The TELUS Business Connect® Mobile solution
Admin guide
Table of contents.

Part 1 – Getting started
4 Introduction
5 Admin homepage
5 Main functions
5 Admin Portal
6 Do Not Disturb
7 RingOut

Part 2 – Admin Portal
9 Phone System
10 Company Info
11 Company Caller ID
12 Phone numbers
13 Assigned Extensions
14 Auto-Receptionist settings
15 Company Hours
16 Company Call Handling (IVR Settings)
16 Set an extra Direct Extension to be a Company Number
17 Company Greeting and Menu
17 Set a Company Greeting
18 Groups
19 Call Queues
19 Add a Call Queue Group
20 Configure Call Queues
20 Call Queue Info
21 Call Queue Greetings
21 Set a Call Queue Greeting
22 Call Handling
23 Messages & Notifications
23 Set a Voicemail Greeting
24 Message Recipient
25 Notifications
26 Message-only Extensions
26 Add a Message-Only Extension
27 Configure a Message-Only Extension
27 Extension Info
28 Messages & Notifications
28 Set a Voicemail Greeting
29 Message Recipient
30 Notifications
31 Announcements-Only Extensions
31 Add an Announcements-Only Extension
32 Extension Info
33 Set an announcement

34 Users
35 User Details
35 Super admin
36 Phones & Numbers
36 Screening, Greeting & Hold Music
37 Call Handling & Forwarding
37 Messages & Notifications
38 Outbound Caller ID
39 Manage Roles and Permissions
39 Predefined roles
40 Call Log
41 International Calling
42 Tools
43 Appearance

Appendix A: Multi-account Access
45 Accounts Management Portal
46 Manage Linked Accounts
46 Access accounts
47 View Service Status
Part 1

Getting started
Introduction

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

The TELUS Business Connect Mobile solution is an integrated, fully featured mobile communication solution that helps increase the business’ productivity, collaboration, and professional image.

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

- Auto-Receptionist
- Company Numbers
- Call Flip
- Call Groups
- Messaging
- Call Queues
- Call Handling and Forwarding
Admin homepage

When you log in as an administrator, you will be taken to the Admin Portal which allows you access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click My Extension to switch to your individual user homepage.

Main functions

There are a few main functions that administrators can access from any online page. These functions are Edit Company Business Hours, Change Company Greeting and Set Company Caller ID.

Admin Portal

From the Admin Portal, admins see admin-only tools. The Phone System tab is the main tab and landing page that houses all of the main settings for the entire phone system. Here, you have Company Numbers and Info, Auto-Receptionist, and Groups. The Users tab allows you to assign users and their roles, the Call Log, and International Calling tab display information about your phone system. The Tools tab has the setup option named Appearance.

My Extension

When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on settings to access your individual settings. The My Extension tab houses the same settings as a regular user has.
Do Not Disturb

In the upper right of every page of your online account is a small coloured 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.
RingOut

RingOut enables one-touch calling from any phone, allowing you to make calls using your business caller ID from any location, where you have high quality cellular signal or Wifi connectivity. The RingOut icon appears near the top of every online account page.

1. Click on the RingOut icon on any account page to open this menu pop-up.
2. In the number field, enter or select the number you wish to call. You can also choose from among recent calls, or from your contact list.
3. Current Location should list your TELUS Business Connect number. Or you can choose Custom phone number from the drop-down menu and enter the desired number in the Custom Number field below.
4. Enter the Custom Number to call here.
5. Prompt me to press 1 before connecting the call is pre-checked: 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.
6. Now click Call. The system first calls you. When you answer (and press 1 as instructed), it then calls the other number and connects you.
Part 2

Admin Portal
Phone System

The Phone System tab is the main tab of the Admin Portal. It houses all of the main settings for your entire phone system. Here you will find settings for:
- Company Info
- Phone Numbers
- Auto-Receptionist
- Groups

On your Phone System page, you have Shortcuts that allow you to quickly access commonly used functions such as:
- Edit Company Business Hours
- Change Company Greeting
- Set Company Caller ID

How do I…
If you need help setting up your phone system, check out the How do I… section for helpful articles.
Company Info
The Company Info page allows you to see the company address and to set the Company Caller ID.
Company Caller ID
Set your Company Caller ID to your company’s name so that your customers will know who is calling when you call them.

1. From the Admin Portal, select the Phone System tab.
2. Click Company Info.
3. Click Caller ID Name.
4. Enter your company name exactly the way you want it to appear on Caller ID displays, for local calls made from your main company phone number. You can enter up to 15 characters.
5. Click Save (at the bottom right).
**Phone numbers**

The Phone numbers settings gives you the option to assign and unassign company and user phone numbers and to transfer phone numbers.

1. From **Admin Portal**, select the **Phone System** tab
2. Click **Phone Numbers**
3. Click **Company** to see company number and additional information
4. Click **Assigned** to see assigned phone numbers and additional information
5. Click **Unassigned** to see unassigned phone numbers and additional information
6. Click **Transferred and Vanity** to submit and review transfer orders
Assigned Extensions
Under Assigned Extensions, you will see all of the Extension Numbers that have been set for your phone system.

1. From the Admin Portal, select the Phone System tab.
2. Click Phone Numbers
3. Click the Assigned. Click any number numbers to see more details.
   a. Users without phones – View the Number, edit whether Calls to this number will be connected to: either Auto-Receptionist or select an Extension. If you have made any changes, click Save.

When your account is initially set up, all numbers except the Super Admin are unassigned. You can assign users to numbers during Express Setup.

Any users that are not assigned during express setup can be assigned using this flow:

To assign an extension to a user:
4. From the Admin Portal, select the Users tab
5. Click the Unassigned Extensions tab
6. Click a phone number
7. Enter the user’s information including First Name, Last Name, Department, email address. You can change the extension number if desired.
8. Click Save & Enable.
9. The number will move to Users with Extensions tab.
Auto-Receptionist settings.

Create your own Auto-Receptionist for your phone system. Customize your options for effective call management. Choose your Company Hours, set your Company Greeting, define rules for Call Handling and more.
Company Hours
Customize your company’s business hours. You can specify the opening and closing time for each day of the week or select 24 hours. This establishes the settings for the Business Hours and After Hours tabs in other settings areas (such as call queue settings and user settings).

1. From the Admin Portal, select the Phone System tab.
2. Click Auto-Receptionist.
3. Select Company Hours.
4. Set your Company Hours to:
   a. 24 hours to have incoming calls handled the same way all the time.
   b. Specify hours for each day of the week. This lets you set separate call-handling rules and greetings for Business Hours and After Hours.
5. Click Save.
Company Call Handling (IVR Settings).
The Auto-Receptionist greets callers with a recorded message when they call your company using the main company number or any number assigned as a company number.

Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology. You can set a custom greeting by recording through your phone or computer or by uploading a sound file. Alternatively, the Auto-Receptionist can connect calls directly to an extension of your choice.

Set an extra Direct Extension to be a Company Number.
1. From the Admin Portal, select the Phone Numbers tab.
2. Click the Assigned tab.
3. Select a phone number to receive all calls.
4. Select the radio button next to set the number to Auto-Receptionist.
5. Click Save.
6. The number will move to the Company tab.
Company Greeting and Menu.

The Company Greeting and Menu bar provides additional call handling options, including hearing the default greeting and recording a custom greeting.

Set a Company Greeting.
1. From the Admin Portal, select the Phone System tab.
2. Click Auto-Receptionist.
4. Click Edit. A pop-up will appear with the current settings.
5. 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. If custom, another popup appears with the options.
      - Record over the Phone
        Next to Call me at, choose a phone number from the dropdown 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. Click the up arrow to import. Browse for a WAV or MP3 file you want to use. Click Attach. Click the Play button to listen to your greeting. If you’ve set a Custom Greeting, click the Record button to set a different company greeting.
6. Under If caller enters no action, choose whether you’d like to use to Connect to an operator or Disconnect.
7. Click Done.

NOTE: If you have set custom company hours, follow these steps for both the Company Hours and After Hours tabs.
Groups

The TELUS Business Connect Mobile solution offers different types of groups for your phone system needs.

Call Queues are different from extensions. Call queues increase the efficiency of your company by directing the calls to the right employees. Call queues can support up to 25 calls waiting in a call queue.

Message-Only Extensions allow you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box.

Announcements-Only Extensions allow you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting.
Call Queues
Create a call queue when you want a specific group of users (such as Sales or Support) to share incoming calls. Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email notifications of any missed calls or voicemails.

Add a Call Queue Group.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click New Call Queue at the top right.
4. Select the radio button next to Call Queue.
5. Click Next.
6. Enter an Extension Number, Extension Name, and Manager Email.
7. Click Save.
8. Select the users you’d like to add to the group.
9. Click Save.
Configure Call Queues.

After you create a call queue, you can configure the Call Queue Info, Direct Numbers, Greeting, Call Handling, and Messages & Notifications.

Call Queue Info.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Select the Call Queues tab.
4. Select an existing Call Queue (Customer Support in this example). If you don’t have any existing call queues, go to the previous page to learn how to create one.
5. Click the name of the Call Queue to edit your call queue settings.
6. Edit your settings:
   a. Extension Number
   b. Group Name
   c. Record Call Queue Name
   d. Company Name
   e. Contact Phone
   f. Manager Email
   g. Address
   h. Call Queue Hours
   i. Call Queue Members
   j. Voice Manager Password and Service Level Settings
   k. Regional Settings
   l. Delete Call Queue
7. Click Save.
Call Queue Greetings.
If you would like your callers to hear a recorded greeting before being connected to a call group, turn on the call queue greeting.

Set a Call Queue Greeting.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Select an existing Call Queue (Customer Support in this example).
4. Click Greeting.
5. Click Set Greeting.
6. A pop-up window will appear displaying the current 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 dropdown 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 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.

7. Click Save.

NOTE: If you have set custom Call Queue Hours, follow these steps for both the Call Queue Hours and After Hours tabs.
Call Handling
Choose how you’d like each call queue to handle incoming calls. Set the order in which the calls will be transferred to the members of the call queue, choose the audio while connecting, hold music, and hold time here.

1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Call Queues tab.
4. Click the name of the Call Queue you’d like to configure (Customer Support in this example).
5. Select Call Handling to edit your call handling settings.
6. Select the order in which calls will be transferred to department members:
   a. Rotating – in order by extension number
   b. Simultaneous – on all department extensions
   c. In fixed order – choose order
7. Under Audio while connecting, click Set Audio to select the audio callers will hear during business hours while waiting for a connection. Click Interrupt Audio to choose how often the audio will be interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as “Thank you for holding. Please continue to stay on the line,” or record or upload your own custom prompt.
8. Under Hold Music, click Set Hold Music to choose the audio callers will hear while on hold.
9. You can also choose how to handle callers who are on hold in the Member availability and hold times menu.
10. Click Save.

NOTE: If you have set custom call queue hours, follow these steps for both the Call Queue Hours and After Hours tabs.
Messages & Notifications.
In this section, set your Message Recipient, Voicemail Greeting, and Notifications. The TELUS Business Connect Mobile solution allows each call queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

Set a Voicemail Greeting.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Call Queues tab.
4. Select a Call Queue (Customer Support in this example).
5. Click Messages & Notifications.
6. Click Voicemail Greeting.
7. A pop-up will appear displaying 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 dropdown 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 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.
8. Click Save.

NOTE: If you have set custom company hours, follow these steps for both the Company Hours and After Hours tabs.
Message Recipient
After you have set your voicemail greeting, you can set which users or call queues are to receive the messages.

1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Call Queues tab.
4. Select a Call Queue (Customer Support in this example).
5. Click Messages & Notifications.
6. Click Message Recipient.
7. A pop-up will appear with a list of members to receive messages left for this call queue.
8. Select the radio button next to the recipient.
9. Click Done.
Notifications
As an administrator, you can set up notifications to be sent to your phone or email when voicemails, faxes and missed calls are received for each call queue.

1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Call Queues tab.
4. Select a Call Queue (Customer Service in this example).
5. Click Messages & Notifications.
6. Click Notifications.
7. A pop-up will appear with options for email notifications to a recipient of your choice when voicemail messages are received, or calls missed. 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. Here you can choose different email addresses and phone numbers for your notifications, select settings for marking messages as read, and select options for email attachments.
   c. Click Switch to Basic Notification Settings.
8. Click Save.
Message-Only Extensions.
Create an extension dedicated to receiving messages. All calls routed to this extension will automatically be directed to the extension’s voicemail box.

Add a Message-Only Extension.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Click + New Message Only Extension at the top right.
5. Select the radio button next to Message-Only Extension.
6. Click Next.
7. Enter an Extension Number, Extension Name, and Email.
8. Click Save.
Configure a Message-Only Extension.
After you create a message-only extension, configure the Extension Info, Direct Numbers, and Messages & Notifications.

**Extension Info**
Edit your extension number, name, and delete your menu.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Message-Only Extension (Voicemail in this example).
5. Click Extension Info to edit the following:
   a. Extension Number
   b. Extension Name
   c. Company Name
   d. Contact Phone
   e. Email
   f. Voice Manager Password
   g. Regional Settings
   h. Delete Extension
6. Click Save.
Messages & Notifications.
Set the voicemail greeting you would like to use for your message-only extension.

Set a Voicemail Greeting.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Message-Only Extension (Voicemail in this example).
5. Click Messages & Notifications.
6. Click Voicemail Greeting.
7. A pop-up will appear displaying 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 dropdown 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.
8. Click Save.
Message Recipient
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Message-Only Extension (Voicemail in this example).
5. Click Messages & Notifications.
6. Click Message Recipient.
7. A pop-up will appear with a list of recipients.
8. Select the radio button next to the extension you’d like to set as the recipient.
9. Click Done.
Notifications
Choose who will receive notifications for voicemail messages and how they will receive them.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Message-Only Extension (Voicemail in this example).
5. Click Messages & Notifications.
6. Click Notifications.
7. A pop-up will appear with notification options.
   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. Here you can choose different email addresses and phone numbers for your notifications, select settings for marking messages as read, and select options for email attachments.
   c. Click Switch to Basic Notification Settings.
8. Click Save.
Announcements-Only Extensions.
Create an extension that is dedicated to only play an announcement for your callers. All callers routed to this extension will hear a recorded announcement such as a holiday closure announcement.

Add an Announcements-Only Extension.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Click + New Message Only Extension on the top right.
5. Select the radio button next to Announcement-Only Extension.
6. Click Next.
7. Enter an Extension Number, Extension Name, and Email.
8. Click Save.
Extension Info
Edit your extension number, name, and delete your menu.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Announcements-Only Extension (Office Address and Hours in this example).
5. Click Extension Info to edit the following:
   a. Extension Number
   b. Extension Name
   c. Company Name
   d. Contact Phone
   e. Email
   f. Voice Manager Password
   g. Regional Settings
   h. Delete Extension
6. Click Save.
Set an announcement.
1. From the Admin Portal, select the Phone System tab.
2. Click Groups.
3. Click the Others tab.
4. Select an existing Announcements-Only Extension (Office Address and Hours in this example).
5. Click Announcement.
6. Click Greeting.
7. A pop-up will appear displaying the current Announcement 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 dropdown 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 announcement 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.
8. Click Save.
Users

Administrators have the ability to edit the following user settings:
- User Details
- Phones & Numbers
- Screening, Greeting, & Hold Music
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID

Administrators will use the users panel to access and edit these settings.
1. From the Admin Portal, select the Users tab.
2. Select User list.
3. Select a user.
4. Click the category you’d like to edit.
User Details
Click on User Details to view and edit the selected user’s information. From this menu, you can edit a user’s extension, name, recording, phone numbers, email address, department, hours, password, and regional settings.

Super admin
One user on your account will be labeled as the super admin. By default, this role is assigned to Extension 101, the person who initially set up the account. You can assign this extension to any user on your account, but it is recommended that you assign it to the user who is primarily responsible for this account. Though you can assign administrator permissions to other users on your account, the super admin serves as the main account administrator and cannot be deleted. The administrator permissions also cannot be removed from this user.
Phones & Numbers
Click Phones & Numbers to view and edit the selected user’s phone numbers, download/activate apps and manage extensions.

Screening, Greeting & Hold Music.
Click Screening, Greeting & Hold Music to view and edit the selected user’s greeting, call screening options, connecting message, audio while connecting, hold music, and blocked call settings.
Call Handling & Forwarding.
Click Call Handling & Forwarding to view and edit the selected user’s call handling, call forwarding, ring group, additional phones, ring pattern, incoming call, and call flip settings.

Messages & Notifications.
Click Messages & Notifications to view and edit the selected user’s voicemail settings, voicemail greeting, message recipient, messages, and notification settings.
Outbound Caller ID.
Click Outbound Caller ID to view and edit the selected user’s outbound Caller ID numbers.
Manage Roles and Permissions.

Roles and Permissions allow you to enforce your company security policy by providing a flexible, role-based access control in your TELUS Business Connect Mobile solution.

You can delegate access to certain areas without giving full admin access, or by retaining control over certain areas. You can use templates and bulk upload options to efficiently apply roles among users across an organization.

**Predefined roles**
You can grant access privileges by assigning users 1 of the 7 predefined roles:

- **Super admin**: Complete system administrator level access
- **Phone system admin**: Phone system settings access plus full access to user level settings
- **Billing admin**: Full access to billing functions, user level settings, international dialing, plus analytics features
- **User admin**: Full access to user administration (self and others), international dialing, and system features/apps
- **Manager**: Provide users with all capabilities of standard (international) along with access to key functions such as reports and company call log
- **Standard (International)**: Full access to user level settings, access to features plus international dialing
- **Standard**: Full access to user level settings, access to features and no international dialing

Predefined roles cannot be modified.
Call Log

The Call Log provides 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. 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
International Calling

To enable, disable, and view international calling rates:

1. From the Admin Portal, select the International Calling tab.

2. Options under International Calling are the following:
   a. If international calling is not enabled, click Enable International Calling to enable it.
   b. If international calling is enabled, you can disable international calling completely by clicking Disable International Calling.

3. View the countries international calling is available to and the price for each country.
   a. Use the alphabet at the top of the screen to jump to a list of countries that start with a specific letter.
   b. Sort by countries that are enabled or disabled by using the drop-down menu.

4. Turn calling to a specific country on or off by clicking the switch to the right of that country. You will see a white, vertical line with a navy blue background when the switch is in the “on” position as shown in the image on the right.
In the Admin Portal, the Tools tab houses important features for your company’s phone system. When you click on the Tools tab, a menu will appear with the following item:

- Appearance
Appearance
Add your company logo to your TELUS Business Connect online account, Voice Manager, for a custom look. Take one step further and link your company logo to your company’s website for easy navigation.

To upload and link an image:
1. From the Admin Portal, select the Tools tab.
2. Click Appearance.
3. Click Browse to browse your computer for an image to upload and select the file you want to use.
4. Click Attach.
5. Enter the URL that will be opened when a user clicks on your image.
6. Click Submit.
7. View your logo in the upper right corner of your online account and test the URL by clicking on the image.
Appendix A:

Multi-account Access
Account Management Portal

The Multi-account Access feature centralizes access for customers with multiple TELUS Business Connect accounts, and allows them to link all of their accounts in the accounts management portal. It allows company admins to access their TELUS Business Connect accounts from a single log in. It also allows administrators to view services for all accounts from a single location.

The Multi-account Access feature increases the efficiency of multiple account management for those administrators who manage multiple accounts, or who support multiple clients. From the Management portal, you can easily switch from one account to another. The portal provides a consolidated view of all accounts, while they remain separate entities.

To access the management portal:
2. Enter your credentials for an account.
3. Click Log In.
Manage Linked Accounts.
You can manage any number of accounts from the account management portal. Each page in the portal can display up to 20 linked accounts, and different pages are identified by page numbers.

To add accounts to the portal:
1. Click **Link Account**.
2. Enter the credentials of the account.
3. Click **Log In**.
4. Repeat for each account to add.

To unlink an account:
1. Select one or more account(s).
2. Click **Unlink Selected Account**.
3. The account is removed from the view.

To edit the account name with descriptive text:
1. Click the **Edit** icon beside the account.
2. Enter the new **Account Name**.
3. Press **Enter**.

Access accounts
The account management portal allows you easily launch the **Admin Portal** for any of your accounts, avoiding the complexity of logging in and logging out of multiple accounts.

To trigger a login to an account:
1. Click **Open** beside the account.
2. A new browser tab is launched and you are automatically logged into the **Admin Portal** for the account.
3. Manage your account as normal.
View Service Status.
The account management tool reports status for the following services:

- Inbound Calls
- Outbound Calls

Service Status is refreshed automatically every three minutes. Service Status details and the date of the last refresh are displayed when you hover. To manually refresh the Service Status, select the Refresh icon.

An abnormal Service Status results in the display of an error reason when you hover on the status. The following statuses are reported:

- **Green**: The service is available.
- **Yellow**: There is an error related to the service.
- **Red**: The service is unavailable.
- **Grey**: Service status has not been reported.