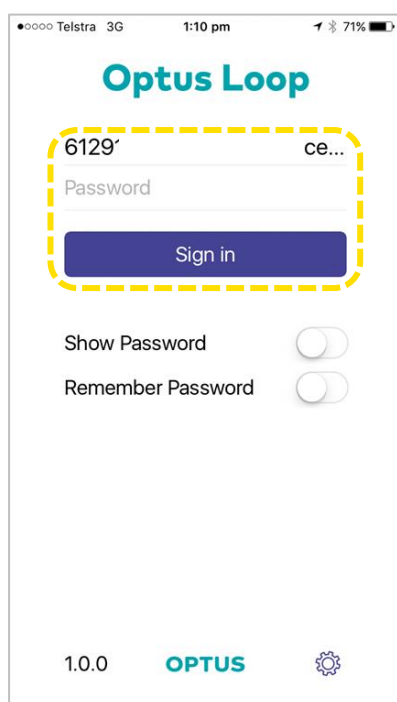


Optus Loop Voice UC is part of the Optus IP Tel suite enabling you to access all your communication services, telephony, video, IM and presence from any supported device.

Use Optus Loop Voice on your Mobile phone to collaborate with your colleagues, anytime, anywhere.

Signing In to Optus Loop Voice UC



1. Enter your username which will be your username@loop.optus.com.au (you will receive an email from Optus which specifies your username)
2. Enter your Password which is the same password you use for the **My Phone portal**
3. Click **Sign In**

The Home Screen

The main view contains a number of tabs at the bottom of the screen that you can use to navigate to present information about the contacts and communications options available as follows

Personal Profile
Displays your presence icon

Contacts
View your saved contacts and search for Directory contacts

Call
Use dial pad to make Calls

Chat
Create Chat messages

History
View call history

My Room
Your personal conference room

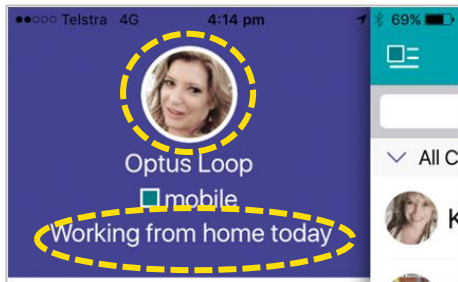
The screenshot shows the 'Communicator' app interface. At the top, there's a status bar with 'Telstra 4G', '4:15 pm', and '69%' battery. Below is a teal header with 'Communicator' and a dropdown menu set to 'All'. A search bar is present. The main content area shows 'All Contacts (3)' with a list of contacts: Norm C, Debbie S, and Jade S. Each contact has a profile picture and a small square icon to its right. At the bottom, there's a tab bar with five icons: 'Contacts' (selected), 'Call' (with a red '4' badge), 'Chat', 'History' (with a red '2' badge), and 'My Room'.

Search and Dial
Search your contacts or dial a number

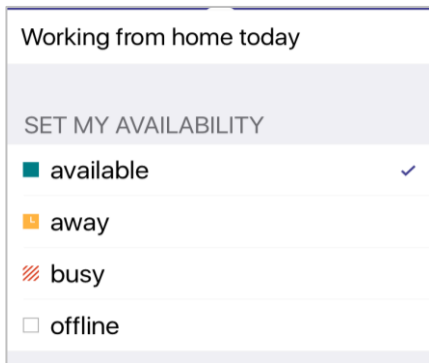
Contacts
Save contacts and view their presence

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



1. Tap on main profile area to view options to change your Profile Photo
2. Tap to type a message for you colleagues to view

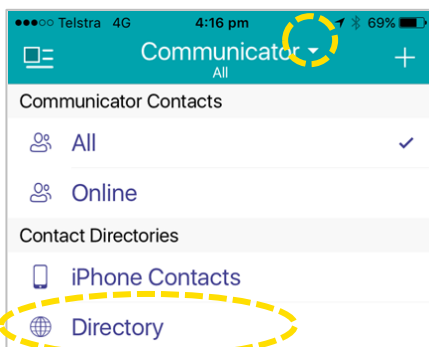


3. Tap to change your **Availability** status so your colleagues can see whether you are available or not

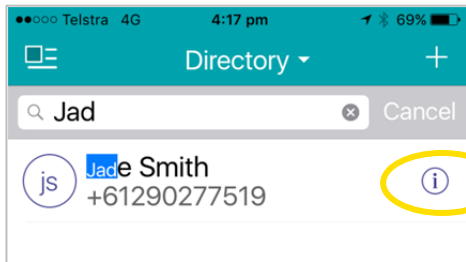
Contacts

When you start Optus Loop Voice UC for the first time your **Contacts** list is empty

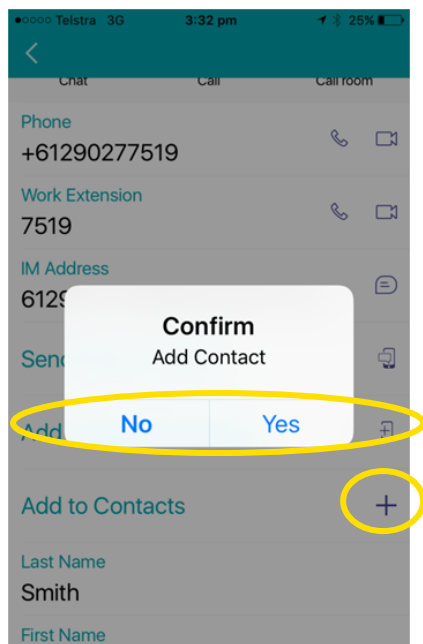
Search for a Contact from your Corporate directory or Outlook contacts to add to your contacts list:



1. Tap the **Communicator** dropdown
2. Tap the contact directory you want to search

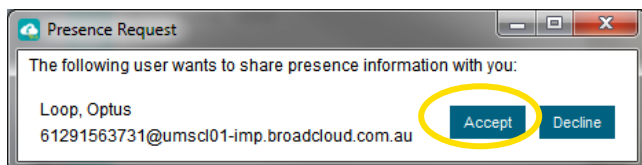


1. Start typing the contact name
2. When it appears on the list below, tap the information icon  to view more options



3. Tap **Add to Contacts**
4. Tap **Yes** to confirm Add to contacts

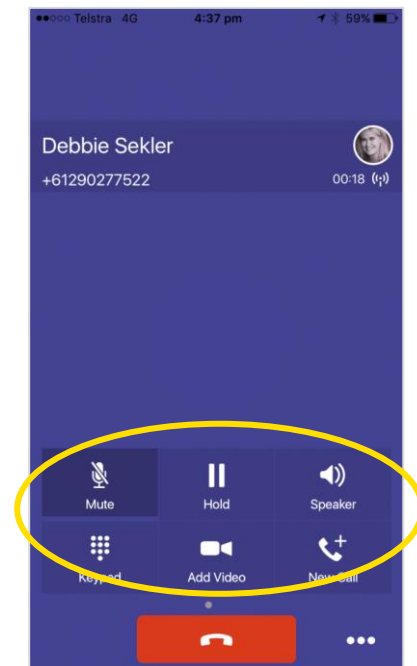
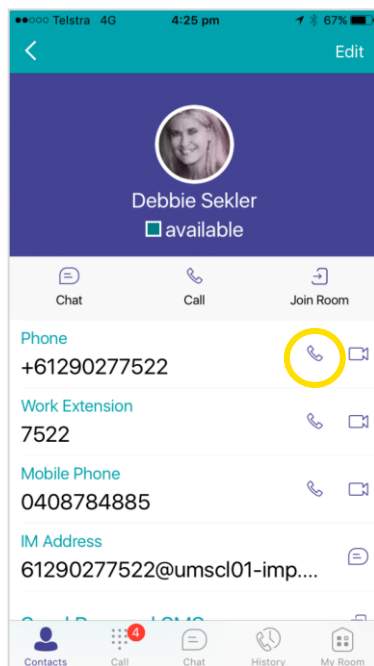
The contact you have just added will receive a notification asking them to accept your request. Once they accept you will be able to view their presence



Calling a Contact

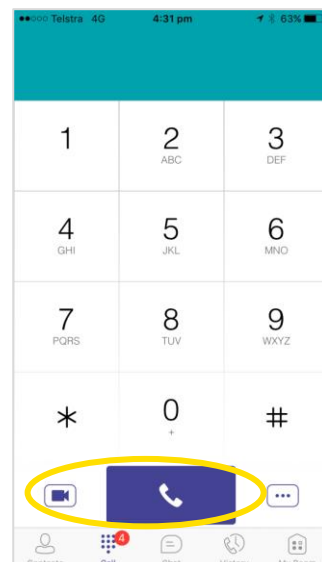
There are various ways you can call a contact:

1. **Tap** on a contact.
2. Select the **type of Call** (voice or video call).
3. Click on the **number** to call.
4. Use the in-call icons to control the call
5. Tap the red handset to end the call



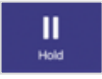
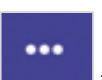
Using the Dial Pad to call a Contact

1. Select the **Dial pad** from the menu.
2. Enter the **number** you want to call.
3. Click on the icon for the type of call you would like to make, a **video** call or a call from your iPhone



Manage your call from the Call Control settings

When you make a call it's possible to manage your call from the Call dialog box:

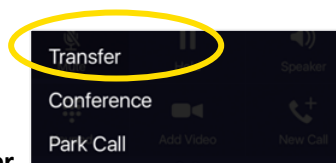
1. Select  to escalate to a **Video** call.
2. Select  to **Hold** a call.
3. Select  to **End** a call.
4. Select  to **Mute**
5. Select  to view the **dial pad**.
6. Select  to put the call on **Speaker**
7. Select  to make a new call
8. Select  for more **options**.

Transfer a Call

To transfer a call:

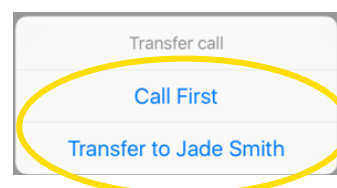
1. Whilst on an active call Click the **More Options** icon 

2. Select **Transfer**



3. Select the party you want to transfer to, or enter the transfer number

4. Choose from **Transfer** or **Call First** if you want to announce the call first



Answer an incoming call

To answer an Incoming Call:

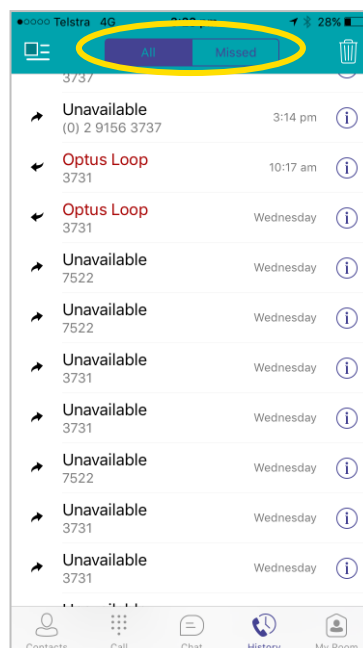
1. Press the **Green handset** button on the incoming call pop up
2. To reject or decline a call, press the **Red handset** button



Call History

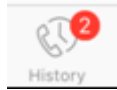
To view your call **History** – **Received**, **Placed** or **Missed** calls.

1. Tap on the **History** icon 
2. Select **All** or **Missed** to view your history
3. The icon to the left of the call will indicate what type of call it was
4. Tap the information  tab, to view call back options



Missed Calls

1. A red notification icon on the History tab will indicate the number of missed calls you have

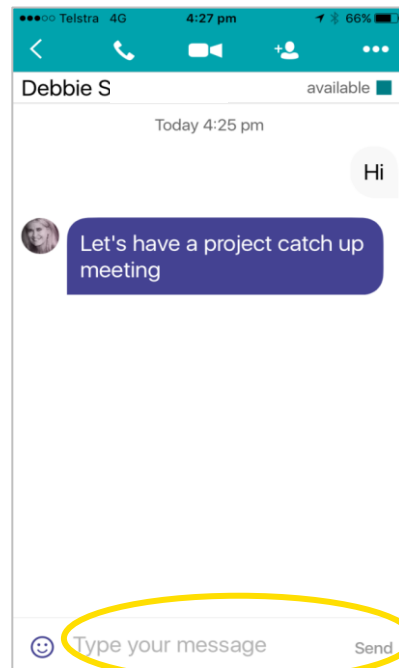
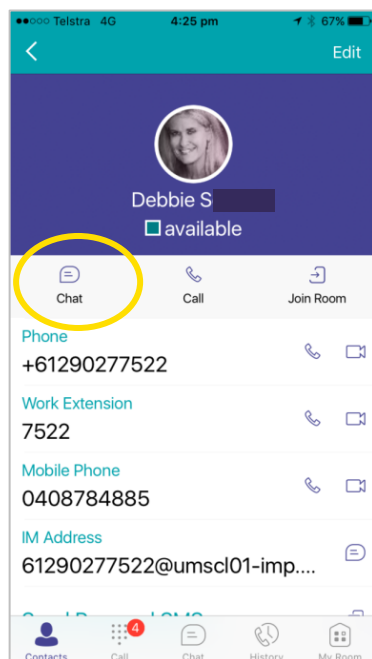
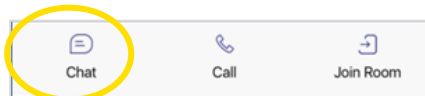


Chat

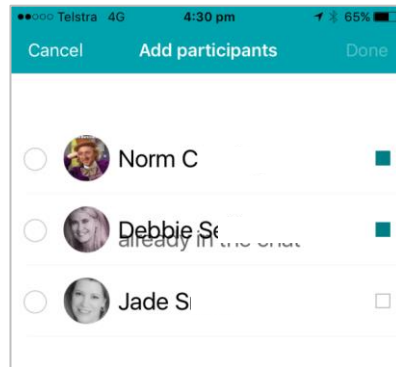
Allows you to chat one-to-one or to multiple people in a chat session.

One to one chat

1. From your **Contacts** list
2. Select a contact and then tap **Chat**
3. The **Chat** window will open
4. Type your message, and then tap **Send** to send the message.
5. You can also click the **Chat** tab at the bottom of your home screen to start a Chat session



6. To add more people to the chat session tap 
7. Then select who you want to add to the chat session



My Room

Allows you to chat with multiple people in a Chat Room. To activate My Room:

1. Tap on the **My Room** tab  on the home screen to open your personal chat room

2. Tap Chat icon 

3. Tap  to add participants to your room

4. Tap the participants you want to add and tap **Done**

5. Tap  to view the participant list

6. Tap  to escalate from chat to a call

Leave My Room

1. Click the **More options** icon  then tap **Leave Chat**

