

The TELUS Business Connect® Mobile solution

Admin guide

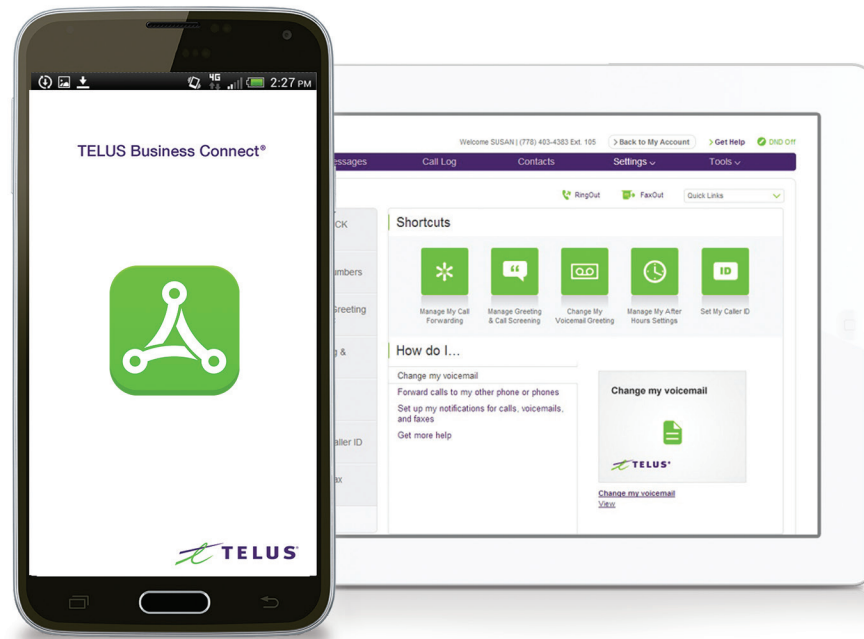


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Part 1

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

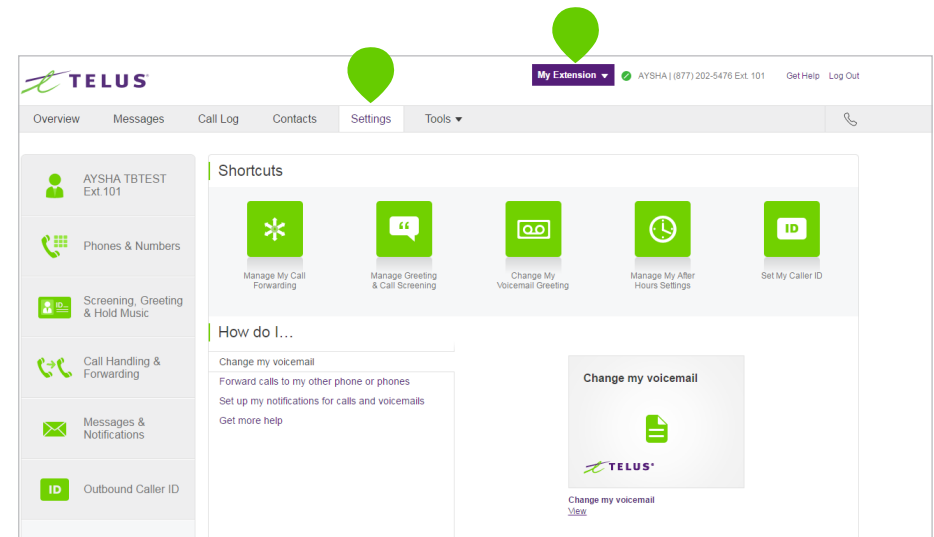
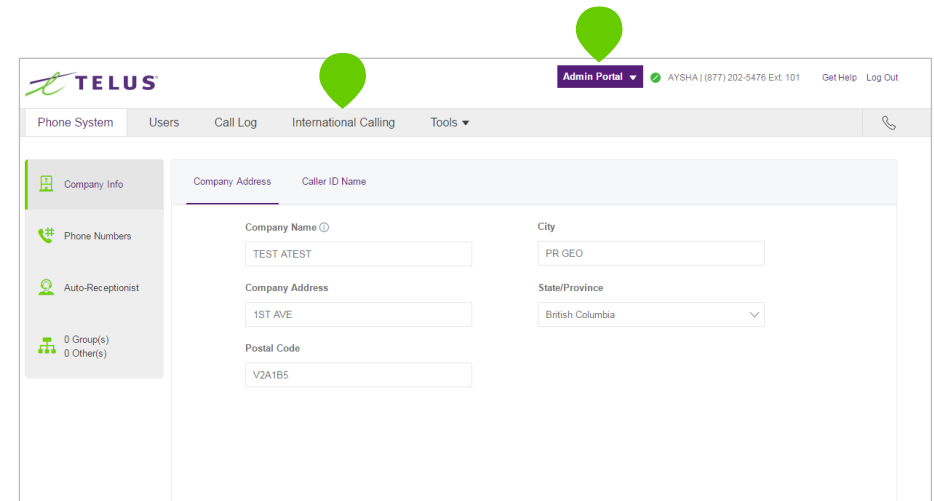
There are a few main functions that administrators can access from any online page. These functions are Edit Company Business Hours, Change Company Greeting and Set Company Caller ID.

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

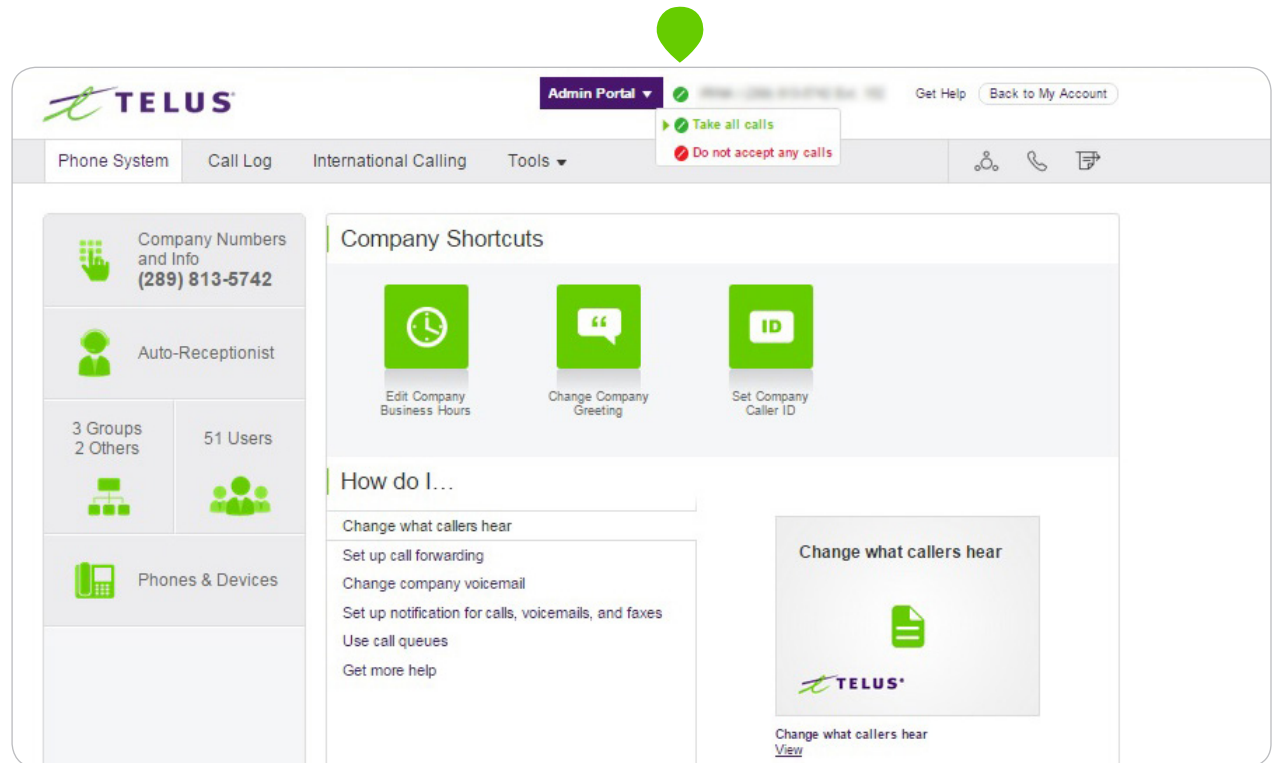
When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on settings to access your individual settings. The My Extension tab houses the same settings as a regular user has.



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:

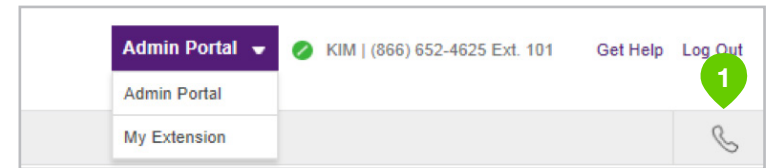
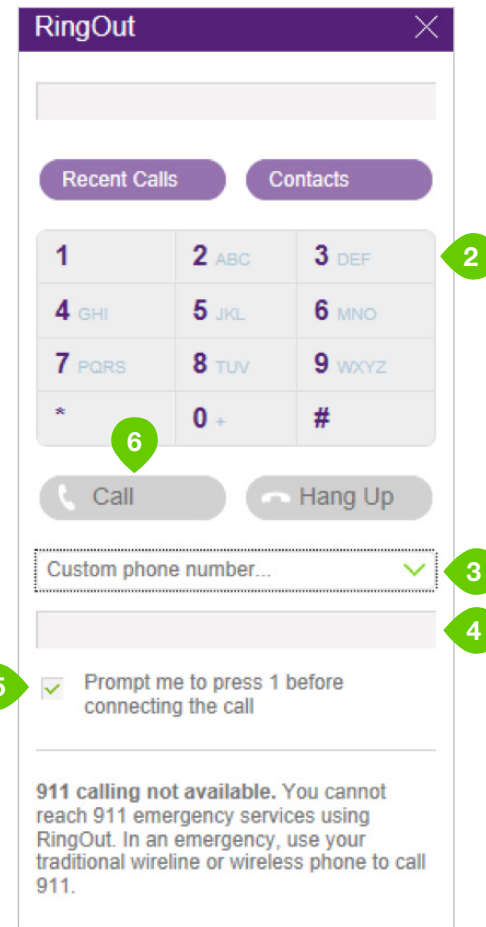
- **“Do Not Disturb Off”** – **Green** means that you are available to take incoming calls
- **“Do Not Disturb On”** – **Red** means “Do not accept any calls.” All callers are sent to voicemail.



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.

RingOut

Recent Calls Contacts

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call Hang Up

Custom phone number... ✓

☒ Prompt me to press 1 before connecting the call

911 calling not available. You cannot reach 911 emergency services using RingOut. In an emergency, use your traditional wireline or wireless phone to call 911.

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:

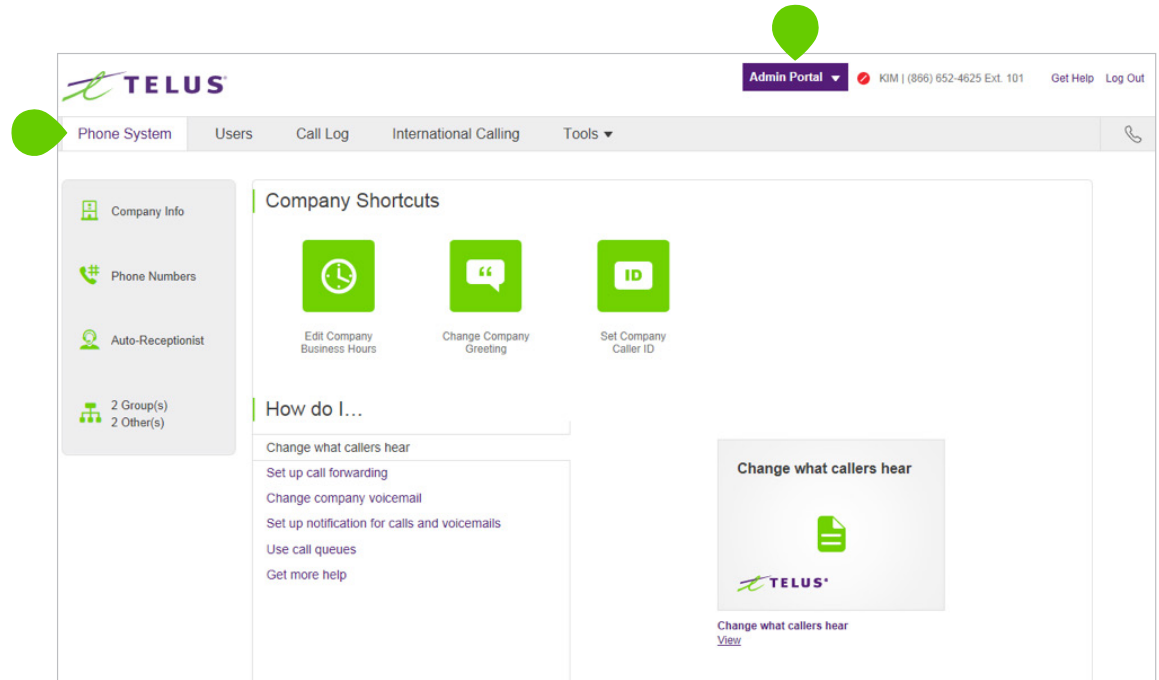
- Company Info
- Phone Numbers
- Auto-Receptionist
- Groups

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.

TELUS

Admin Portal

YAKIM | (888) 671-3202 Ext. 101

Get Help

Log Out

Phone System

Users

Call Log

International Calling

Tools

Company Info

Phone Numbers

Auto-Receptionist

0 Group(s)
0 Other(s)

Company

Assigned

Unassigned

Transferred and Vanity

Search Numbers

All Extensions

All Locations

Forward Number

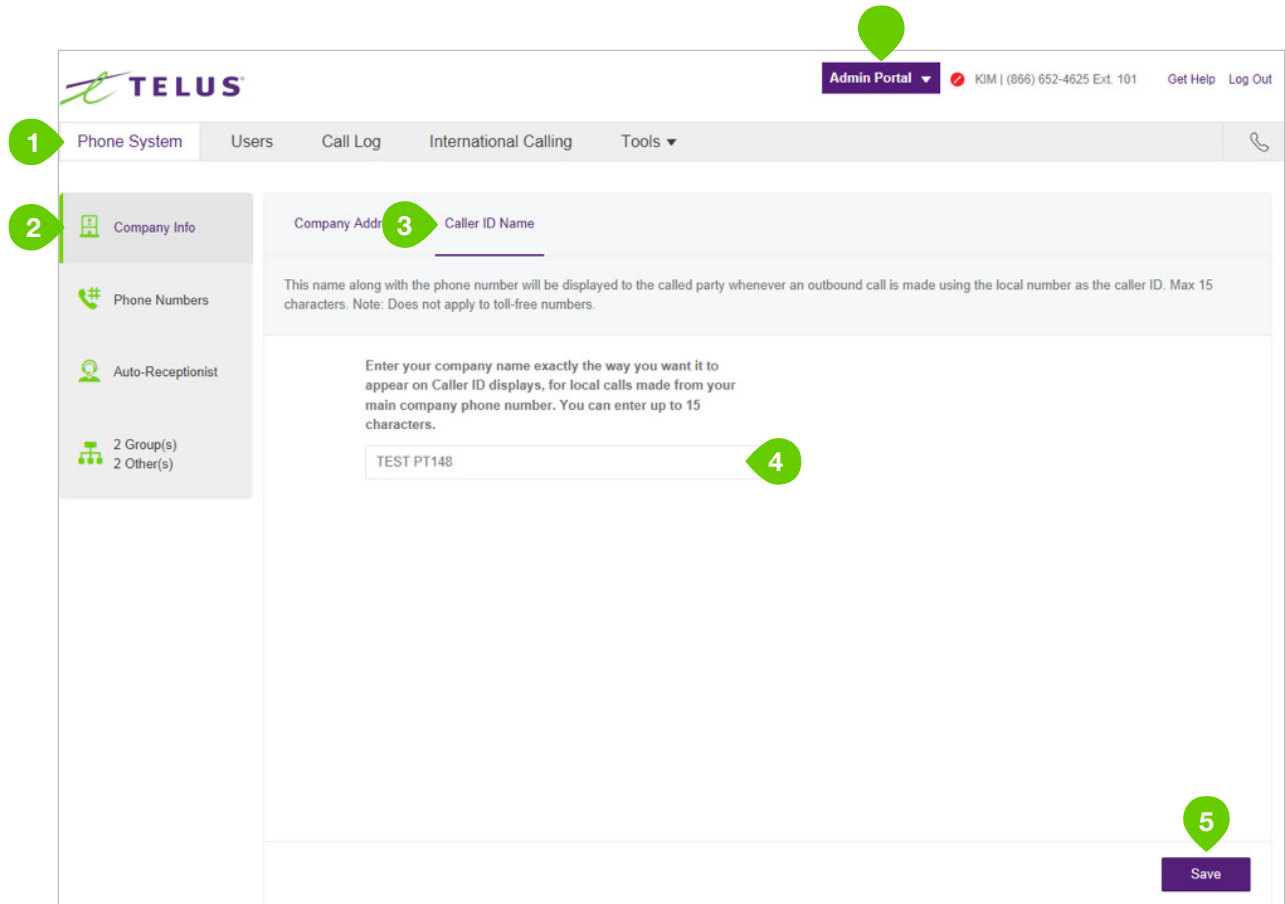
All Types

Number	Location	Assigned to	Ext.	Type
(365) 300-1914	Canada, Ajax-Pickering, ON	YAKIM YADEANS	101	Direct

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).

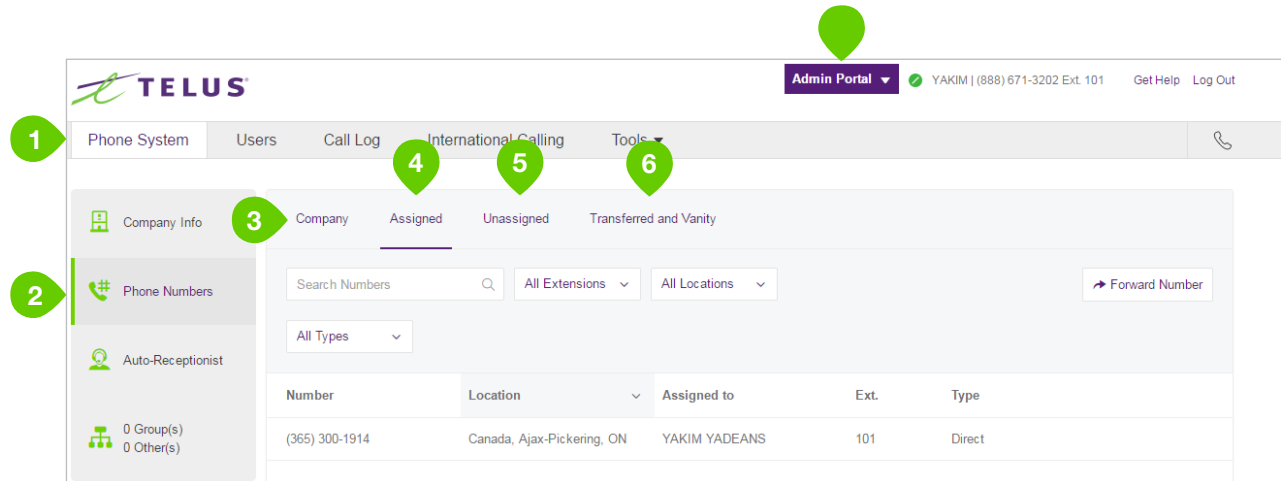


The screenshot shows the TELUS Admin Portal interface. At the top, there is a navigation bar with the TELUS logo, an 'Admin Portal' dropdown menu, and user information 'KIM | (866) 652-4625 Ext. 101' with 'Get Help' and 'Log Out' links. Below the navigation bar is a tabbed interface with 'Phone System', 'Users', 'Call Log', 'International Calling', and 'Tools'. The 'Phone System' tab is selected. On the left side of the 'Phone System' tab, there is a sidebar with 'Company Info' (selected), 'Phone Numbers', 'Auto-Receptionist', and 'Group(s) / Other(s)'. The main content area of the 'Company Info' tab is divided into two sections: 'Company Address' and 'Caller ID Name'. The 'Caller ID Name' section is highlighted with a green circle 3. It contains a text input field with the placeholder text '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.' and a 'Save' button at the bottom right. A green circle 4 is placed over the text input field. A green circle 5 is placed over the 'Save' button. A green circle 1 is placed over the 'Phone System' tab. A green circle 2 is placed over the 'Company Info' sidebar item. A green circle 3 is placed over the 'Caller ID Name' section header. A green circle 4 is placed over the text input field. A green circle 5 is placed over the 'Save' button.

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



Admin Portal

YAKIM | (888) 671-3202 Ext. 101 Get Help Log Out

Phone System Users Call Log International Calling Tools

Company Info Company Assigned Unassigned Transferred and Vanity

Phone Numbers

Auto-Receptionist

0 Group(s)
0 Other(s)

Search Numbers

All Extensions All Locations

Forward Number

All Types

Number	Location	Assigned to	Ext.	Type
(365) 300-1914	Canada, Ajax-Pickering, ON	YAKIM YADEANS	101	Direct

Assigned Extensions

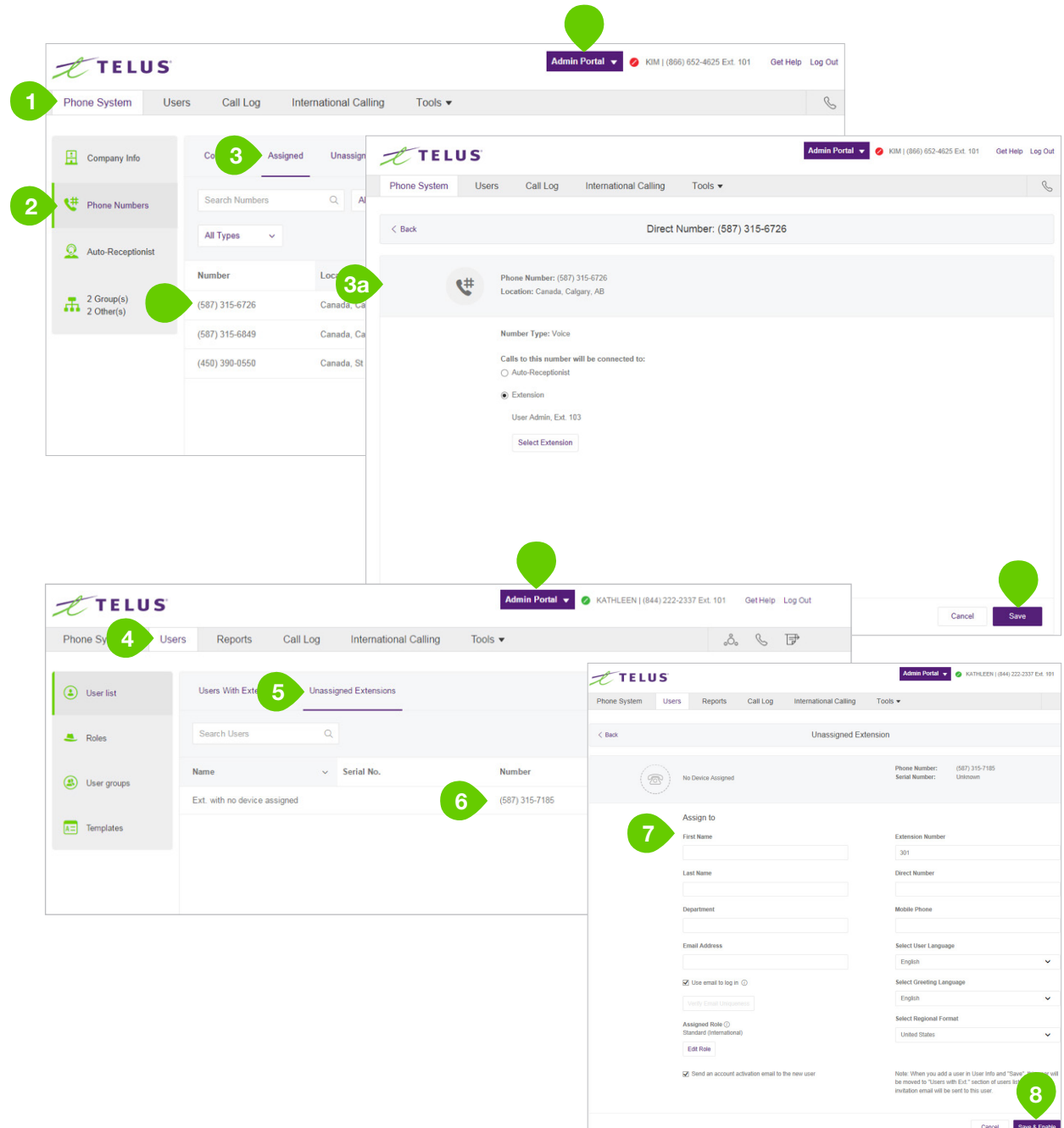
Under Assigned Extensions, you will see the all of the Extension Numbers that have been set for your phone system.

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.

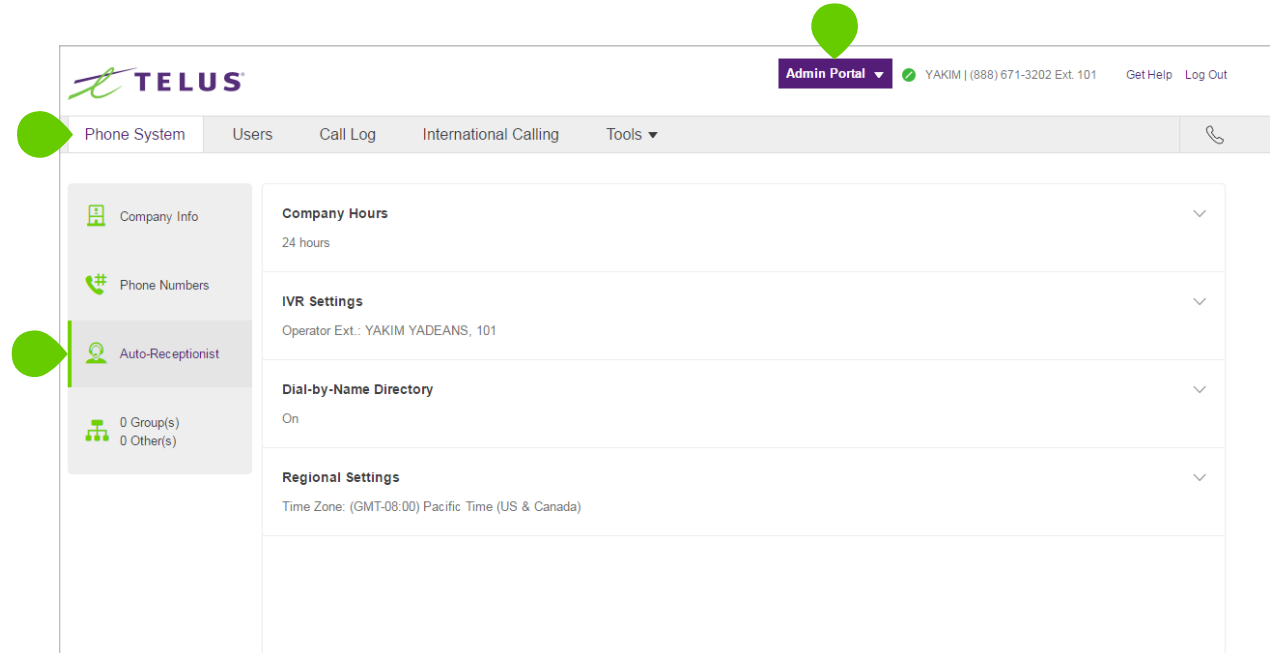


The screenshots illustrate the following steps:

- Step 1:** In the Admin Portal, select the **Phone System** tab.
- Step 2:** Click **Phone Numbers** in the left sidebar.
- Step 3:** Click the **Assigned** tab. A table lists extension numbers. Click on a number (e.g., (587) 315-6726) to view details.
 - Step 3a:** In the details view, under 'Calls to this number will be connected to:', select **Extension** and click **Select Extension**.
- Step 4:** In the Admin Portal, select the **Users** tab.
- Step 5:** Click the **Unassigned Extensions** tab. A table lists unassigned numbers. Click on a number (e.g., (587) 315-7185).
- Step 6:** In the 'Assign to' form, enter user information: First Name, Last Name, Department, Email Address, and Extension Number. Check **Use email to log in** and **Send an account activation email to the new user**.
- Step 7:** Click **Save & Enable** at the bottom right.

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.

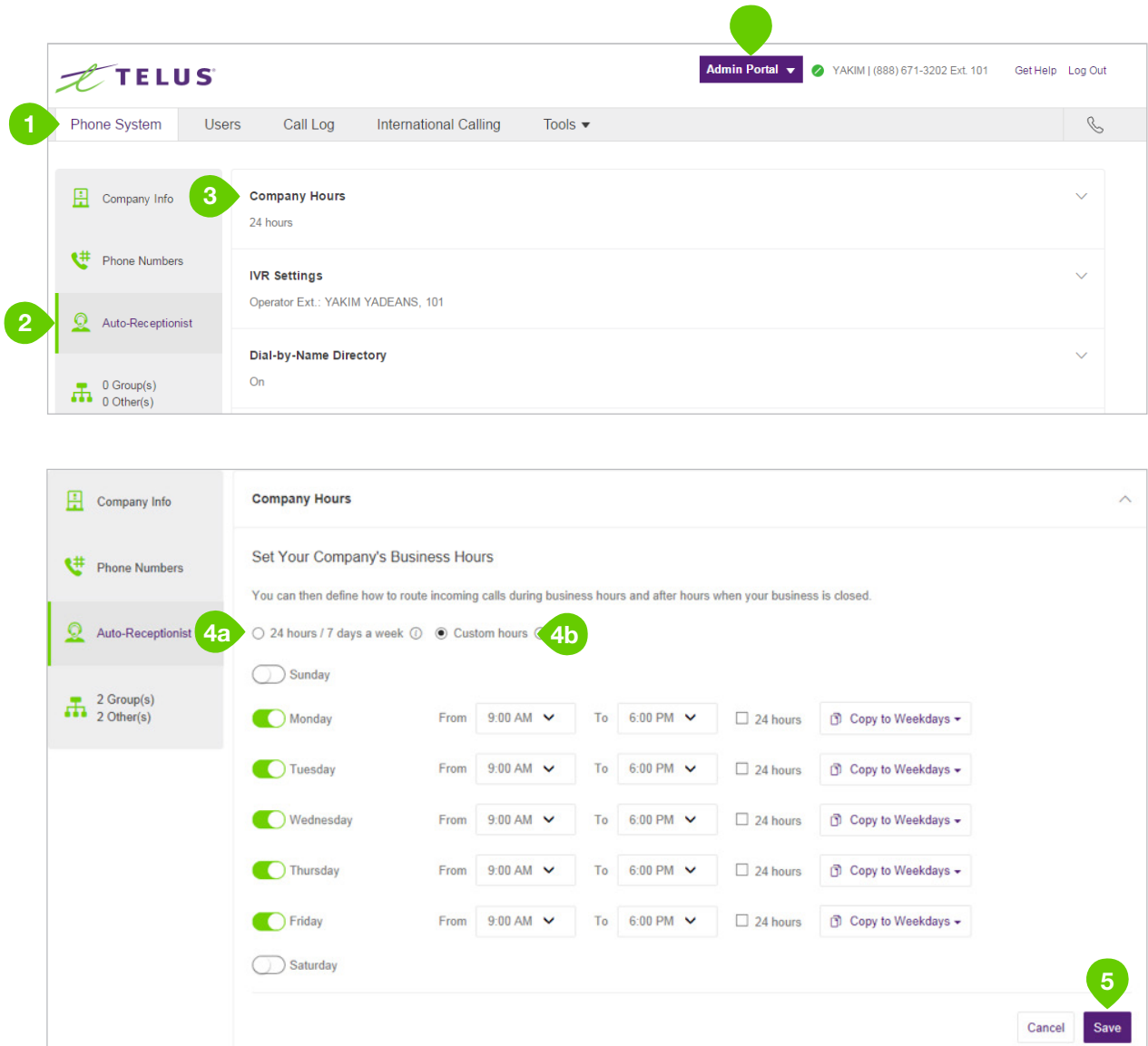


The screenshot displays the TELUS Admin Portal interface. The top navigation bar includes the TELUS logo, an 'Admin Portal' button, and user information: 'YAKIM | (888) 671-3202 Ext. 101', 'Get Help', and 'Log Out'. Below this is a secondary navigation bar with links to 'Phone System', 'Users', 'Call Log', 'International Calling', and 'Tools'. The main content area is divided into a left sidebar and a right pane. The sidebar contains icons and labels for 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a green circle), and 'Groups' (showing 0 Group(s) and 0 Other(s)). The right pane displays the 'Auto-Receptionist' settings, which are organized into four expandable sections: 'Company Hours' (set to 24 hours), 'IVR Settings' (Operator Ext.: YAKIM YADEANS, 101), 'Dial-by-Name Directory' (set to On), and 'Regional Settings' (Time Zone: (GMT-08:00) Pacific Time (US & Canada)). A green circle also highlights the 'Admin Portal' button in the top right corner.

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**.



The screenshot shows the TELUS Admin Portal interface. The top navigation bar includes the TELUS logo, an 'Admin Portal' dropdown, and user information: 'YAKIM | (888) 671-3202 Ext. 101', 'Get Help', and 'Log Out'. The main navigation tabs are 'Phone System', 'Users', 'Call Log', 'International Calling', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'Company Hours' section is expanded, showing options for '24 hours', 'IVR Settings', and 'Dial-by-Name Directory'. The 'Company Hours' settings are configured for '24 hours / 7 days a week'. The 'Custom hours' option is selected, and the 'Monday' through 'Saturday' days are shown with their respective 'From' and 'To' times (9:00 AM to 6:00 PM) and a '24 hours' checkbox. A 'Copy to Weekdays' button is available for each day. The 'Sunday' day is shown with a '24 hours' checkbox. The 'Save' button is located at the bottom right of the settings area.

1 Phone System | Users | Call Log | International Calling | Tools

2 Auto-Receptionist

3 Company Hours

Company Hours

24 hours

IVR Settings

Operator Ext.: YAKIM YADEANS, 101

Dial-by-Name Directory

On

0 Group(s)
0 Other(s)

Company Hours

Set Your Company's Business Hours

You can then define how to route incoming calls during business hours and after hours when your business is closed.

☐ 24 hours / 7 days a week ☒ Custom hours

☐ Sunday

☒ Monday From 9:00 AM To 6:00 PM ☐ 24 hours [Copy to Weekdays](#)

☒ Tuesday From 9:00 AM To 6:00 PM ☐ 24 hours [Copy to Weekdays](#)

☒ Wednesday From 9:00 AM To 6:00 PM ☐ 24 hours [Copy to Weekdays](#)

☒ Thursday From 9:00 AM To 6:00 PM ☐ 24 hours [Copy to Weekdays](#)

☒ Friday From 9:00 AM To 6:00 PM ☐ 24 hours [Copy to Weekdays](#)

☐ Saturday

Cancel Save

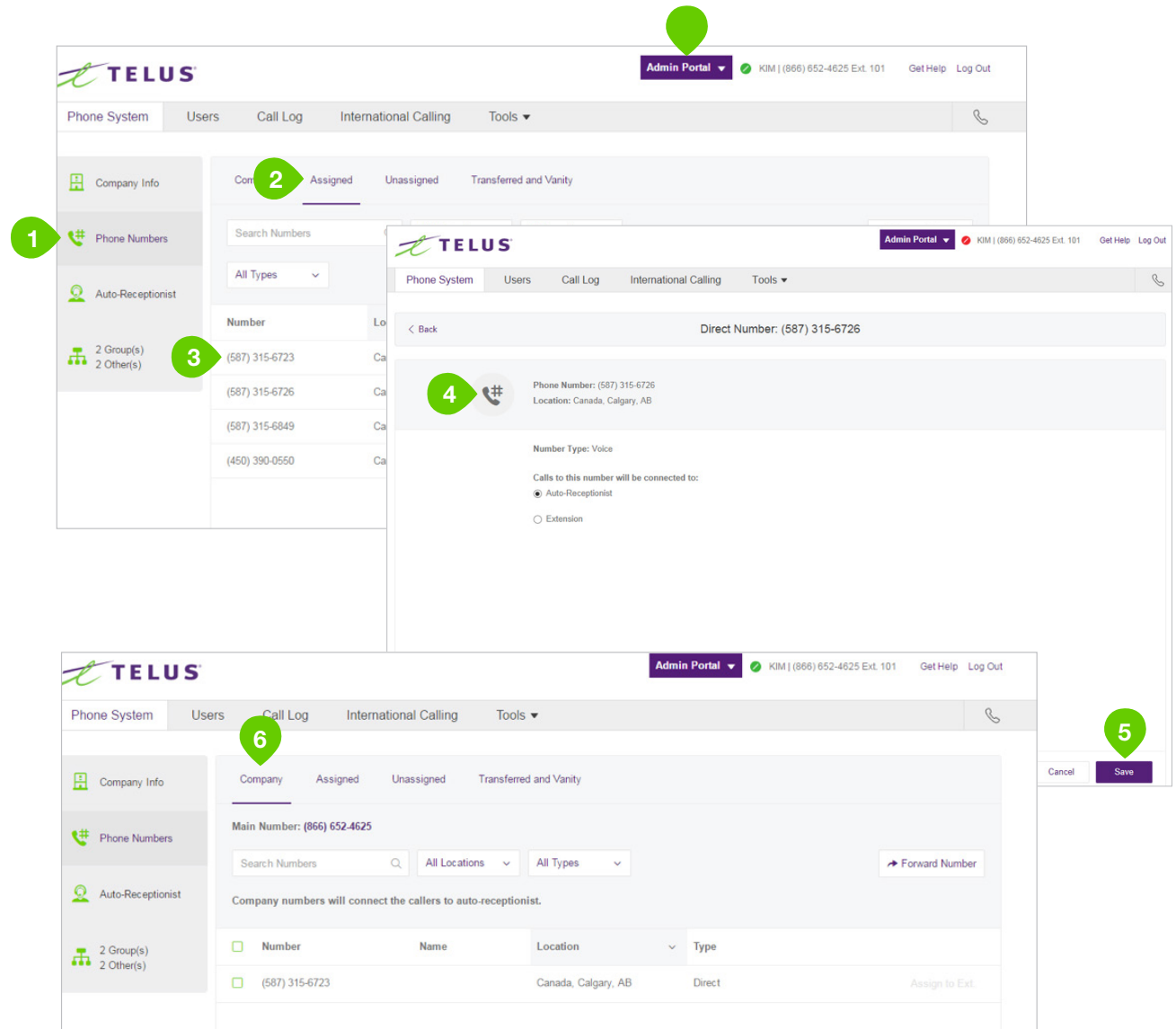
Company Call Handling (IVR Settings).

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.



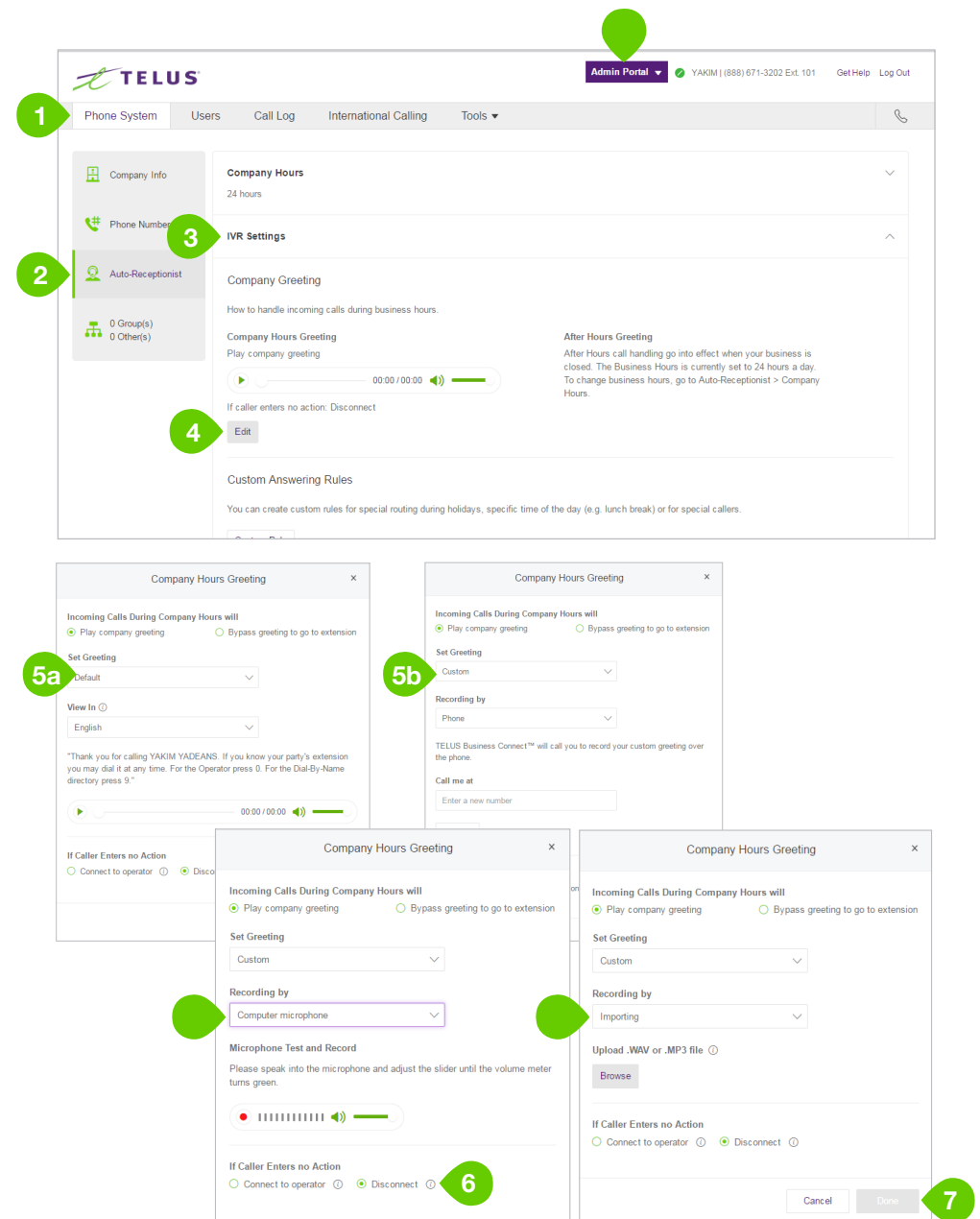
The screenshots illustrate the process of assigning a phone number to the Auto-Receptionist in the TELUS Admin Portal. The interface includes a top navigation bar with 'Admin Portal', user information, and help/logout links. A left sidebar contains tabs for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and '2 Group(s) 2 Other(s)'. The main content area shows the 'Phone Numbers' tab with sub-tabs for 'Company', 'Assigned', 'Unassigned', and 'Transferred and Vanity'. A table lists available phone numbers, including (587) 315-6723, (587) 315-6726, (587) 315-6849, and (450) 390-0550. A modal window for editing a number (587) 315-6726 shows options to connect calls to either the 'Auto-Receptionist' (selected) or an 'Extension'. The final screenshot shows the 'Assigned' tab with the 'Main Number: (866) 652-4625' and a table of assigned numbers, including (587) 315-6723, which is now listed as a 'Direct' extension. A 'Save' button is visible in the bottom right corner.

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**.
3. Select **IVR Settings**. The **Company Greeting** menu will appear.
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 the 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.

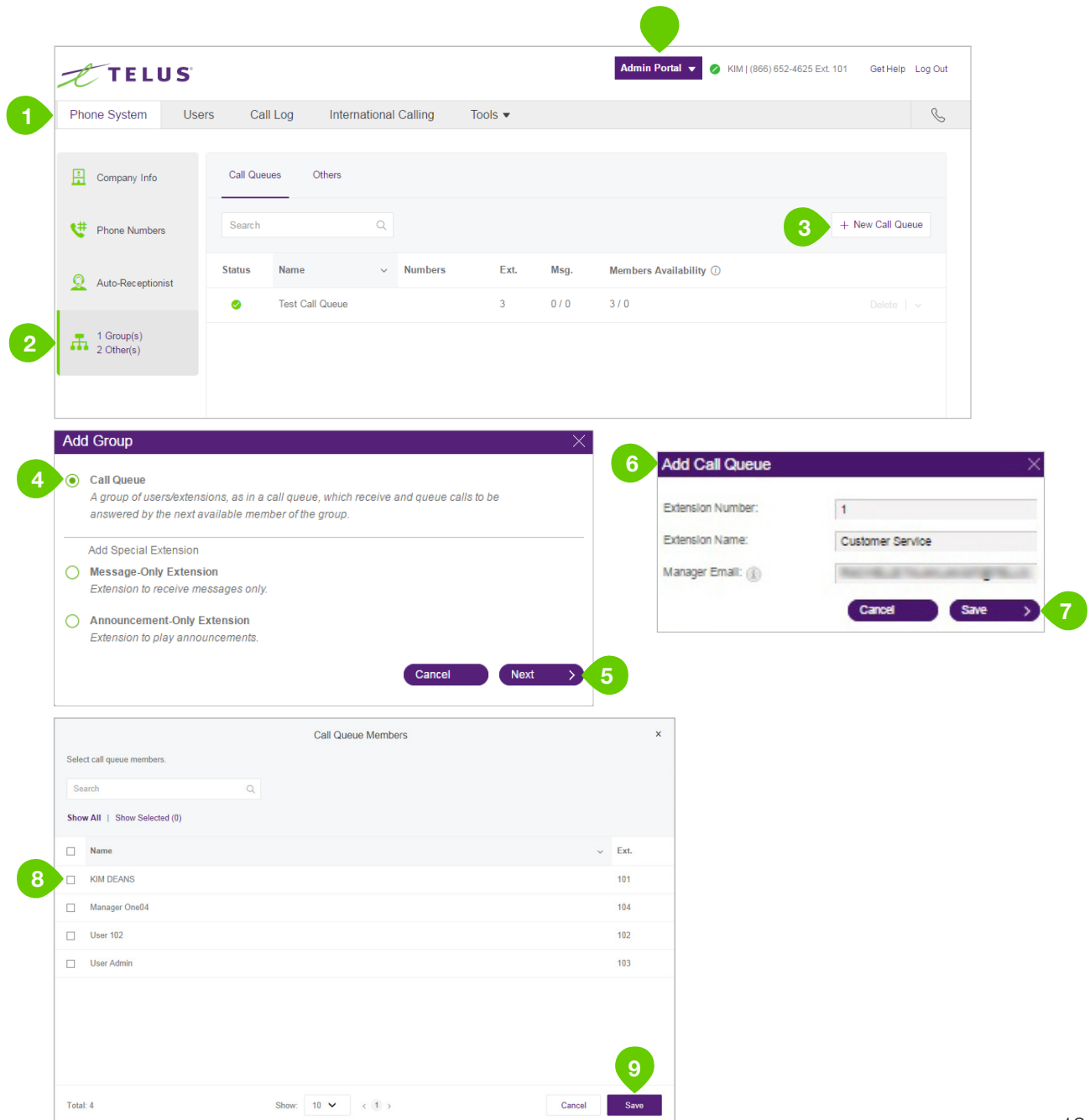
Announcements-Only Extensions allow you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting.

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**.



The screenshot illustrates the process of adding a call queue group in the TELUS Admin Portal. The interface includes a top navigation bar with the TELUS logo, user information (KIM | (866) 652-4625 Ext. 101), and links for Get Help and Log Out. The main navigation tabs are Phone System, Users, Call Log, International Calling, and Tools. The Phone System tab is selected, and the Groups section is visible. A table lists existing call queues, including 'Test Call Queue' with 3 members. A '+ New Call Queue' button is located at the top right of the table.

The process is guided by numbered steps:

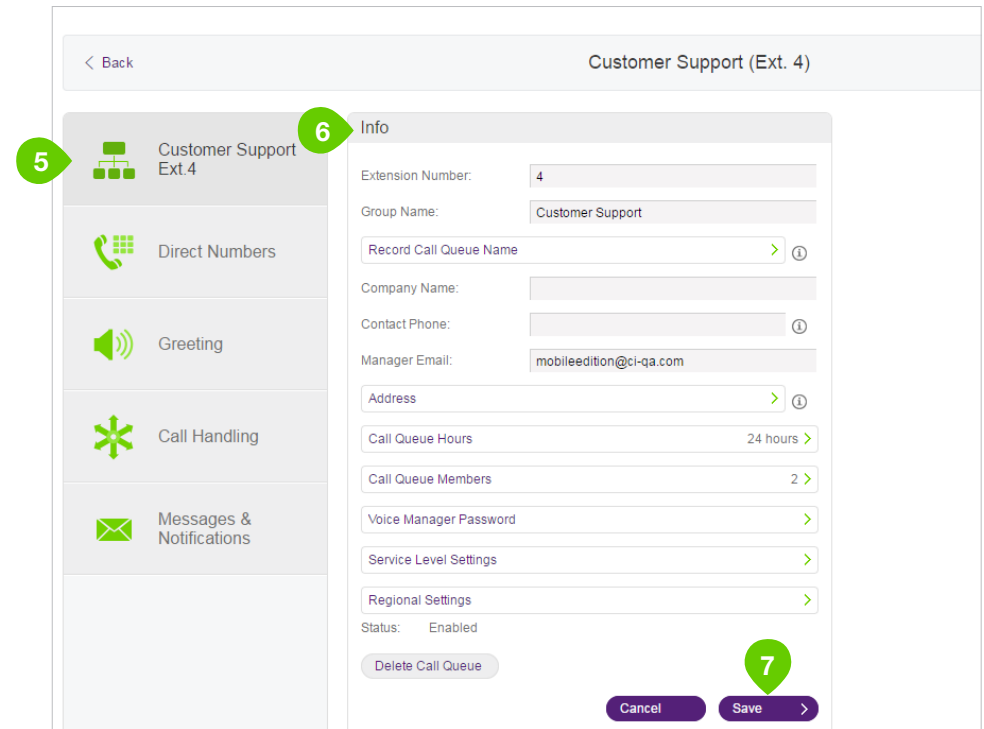
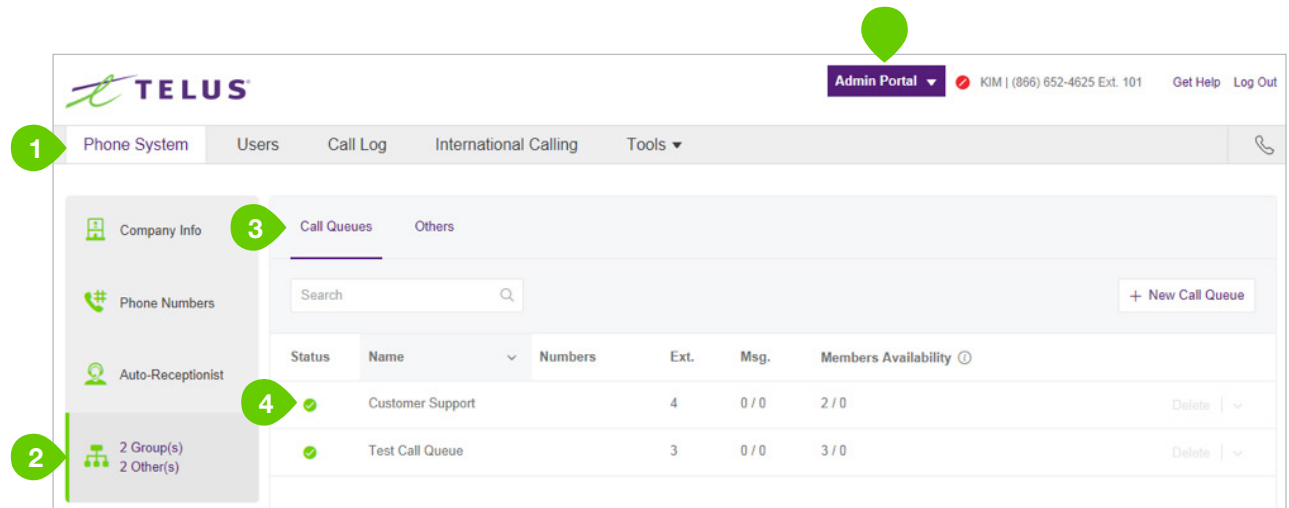
1. Select the **Phone System** tab.
2. Click **Groups** in the left sidebar.
3. Click **+ New Call Queue** at the top right of the table.
4. In the **Add Group** dialog, select the **Call Queue** radio button.
5. Click **Next** in the **Add Group** dialog.
6. In the **Add Call Queue** dialog, enter the **Extension Number** (1), **Extension Name** (Customer Service), and **Manager Email**.
7. Click **Save** in the **Add Call Queue** dialog.
8. In the **Call Queue Members** dialog, select the users to add to the queue (KIM DEANS, Manager One04, User 102, User Admin).
9. Click **Save** in the **Call Queue Members** dialog.

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**.



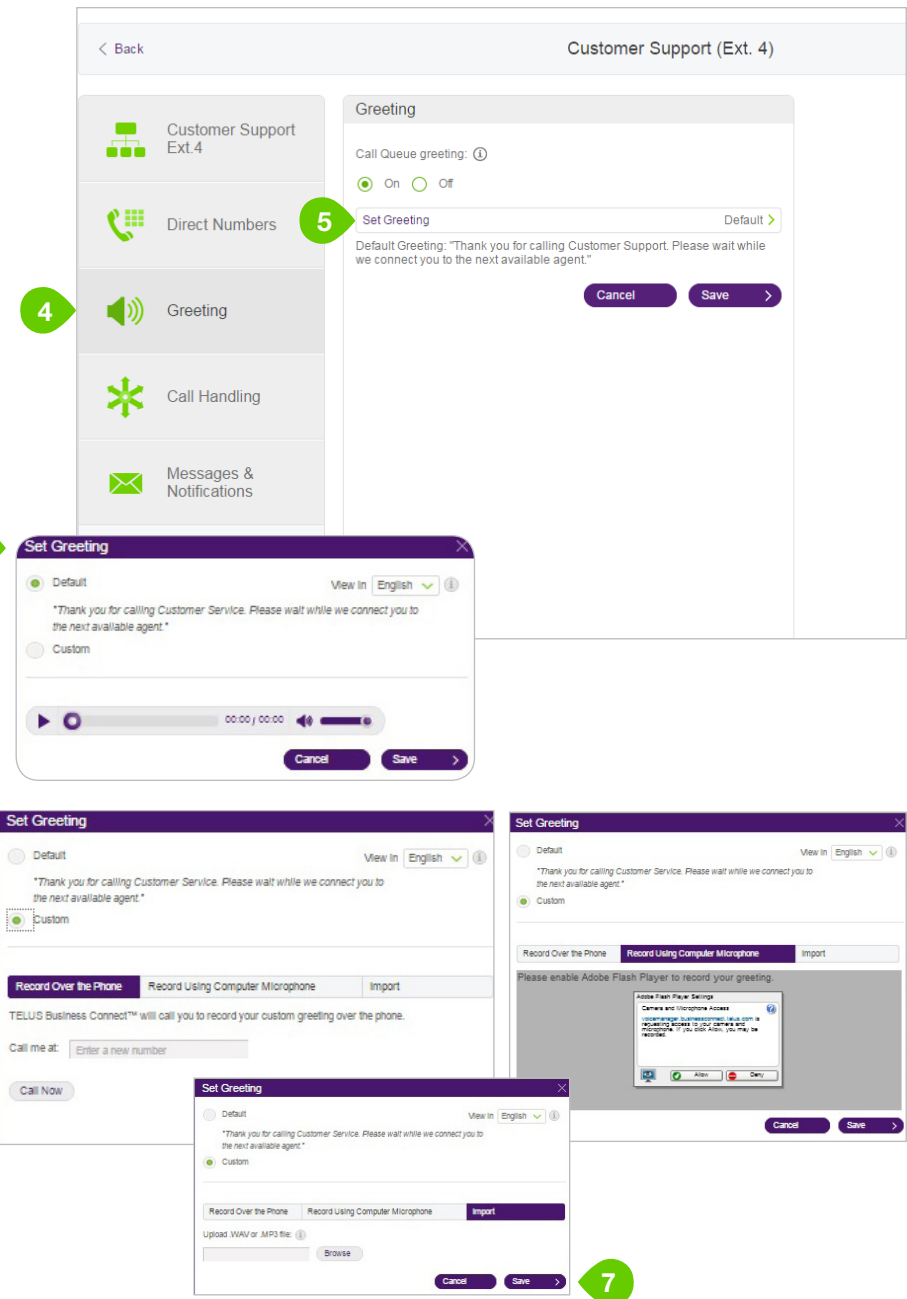
Call Queue Greetings.

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.

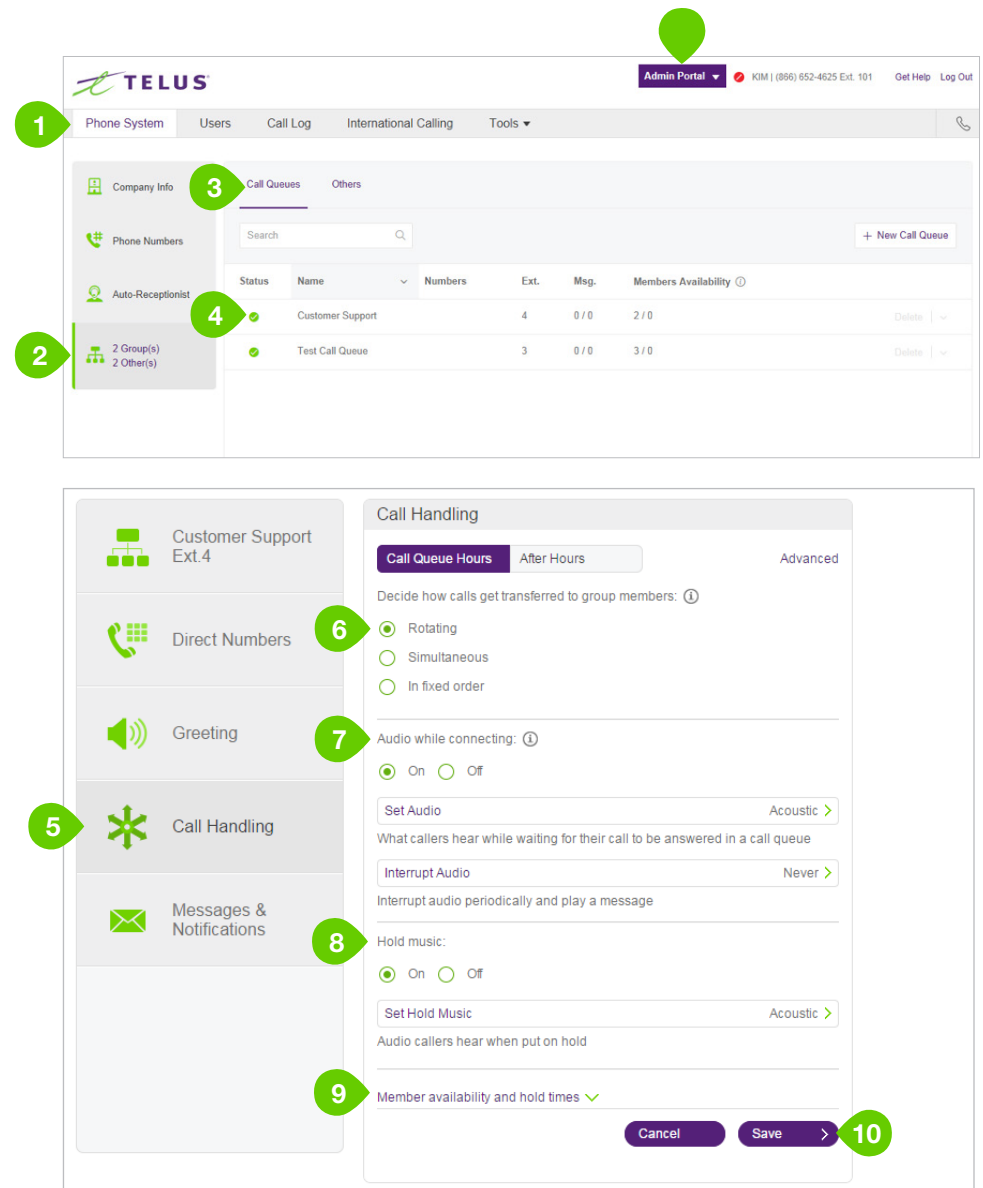


Call Handling

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.



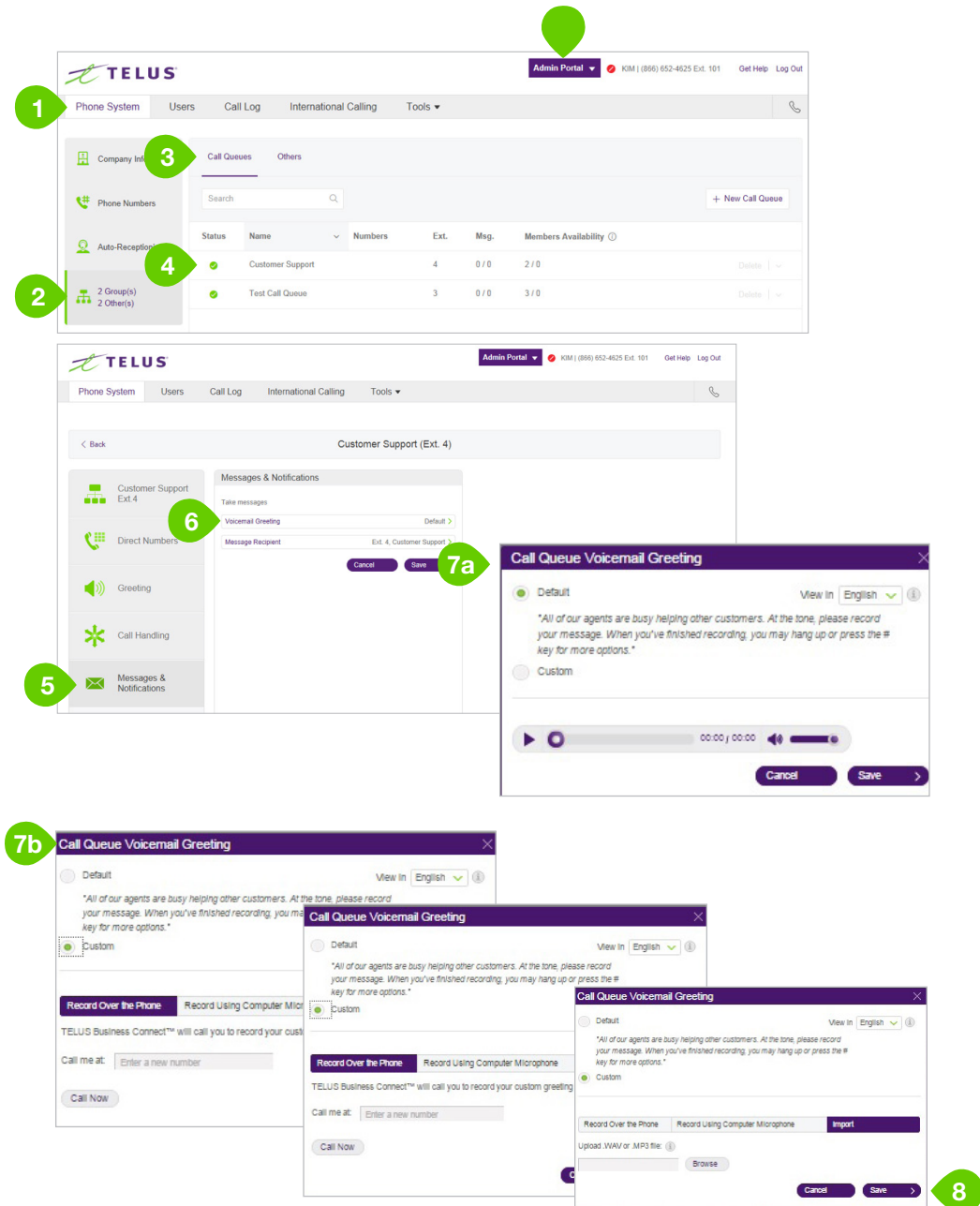
The screenshot shows the TELUS Admin Portal interface. The top navigation bar includes 'Admin Portal', 'KIM | (866) 652-4625 Ext. 101', and 'Get Help Log Out'. The main navigation tabs are 'Phone System', 'Users', 'Call Log', 'International Calling', and 'Tools'. The 'Phone System' tab is selected, and the 'Call Queues' sub-tab is active. A table lists call queues: 'Customer Support' and 'Test Call Queue'. The 'Customer Support' queue is selected. The 'Call Handling' settings panel is open, showing options for 'Call Queue Hours', 'After Hours', and 'Advanced'. The 'Rotating' option is selected for 'Decide how calls get transferred to group members'. The 'Audio while connecting' section has 'On' selected. The 'Set Audio' button is highlighted. The 'Interrupt Audio' section has 'Never' selected. The 'Hold music' section has 'On' selected. The 'Set Hold Music' button is highlighted. The 'Member availability and hold times' section is visible at the bottom. The 'Save' button is highlighted.

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.

- From the **Admin Portal**, select the **Phone System** tab.
- Click **Groups**.
- Click the **Call Queues** tab.
- Select a **Call Queue** (Customer Support in this example).
- Click **Messages & Notifications**.
- Click **Voicemail Greeting**.
- A pop-up will appear displaying 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 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**.
- Click **Save**.



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**.

7a. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting. Select **Default**.

7b. Select **Custom** and select how you'd like to set your custom recording:

- **Record Over the Phone**
- **Record Using Computer Microphone**
- **Import**

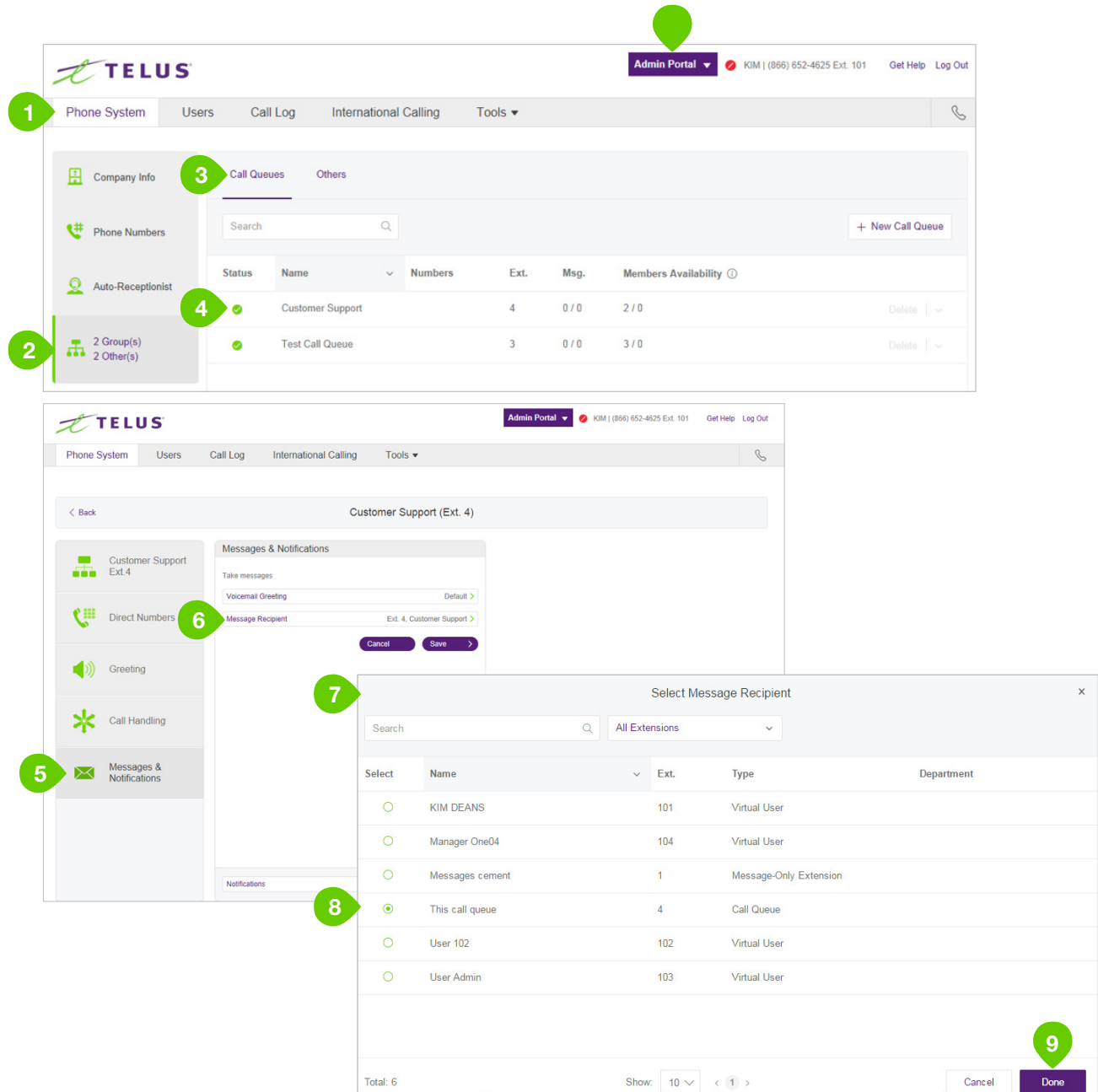
8. Click **Save**.

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**.



The screenshot illustrates the process of setting a message recipient for a call queue in the TELUS Admin Portal. It is divided into three main sections corresponding to the steps in the list:

- Top Section (Steps 1-4):** Shows the 'Phone System' tab selected in the top navigation bar. The left sidebar has 'Groups' selected. The 'Call Queues' tab is active, displaying a table of call queues. The 'Customer Support' queue is selected.
- Middle Section (Steps 5-6):** Shows the 'Messages & Notifications' section for 'Customer Support (Ext. 4)'. The 'Message Recipient' option is selected.
- Bottom Section (Steps 7-9):** A 'Select Message Recipient' pop-up window is shown. It contains a list of recipients with radio buttons for selection. The 'This call queue' option is selected.

Status	Name	Numbers	Ext.	Msg.	Members Availability
✓	Customer Support		4	0 / 0	2 / 0
✓	Test Call Queue		3	0 / 0	3 / 0

Select	Name	Ext.	Type	Department
<input type="radio"/>	KIM DEANS	101	Virtual User	
<input type="radio"/>	Manager One04	104	Virtual User	
<input type="radio"/>	Messages cement	1	Message-Only Extension	
<input checked="" type="radio"/>	This call queue	4	Call Queue	
<input type="radio"/>	User 102	102	Virtual User	
<input type="radio"/>	User Admin	103	Virtual User	

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**.

The screenshots illustrate the following steps:

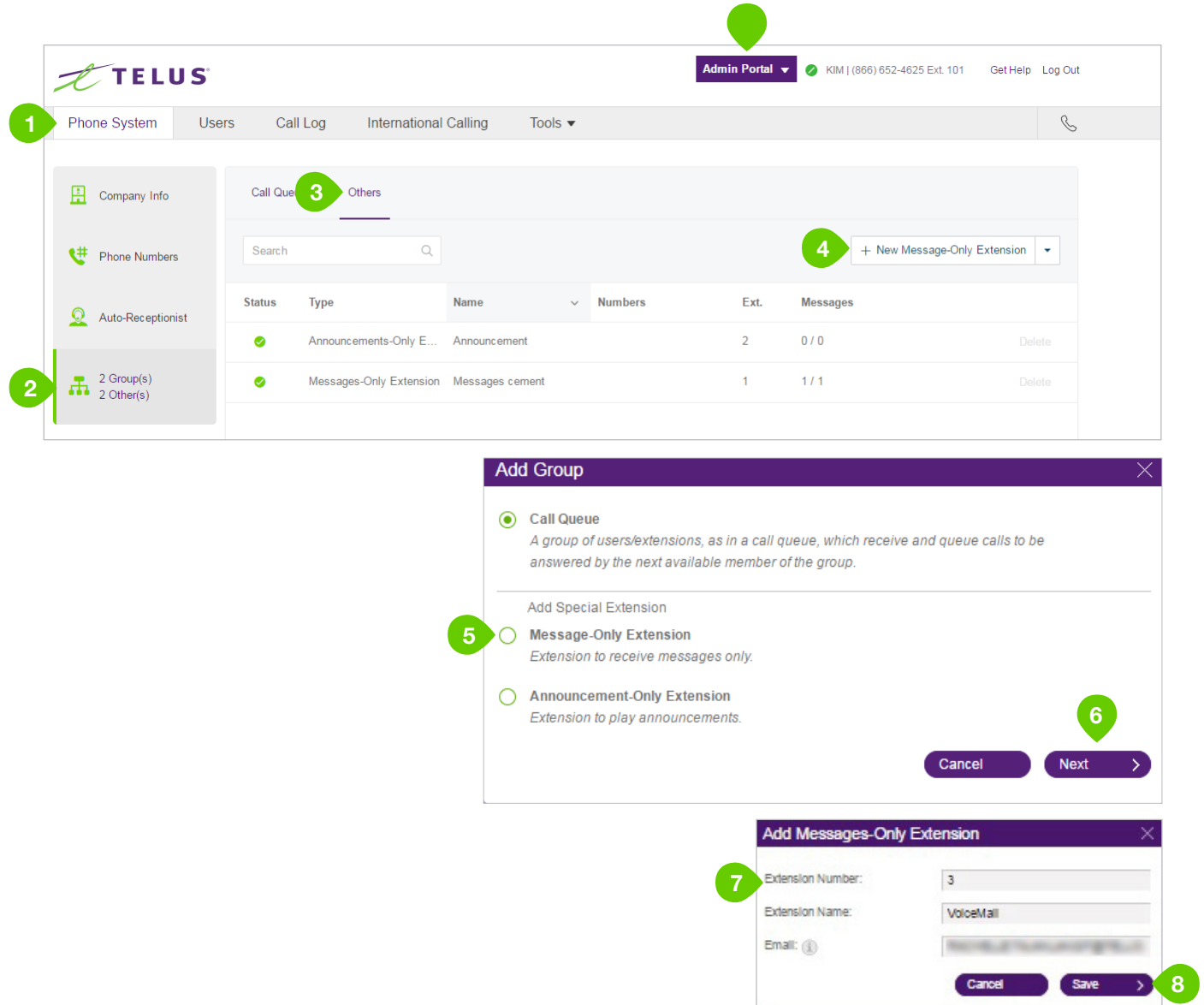
- Admin Portal** header and **Phone System** tab.
- Groups** link in the left sidebar.
- Call Queues** tab selected.
- Customer Support** call queue selected.
- Messages & Notifications** link in the left sidebar.
- Notifications** link in the Messages & Notifications section.
- Notifications** dialog box:
 - 7a Advanced Notification Options**: Shows options for voicemail messages, received faxes, and missed calls, with checkboxes for email and SMS notifications.
 - 7b Notifications**: Shows options for voicemail messages, received faxes, and missed calls, with checkboxes for email and SMS notifications, and options for including attachments and marking messages as read.
 - 7c Switch to Basic Notification Settings**: A button to switch to basic notification settings.
- Save** button.

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**.



Admin Portal | KIM | (866) 652-4625 Ext. 101 | Get Help | Log Out

Phone System | Users | Call Log | International Calling | Tools

Others

Search

+ New Message-Only Extension

Status	Type	Name	Numbers	Ext.	Messages	
✓	Announcements-Only E...	Announcement		2	0 / 0	Delete
✓	Messages-Only Extension	Messages cement		1	1 / 1	Delete

Add Group

☒ **Call Queue**
A group of users/extensions, as in a call queue, which receive and queue calls to be answered by the next available member of the group.

☐ **Message-Only Extension**
Extension to receive messages only.


☐ **Announcement-Only Extension**
Extension to play announcements.

Cancel | Next >

Add Messages-Only Extension

Extension Number: 3

Extension Name: VoiceMail

Email: 

Cancel | Save >

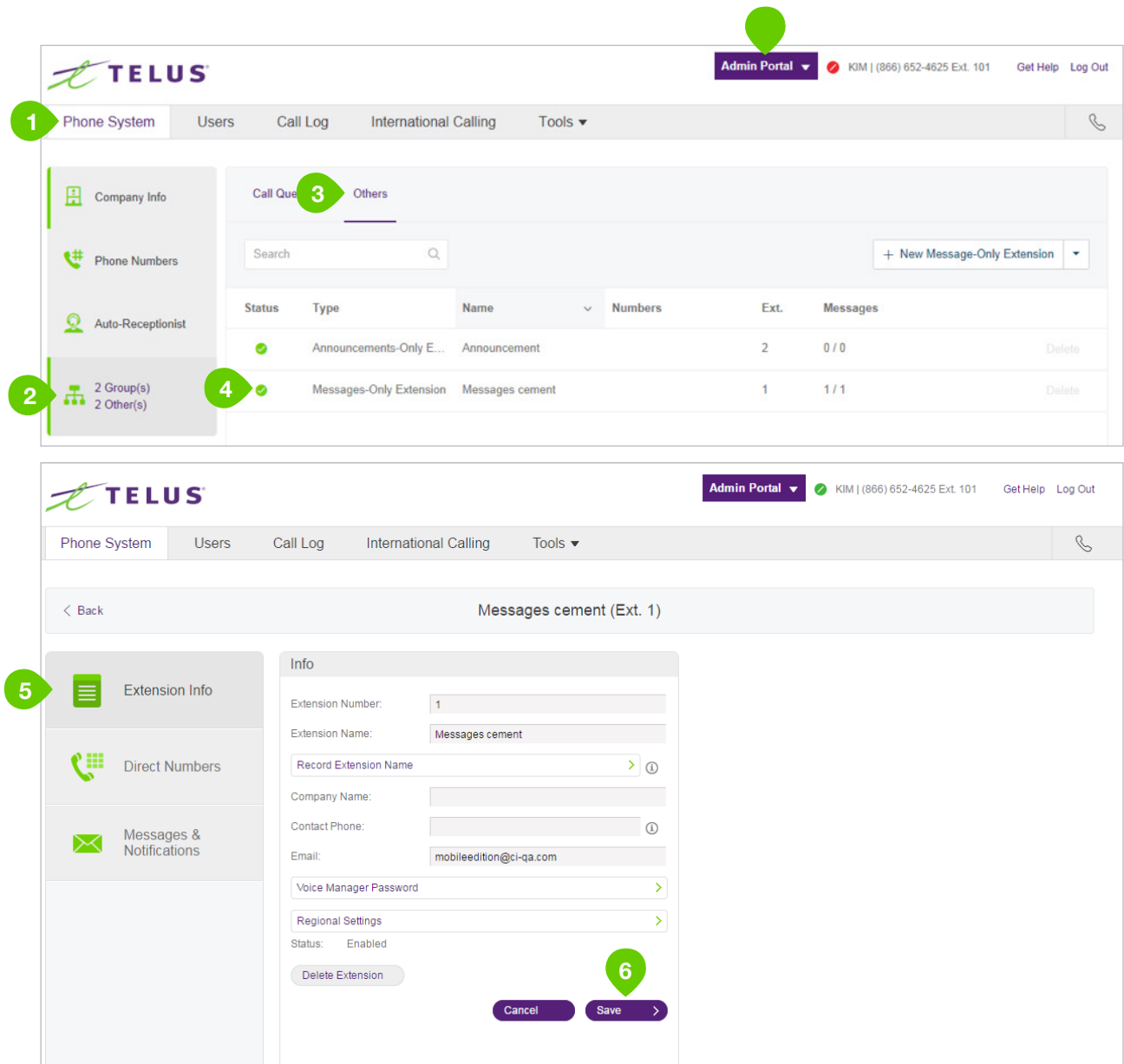
Configure a Message-Only Extension.

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**.



The first screenshot shows the Admin Portal interface with the following elements:

- Top Bar:** TELUS logo, Admin Portal dropdown, user KIM | (866) 652-4625 Ext. 101, Get Help, Log Out.
- Navigation Tabs:** Phone System (selected), Users, Call Log, International Calling, Tools.
- Left Sidebar:** Company Info, Phone Numbers, Auto-Receptionist, 2 Group(s), 2 Other(s).
- Main Content Area:** Call Queue (3), Others (selected), Search bar, + New Message-Only Extension button.
- Table:**

Status	Type	Name	Numbers	Ext.	Messages	
✓	Announcements-Only E...	Announcement		2	0 / 0	Delete
✓	Messages-Only Extension	Messages cement		1	1 / 1	Delete

The second screenshot shows the 'Messages cement (Ext. 1)' configuration page with the following elements:

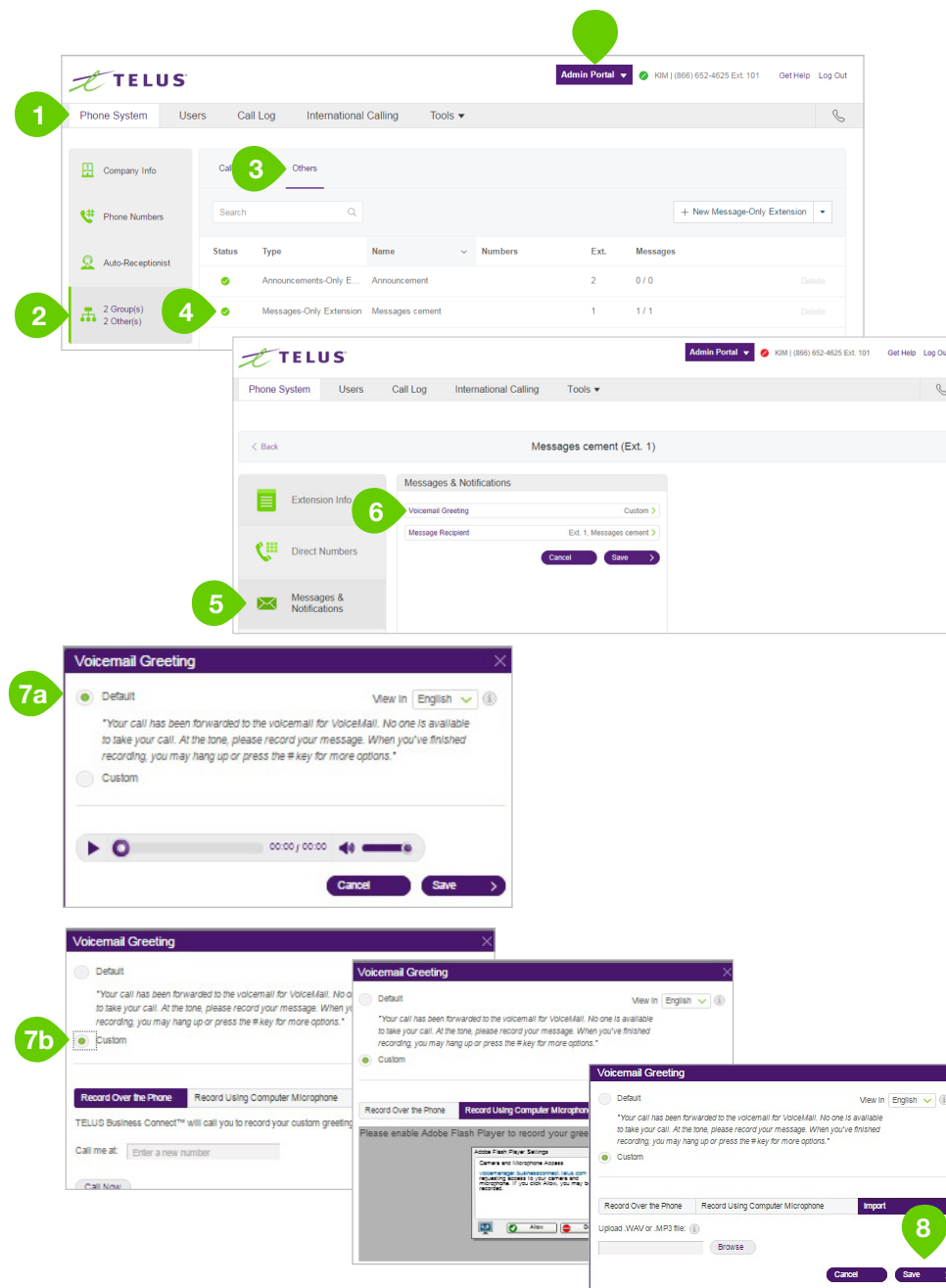
- Top Bar:** TELUS logo, Admin Portal dropdown, user KIM | (866) 652-4625 Ext. 101, Get Help, Log Out.
- Navigation Tabs:** Phone System (selected), Users, Call Log, International Calling, Tools.
- Left Sidebar:** Extension Info (selected), Direct Numbers, Messages & Notifications.
- Main Content Area:**
 - Info Form:**
 - Extension Number: 1
 - Extension Name: Messages cement
 - Record Extension Name: >
 - Company Name:
 - Contact Phone:
 - Email: mobileedition@ci-qa.com
 - Voice Manager Password: >
 - Regional Settings: >
 - Status: Enabled
 - Delete Extension button
 - Buttons:** Cancel, 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**.



The screenshots illustrate the process of setting a voicemail greeting in the TELUS Admin Portal. The first screenshot shows the 'Phone System' tab with the 'Groups' section expanded, highlighting the 'Others' tab. The second screenshot shows the 'Messages cement (Ext. 1)' page, where the 'Voicemail Greeting' option is selected. The third screenshot shows the 'Voicemail Greeting' pop-up, where the 'Default' option is selected. The fourth screenshot shows the 'Record Over the Phone' and 'Record Using Computer Microphone' options. The fifth screenshot shows the 'Import' option, where a file upload field and a 'Browse' button are visible.

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**.

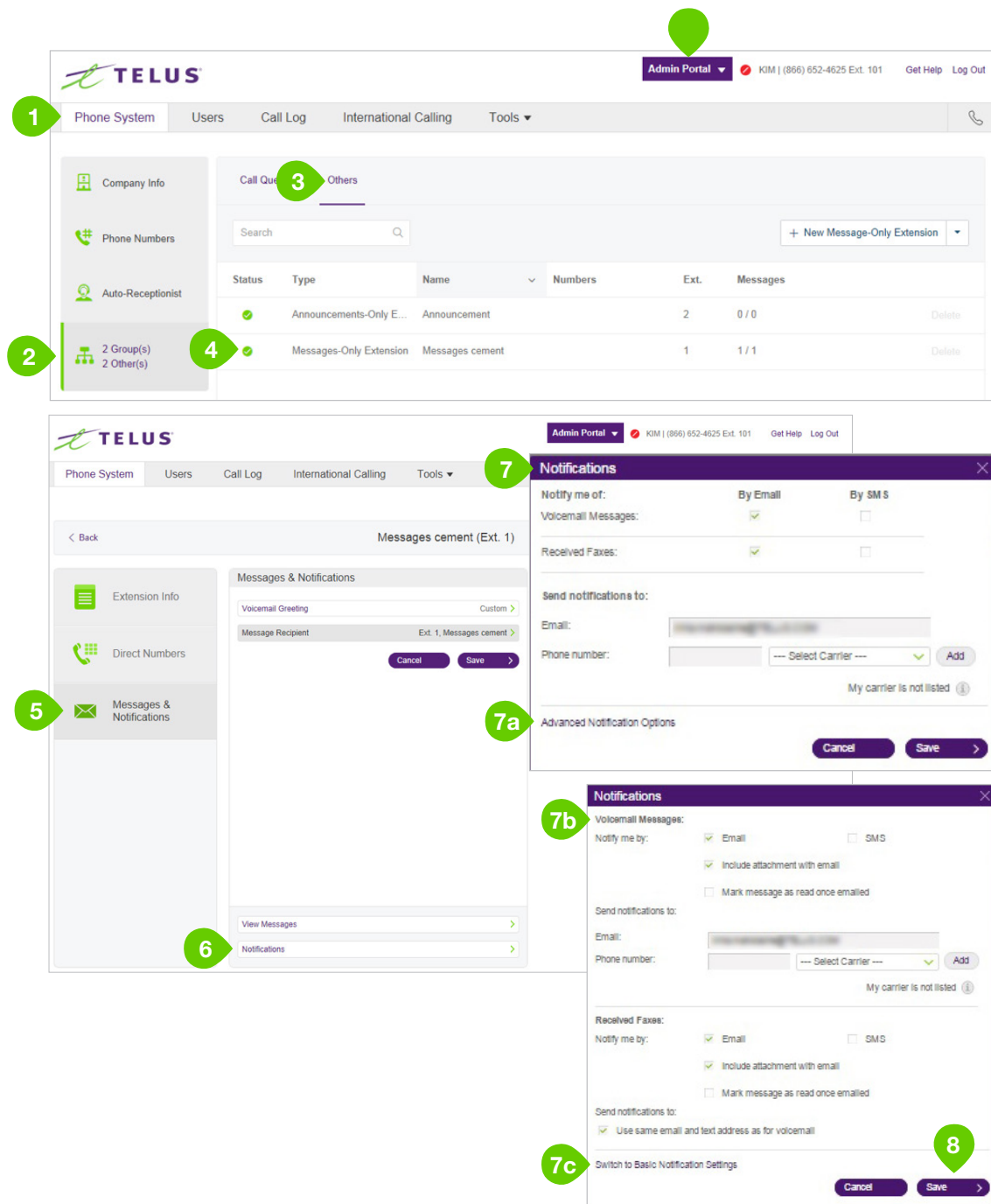
The screenshots illustrate the process of setting a message recipient in the TELUS Admin Portal. The first screenshot shows the 'Phone System' tab selected, with the 'Others' sub-tab chosen. The second screenshot shows the 'Messages & Notifications' section, where the 'Message Recipient' option is selected. The third screenshot shows the 'Select Message Recipient' pop-up, which lists various recipients, including 'KIM DEANS', 'Manager One04', 'This extension', 'User 102', and 'User Admin'. The 'This extension' option is selected, and the 'Done' button is highlighted.

Select	Name	Ext.	Type	Department
<input type="radio"/>	KIM DEANS	101	Virtual User	
<input type="radio"/>	Manager One04	104	Virtual User	
<input checked="" type="radio"/>	This extension	1	Message-Only Extension	
<input type="radio"/>	User 102	102	Virtual User	
<input type="radio"/>	User Admin	103	Virtual User	

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**.



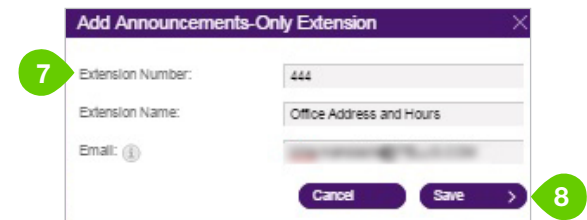
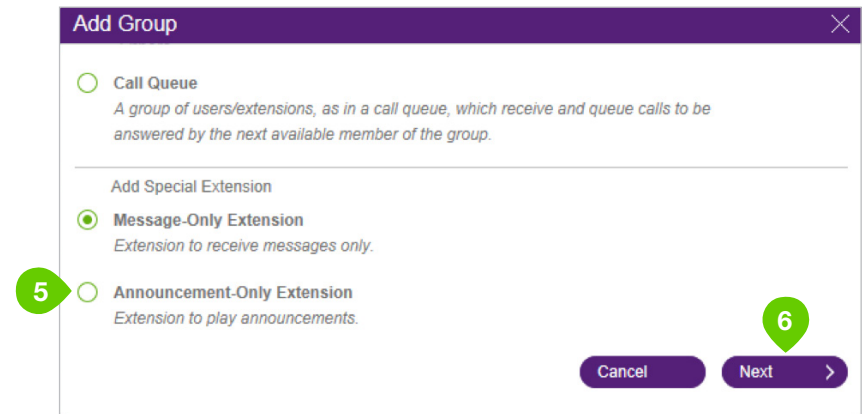
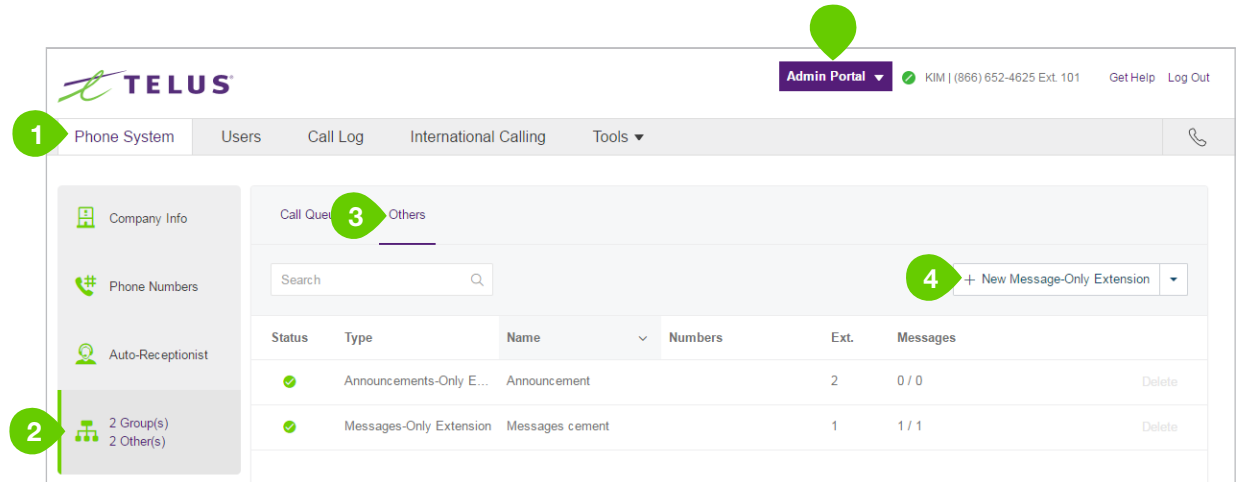
The screenshot illustrates the TELUS Admin Portal interface for configuring voicemail notifications. The top navigation bar includes the 'Admin Portal' link and user information. The left sidebar contains the 'Phone System' tab, which is selected. The main content area displays a table of extensions, with the 'Messages-Only Extension' row highlighted. A sidebar on the left shows the 'Messages & Notifications' section. A 'Notifications' pop-up window is shown, allowing users to configure notification settings for voicemail messages and received faxes. The 'Advanced Notification Options' window provides detailed settings for email and SMS notifications, including checkboxes for 'Email', 'SMS', 'Include attachment with email', and 'Mark message as read once emailed'. A 'Switch to Basic Notification Settings' button is visible at the bottom of the pop-up.

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.

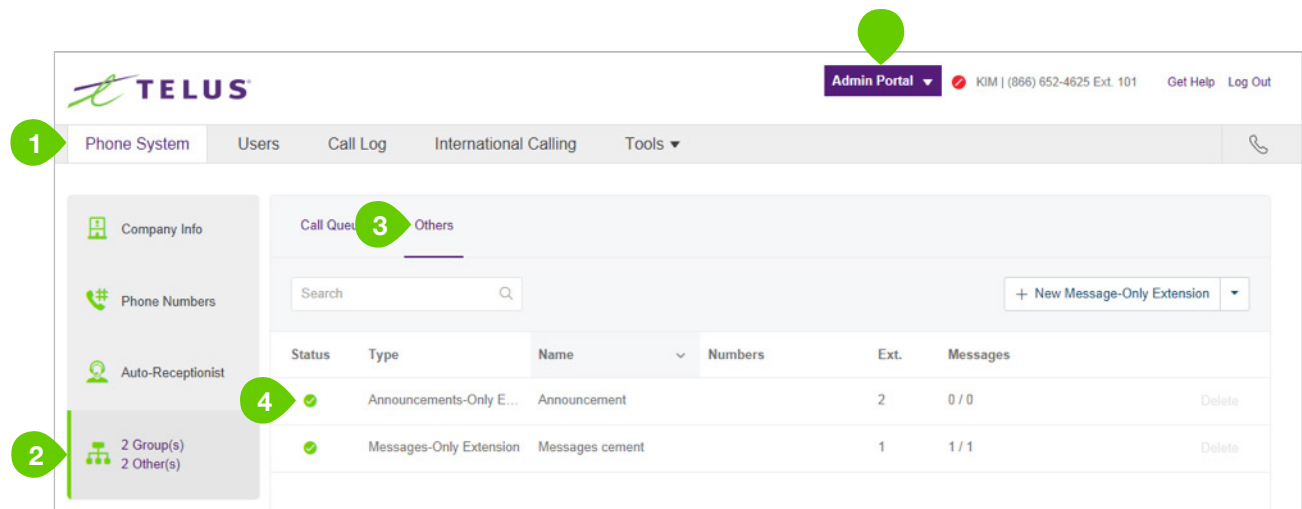
1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Click **+ New Message Only Extension** on the top right.
5. Select the radio button next to **Announcement-Only Extension**.
6. Click **Next**.
7. Enter an **Extension Number**, **Extension 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**.



Admin Portal | KIM | (866) 652-4625 Ext. 101 | Get Help | Log Out

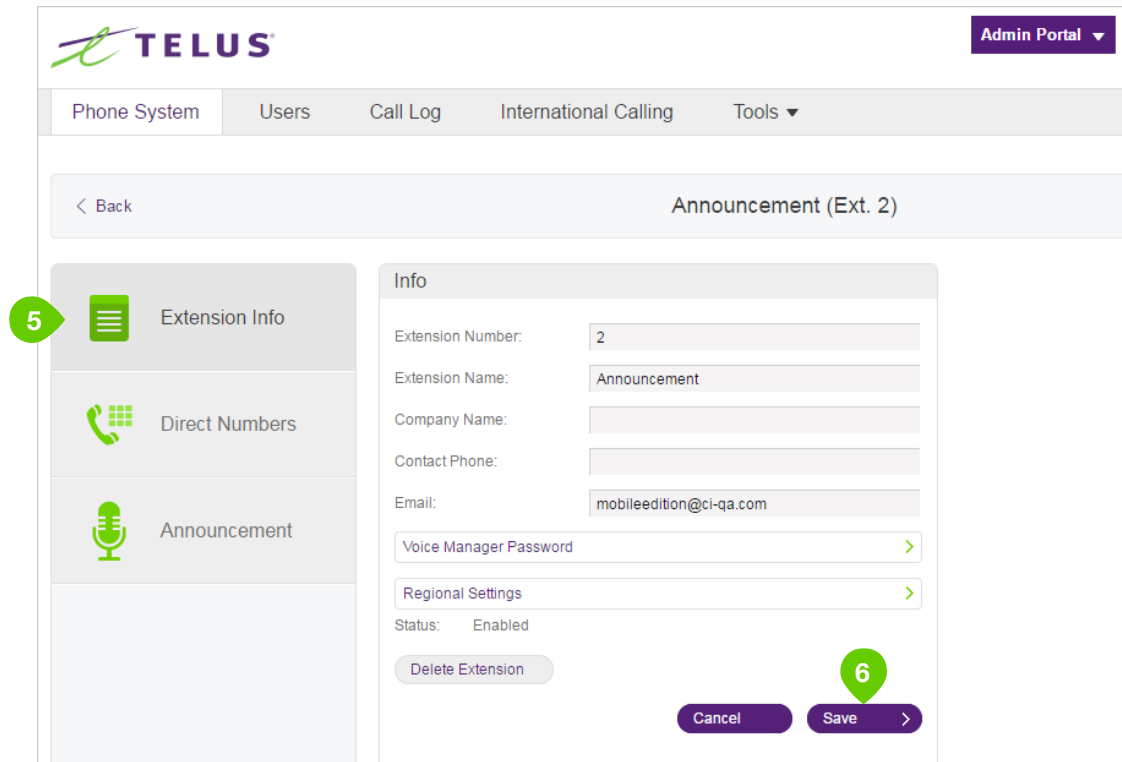
Phone System | Users | Call Log | International Calling | Tools

Company Info | Call Queue | **Others**

Search [] + New Message-Only Extension

Status	Type	Name	Numbers	Ext.	Messages	
✓	Announcements-Only E...	Announcement		2	0 / 0	Delete
✓	Messages-Only Extension	Messages cement		1	1 / 1	Delete

2 Group(s)
2 Other(s)



Admin Portal

Phone System | Users | Call Log | International Calling | Tools

< Back | Announcement (Ext. 2)

5 Extension Info

Direct Numbers

Announcement

Info

Extension Number: 2

Extension Name: Announcement

Company Name: []

Contact Phone: []

Email: mobileedition@ci-qa.com

Voice Manager Password [] >

Regional Settings [] >

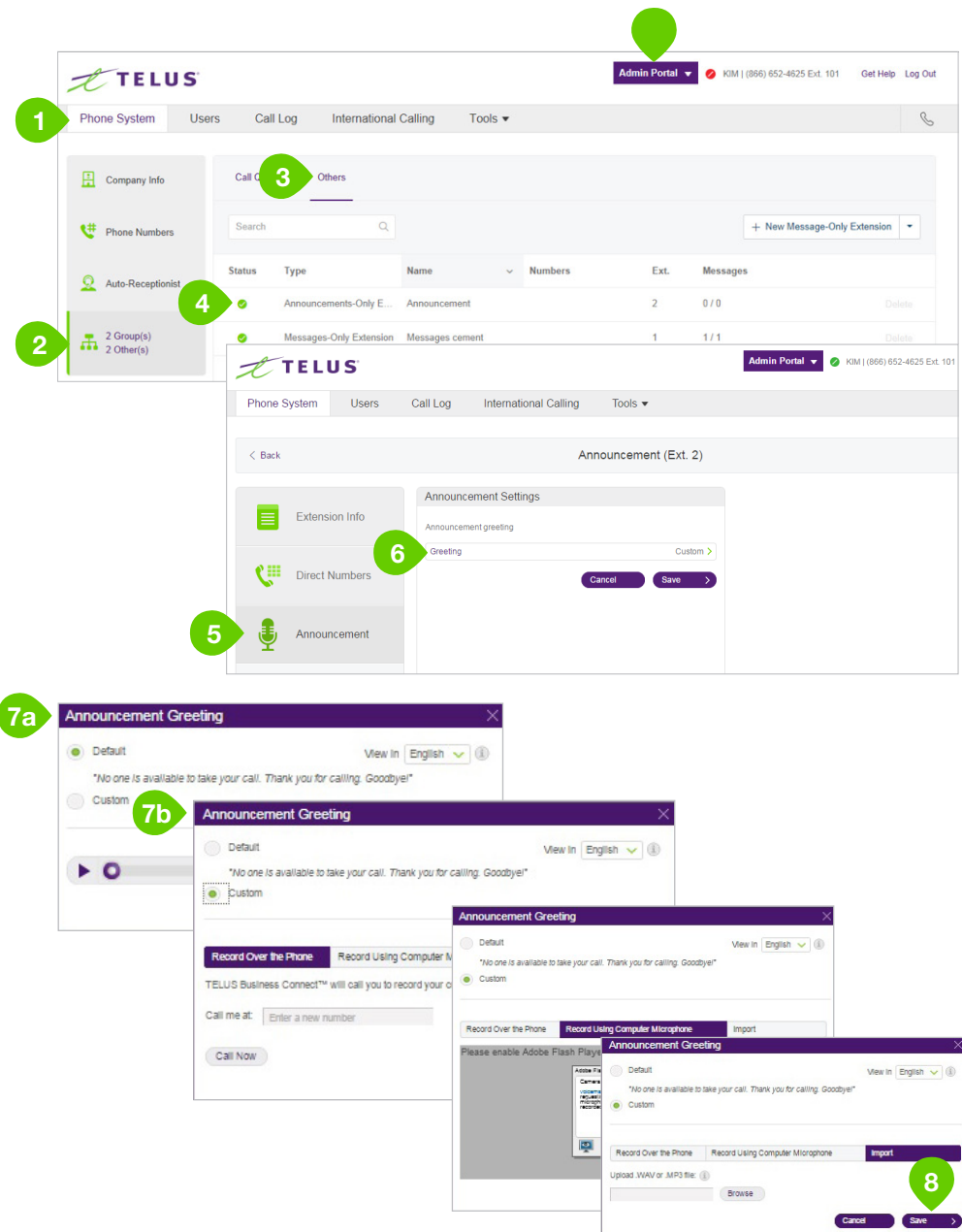
Status: Enabled

Delete Extension

6 Cancel 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**.



The screenshots illustrate the process of setting an announcement in the TELUS Admin Portal. The first screenshot shows the 'Phone System' tab selected, with the 'Groups' section expanded and the 'Others' tab chosen. A table lists existing announcements, with one selected. The second screenshot shows the 'Announcement (Ext. 2)' settings page, where the 'Greeting' is set to 'Custom'. The third screenshot shows the 'Announcement Greeting' pop-up with the 'Custom' option selected. The fourth screenshot shows the 'Record Over the Phone' option selected, with a 'Call me at' field and a 'Call Now' button. The fifth screenshot shows the 'Record Using Computer Microphone' option selected, with a 'Record' button. The sixth screenshot shows the 'Import' option selected, with a 'Browse' button. The final screenshot shows the 'Save' button.

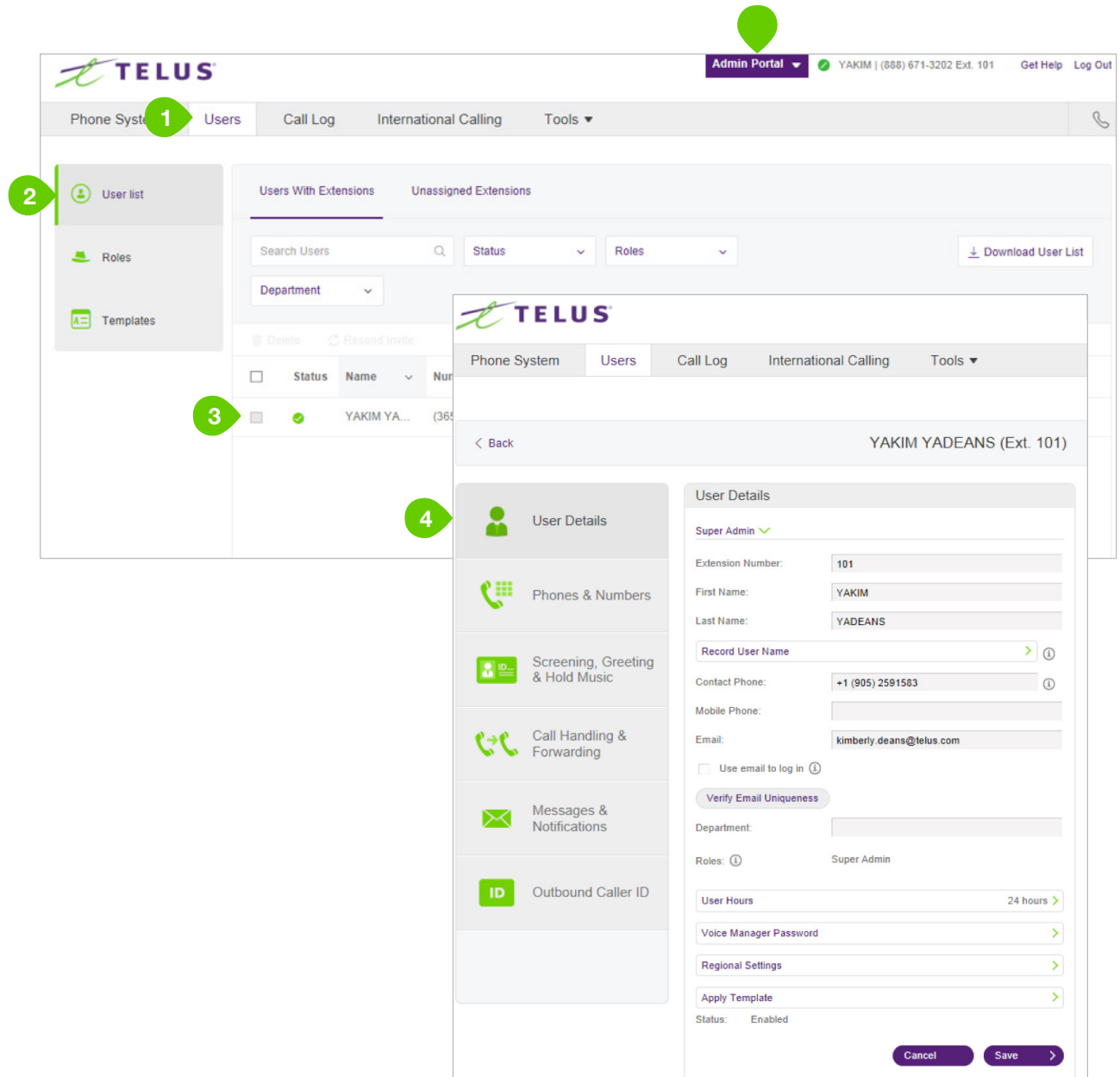
Users

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.

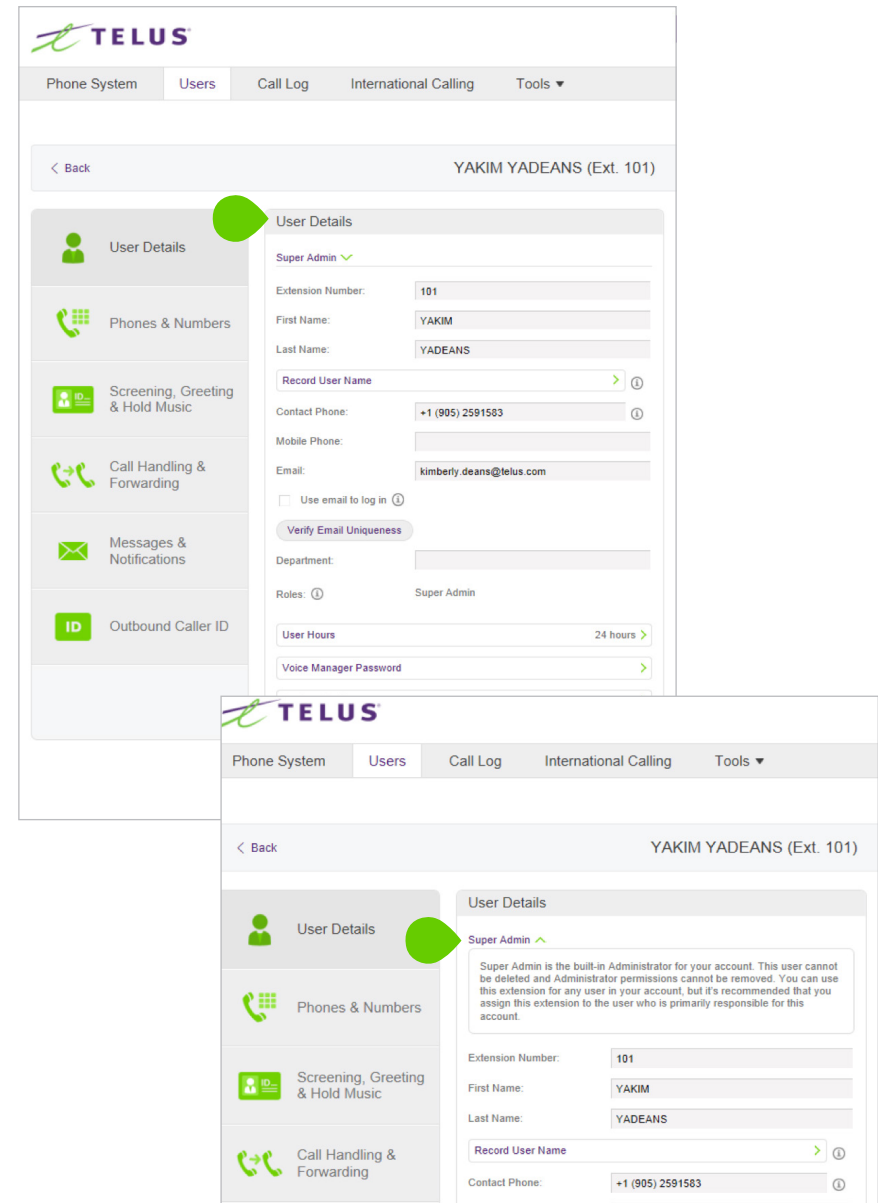


User Details

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.



The image displays two screenshots of the TELUS Business Connect Admin Portal, specifically the 'User Details' page for YAKIM YADEANS (Ext. 101). The top screenshot shows the form with fields for Extension Number, First Name, Last Name, Record User Name, Contact Phone, Mobile Phone, Email, Department, Roles, User Hours, and Voice Manager Password. A green circle highlights the 'User Details' menu item. The bottom screenshot shows the same page with a warning message about the Super Admin role.

Top Screenshot: User Details Form

- Navigation:** Phone System | Users | Call Log | International Calling | Tools
- Back:** < Back
- User:** YAKIM YADEANS (Ext. 101)
- Menu:**
 - User Details (highlighted with a green circle)
 - Phones & Numbers
 - Screening, Greeting & Hold Music
 - Call Handling & Forwarding
 - Messages & Notifications
 - Outbound Caller ID
- User Details Form:**
 - Super Admin (dropdown)
 - Extension Number: 101
 - First Name: YAKIM
 - Last Name: YADEANS
 - Record User Name (dropdown)
 - Contact Phone: +1 (905) 2591583
 - Mobile Phone: (empty)
 - Email: kimberly.deans@telus.com
 - Use email to log in (checkbox)
 - Verify Email Uniqueness (button)
 - Department: (empty)
 - Roles: Super Admin
 - User Hours: 24 hours
 - Voice Manager Password (dropdown)

Bottom Screenshot: User Details Form with Warning

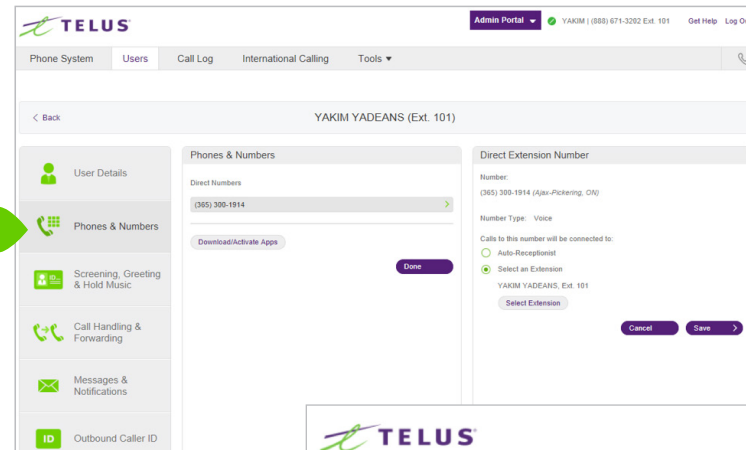
- Navigation:** Phone System | Users | Call Log | International Calling | Tools
- Back:** < Back
- User:** YAKIM YADEANS (Ext. 101)
- Menu:**
 - User Details (highlighted with a green circle)
 - Phones & Numbers
 - Screening, Greeting & Hold Music
 - Call Handling & Forwarding
- User Details Form:**
 - Super Admin (dropdown)
 - Warning: Super Admin is the built-in Administrator for your account. This user cannot be deleted and Administrator permissions cannot be removed. You can use this extension for any user in your account, but it's recommended that you assign this extension to the user who is primarily responsible for this account.
 - Extension Number: 101
 - First Name: YAKIM
 - Last Name: YADEANS
 - Record User Name (dropdown)
 - Contact Phone: +1 (905) 2591583

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.



Admin Portal | YAKIM | (888) 671-3282 Ext. 101 | Get Help | Log Out

Phone System | Users | Call Log | International Calling | Tools

< Back | YAKIM YADEANS (Ext. 101)

User Details | **Phones & Numbers** | Direct Extension Number | Screening, Greeting & Hold Music | Call Handling & Forwarding | Messages & Notifications | Outbound Caller ID

Direct Numbers

Direct Numbers: (365) 300-1914

Download/Activate Apps

Done

Direct Extension Number

Number: (365) 300-1914 (Ajax-Pickering, ON)

Number Type: Voice

Calls to this number will be connected to:

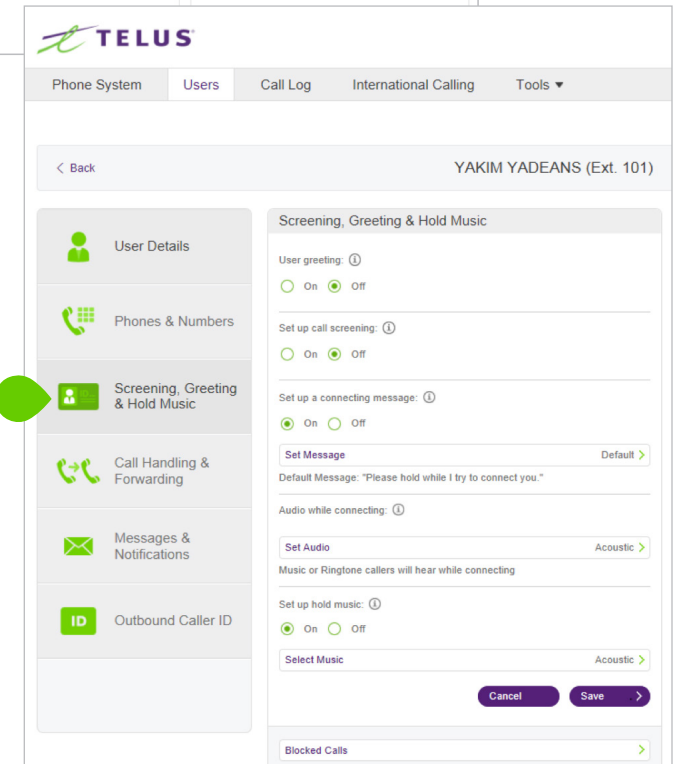
☐ Auto-Receptionist

☒ Select an Extension

YAKIM YADEANS, Ext. 101

Select Extension

Cancel | Save



Admin Portal | YAKIM | (888) 671-3282 Ext. 101 | Get Help | Log Out

Phone System | Users | Call Log | International Calling | Tools

< Back | YAKIM YADEANS (Ext. 101)

User Details | Phones & Numbers | **Screening, Greeting & Hold Music** | Call Handling & Forwarding | Messages & Notifications | Outbound Caller ID

Screening, Greeting & Hold Music

User greeting: ①

☐ On ☒ Off

Set up call screening: ①

☐ On ☒ Off

Set up a connecting message: ①

☒ On ☐ Off

Set Message Default >

Default Message: "Please hold while I try to connect you."

Audio while connecting: ①

Set Audio Acoustic >

Music or Ringtone callers will hear while connecting

Set up hold music: ①

☒ On ☐ Off

Select Music Acoustic >

Cancel | Save

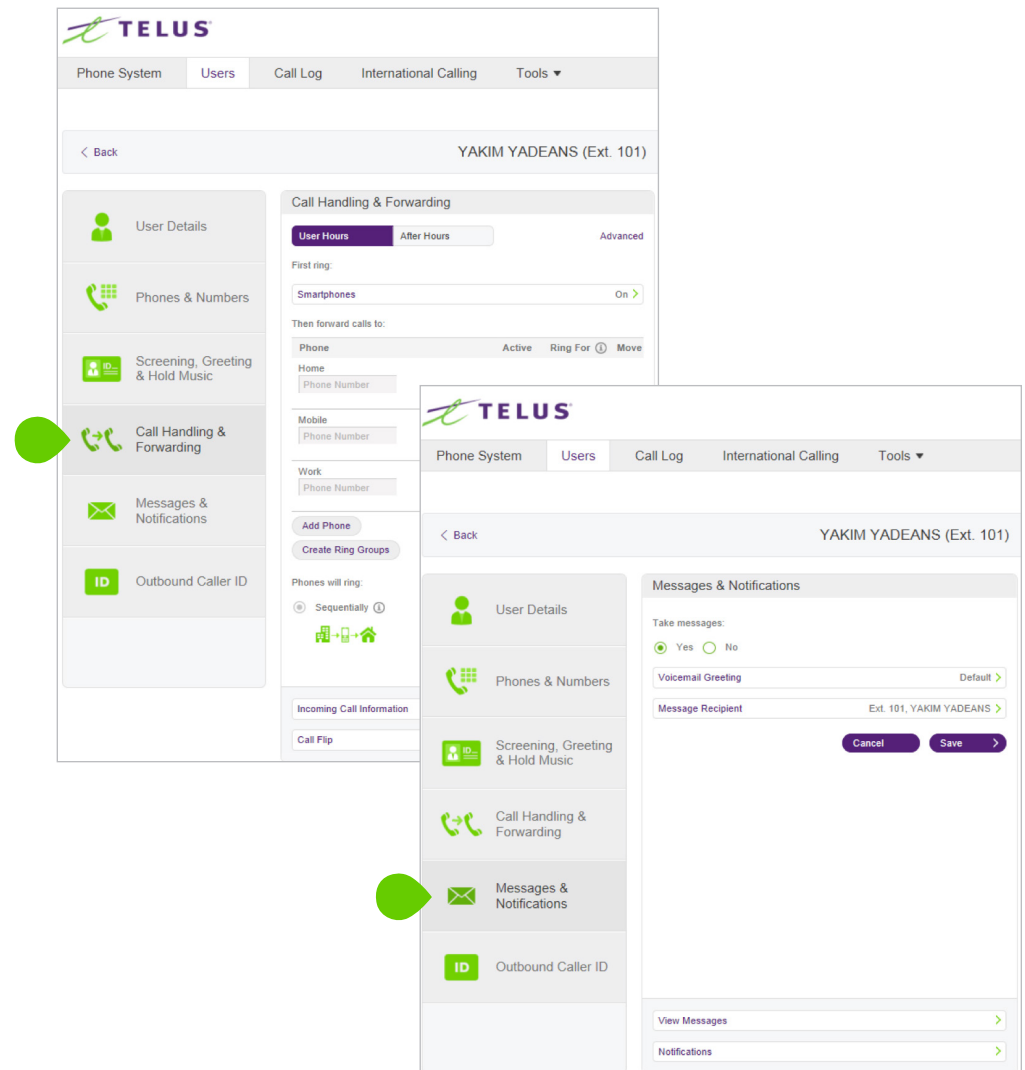
Blocked Calls >

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.

TELUS

Phone SystemUsersCall LogInternational CallingTools

< Back

YAKIM YADEANS (Ext. 101)

User Details

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

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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

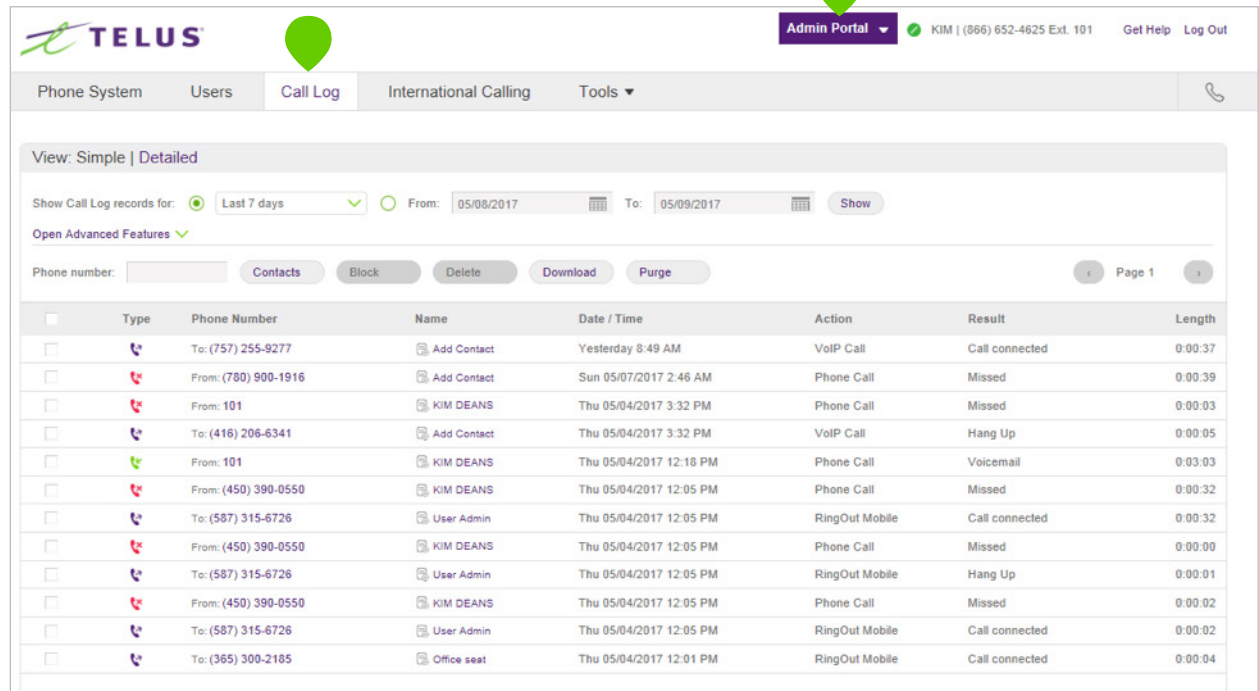
The Call Log provides reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. You can have the call log delivered to an email address daily, weekly, or monthly on specified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

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

 Inbound Call

 Outbound Call

 Missed Call



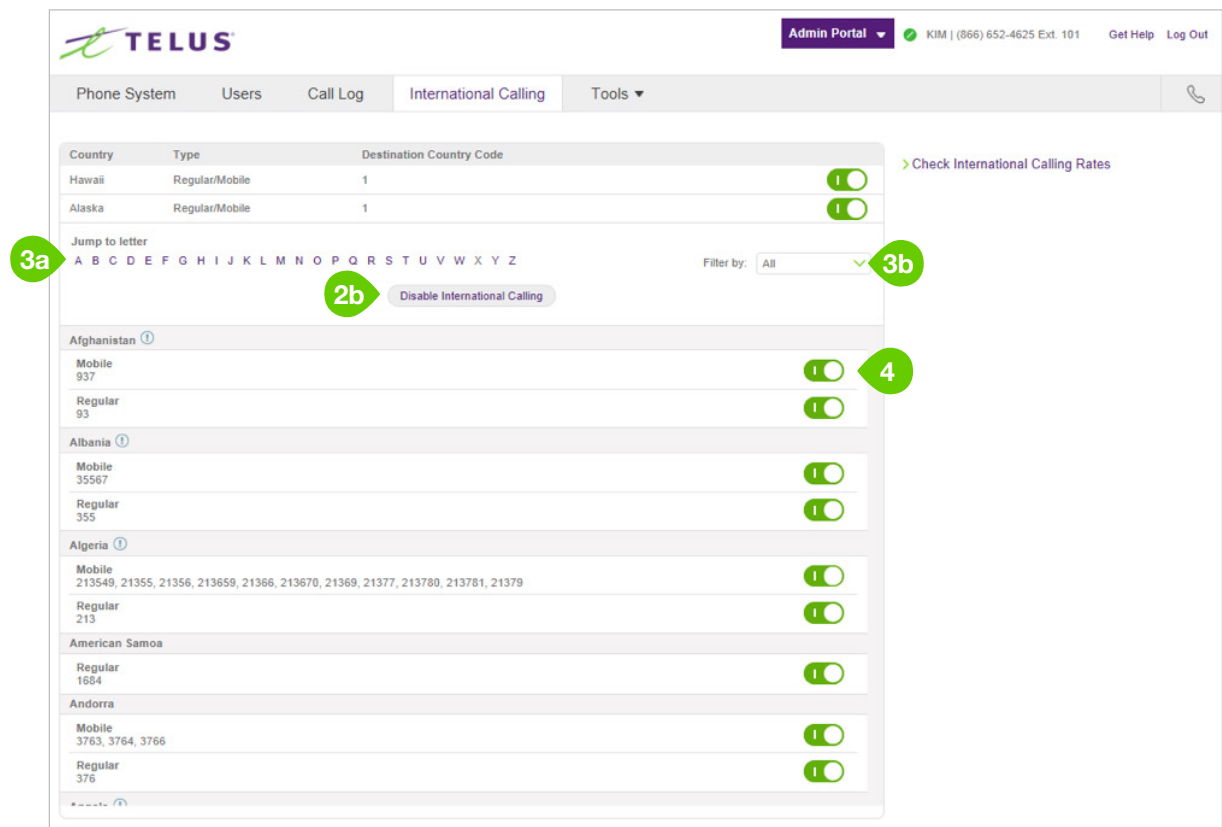
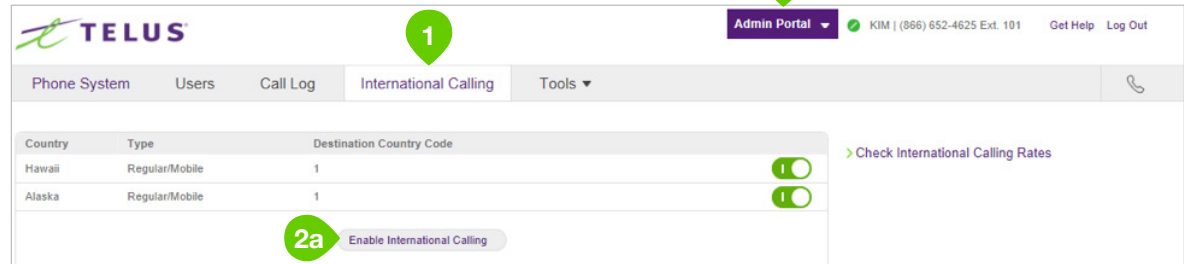
The screenshot shows the TELUS Admin Portal interface. At the top, there's a navigation bar with 'Phone System', 'Users', 'Call Log' (selected), 'International Calling', and 'Tools'. Below this, there's a 'View: Simple | Detailed' toggle. The main section is titled 'Show Call Log records for:' and includes filters for 'Last 7 days' (selected), 'From: 05/08/2017', and 'To: 05/09/2017'. There's a 'Show' button and a link to 'Open Advanced Features'. Below the filters, there's a 'Phone number:' field and buttons for 'Contacts', 'Block', 'Delete', 'Download', and 'Purge'. The main content is a table with columns: Type, Phone Number, Name, Date / Time, Action, Result, and Length. The table lists various calls, including inbound, outbound, and missed calls, with details like phone numbers, names, dates, times, actions, results, and durations.

Type	Phone Number	Name	Date / Time	Action	Result	Length
Inbound Call	To: (757) 255-9277	Add Contact	Yesterday 8:49 AM	VoIP Call	Call connected	0:00:37
Outbound Call	From: (780) 900-1916	Add Contact	Sun 05/07/2017 2:46 AM	Phone Call	Missed	0:00:39
Outbound Call	From: 101	KIM DEANS	Thu 05/04/2017 3:32 PM	Phone Call	Missed	0:00:03
Inbound Call	To: (416) 206-6341	Add Contact	Thu 05/04/2017 3:32 PM	VoIP Call	Hang Up	0:00:05
Inbound Call	From: 101	KIM DEANS	Thu 05/04/2017 12:18 PM	Phone Call	Voicemail	0:03:03
Outbound Call	From: (450) 390-0550	KIM DEANS	Thu 05/04/2017 12:05 PM	Phone Call	Missed	0:00:32
Inbound Call	To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Call connected	0:00:32
Outbound Call	From: (450) 390-0550	KIM DEANS	Thu 05/04/2017 12:05 PM	Phone Call	Missed	0:00:00
Inbound Call	To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Hang Up	0:00:01
Outbound Call	From: (450) 390-0550	KIM DEANS	Thu 05/04/2017 12:05 PM	Phone Call	Missed	0:00:02
Inbound Call	To: (587) 315-6726	User Admin	Thu 05/04/2017 12:05 PM	RingOut Mobile	Call connected	0:00:02
Inbound Call	To: (365) 300-2165	Office seat	Thu 05/04/2017 12:01 PM	RingOut Mobile	Call connected	0:00:04

International Calling

To enable, disable, and view international calling rates:

- From the **Admin Portal**, select the **International Calling** tab.
- Options under **International Calling** are the following:
 - If international calling is not enabled, click **Enable International Calling** to enable it.
 - If international calling is enabled, you can disable international calling completely by clicking **Disable International Calling**.
- View the countries international calling is available to and the price for each country.
 - Use the alphabet at the top of the screen to jump to a list of countries that start with a specific letter.
 - Sort by countries that are enabled or disabled by using the drop-down menu.
- 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.



Tools

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:

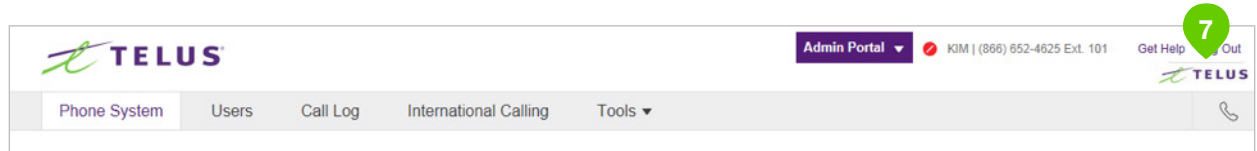
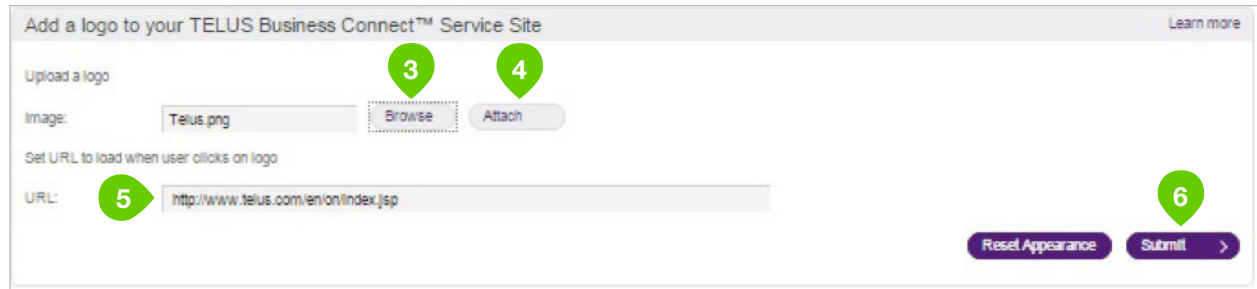
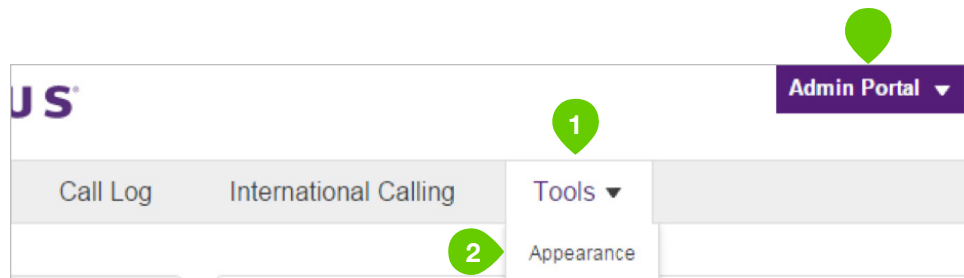
- Appearance

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

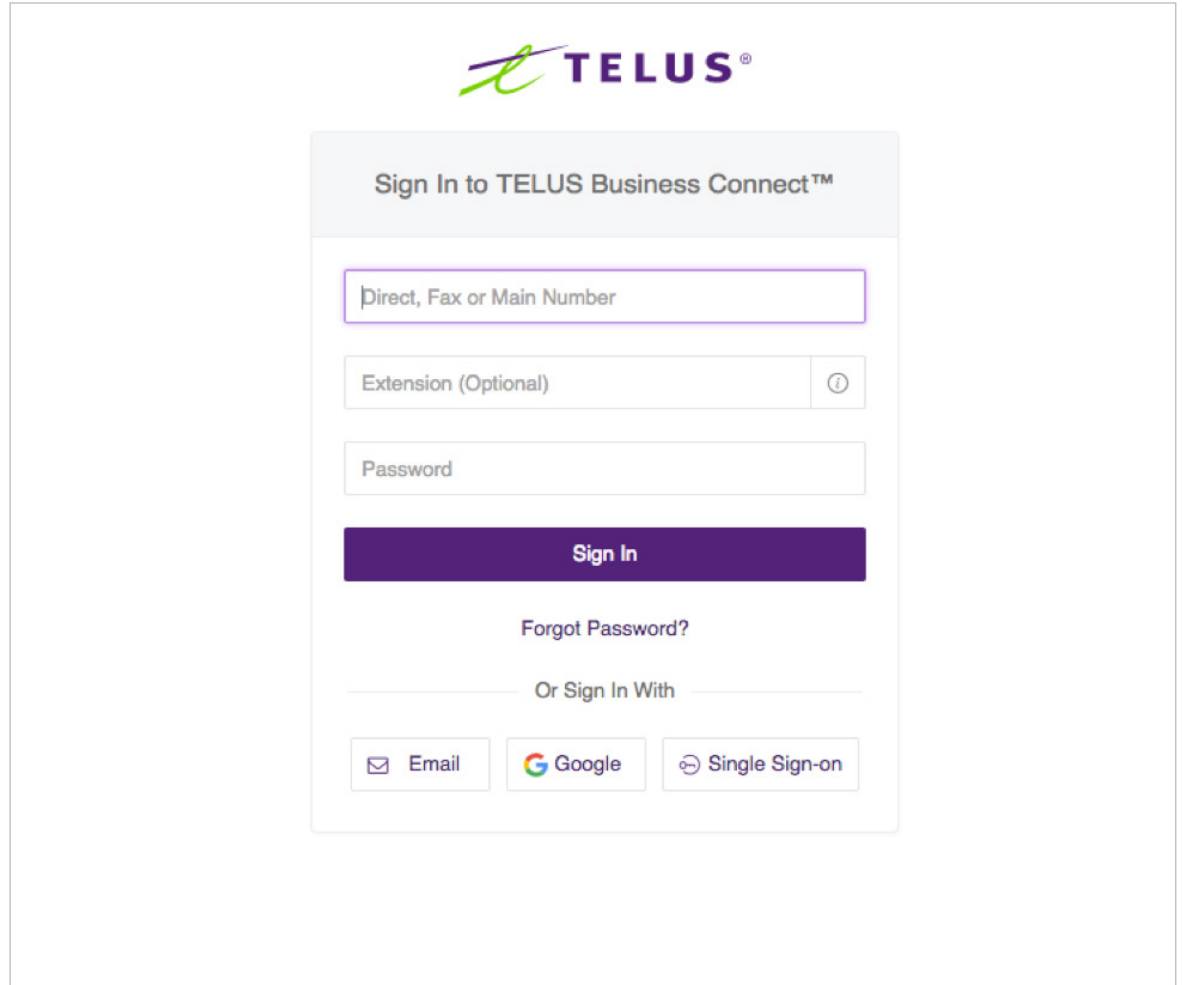
Account Management Portal

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:

1. Go to <https://accounts.businessconnect.telus.com>.
2. Enter your credentials for an account.
3. Click **Log In**.



The screenshot shows the TELUS Business Connect sign-in interface. At the top is the TELUS logo. Below it is a header "Sign In to TELUS Business Connect™". The form contains three input fields: "Direct, Fax or Main Number" (highlighted with a red border), "Extension (Optional)" (with an information icon), and "Password". Below these fields is a red "Sign In" button. Under the button is a link "Forgot Password?". Below that is a separator line and the text "Or Sign In With". At the bottom are three buttons: "Email" (with an envelope icon), "Google" (with the Google logo), and "Single Sign-on" (with a circular arrow icon).

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:

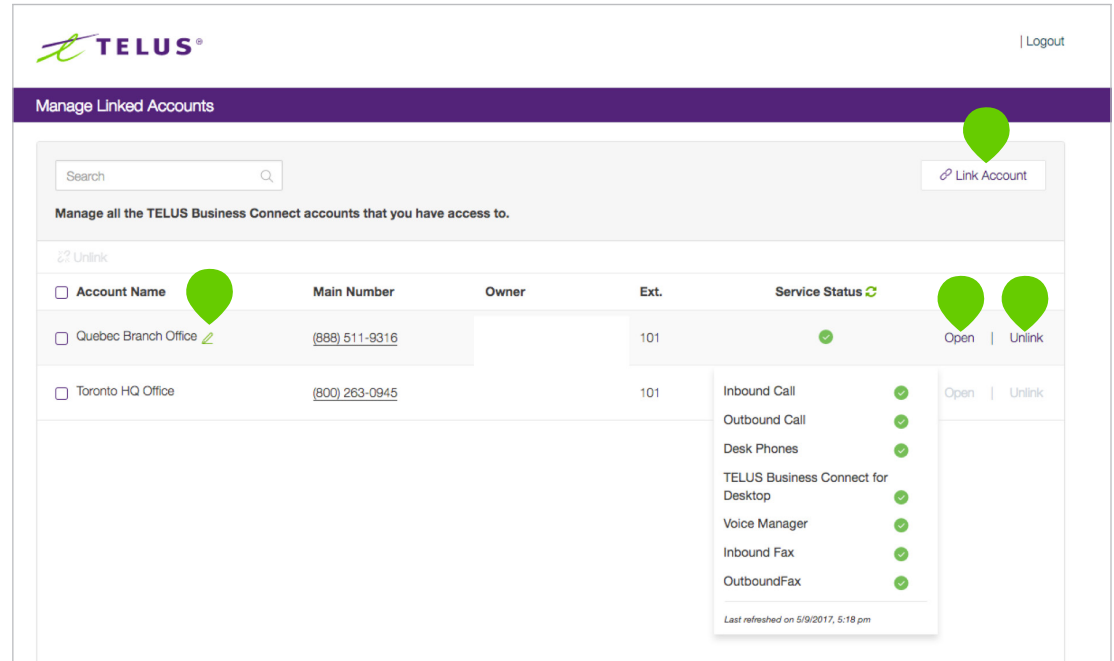
1. Click the **Edit** icon beside the account.
2. Enter the new **Account Name**.
3. Press **Enter**.

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.



Search

[Link Account](#)

Manage all the TELUS Business Connect accounts that you have access to.

23 Unlink


<input type="checkbox"/> Account Name	Main Number	Owner	Ext.	Service Status	
<input type="checkbox"/> Quebec Branch Office	(888) 511-9316		101		Open Unlink
<input type="checkbox"/> Toronto HQ Office	(800) 263-0945		101	Inbound Call Outbound Call Desk Phones TELUS Business Connect for Desktop Voice Manager Inbound Fax OutboundFax	Open Unlink

Last refreshed on 5/9/2017, 5:18 pm





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.

TELUS®

Logout











Manage Linked Accounts

Search

Link Account

Manage all the TELUS Business Connect accounts that you have access to.

23 Unlink

<input type="checkbox"/> Account Name	Main Number	Owner	Ext.	Service Status 	
<input type="checkbox"/> Quebec Branch Office 	(888) 511-9316		101		Open Unlink
<input type="checkbox"/> Toronto HQ Office	(800) 263-0945		101	<div><div>Inbound Call</div><div>Outbound Call</div><div>Desk Phones</div><div>TELUS Business Connect for Desktop</div><div>Voice Manager</div><div>Inbound Fax</div><div>OutboundFax</div></div>	Open Unlink

Last refreshed on 5/9/2017, 5:18 pm