

Telstra Business Connect Support Guide

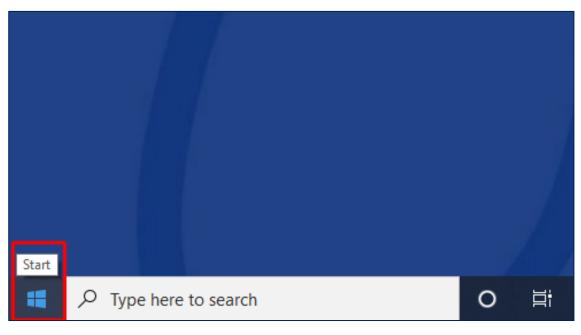
This user guide will show you how to install and use the Telstra Business Connect client for Windows.

- 1. <u>Telstra Business Connect Installation & Setup Guide</u>
- 2. <u>Place a call using Telstra Business Connect</u>
- 3. Call History
- 4. Audio Settings

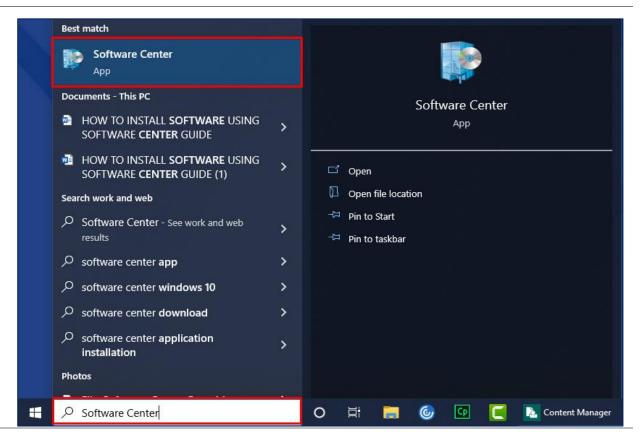
Note: You will need to have a Telstra Business Connect account setup before proceeding with the steps below.

- 1. Telstra Business Connect Installation & Setup Guide
- 1 **Telstra Business Connect** is available from the **Software Center** application.

Click on the Start/Windows button on the bottom left-hand corner of your screen.



2 Type **Software Center** into the search bar next to the **Start/Windows button** and click on the **Software Center** application.



3 When the **Software Center** window appears, click on **Telstra Business Connect** from the list.

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Installation status		Name	Publisher	Version	Status
		Citrix Secure Access 22.3.1.4	Citrix	22.3.1.4	Installed
	Liji	Microsoft Teams (64 bit) - 1.4.00.29469	Microsoft	1.4.00.29469	Available
	Ý	YSoft SafeQ 6.60.7	Y Soft Corporation	6.60.7	Installed
	22	DCJ Group Drive Connect	DCJ	1.1.0.0	Installed
	Þ.	Micro Focus Content Manager (OneTRIM) 9.32.422	Micro Focus	9.32.422	Installed
		Telstra Business Connect 22.7.6.110	Telstra	22.7.6.110	Available
	0	Cisco Webex Meetings Desktop App 40.2.5.3	Cisco	40.2.5.3	Installed 🗸

4 Click on the **Install** button.

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Installation status			
	Status: Installed Version: 22.7.6.110 Date published: Not specified		
	Restart required: Might be required Download size: 74 MB Estimated time. Not specified Total components: 1 Date: Modified: 3002/2022		
activities: 45 a			

5 Telstra Business Connect should now be installed once you see the status has changed to Installed. You can now close Software Center.

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 ✔ Updates ☆ Operating Systems ▶ Installation status 		Telstra Business Connect 22.7.6.110 Published by Telstra Uninstall Status: Installet Version: 22.7.6.110 Date published: Not specified Restart required: Might be required Download size: 74 M8 Estimated time: Not specified Total components: 1 Date Modified: 30/03/2022	-		

6 You should now see the **Telstra Business Connect** icon on your desktop. Double click on **Telstra Business Connect** to open the application.

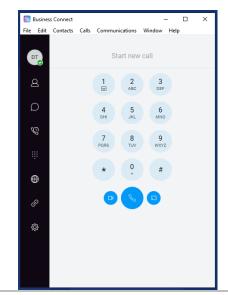




7 Enter your provided **network username** and **password** into the intended field.



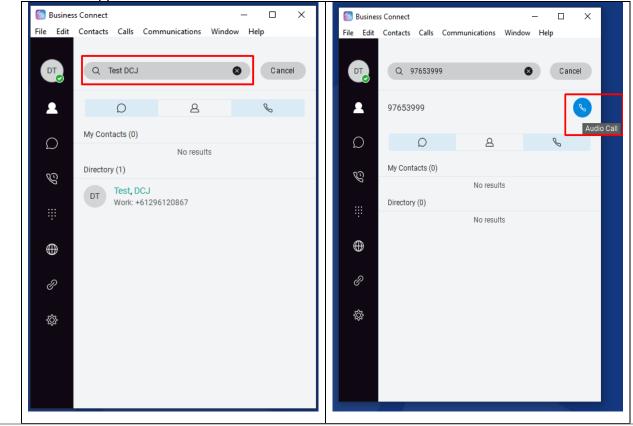
8 You should now be successfully signed into **Telstra Business Connect**.



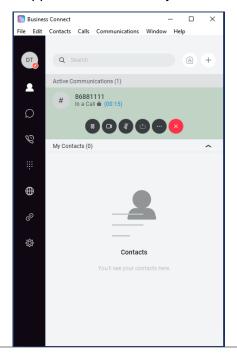


2. Place a call using Telstra Business Connect

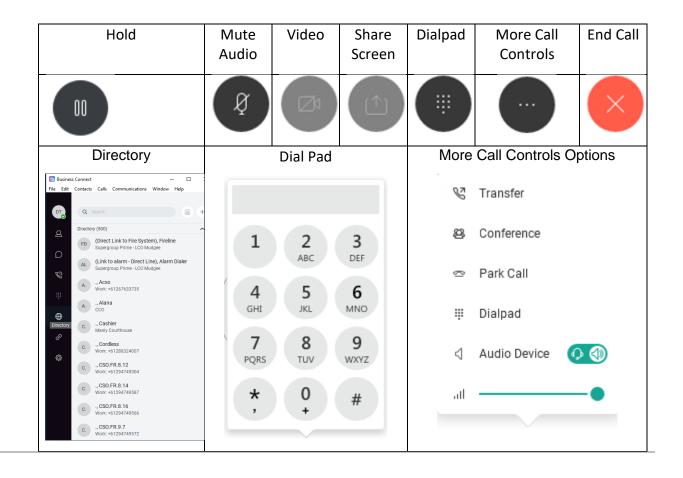
1 To call a number or user, simply enter either the **intended name** in the search field and click on the name to initiate the **Call** or enter the **direct number** in the search field and a **Call** button will appear to initiate the call.



2 A new call control window will appear where a variety of functions are available.









3. Call History

1 Click on the **Calls tab** will reveal your **call history** such as **received** and **missed calls** & any **Voice Mail Messages**.

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2	Voice Mail				
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4. Audio Settings

1 To change your **audio settings** such as selecting your **speaker (or headset)** and **microphone source**, click the **File and then on Options.**

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Options		\sim						
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2 Click on Audio/Video.

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Audio/Video	
😤 Incoming Calls	
😵 Outgoing Calls	
 Voicemail 	
 Services 	
C Integrations	
😄 Advanced	



3 From this window you can adjust your **Ringer/Alerts**, **Speaker** and **Microphone** to play from your **intended device (speaker, monitor, computer or headset)** using the **drop-down options**.

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•	Audio
2	Headset:
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	Headset Earphone (Poly Blackwire 3310 Series) \sim
Ċ	Input device
	Headset Microphone (Poly Blackwire 3310 Series) \sim
	Speakers:
\oplus	Output device
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End of Guide