

Bell Total Connect Desktop App

Guide for end users



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1.0 About this guide

The Bell Total Connect desktop app delivers unified communications capabilities to desktop computers, laptops and desk-based phones. It includes a range of voice, instant messaging and presence applications – allowing users to make and receive business calls anywhere with Internet access, configure their Bell Total Connect services and much more.

This guide introduces the desktop app and its main administrative functions.

2.0 About the Bell Total Connect desktop app

2.1 System requirements

Any of the following operating systems can support the desktop app:

- Mac OS 10.5 (Leopard)
- Mac OS 10.6 (Snow Leopard)
- Mac OS 10.7 (Lion)
- Mac OS 10.8 (Mountain Lion)
- Windows XP
- Windows Vista
- Windows 7

Users' systems must also meet the following requirements:

- 512 MB of RAM (although 1 GB is recommended)
- 100 MB of available disk space to accommodate the installation of the application
- Pentium 3 or higher processor (minimum 800 MHz CPU speed, although 1.5 GHz is recommended)
- Sound card, speakers and microphone (or headset) support for making audio calls
- Open Graphics Library support (some calling features may not be available on older desktop models with incompatible OpenGL graphics drivers)

2.2 How to download and install the desktop app

The desktop app is available from the **Download and support** section of the Bell Total Connect web portal. To download the application:

- 1. Go to bell.ca/totalconnectportal
- 2. Enter your administrator username and password in the appropriate fields
- 3. Click Log in to access the main menu
- 4. Access the **Download and support** page
- 5. Under the **Downloads** column, select the appropriate desktop app file to download (i.e., for Windows or Mac)
- 6. Follow the installation instructions as they appear on screen

2.3 How to uninstall the Bell Total Connect desktop app

To uninstall in Windows, go to **Add or remove programs** (Windows XP) or **Programs and features** (Windows Vista, Windows 7) under your operating system's **Control panel**. During the uninstall process, you will have the option to remove user profiles. Choosing to do this will delete saved Bell Total Connect passwords and instant messaging histories.

In Mac OS X, uninstalling is performed by simply dragging the Bell Total Connect icon out of the **Applications** folder and into the **Trash**.

2.4 How to enable Microsoft Outlook 2007/2010 integration

When starting up the Bell Total Connect desktop app, users will be prompted to allow integration with Microsoft Outlook contact lists and calendars. Outlook integration will enable the desktop app to:

- · Access a user's Outlook contact list when processing searches in the Search and dial field
- Automatically update a user's presence status to 'Busy in a meeting' when he or she has a meeting scheduled in Outlook and 'Available' at the end of the scheduled meeting

If a user has multiple accounts linked to Outlook, the desktop app will search the contact list associated with the default account. Once an account is specified as the default account, the user may need to restart the desktop app and Outlook program for the change to take effect.

Any searches performed on a user's contact list do not include his or her Exchange or Active Directory contacts.

2.4.1 What to do if Outlook is not detected

If Outlook is not detected during start-up, the user may need to exit and restart the desktop app and Outlook program.

Some users may encounter an **Outlook access/deny** message. This is most often seen when the system does not have antivirus software or it is not up to date. To enable Outlook integration with the desktop app in this situation, users with administrative rights on their PCs will need to modify the security setting within Outlook by going to **Tools / Trust centre / Programmatic access** and then selecting **Never warn me about suspicious activity**.

3.0 Emergency calls and user location

3.1 Setting user location

On first launch of the desktop app, users will be prompted to enter their current address. Doing so provides vital information to 9-1-1 operators when an emergency call is initiated from the app. We strongly recommend that users input their location when prompted, as shown in Figure 3. Users should be advised to update their address setting any time they change locations by clicking on the **Address** bar and updating their **Personal 9-1-1 emergency location** page in the Bell Total Connect web portal.



Figure 3. Emergency location in desktop application

3.2 Using the Personal 9-1-1 emergency location page

From the Personal 9-1-1 emergency location page in the Bell Total Connect web portal, users can:

- View their selected location
- Indicate their current location and manage their location settings (they will first be prompted to enter their user ID and password)
- Refresh their current location

¹ Outlook integration is not supported on Mac operating systems at this time.

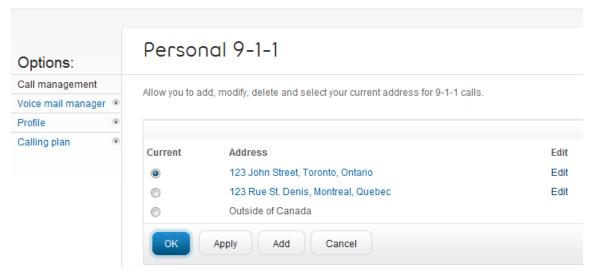
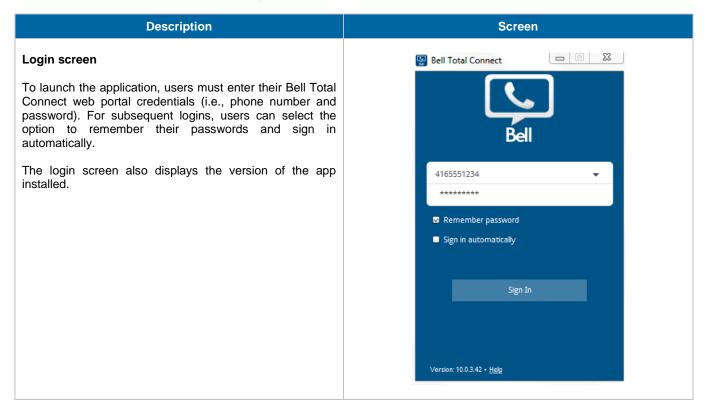


Figure 4. Emergency location page in the Bell Total Connect web portal

4.0 Desktop app functions

4.1 Key screens when using the Bell Total Connect desktop app

The table below introduces the various dialogs and windows of the desktop app:



Main screen

A) Title bar

Click the title bar to display the following menu options:

Description

- About
- Call settings
- Preferences
- Help
- Sign out
- Exit

B) Profile

Click on your profile image (avatar) to expand the presence area. Right-click to display the following options:

- Availability
- Change avatar
- Clear avatar
- Preferences
- Call settings

Using the search box, users can dial a number or search for a contact from the corporate directory or local Outlook directory (if enabled).

Bell Total Connect Busy * Set Location In Call В ▦ Search and Dial ▼ Active Communications (1) Sarah Wilson In a Call ▼ Sales (3) Pierre Tremblay 👸 🎩 Sarah Wison 0 Sylvie Gagnon ▼ Personal Contacts (1) 08 Linda Lee All Contacts (8) Alex Brown Julie Wong 23 St John, Toronto, Ontario

Screen

C) Left panel

The left panel contains various menus, including:

- My Room (see section 3.5 for more on My Room)
- Contacts
- · Communication history
- Directory
- Filter online contacts
- · Filter favourite contacts
- Filter conference contacts

Selecting a filter to change the contact list. Deselect a filter to restore the full list.

D) Communication bar

This shows the communication options available for a selected contact, (e.g., chat, audio call, call from desk phone).

This bar also contains an **Add contact** button, which allows users to add new contacts, audio conference bridges or group names to help manage your contact list.



E) Personal 911

This shows the user's currently selected location to be associated with emergency calls. It also allows users to access the Bell Total Connect web portal to edit their location.

Description

Clicking the refresh button updates the desktop app with the latest address information selected in the Bell Total Connect web portal.

F) Active communications

This shows currently active communications (such as audio calls and chat sessions) and gives control over features such as mute, hold and hang up.

G) Contact list

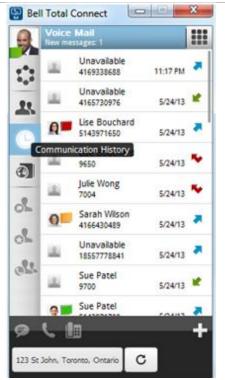
This displays all contacts a user has added to his or her contact list, either alphabetically or in user-created groups.

Screen Bell Total Connect Search and Dial Active Communications (1) Sarah Wilson ▼ Sales (3) Pierre Tremblay Sarah Wison Sylvie Gagnon ▼ Personal Contacts (1) Linda Lee of. G → All Contacts (8) Alex Brown Julie Wong Linda Lee Lise Bouchard Ε

Communication history

This tab allows you to view the following:

- Placed, received and missed calls
- Chat-message history
- Number of current voicemails



Communication dialog

This displays all communications with a particular contact. Depending on the type of communication used, this window displays controls such as:

Description

- · Chat window / Chat history
- Profile display
- Hang-up
- Hold
- Mute
- Volume control
- Dial pad

Call settings

This menu shows the features and configurations of the Bell Total Connect desktop app. If features are already enabled, such as Call forward all calls or Do not disturb, they will be indicated here and you will be able to toggle them on or off.

Under this option, users can configure the following services:

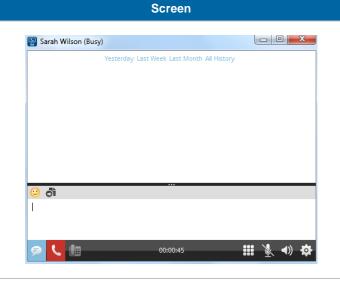
- Simultaneous ring
- Remote office
- Call forward
 - Call forward all calls
 - Call forward busy
 - Call forward no answer
- Do not disturb

Settings changed here sync automatically with any other Bell Total Connect apps already in use.

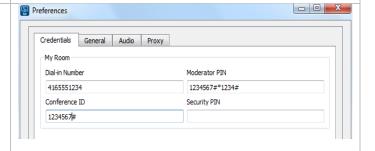
Preferences

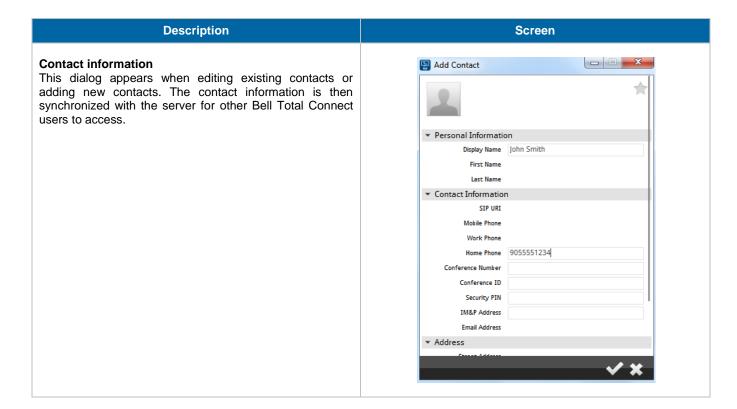
Here, users can configure:

- Conference room / audio bridge settings
- Audio devices and options
- Ring signal and notification sounds
- Proxies









4.2 Making voice calls

Voice calls can be initiated by entering a phone number into the search field, opening the dial pad and entering a number, or selecting a contact from the contact list and clicking **Call**.

During voice calls, users can:

- Adjust call volume
- Mute the microphone
- Hold and resume the call
- Make multiple simultaneous calls
- Add participants
- Hang up

4.3 Click to call

Users can take advantage of click to call functionality either through the desktop app or on their desk phones. These calls can be made from the Bell Total Connect contact list using the **Call from phone** option in the **Communication** bar, as well as in the **Chat** and search results windows.



Figure 5. Call from phone option

4.4 Contacts, instant messaging and presence

The desktop app automatically detects and displays a user's availability status according to one of four states: **online**, **away**, **busy** and **offline** via their Bell Total Connect Voice line and Outlook calendar (if enabled). Users can also manually set their status or a personal message by right-clicking on their profile image.

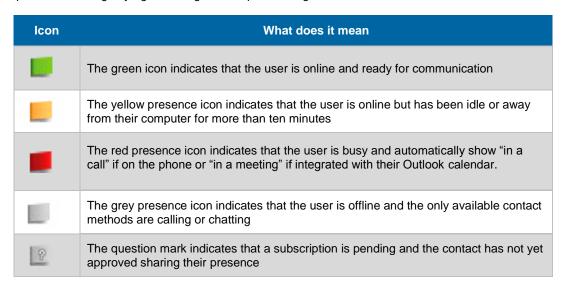


Figure 6. Presence status

To view presence information, a contact must authorize the presence relationship. If a contact accepts a presence subscription, his or her presence will be shown automatically to the added contact. If you have enabled Outlook integration, presence will automatically appear as 'Busy' when you are in a call or a meeting.

Automated location detection is supported as part of presence. Users can choose to disable it in **Preferences** or via a separate pop-up dialog. Time zone information is also included.²

² Time zone is informational only and not related to the location services provided for emergency 911 calls.

4.5 Instant messaging

Instant messaging can be launched by double-clicking a name in the contact list. As soon as the **Communication** dialog box appears, the user can start typing messages. The contact's name, profile image and presence are shown in the upper part of the **Communication** dialog box. Smileys and other emoticons can be added to messages by typing the corresponding character codes or selecting a graphic from the menu that opens when clicking the **Smiley** button.

When a contact is writing a message, the notification "[contact name]: is typing" appears as the last line in the chat. Time stamps are added only after a contact has sent a message. Chat history is available via the links in the upper part of the window and offline notifications are also provided.

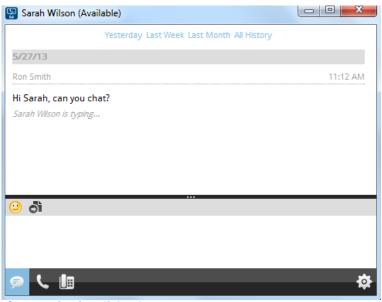


Figure 7. Instant message Communication dialog box

4.5.1 Voice calls

A voice call can be started using the buttons below the contact's name. Every contact has his or her own **Communication** dialog box. This allows users to send and receive instant messages and voice calls from the same window. It is also possible to send instant messages during voice calls.

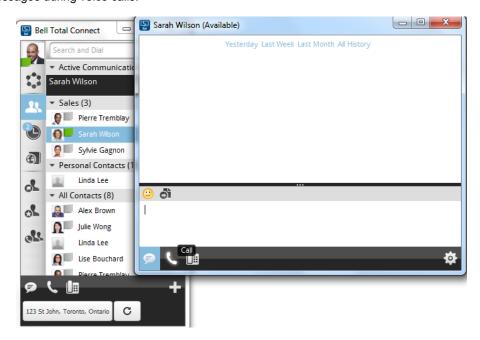


Figure 8. Voice calls can be made directly from the Communication dialog box

4.6 Voicemail

Users can access their voicemail by selecting the **Communication history** option and using the voicemail notification bar to dial. Alternatively, voicemail can be accessed via the dial pad by pressing and holding down the number **1** with the mouse.

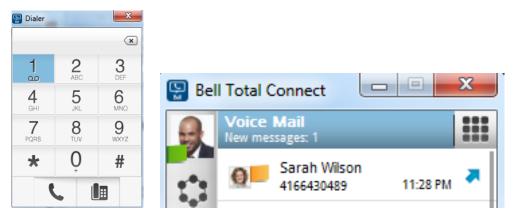


Figure 9. Voicemail can be retrieved using the dial pad or Communication history tools

4.7 Three-way calling

The desktop app allows users to conference ad hoc with up to three participants. There are multiple ways to initiate a three-way conference:

- By selecting multiple contacts in the contact list by holding the control key and clicking multiple contacts, then pressing the Call icon
- By using the call control menu in a call window to add participants to a current call
- By clicking Call while participating in a group chat (other than My Room)

4.8 My Room and conferencing

My Room is a group chatroom that allows participants to share files and quickly open up an audio bridge to host a conference call. Under **Preferences**, My Room can be configured with specific group bridge numbers and PINs to automatically connect participants. Users must set up this feature using their organization's conferencing bridge and PIN numbers.

To join an audio conference, users simply press the **Call** button in the **My Room** toolbar. The owner of the My Room session opens the audio bridge as moderator by clicking on the **Phone** button. Others enter as participants by clicking their Phone buttons.

4.8.1 Bell AudioZone conferencing

Users with Bell AudioZone conference bridges may also use these to host group calls in Bell Total Connect by following these steps:

- 1. Enter the local or toll-free number in the Dial-in number field
- 2. In the **Moderator PIN** field, enter the Conference ID, followed by the (#) key, then the (*) key, the moderator PIN and the (#) key again (e.g., 1234567#*1234#)
- 3. Re-enter the Conference ID number in the Conference ID field

For AudioZone conferencing in My Room, the security PIN is not required (as shown in Figure 10).

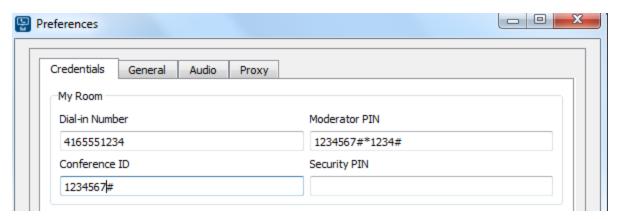


Figure 10. AudioZone conferencing in My Room

4.9 Call settings and service interaction

With the desktop app, the following voice features can be configured directly through the Call settings menu:

- Call forward busy
- Call forward no answer
- Call forward always
- Do not disturb
- · Remote office
- Simultaneous ring

For simultaneous ring, the desktop app permits the management of locations and options but does not support the creation of routing rules. Please see the Bell Total Connect administration guide for more details on each of the features listed above.

4.10 Preferences

Users can modify certain options through the Preferences menu, including:

- Credentials
 - My Room settings (see section 3.5.1)
- General settings
 - o Language (English / French)
 - o Toggling of automatic sign-in / automatic launch on start-up
 - Toggling of actions confirmations (remove contact, clear history)
 - Enable basic logging (for troubleshooting)
 - Enable advanced logging (for troubleshooting)
- Audio settings
 - Selection of playback device
 - o Selection of recording device
 - o Toggling of automatic gain control
 - Ring signal and notification toggles

- Proxy settings
 - o Allows users to toggle between the following settings:
 - No proxy
 - System proxy
 - Client proxy settings (manually entered)

If you'd like more information about any of our services, please contact your Bell representative or request that a representative contact you.