

Optus **Connect** is part of the Optus IP Tel suite enabling you to access all your communication services, telephony, video, IM, and presence all from a single application.

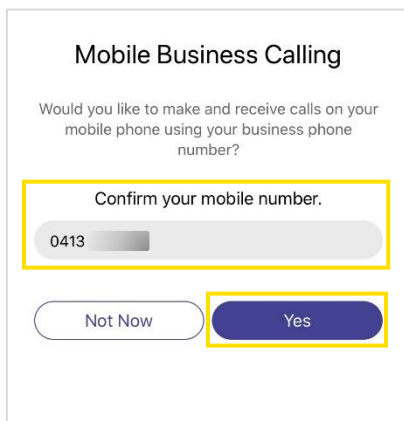
Use Optus **Connect** on *your* Mobile phone to collaborate with your colleagues, anytime, anywhere.

You can even receive calls and notifications when you are not logged into Connect.

## Download Optus Connect

When you download Connect, you will receive the **Mobile Business Calling** prompt. Turning this feature on, syncs your **Business** number with your **Mobile** number. Even when you are not signed in to Connect, you will receive Business calls and message notifications directly on your mobile phone.

1. Enter your Mobile number and tap **Yes**



**Mobile Business Calling**

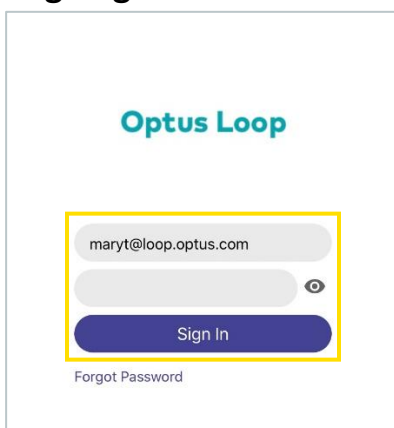
Would you like to make and receive calls on your mobile phone using your business phone number?

Confirm your mobile number.

0413

Not Now Yes

## Signing In to Connect UC



**Optus Loop**

maryt@loop.optus.com

Sign In

[Forgot Password](#)

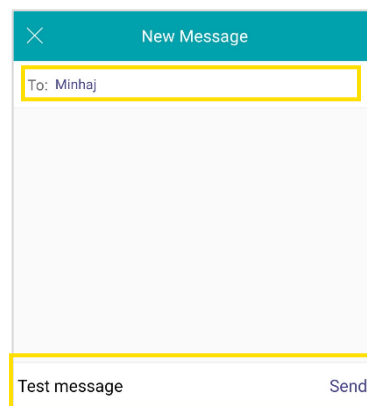
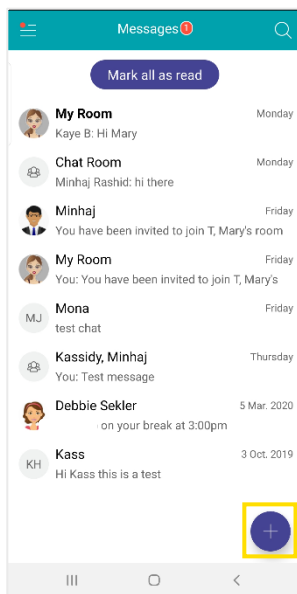
1. Enter your username (*Check with your Administrator if you don't know this*)
2. Enter your Password which is the same password you use for the **My Phone portal**
3. Click **Sign In**

## Home screen - Messages

The first screen you will see when you log in is your **Messages** screen. From here you can create a new message or view your Chat history.

### Create a new Message:

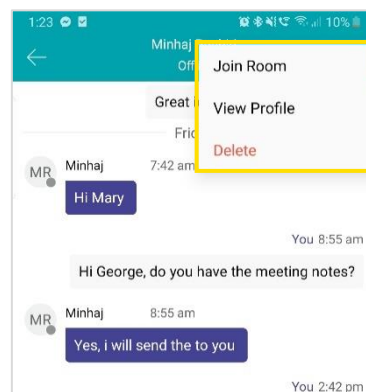
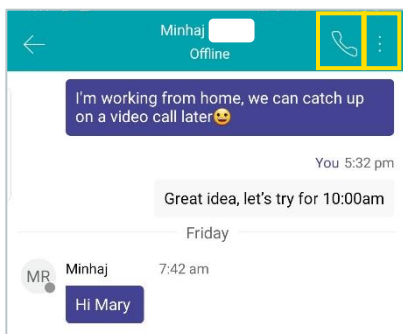
1. Tap **+**
2. In the **To** field, start typing the persons name (*matches will appear as you are typing*)
3. Type your message and tap **Send**



### Message History:

Tap on a message in the History, to view the conversation thread and access further options.

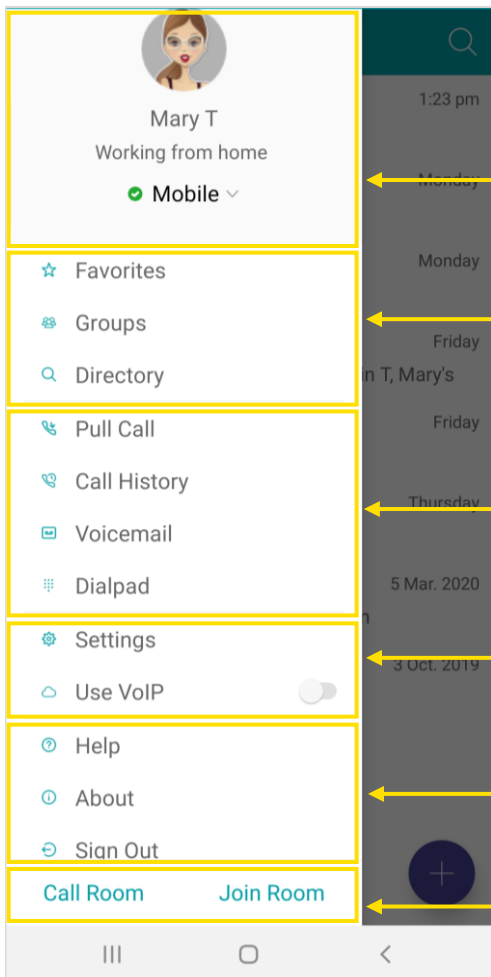
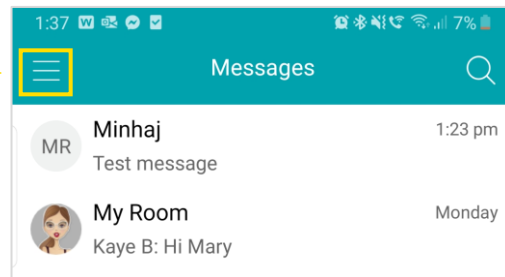
1. Tap  to call
2. Tap  in the top right to view further options



## Control Hub

From the **Control Hub**, you can manage your Profile settings, access Calling Features, Directories, Call History, Dialpad and Settings.

4. From your Home screen, tap



### Manage all your setting from the Control Hub

#### Profile

From this area, manage your personal profile settings and Presence

#### Directories

Access your Connect contacts and phone directories from here

#### Features

Manage Call History and Voicemail from here. Open up your Dialpad to make a call, and even Pull a call from your deskphone to your Connect from here

#### Settings

Access your Connect and phone directories from here

#### Help / Sign Out

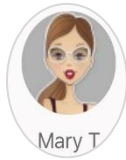
Access Optus Loop Support, check your current **Connect** version and Sign Out from here

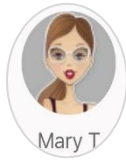
#### My Room

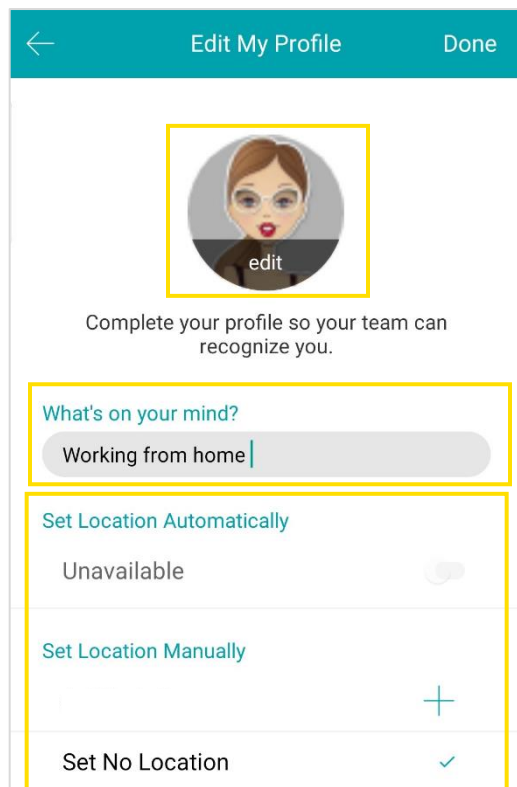
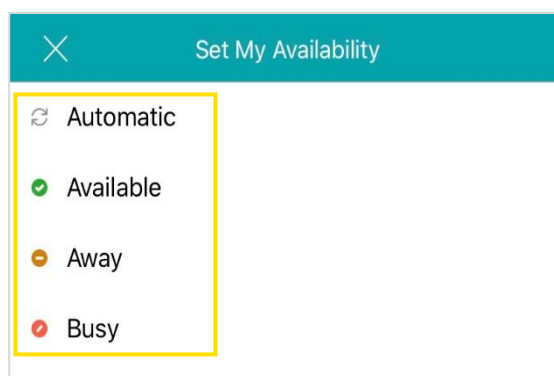
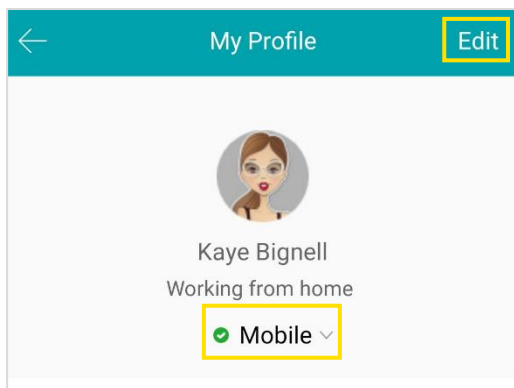
Manage My Room (*conferencing*) from here

## Personal Profile

Swipe right on your Home - Contacts screen to reveal your **My Status** page. From here you can update your profile picture, add a comment, or set your Presence



3. Tap on main profile  to view options to change your Profile picture and manage your location and Presence
4. Tap the **Presence** dropdown to manage your Availability status

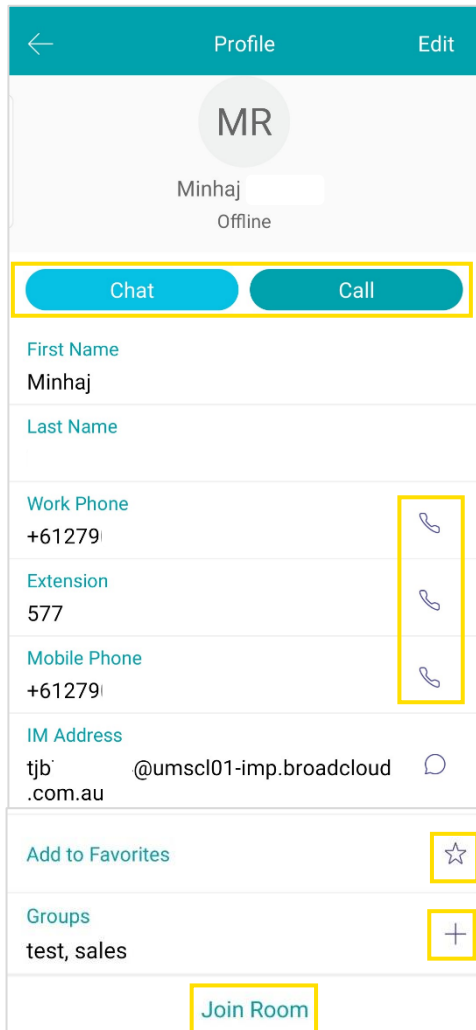


3. Select **edit** in the top right to access your profile
4. Tap **edit** the on your Avatar to change your profile picture
5. **What's on your mind?** Type a message here to compliment your presence
6. **Location** Set Automatic or Manual location

## Directory

Contact someone from your company or directory or your iPhone from the Directory tab.

1. From the control Hub, tap **Directory**
2. In the search field start typing the persons' name (*matches will appear as you are typing*)
3. Tap the correct user when their name appears

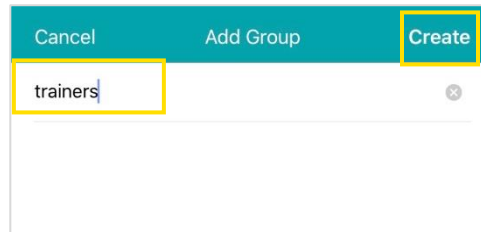
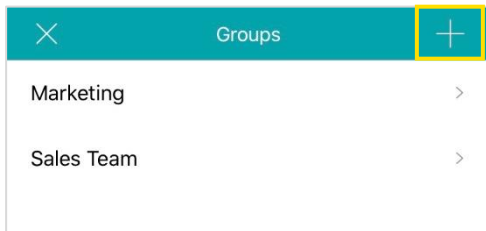


4. Tap **Chat** to send a message
5. Tap **Call** to make a phone call
6. Select from Audio or Video Call (if available)
7. Add a Contact to your **Favorites** list by tapping the star. You will now be able to access them directly through the Favorites directory
8. Tap **Groups** to add a Contact to a Group
9. Call or Join the contacts' **My Room** space

## Groups

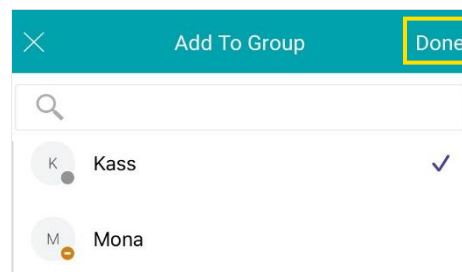
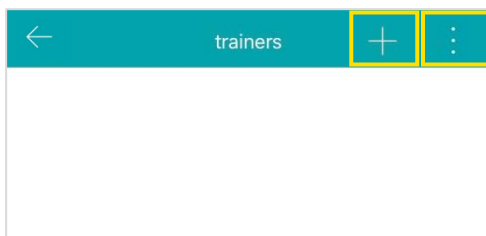
Create **Groups**, so you can bundle contacts together for easy access.

1. From the Directories menu options, select **Groups**
2. Tap **+** to create a new Group
3. Enter the Group name, and tap **Create**



## Add Contacts to your Groups

4. Tap on a Group that you have already created, then tap **+**
5. Select users to add to the Group, then tap **Done**
6. Tap  on a Group to Send a new message or Edit the Group name



## Calling a Contact

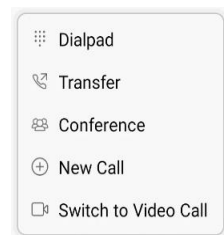
There are several ways you can initiate a call:

1. From the **Message – Home** screen, select a contact and tap  to call
2. From **Control Hub – Directory**, search for a contact and select 
3. From **Control Hub – Dialpad**, enter a number, then tap  to call

## Call Controls

Manage an active call from the Call Control settings.

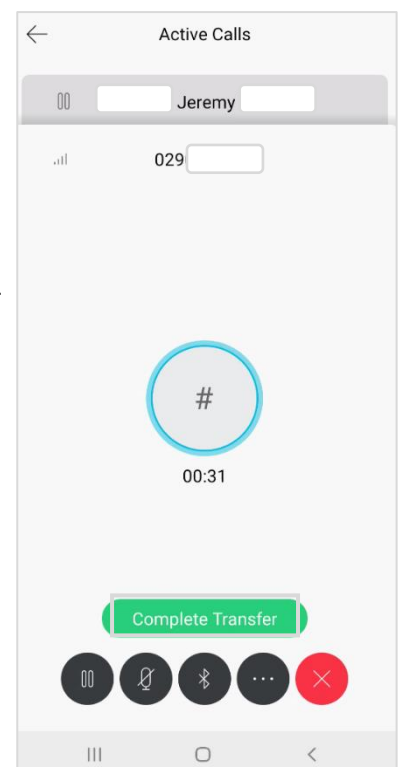
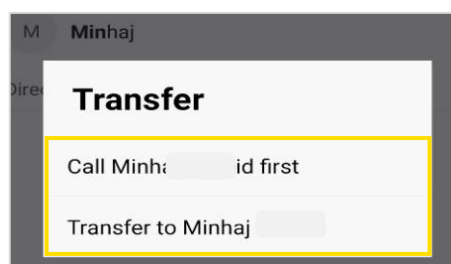
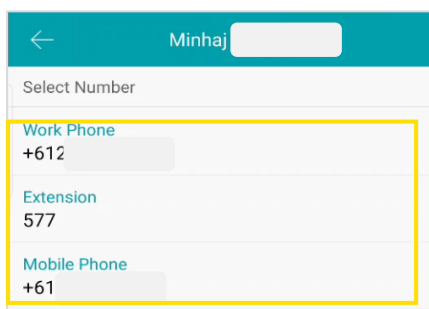
-  **Hold**
-  **Un-hold**
-  **Mute**
-  **Unmute**
-  **More options** (Dialpad, Transfer, Conference, New Call, Switch to Video Call)
-  **End Call**



## Transfer a call

While on an active call:

1. While on an active call, tap , then tap **Transfer**
2. Select the contact or tap the Dialpad in the top right to enter a number
3. Tap the number to dial
4. Select **Call First** for a consult transfer or **Transfer** for direct transfer
5. For consult transfer, Announce the call, then tap **Complete Transfer**



## Answer an incoming call

To answer an Incoming Call:

1. Tap **Accept**
2. To reject or decline a call, tap **Decline**.

**Note:** If you decline a call, it will go to your voicemail

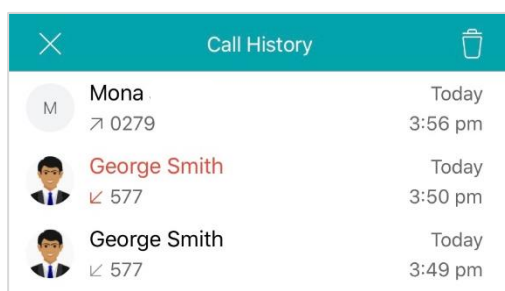
## Call History

To view your **Call History** – *Received*, *Placed* or *Missed* calls.

1. From Control Hub, tap **Call History**

The Arrow icon to the left of the call will indicate what type of call it was

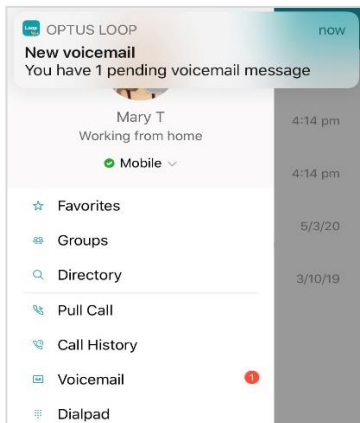
2. Tap on a contact to view options to call them back



## Voicemail

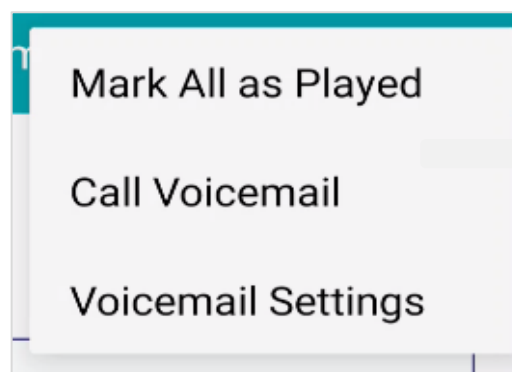
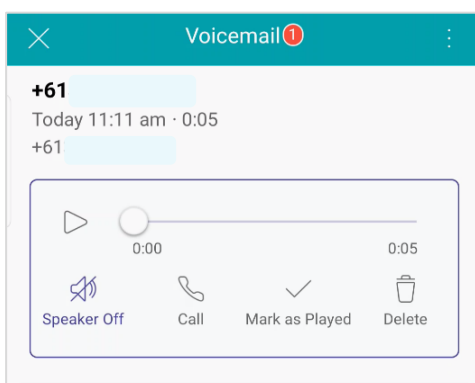
When you have a new voicemail message you will receive an Optus Loop notification. A red badge on your Voicemail settings will also indicate the number of new messages you have

1. From Control Hub, tap **Voicemail**



2. Tap to listen to your message
3. Tap to call back
4. Tap to delete the message
5. Tap to view more options

### More Options



## Pull Call

Pull Call allows you to seamlessly pull an active call from your desktop Connect to your Mobile Connect App.

1. While on an active call on your desktop
2. Go to Control Hub and tap **Pull Call**

The call will seamlessly transfer to your mobile Connect

**Note:** Dialling \*11 will also Pull Call from Desktop to Mobile Connect

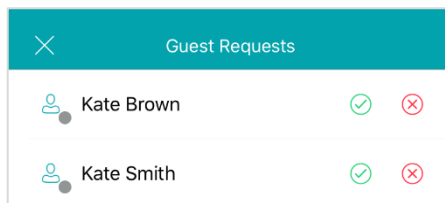
## My Room

My Room is your personal room where you can initiate Group Chats or Conference calls. You can invite contacts into your room or enter another contact's room as a guest.

1. From Control Hub, tap **Join Room**, you will automatically be entered into your room
2. Other company contact can also join your room from your profile

### Invite guests outside of your organisation to join your room

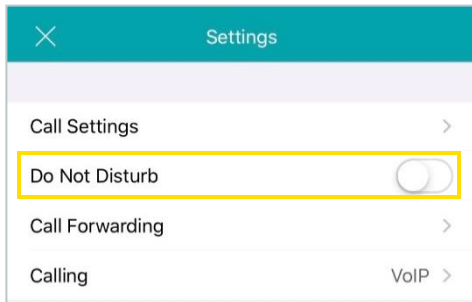
3. Tap , then select **Copy Guest Link** and send to guests
4. Once they accept the invite, they can join your room
5. Accept guest requests to Join your Room, by tapping ✓



## Settings

Use **Settings** to manage your incoming and Outgoing call behaviour, manage Voicemail settings, and Sign In/out of Call Centre Queues

1. From Control Hub, tap **Settings**, then tap **Call Settings**



## Settings – Incoming Calls

Access the following features from Incoming Calls:



- **Anonymous Call Rejection** – Reject calls from a blocked number
- **Call Forwarding** – Use this option to forward calls to another destination for Calls unanswered, Busy Calls or Not Reachable calls
- **Simultaneous Ring** – Set an alternate number that incoming calls can ring simultaneously on
- **Sequential Ring** – Set multiple numbers for incoming calls to ring on, one after the other
- **Remote Office** – Allows you to make calls from a remote number and have these calls appear as if they are coming from your Connect office number, in addition calls to your office number will ring on this remote number
- **Call Waiting** – When turned on Call Waiting allows you to receive a second incoming call, while already on a call

## Settings – Outgoing Calls

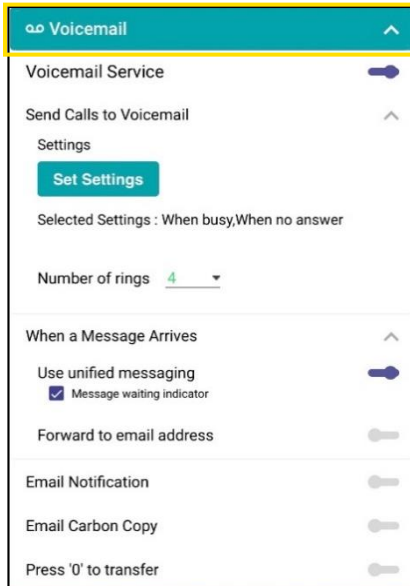
Access the following features from Outgoing Calls:



- **Block My Caller ID** – Outgoing calls will display as **Anonymous**

## Settings – Voicemail

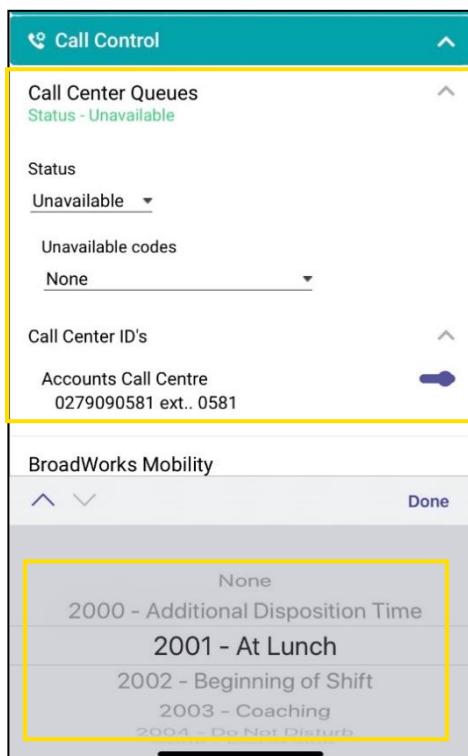
Manage all your Voicemail setting from here



## Settings – Call Control- Call Centre Queues

Manage you Call Centre settings from Call Control

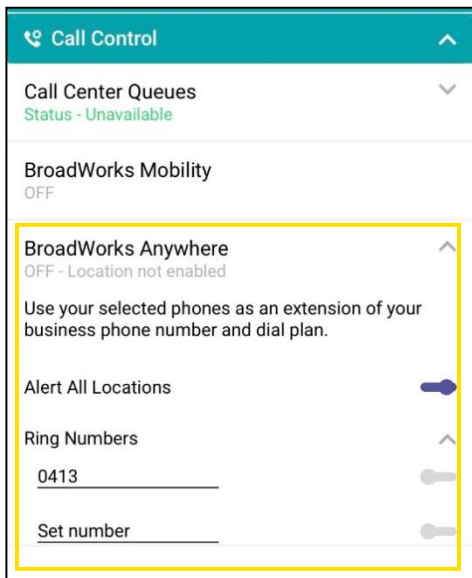
1. Tap **Call Centre ID's**, then add or remove yourself from a Call Centre
2. Tap **Status** dropdown to select from the **Sign In/Out** options and to manage your **Available / Unavailable** status



## Settings – Call Control - Broadworks Anywhere

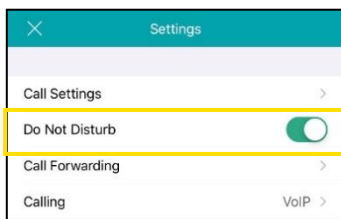
**Anywhere** allows you to make and receive calls from any device, at any location, using only your office number

1. Add a new number to **Broadworks Anywhere**
2. Swipe the slider button to turn on this feature



## Settings – Do Not Disturb

When do not disturb is turned on, incoming calls will go directly to your voicemail.



## Sign Out

1. From Control Hub, tap **Sign Out**
2. If you would like to continue receiving calls and notifications to your office number, directly to your mobile while signed out, tap **Yes**

