID.

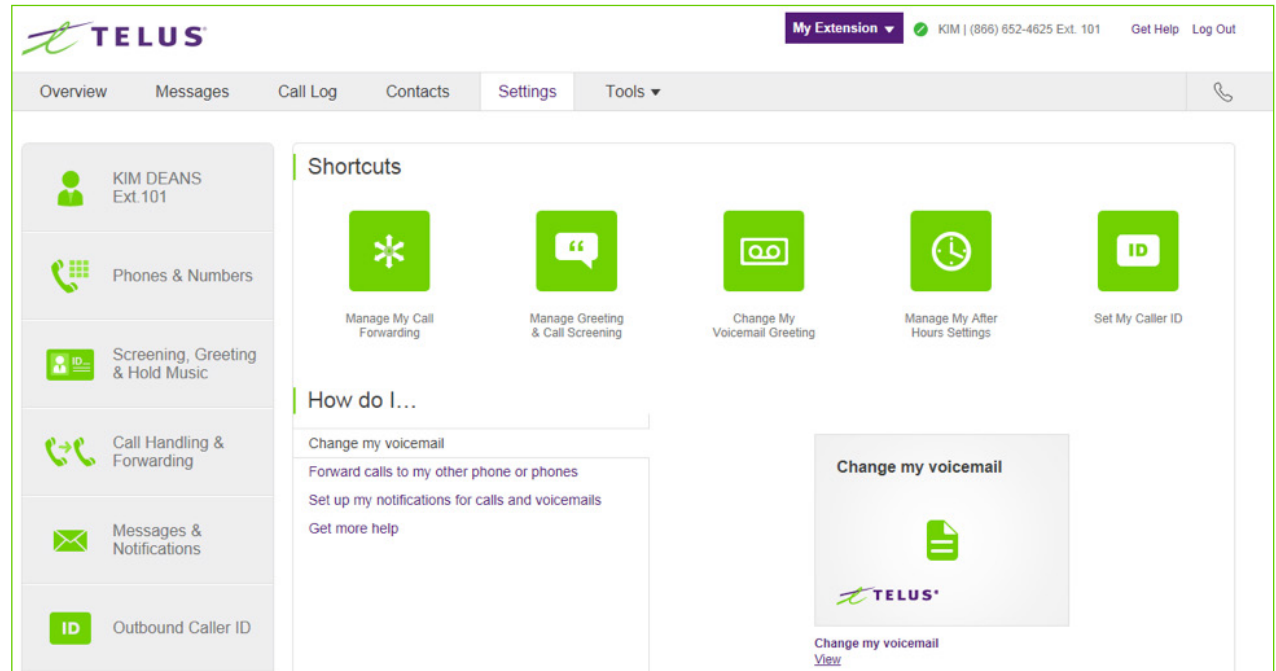
### Shortcuts

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 solution, check out the How do I... section for helpful articles.



The screenshot shows the TELUS Business Connect Mobile Settings page. At the top, there's a header with the TELUS logo, a 'My Extension' dropdown showing 'KIM | (866) 652-4625 Ext. 101', and links for 'Get Help' and 'Log Out'. Below the header is a navigation bar with tabs: 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (which is active), and 'Tools'. On the left side of the 'Settings' page, there's a sidebar menu with icons and labels for: 'KIM DEANS Ext.101', 'Phones & Numbers', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding', 'Messages & Notifications', and 'Outbound Caller ID'. The main content area is titled 'Shortcuts' and displays five large green buttons with icons: 'Manage My Call Forwarding' (asterisk icon), 'Manage Greeting & Call Screening' (speech bubble icon), 'Change My Voicemail Greeting' (voicemail icon), 'Manage My After Hours Settings' (clock icon), and 'Set My Caller ID' (ID card icon). Below the shortcuts is a section titled 'How do I...' with a search bar and three links: 'Change my voicemail', 'Forward calls to my other phone or phones', and 'Set up my notifications for calls and voicemails'. To the right of this section is a card titled 'Change my voicemail' with a document icon and a 'View' link at the bottom.

## 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 solution on the go.

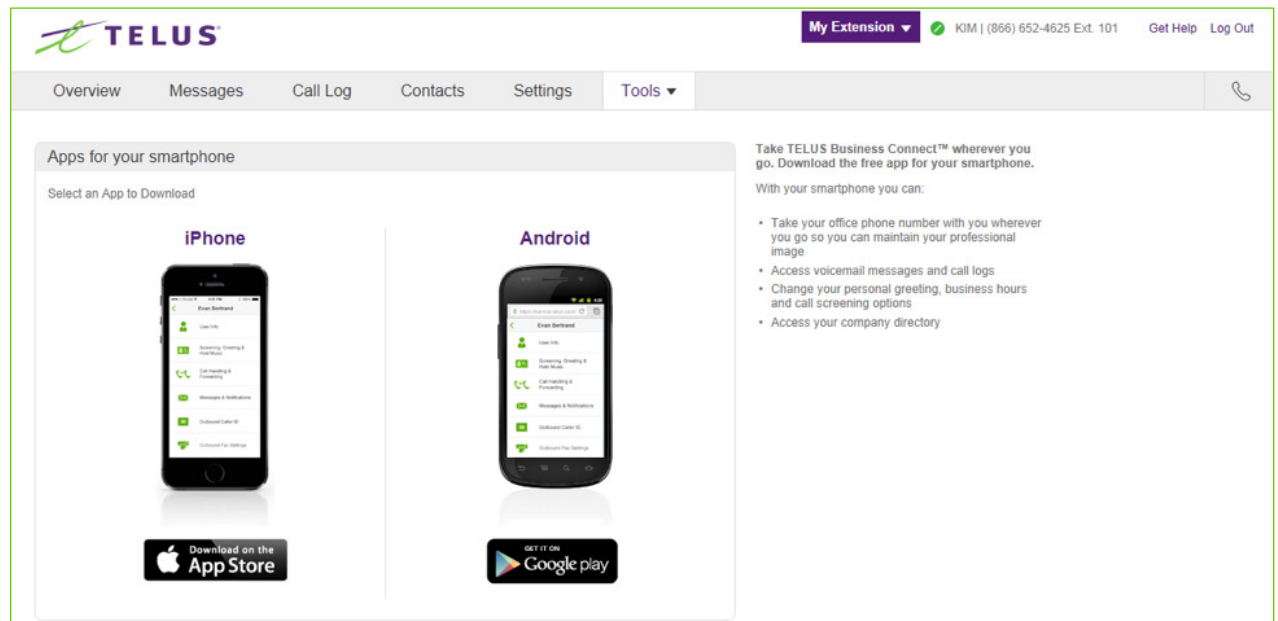
### RingMe

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.

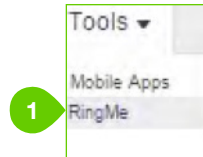
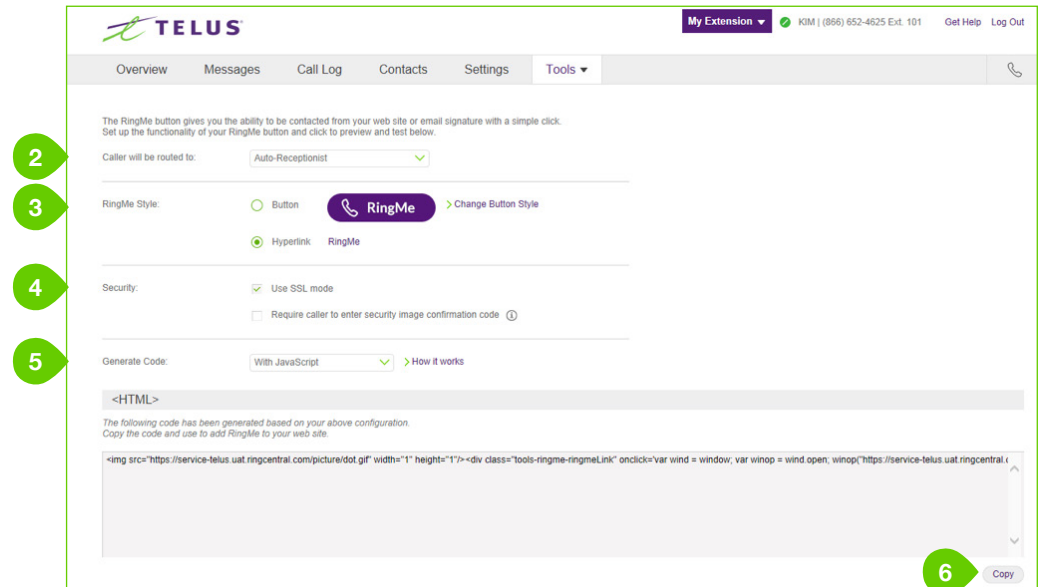
To download the TELUS Business Connect mobile app, visit the iTunes App Store for iOS or Google Play Store for Android.



## 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.



 A screenshot of the 'RingMe' configuration page in the TELUS Business Connect interface. The page is titled 'RingMe' and includes a 'Tools' tab. The configuration options are as follows:
 

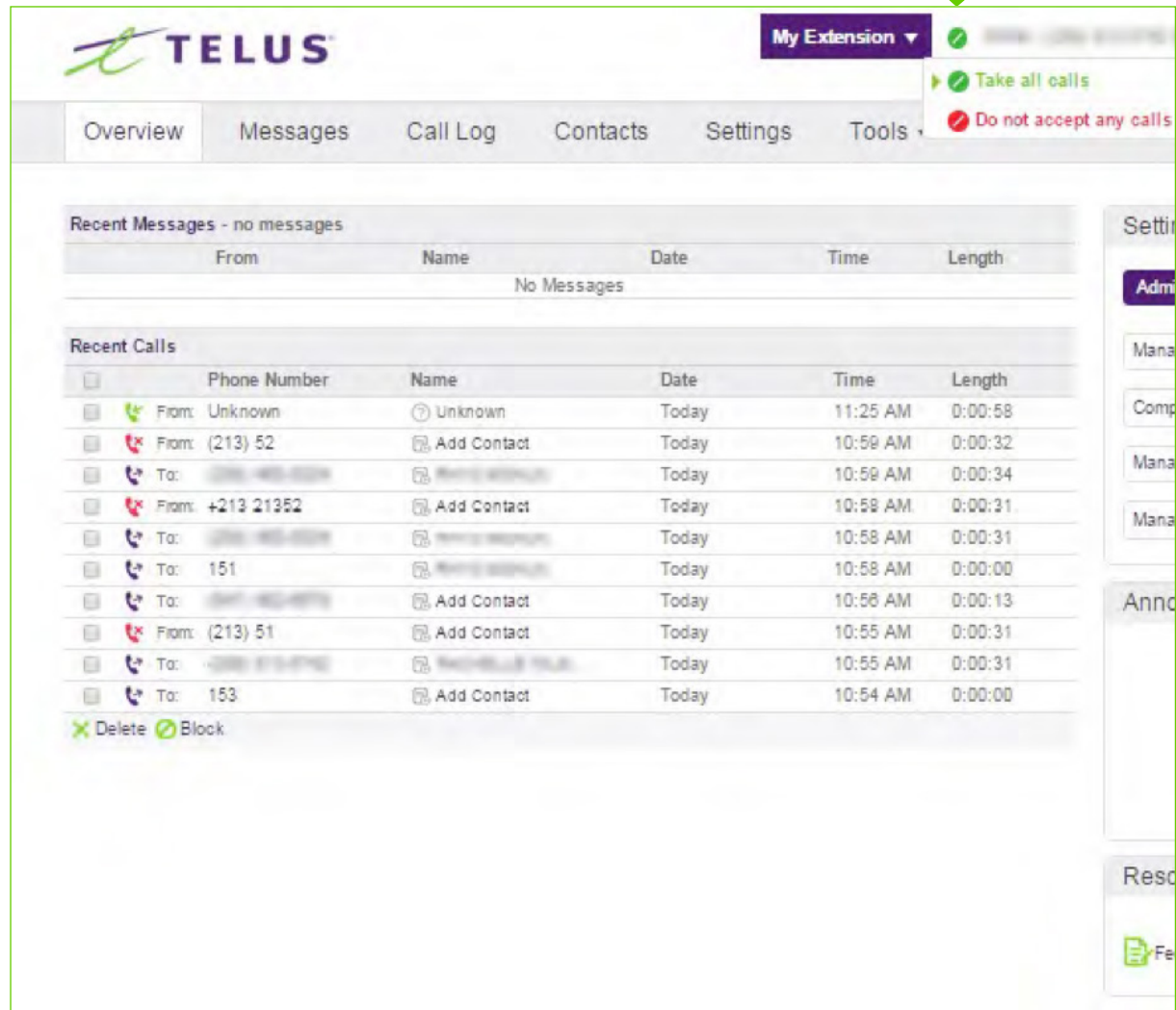
- Callers will be routed to:** Auto-Receptionist (selected)
- RingMe Style:** Button (selected) and Hyperlink (selected). A 'Change Button Style' link is next to the Button option.
- Security:** Use SSL mode (checked) and Require caller to enter security image confirmation code (unchecked).
- Generate Code:** With JavaScript (selected). A 'How it works' link is next to the selected option.

 At the bottom, there is a section for '<HTML>' containing generated code. A green circle with the number '6' and a 'Copy' button are located at the bottom right of the code area.

## 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.



**My Extension** ▼

- Take all calls
- Do not accept any calls
- Do not accept any calls

**Overview** Messages Call Log Contacts Settings Tools

**Recent Messages - no messages**

From	Name	Date	Time	Length
No Messages				

**Recent Calls**

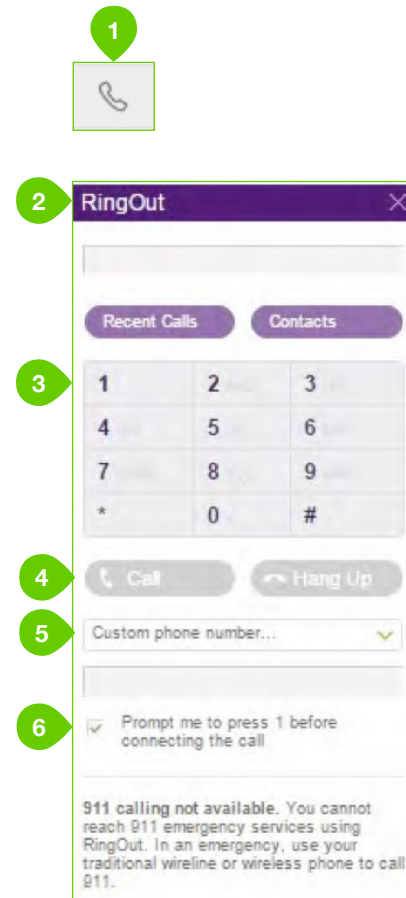
Phone Number	Name	Date	Time	Length
From: Unknown	Unknown	Today	11:25 AM	0:00:58
From: (213) 52	Add Contact	Today	10:59 AM	0:00:32
To: (213) 52	Add Contact	Today	10:59 AM	0:00:34
From: +213 21352	Add Contact	Today	10:58 AM	0:00:31
To: (213) 52	Add Contact	Today	10:58 AM	0:00:31
To: 151	Add Contact	Today	10:58 AM	0:00:00
To: (213) 52	Add Contact	Today	10:58 AM	0:00:13
From: (213) 51	Add Contact	Today	10:55 AM	0:00:31
To: (213) 51	Add Contact	Today	10:55 AM	0:00:31
To: 153	Add Contact	Today	10:54 AM	0:00:00

Delete Block

## 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 down-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.



## Part 2

# User Settings

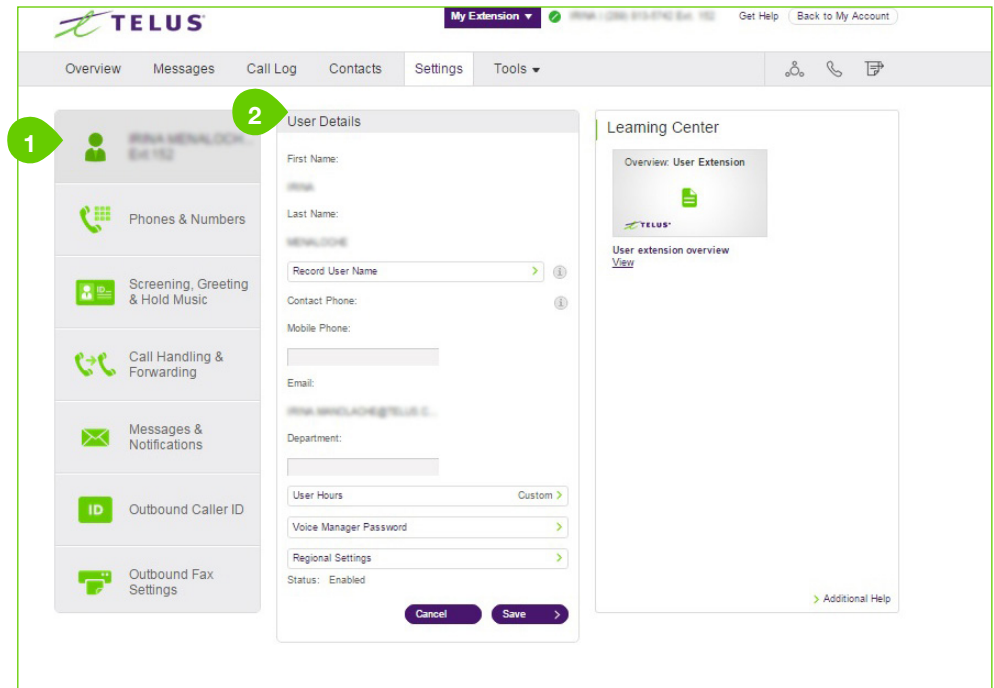
## User Settings

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.



The screenshot shows the TELUS Business Connect user settings interface. On the left, a sidebar lists various settings categories, with 'User Details' highlighted. The main content area displays the 'User Details' form, which includes fields for personal and contact information. A green circle with the number '1' points to the user's name and extension at the top of the sidebar. Another green circle with the number '2' points to the 'User Details' form. The form fields include First Name, Last Name, Record User Name (with a 'Record My Name' button), Contact Phone, Mobile Phone, Email, Department, User Hours (with a 'Custom' dropdown), Voice Manager Password, Regional Settings, and Status (set to 'Enabled'). At the bottom of the form are 'Cancel' and 'Save' buttons. To the right of the form is a 'Learning Center' sidebar with an 'Overview: User Extension' section and a 'User extension overview' link.



- 2. i. **User Hours:** Set your working hours.
- j. **User Password:** Set and reset password, PIN and Security Question.
- k. **Regional Setting:** Time Zone, Time Format, Country Code.

User Hours

User Hours:

☐ 24 hours

☒ Specify hours

User Hours:

Sunday	Closed
Monday	9:00 AM - 6:00 PM
Tuesday	9:00 AM - 6:00 PM
Wednesday	9:00 AM - 6:00 PM
Thursday	9:00 AM - 6:00 PM
Friday	9:00 AM - 6:00 PM
Saturday	Closed

Cancel

Save

Voice Manager Password

Forgot Voice Manager password

Current Password:

Change Password

Used to login to your Voice Manager clients

New Password:

At least 8 characters, mix of letters, numbers, and symbols

Confirm Password:

Please enter the password again

Change PIN

Used to access your Voice Manager account from a phone

New PIN:

6-10 numbers, non-repeating, non-sequential

Confirm PIN:

Please enter the PIN again

Security Question

Used to reset your Voice Manager password or to identify your account when contacting Customer Service

Security Question:

In what city were you born?

Answer:

Use 5 or more characters; not case sensitive.

Cancel

Save

Regional Settings

Time Zone:

(GMT-08:00) Pacific Time (US & Canada)

Time Format:

☒ 12 h (AM/PM) ☐ 24 h

Home Country Code:

Canada (1)

User Language:

English

Greetings Language:

English

Regional Format:

United States

Cancel

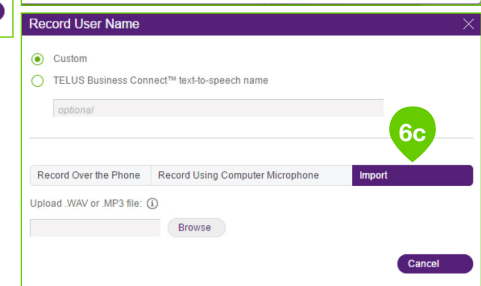
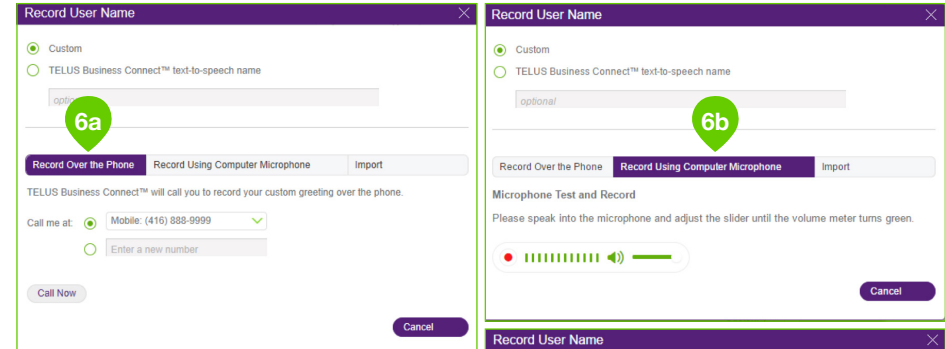
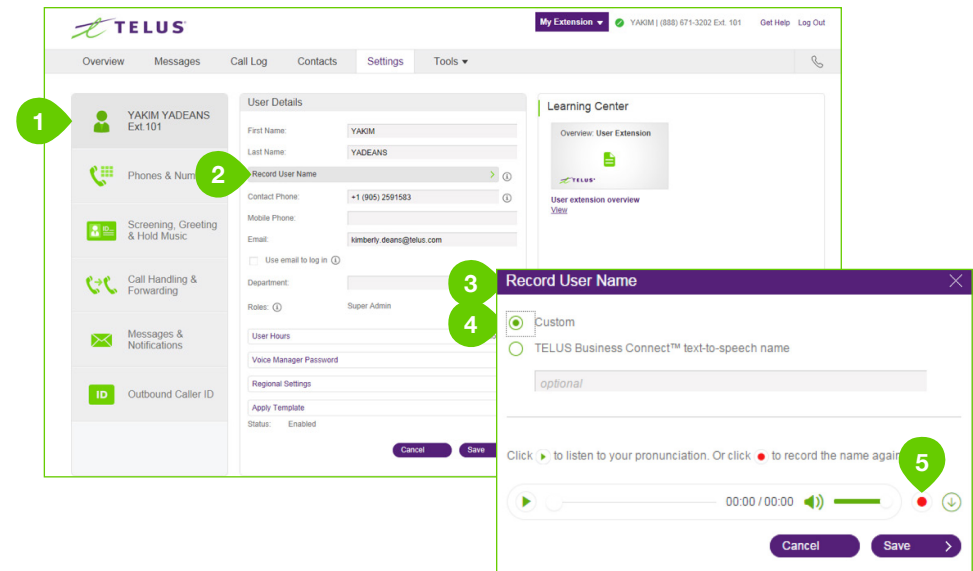
Save

### 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 Custom.
5. Click on the red button. A new screen with three choices appear.
6. 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 User name 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.



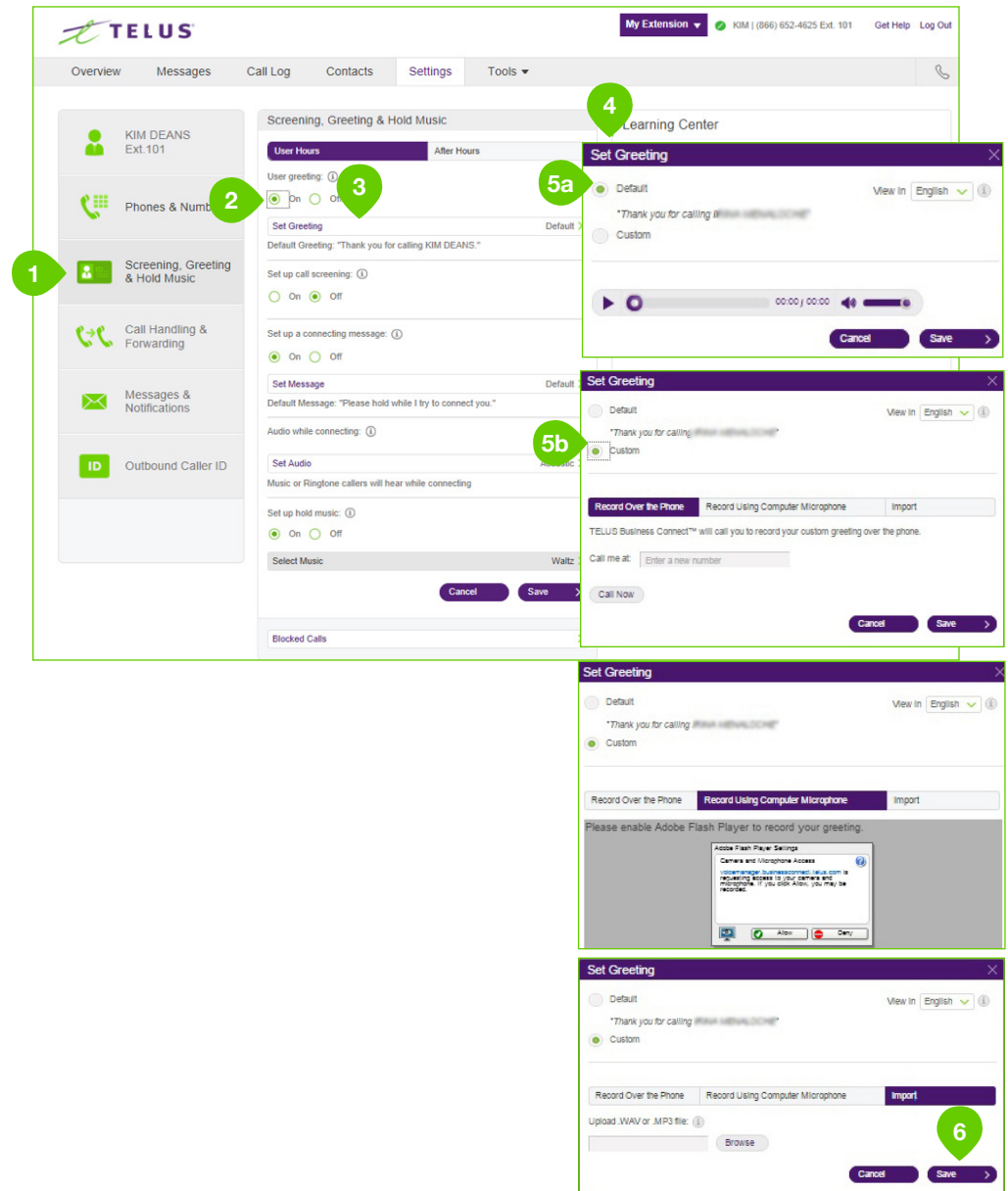
## Screening, Greeting, & Hold Music.

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 Mobile solution 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.

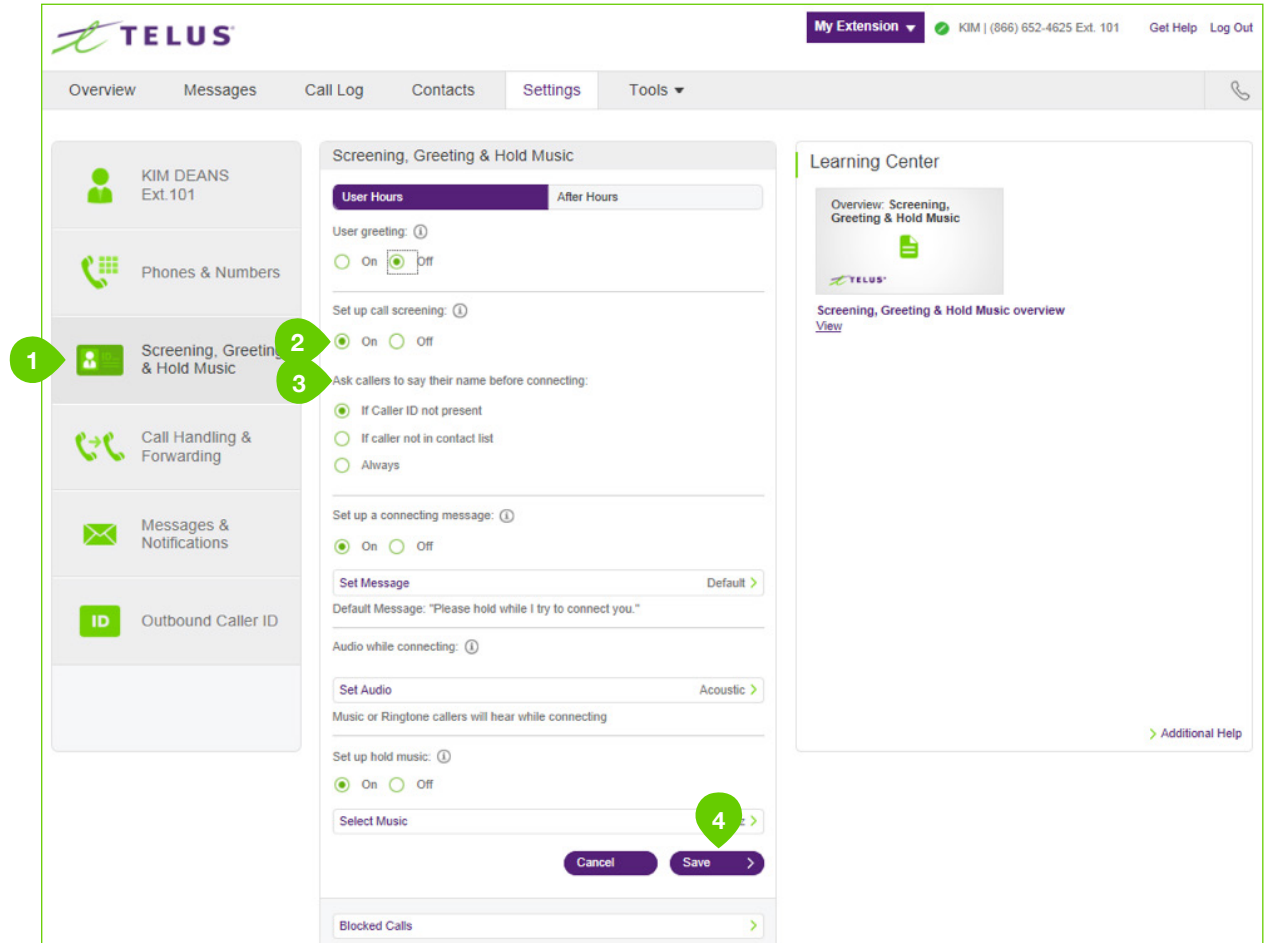
- Under the **Settings** tab, select **Screening, Greeting & Hold Music**
- Click **On** to turn on **User Greeting**
- Click **Set Greeting**.
- A pop-up will appear with the current greeting.
- Choose your preferred type of greeting.
  - Default** – Select the radio button next to Default.
  - Custom** – 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.
- 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**.



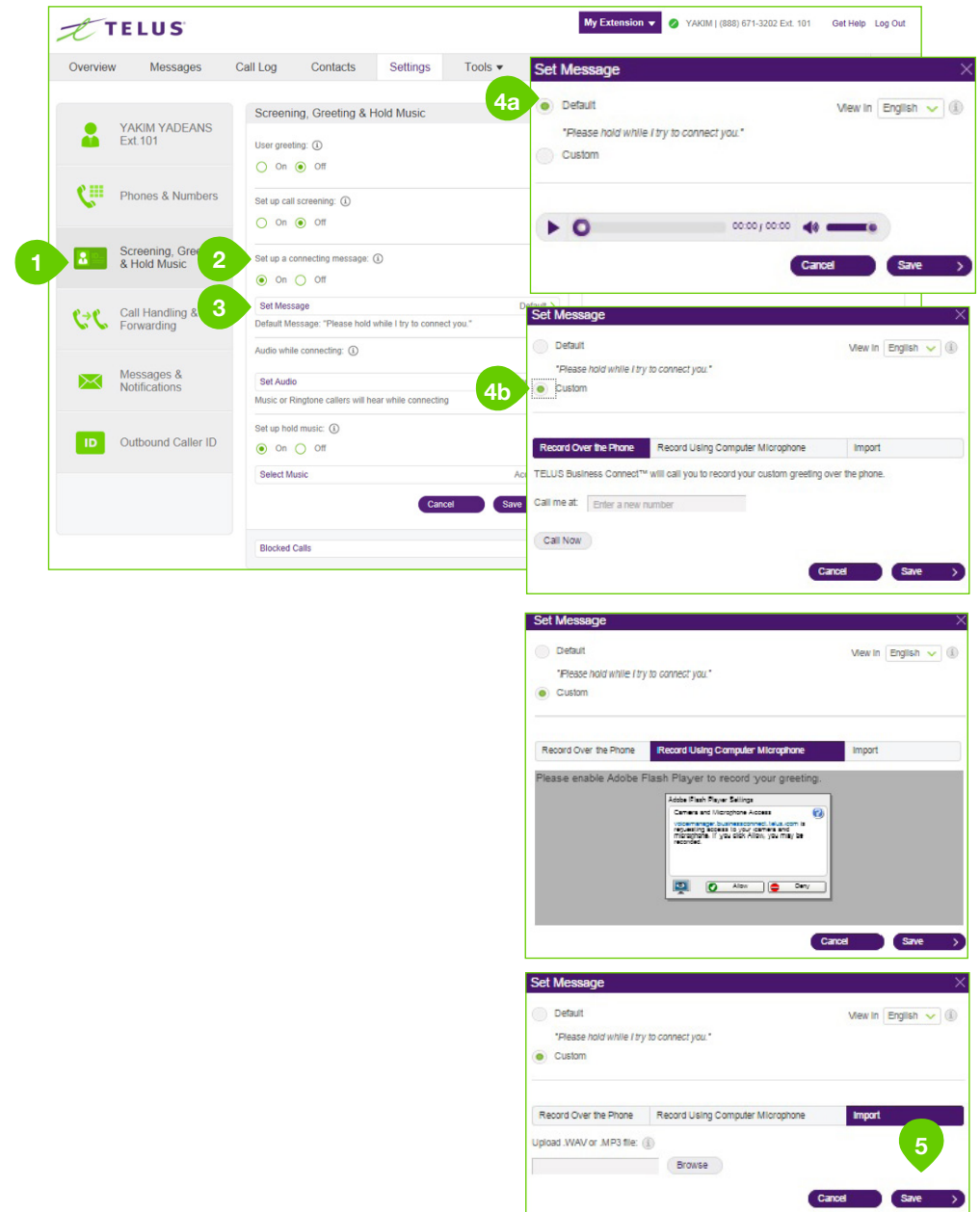
The screenshot shows the TELUS Business Connect Mobile settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The left sidebar lists settings categories: 'KIM DEANS Ext.101', 'Phones & Numbers', 'Screening, Greeting & Hold Music' (highlighted with a green circle and the number 1), 'Call Handling & Forwarding', 'Messages & Notifications', and 'ID Outbound Caller ID'. The main content area is titled 'Screening, Greeting & Hold Music' and contains several sections: 'User Hours' (with 'User Hours' and 'After Hours' tabs), 'User greeting' (with 'On' and 'Off' radio buttons, where 'Off' is selected), 'Set up call screening' (with 'On' and 'Off' radio buttons, where 'On' is selected), 'Ask callers to say their name before connecting' (with three radio button options: 'If Caller ID not present' (selected), 'If caller not in contact list', and 'Always'), 'Set up a connecting message' (with 'On' and 'Off' radio buttons, where 'On' is selected), 'Set Message' (with a 'Default' button), 'Default Message: "Please hold while I try to connect you."', 'Audio while connecting' (with 'Set Audio' and 'Acoustic' buttons), 'Music or Ringtone callers will hear while connecting', 'Set up hold music' (with 'On' and 'Off' radio buttons, where 'On' is selected), 'Select Music' (with a button), and 'Blocked Calls' (with a button). The bottom right corner has 'Cancel' and 'Save' buttons. The right sidebar contains a 'Learning Center' section with a link to 'Screening, Greeting & Hold Music overview'.

## 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**
5. Click **Save**.

The screenshots illustrate the process of setting audio while connecting in the TELUS Business Connect Mobile solution. The main interface shows the 'Screening, Greeting & Hold Music' settings. The 'Audio while connecting' section is highlighted with a green circle and the number 2. A 'Set Audio' pop-up is shown with three different configurations: 3 (Ring Tones set to Acoustic), 4a (Music set to Acoustic with a dropdown menu open), 4b (Music set to Acoustic with a dropdown menu open), 4c (Custom selected), and 4d (None selected). Each pop-up has 'Cancel' and 'Save' buttons.

## 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**
6. Click **Save**.

The screenshot shows the TELUS Business Connect Mobile settings page. The 'Screening, Greeting & Hold Music' section is highlighted with a green circle and the number 1. The 'Set up hold music' section is highlighted with a green circle and the number 2. The 'Set up hold music' section shows the 'On' radio button selected. The 'Select Music' button is highlighted with a green circle and the number 3.

The screenshot shows the 'Select Music' pop-up window. The 'Ring Tones' radio button is selected, and the 'Acoustic' music type is selected from the dropdown menu. The 'Save' button is highlighted with a green circle and the number 4.

The screenshot shows the 'Select Music' pop-up window. The 'Music' radio button is selected, and the 'Acoustic' music type is selected from the dropdown menu. The 'Save' button is highlighted with a green circle and the number 5b.

The screenshot shows the 'Select Music' pop-up window. The 'Custom' radio button is selected, and the 'Upload .WAV or .MP3 file' section is visible. The 'Save' button is highlighted with a green circle and the number 5c.

The screenshot shows the 'Select Music' pop-up window. The 'None' radio button is selected. The 'Save' button is highlighted with a green circle and the number 6.



## Blocked Calls

Choose specific phone numbers that you'd like to block and prevent from calling 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 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**.
  - b. Click **Callers will hear** to set the message you'd like these callers to hear then click **Save**.

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 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**.
- 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. Select **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 **Add Phone**.
  - a. Enter the Phone Number you'd like to forward calls to.
  - b. Click **Save**.

The top screenshot shows the 'Call Handling & Forwarding' settings page. The left sidebar contains a navigation menu with items: 'KIM DEANS Ext.101', 'Phones & Numbers', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding' (highlighted), 'Messages & Notifications', and 'Outbound Caller ID'. The main content area has tabs for 'User Hours', 'After Hours', and 'Advanced'. Under 'User Hours', there's a 'First ring:' section with a dropdown set to 'Smartphones' and an 'On' button. Below that is a table for forwarding calls with columns for 'Phone', 'Active', 'Ring For', and 'Move'. It lists 'Mobile' with number '(416) 888-9999' and 'Home' with number '(416) 888-7777'. The 'Active' column has sliders, and 'Ring For' has a dropdown set to '20 secs'. At the bottom, there's a 'Phones will ring:' section with radio buttons for 'Sequentially' and 'Simultaneously', and icons representing different phone types. Callout 1 points to the 'Call Handling & Forwarding' menu item. Callout 2 points to the 'Smartphones' dropdown. Callout 3 points to the 'Active' slider for the Mobile number. Callout 4 points to the 'Ring For' dropdown. Callout 4b points to the 'Simultaneously' radio button.

The bottom screenshot shows the 'Smartphones' settings page. The left sidebar is the same. The main content area has a 'Smartphones' section with a 'Notify my Smartphone:' toggle set to 'On'. Below this is a 'Cancel' button and a 'Save' button. Callout 4b points to the 'Save' button.

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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**.
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**.

The screenshot displays the TELUS Business Connect Mobile settings interface. The main screen shows the 'Settings' tab selected, with a sidebar on the left containing options: 'YAKIM YADEANS Ext.101', 'Phones & Numbers', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding' (highlighted with a green circle 1), 'Messages & Notifications', and 'Outbound Caller ID'. The 'Call Handling & Forwarding' section is active, showing 'User Hours' and 'After Hours' tabs. Below these, there are fields for 'First ring:', 'Smartphones', and 'Then forward calls to:' with options for 'Phone', 'Mobile', and 'Work'. A green circle 2 points to the 'Incoming Call Information' option at the bottom of the sidebar. A green circle 3 points to the 'Incoming Call Information' pop-up window.

The 'Incoming Call Information' pop-up window contains the following settings:

- Incoming number displayed to me:**
  - ☒ Incoming Caller ID
  - ☐ Called Number
  - ☐ If number is blocked or unknown, display my main TELUS Business Connect™ number as the Caller ID instead
  - ☐ Add  To the end  of the number
- Display this call information on:**
  - ☒ Non-TELUS Business Connect™ phones only
  - ☐ All phones
- Play announcement before connecting**
  - Direct calls:**
    - ☒ For non-TELUS Business Connect™ phones only
    - ☐ Always
    - ☐ Never
  - Call Queue calls:**
    - ☒ For non-TELUS Business Connect™ phones only
    - ☐ Always
- ☒ Include mailbox name in announcement ☐ Require my pin to answer

At the bottom of the pop-up are 'Cancel' and 'Save' buttons.

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.

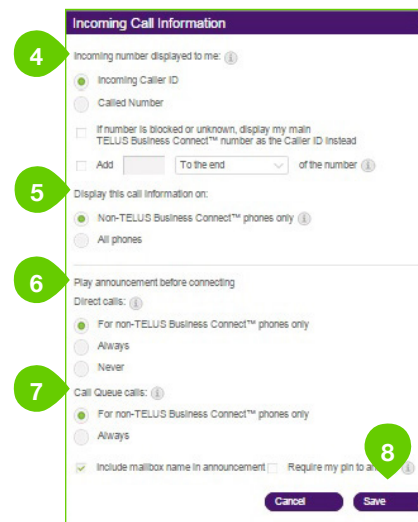
6. Under **Play announcement before connecting for Direct calls**, choose one of the following options:

- 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

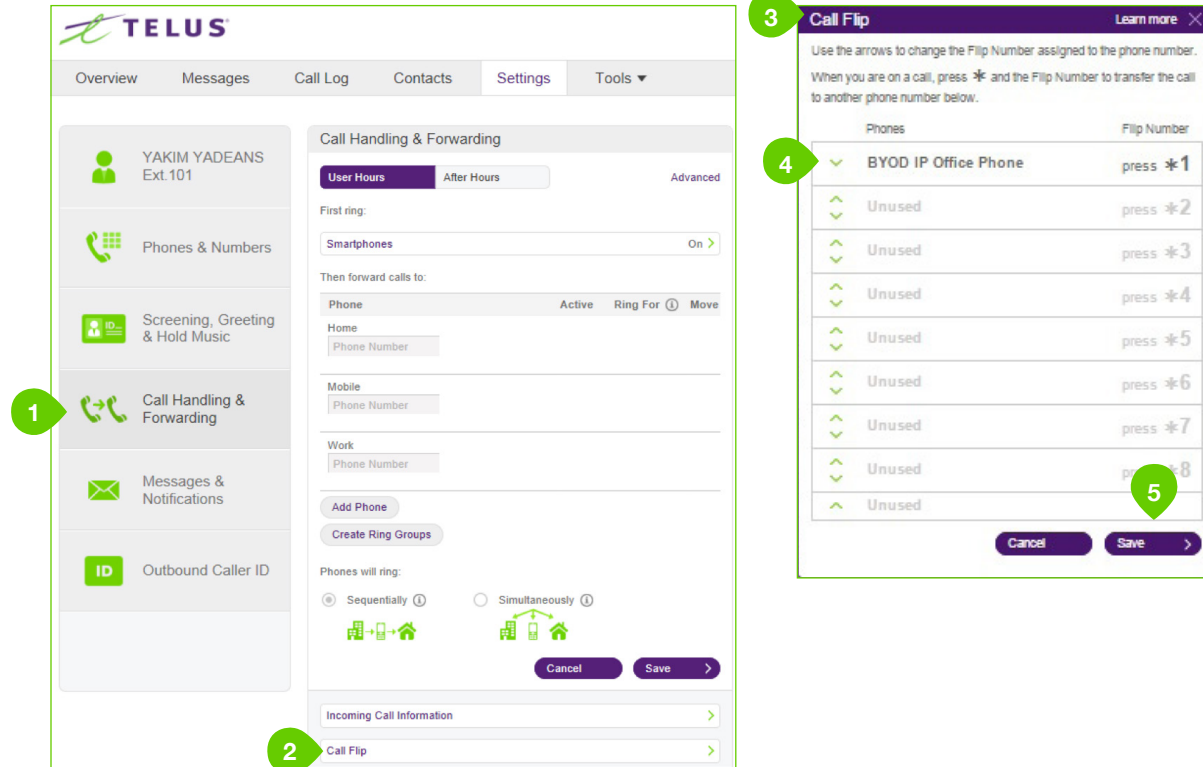
TELUS Business Connect Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call you are on to your mobile phone on your way out of the office. Or flip a mobile call to your home phone once you've finished your commute.

### 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.



The image shows two screenshots of the TELUS Business Connect mobile app interface. The first screenshot (left) shows the 'Settings' tab with 'Call Handling & Forwarding' selected. The second screenshot (right) shows the 'Call Flip' pop-up window.

**Call Handling & Forwarding Screenshot (Left):**

- Top navigation: Overview, Messages, Call Log, Contacts, **Settings**, Tools
- User: YAKIM YADEANS Ext. 101
- Menu items: Phones & Numbers, Screening, Greeting & Hold Music, **Call Handling & Forwarding** (highlighted with a green circle 1), Messages & Notifications, Outbound Caller ID
- Section: Call Handling & Forwarding
  - Sub-sections: User Hours, After Hours, Advanced
  - First ring: Smartphones (On >)
  - Then forward calls to:
    - Phone: Home (Phone Number), Mobile (Phone Number), Work (Phone Number)
    - Buttons: Add Phone, Create Ring Groups
  - Phones will ring:
    - Sequentially (selected)
    - Simultaneously
  - Buttons: Cancel, Save >
- Bottom navigation: Incoming Call Information >, **Call Flip** > (highlighted with a green circle 2)

**Call Flip Pop-up Screenshot (Right):**

- Header: **Call Flip** (highlighted with a green circle 3), Learn more X
- Text: Use the arrows to change the Flip Number assigned to the phone number. When you are on a call, press \* and the Flip Number to transfer the call to another phone number below.
- Table:
 

Phones	Flip Number
BYOD IP Office Phone	press *1
Unused	press *2
Unused	press *3
Unused	press *4
Unused	press *5
Unused	press *6
Unused	press *7
Unused	press *8
Unused	
- Buttons: Cancel, Save > (highlighted with a green circle 5)



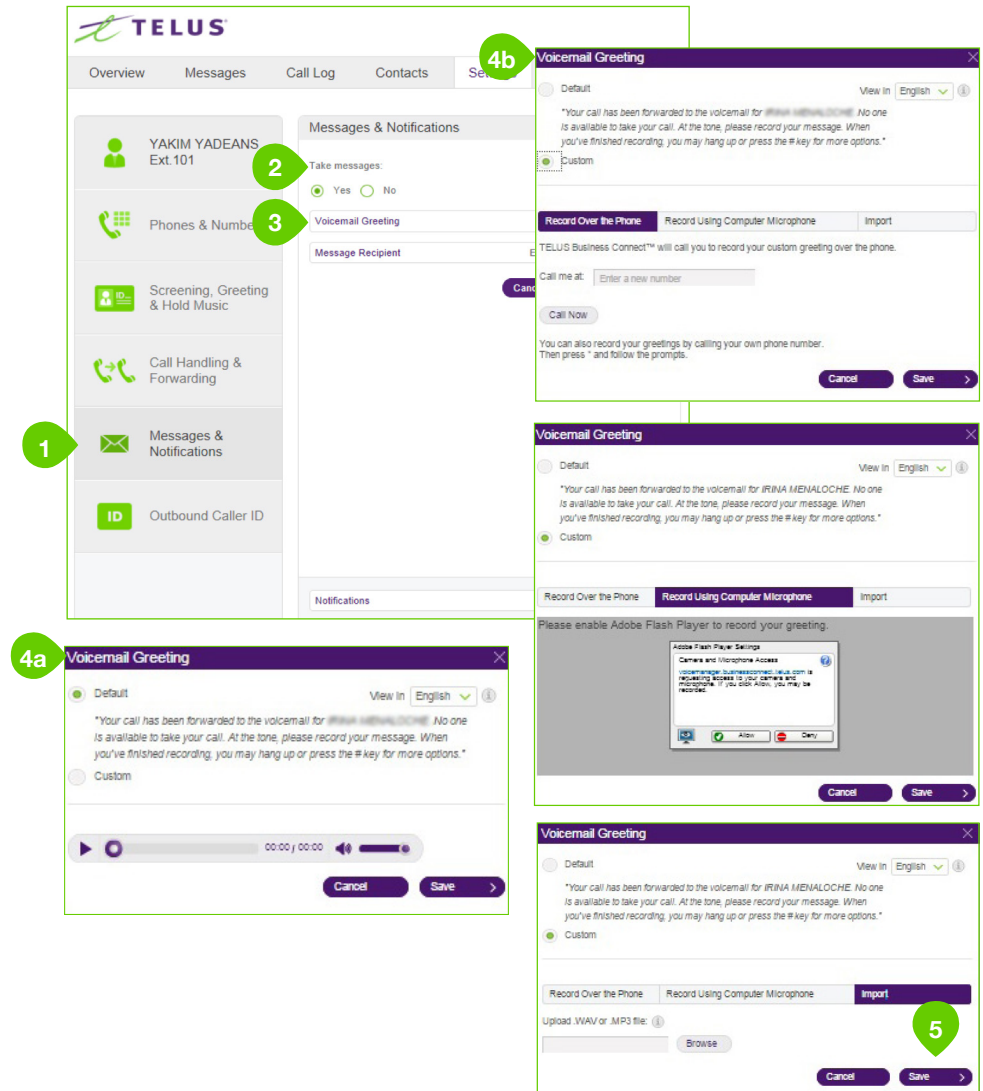
## Messages & Notifications.

### 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.

- From the **Settings** tab, select **Messages & Notifications**.
- Under **Take Messages**, click the radio button next to **Yes**.
- Click **Voicemail Greeting**.
- A pop-up will appear with the current **Voicemail Greeting**. Choose your preferred type of greeting.
  - Default** – Select the radio button next to Default.
  - 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.
- Click **Save**.



## Notifications

Set your settings for email alerts when you receive a voicemail message or missed call.

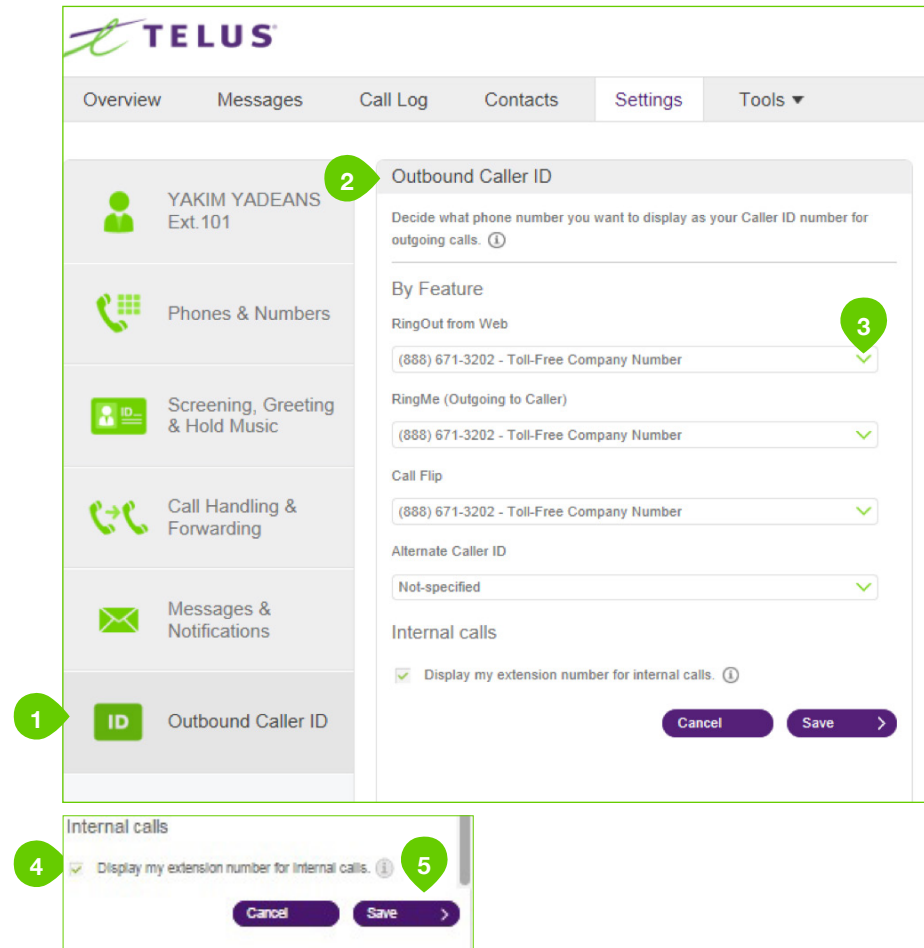
1. From the **Settings** tab, select **Messages & Notifications**.
2. Click **Notifications**.
3. A pop-up will appear with options for email notifications to a recipient of your choice when calls missed.
4. Set your notification settings by checking the checkboxes and filling in email and phone numbers.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



**TELUS**

Overview Messages Call Log Contacts **Settings** Tools ▼

**YAKIM YADEANS**  
Ext. 101

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

**ID** Outbound Caller ID

**Outbound Caller ID**

Decide what phone number you want to display as your Caller ID number for outgoing calls. ⓘ

**By Feature**

RingOut from Web

(888) 671-3202 - Toll-Free Company Number ▼

RingMe (Outgoing to Caller)

(888) 671-3202 - Toll-Free Company Number ▼

Call Flip

(888) 671-3202 - Toll-Free Company Number ▼

Alternate Caller ID

Not-specified ▼

**Internal calls**

☒ Display my extension number for internal calls. ⓘ

Cancel Save >

**Internal calls**

☒ Display my extension number for internal calls. ⓘ

Cancel Save >