

Telstra Business Connect Support Guide

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

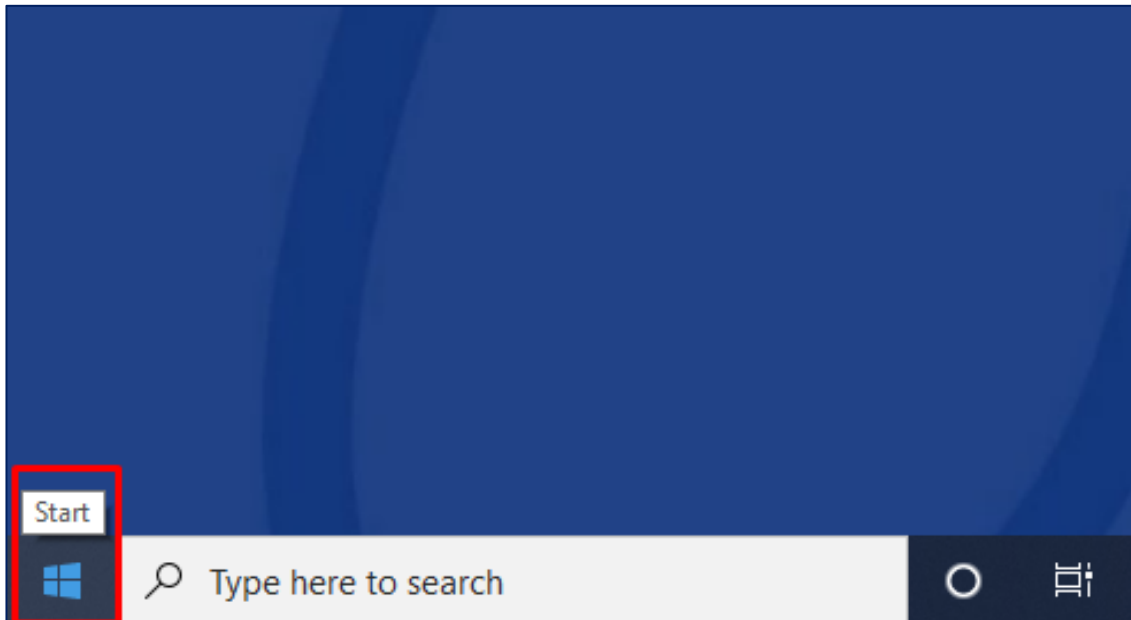
1. [Telstra Business Connect Installation & Setup Guide](#)
2. [Place a call using Telstra Business Connect](#)
3. [Call History](#)
4. [Audio Settings](#)

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

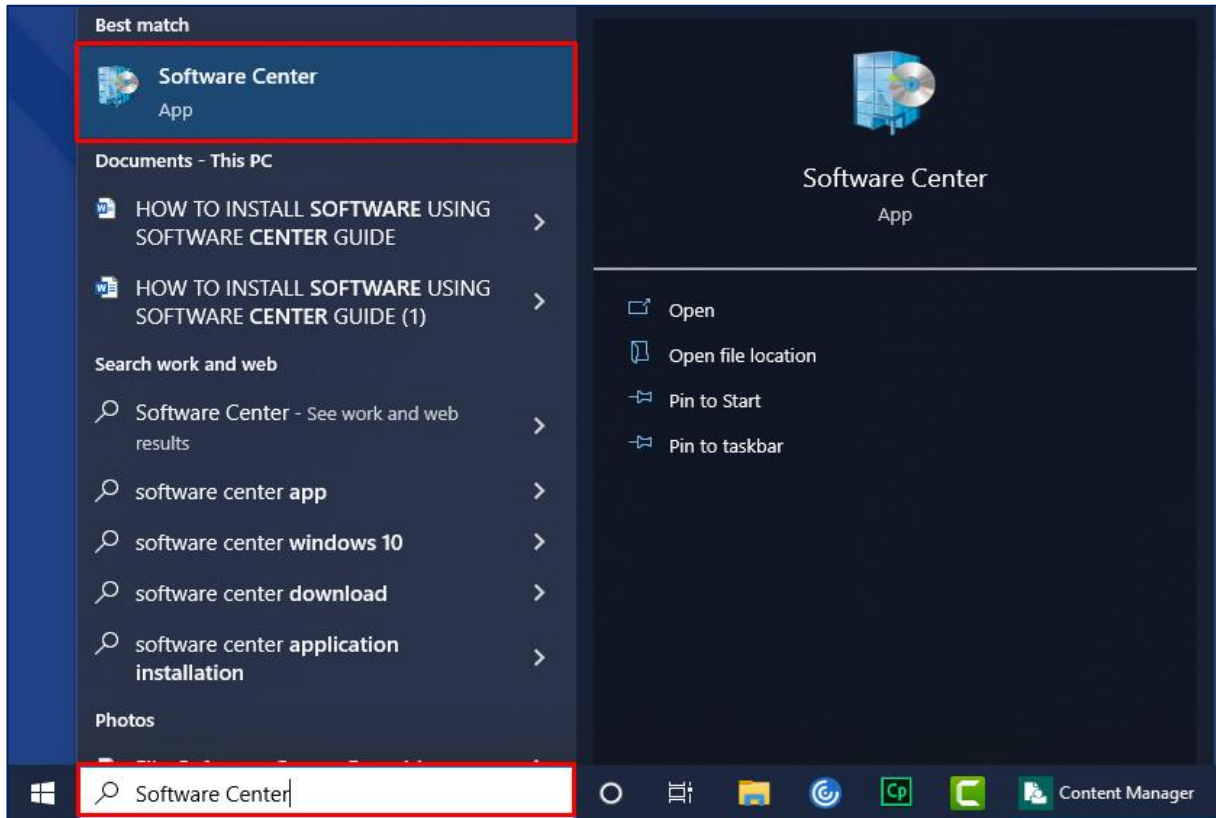
1. Telstra Business Connect Installation & Setup Guide

- 1 **Telstra Business Connect** is available from the **Software Center** application.

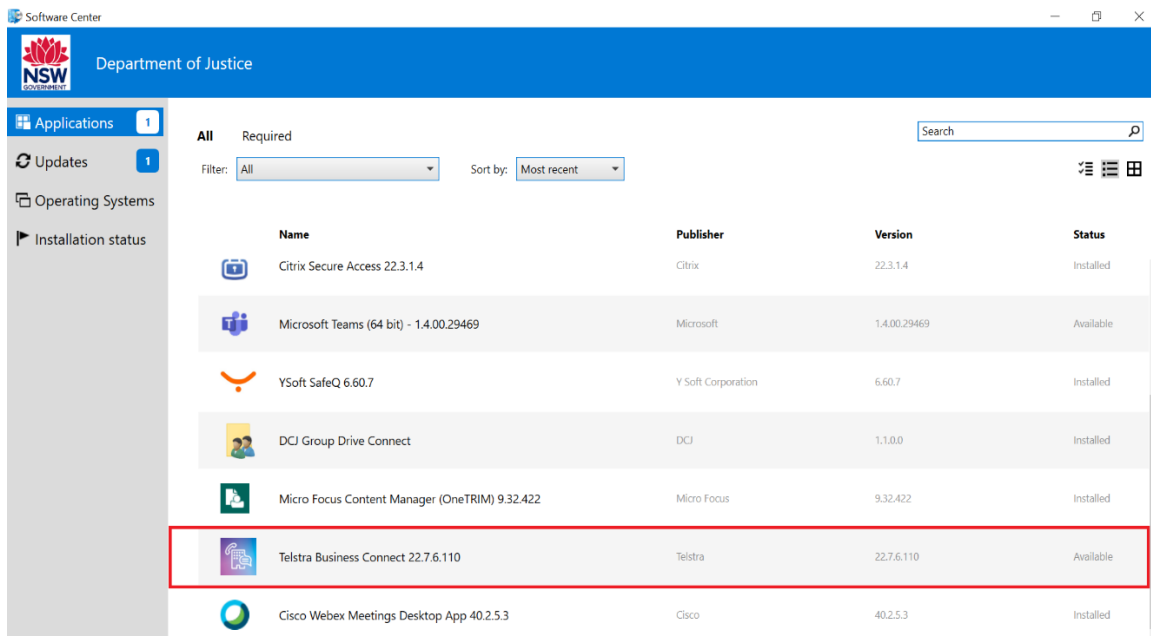
Click on the **Start/Windows button** on the bottom left-hand corner of your screen.



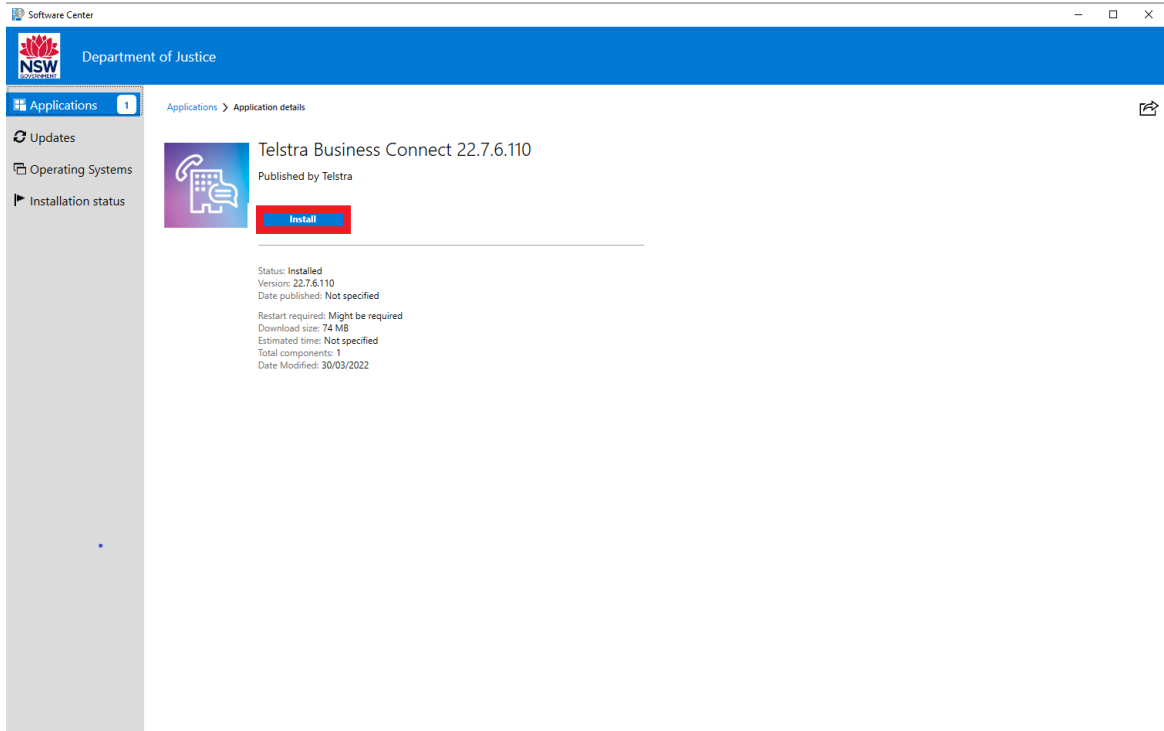
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- 2 Type **Software Center** into the search bar next to the **Start/Windows button** and click on the **Software Center** application.
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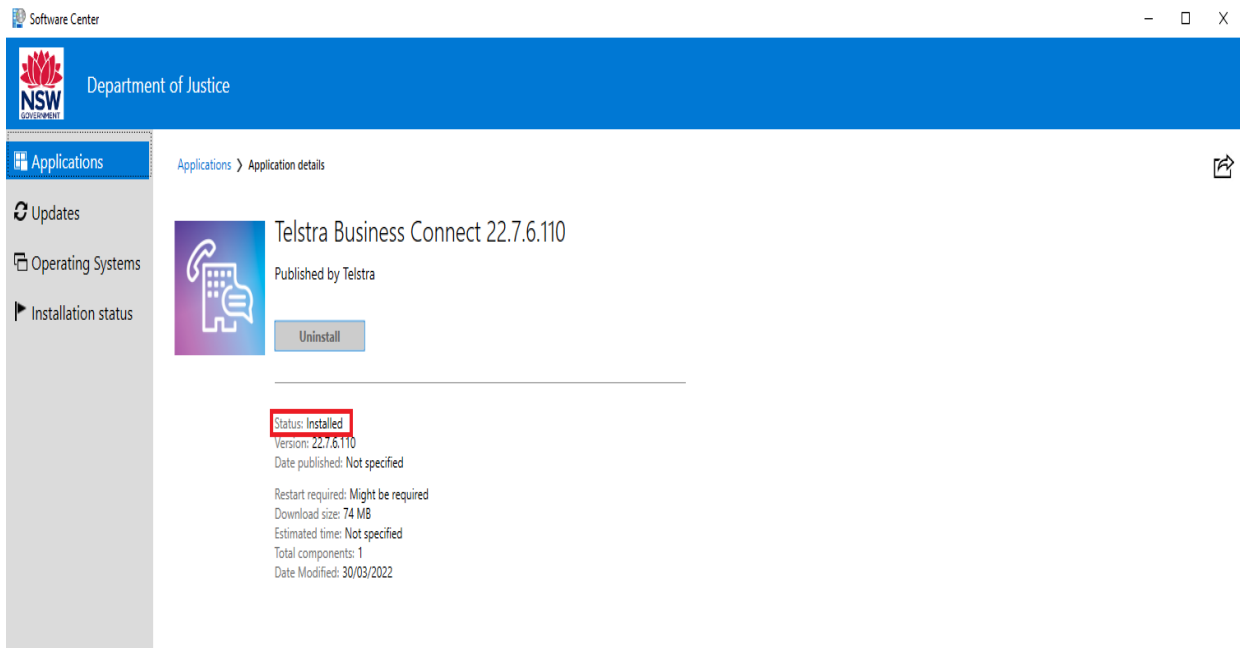
3 When the **Software Center** window appears, click on **Telstra Business Connect** from the list.



4 Click on the **Install** button.



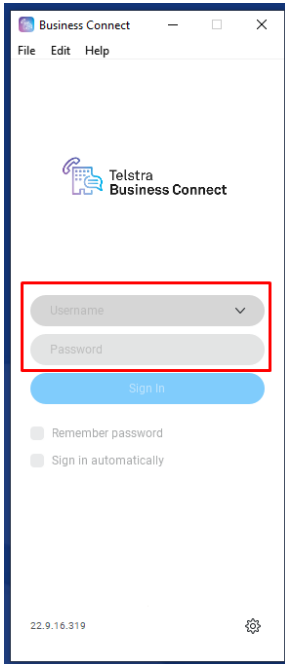
5 Telstra Business Connect should now be installed once you see the status has changed to **Installed**. You can now close **Software Center**.



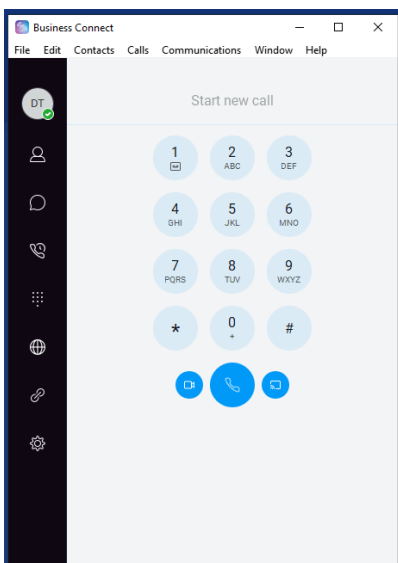
6 You should now see the **Telstra Business Connect** icon on your desktop. Double click on **Telstra Business Connect** to open the application.



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

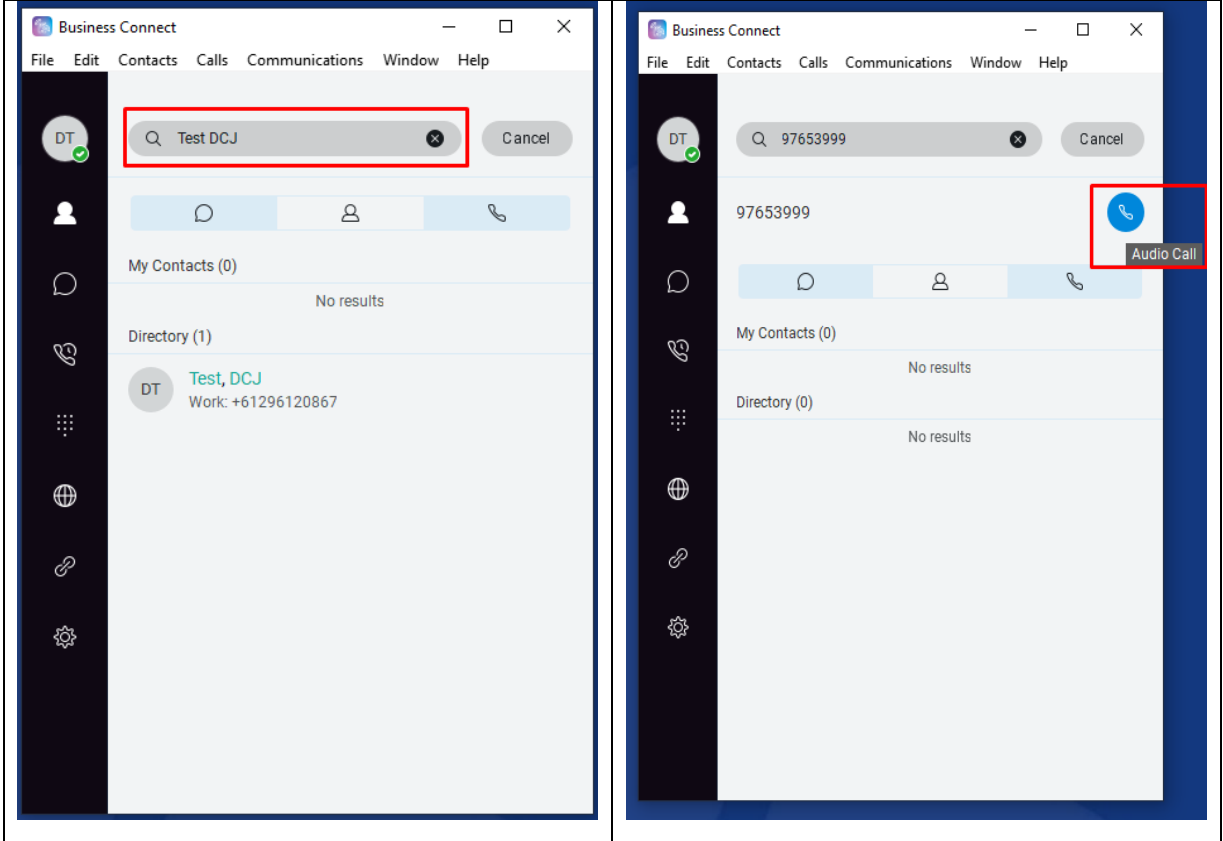


8 You should now be successfully signed into **Telstra Business Connect**.

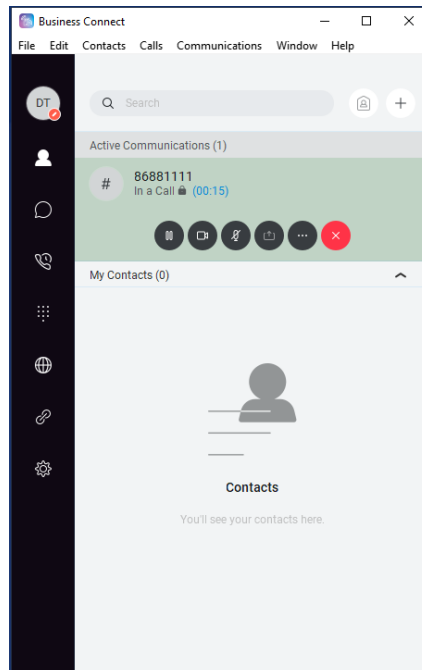


2. Place a call using Telstra Business Connect

- 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.



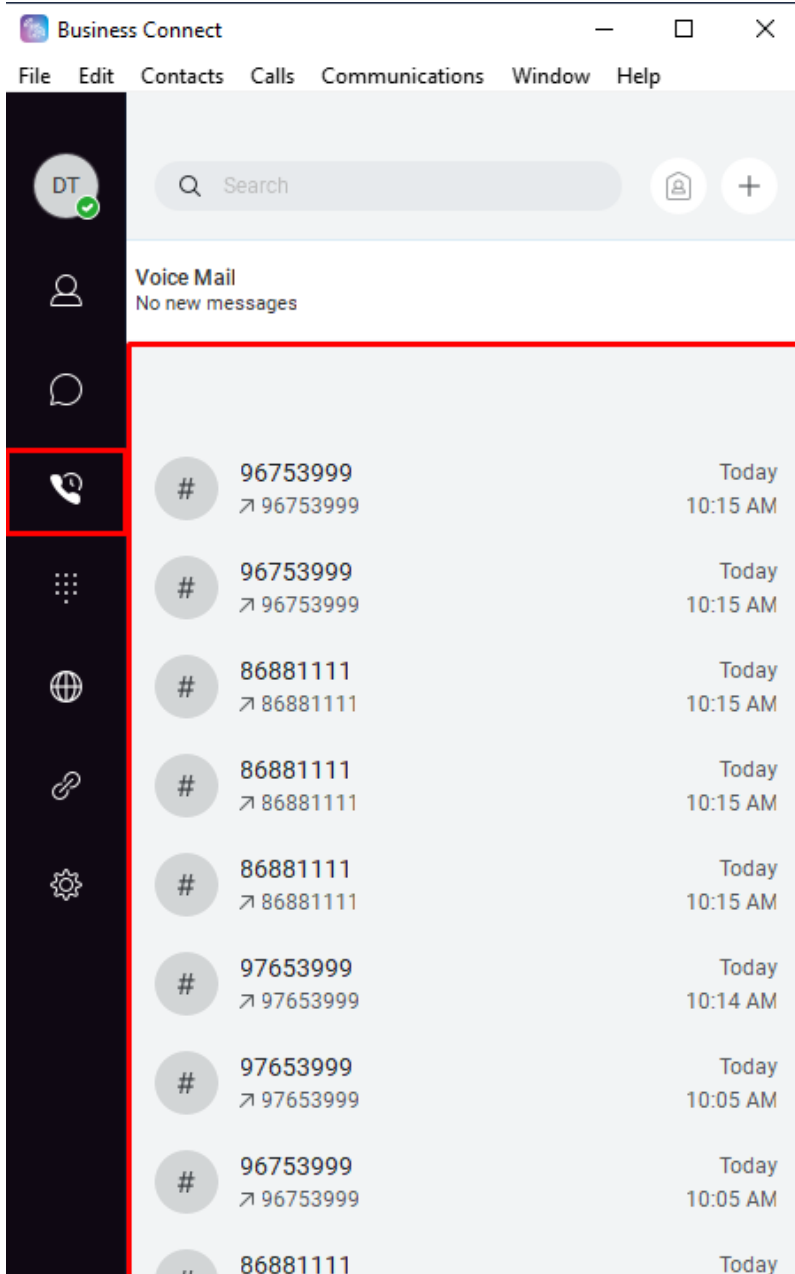
- 2 A new **call control window** will appear where a variety of functions are available.



Hold	Mute Audio	Video	Share Screen	Dialpad	More Call Controls	End Call
<p>Directory</p>	<p>Dial Pad</p>		<p>More Call Controls Options</p> <ul style="list-style-type: none"> Transfer Conference Park Call Dialpad Audio Device 			

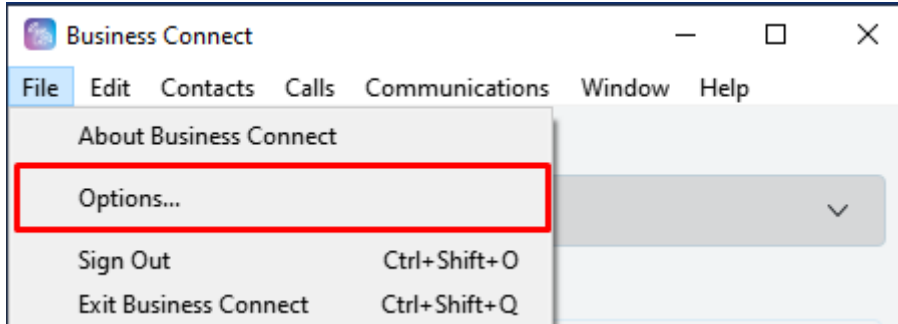
3. Call History

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

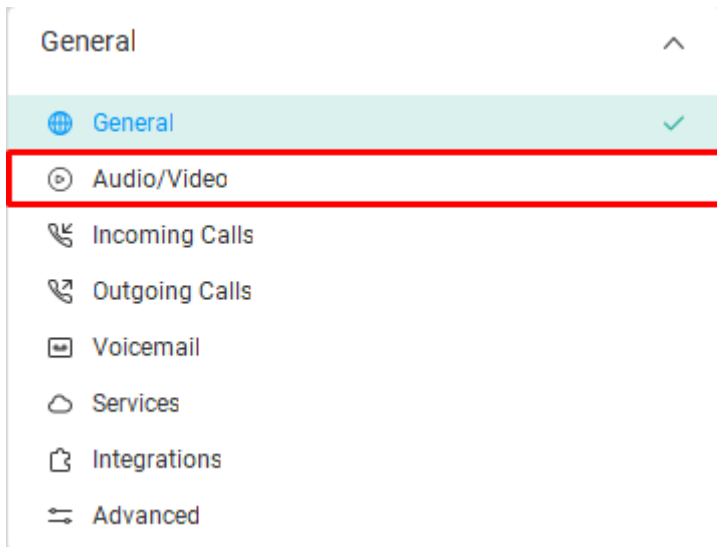


4. Audio Settings

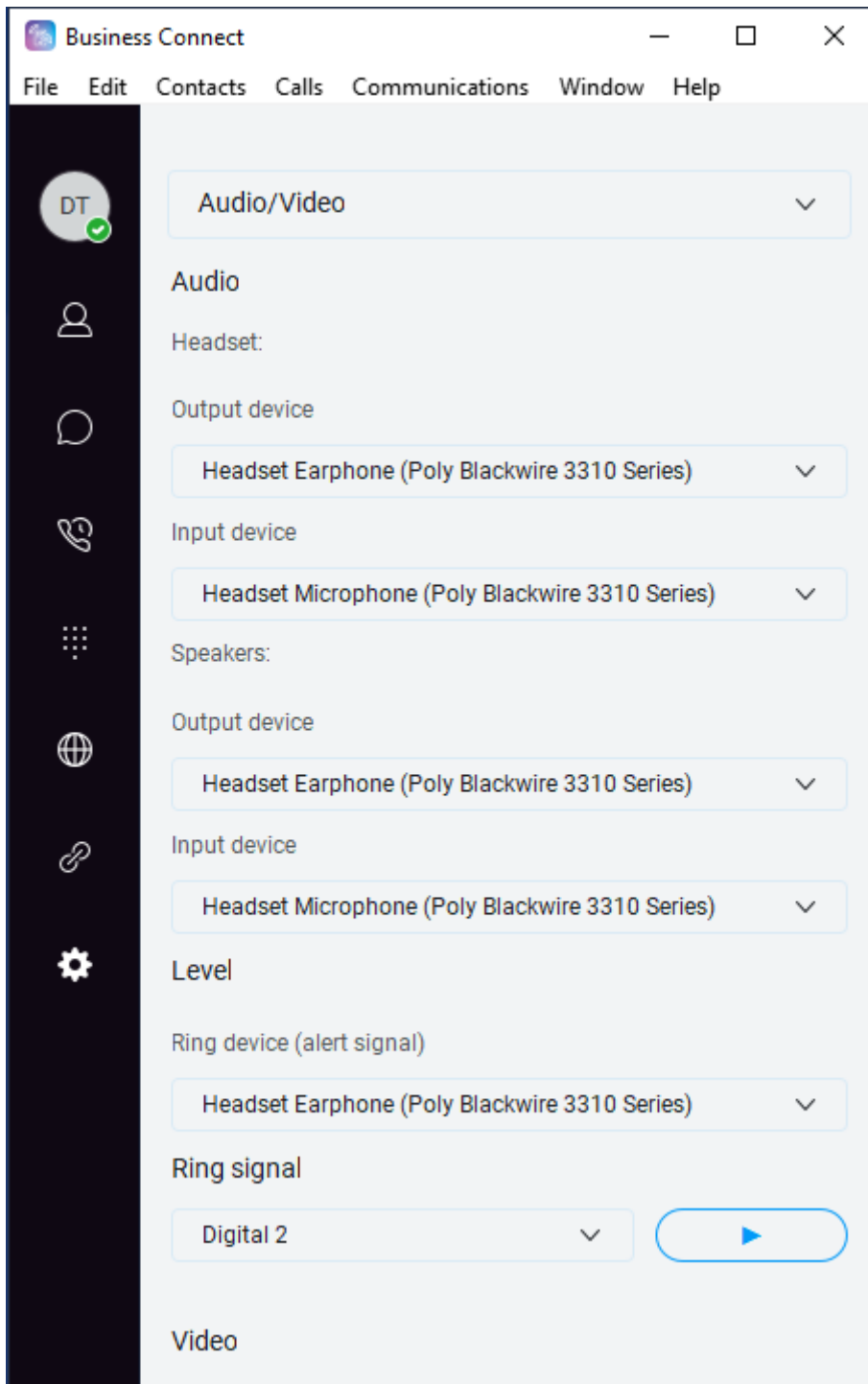
- 1 To change your **audio settings** such as selecting your **speaker (or headset)** and **microphone source**, click the **File** and then on **Options**.



- 2 Click on **Audio/Video**.



- 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**.



End of Guide